



LIMITED WARRANTY

Fifteen year warranty to assure your complete satisfaction.

NTI warrants this boiler and its components to be free from defects in material and workmanship according to the following terms, conditions, and time periods. UNLESS OTHERWISE NOTED THESE WARRANTIES COMMENCE ON THE DATE OF INSTALLATION. This limited warranty is only available to the **original consumer purchaser** (hereinafter "Owner") of this boiler, and is non-transferable.

Coverage	Coverage Period	Coverage Rate	Components Covered	Additional Terms and Conditions
Basic	Year 1 - 5	100%	All Components (Including Pressure Vessel)	Basic Coverage applies to boiler installations not registered at www.ntiboilers.com/products/product-registration.html within six (6) months of installation and commences on the date of manufacture.
Extended	Year 1 - 5	100%	All Components (Including Pressure Vessel)	Extended Coverage applies to boiler installations registered at www.ntiboilers.com/products/product-registration.html within six (6) months of installation and commences on the date of installation.
	Years 6 - 10	100%	Pressure Vessel Only	
	Years 11 - 15	20%		

Basic Coverage Explanation

Installations Not Registered Online within Six (6) Months of Installation

During the first five years after the date of manufacture, NTI warrants that it will repair or replace, at its option, any defective or malfunctioning component of the boiler that is found to have failed due to manufacturer's defect.

Extended Coverage Explanation

Installations Registered Online within Six (6) Months of Installation

A. During the first five years after the date of installation, NTI warrants that it will repair or replace, at its option, any defective or malfunctioning component of the boiler that is found to have failed due to manufacturer's defect.

B. During the sixth through tenth year after the date of installation, should a defect or malfunction result in a leakage of water from the pressure vessel due to defective material or workmanship, malfunction, or failure to comply with the above warranty, with such defect or malfunction having been verified by an authorized NTI representative, NTI will repair or replace, at its option, the defective or malfunctioning pressure vessel.

C. During the eleventh through fifteenth year after the date of installation, should a defect or malfunction result in a leakage of water from the pressure vessel due to defective material or workmanship, malfunction, or failure to comply with the above warranty, with such defect or malfunction having been verified by an authorized NTI representative, NTI will repair or replace, at its option, the defective or malfunctioning pressure vessel at a cost to the Owner of 80% (eighty percent) of the manufacturer's list price in effect at the date of replacement.

Coverage Terms and Conditions

1. Replacement components will be of the nearest comparable model available at the time of replacement.
2. Replacement components (other than the pressure vessel) will be warranted for ninety (90) days. A replacement pressure vessel will be warranted for the unexpired portion of the applicable warranty period of the original pressure vessel.
3. In the event of a leakage of water from a replacement pressure vessel due to defective material or workmanship, malfunction, or failure to comply with the above warranty, NTI reserves the right to refund to the Owner the published wholesale price available at the date of manufacture of the original pressure vessel.
4. If government regulations, industry certification, or similar standards require the replacement boiler or component(s) to have features not found in the defective boiler or component(s), the Owner will be charged the difference in price represented by those required features. If the Owner pays the price difference for those required features and/or to upgrade the size and/or other features available on a new replacement boiler or component(s), the Owner will also receive a complete new limited warranty for that replacement boiler or component(s).
5. This warranty extends only to boilers utilized in heating applications that have been properly installed by qualified professionals based upon the manufacturer's installation instructions.
6. It is expressly agreed between NTI and the Owner that repair, replacement, or refund are the exclusive remedies of the Owner.

Owner Responsibilities

The Owner or Qualified Installer / Service Technician must:

1. Have a relief valve bearing the listing marks of the American Society of Mechanical Engineers (ASME) installed with the boiler assembly in accordance with federal, state, and local codes.
2. Maintain the boiler in accordance with the maintenance procedure listed in the manufacturer's provided instructions. Preventive maintenance can help avoid any unnecessary breakdown of the boiler and keep it running at optimum efficiency.
3. Maintain all related system components in good operating condition.
4. Check all condensate lines to confirm that all condensate drains properly from the boiler.
5. Use the boiler with a properly sized and installed thermal expansion tank.
6. Use the boiler at water pressures not exceeding the working pressure shown on the rating plate.
7. Keep the boiler free of damaging scale deposits.
8. Make provisions so if the boiler or any component or connection thereto should leak, the resulting flow of water will not cause damage to the area in which it is installed.

Warranty Exclusions

This limited warranty will not cover:

1. Any boiler purchased from an unauthorized dealer.
2. Any boiler not installed by a qualified heating installer/service technician, or installations that do not conform to ANSI, CSA, and/or UL standards, as well as any applicable national or local building codes.
3. Service trips to teach the Owner how to install, use, maintain, or bring the boiler installation into compliance with local building codes and regulations.
4. The workmanship of any installer. The manufacturer disclaims and does not assume any liability of any nature caused by improper installation, repair, or maintenance.
5. Electricity or fuel costs, or increased or unrealized savings for same, for any reason whatsoever.
6. Any water damage arising, directly or indirectly, from any defect in the boiler or component part(s) or from its use.
7. Any incidental, consequential, special, or contingent damages or expenses arising, directly or indirectly, from any defect in the boiler or the use of the boiler.
8. Failure to locate the boiler in an area where leakage of the boiler or water line connections and the relief valve will not result in damage to the area adjacent to the boiler or lower floors of the structure, as well as failure to install the boiler with properly designed containment measures.
9. Any failed components of the system not manufactured by NTI as part of the boiler.
10. Boilers repaired or altered without the prior written approval of NTI.
11. Damages, malfunctions, or failures resulting from failure to install the boiler in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices.
12. Damages, malfunctions, or failures resulting from improper installation, failure to operate the boiler at firing rates or pressures not exceeding those on the rating plate, or failure to operate and maintain the boiler in accordance with the manufacturer's provided instructions.

13. Failure to operate the boiler with a properly sized and installed thermal expansion tank.
14. Failure or performance problems caused by improper sizing of the boiler, expansion device, piping, or the gas supply line, the venting connection, combustion air openings, electric service voltage, wiring or fusing.
15. Damages, malfunctions, or failures caused by improper conversion from natural gas to LP gas or LP gas to natural gas.
16. Damages, malfunctions, or failures caused by operating the boiler on Natural Gas or LP gas with average sulfur rates greater than 30 mg/m³.
17. Damages, malfunctions, or failures caused by operating the boiler with modified, altered, or unapproved components, or any component / attachment not supplied by NTI.
18. Damages, malfunctions, or failures caused by abuse, accident, fire, flood, freeze, lightning, electrochemical reaction, acts of God and the like.
19. Failures (leaks) caused by operating the boiler in a corrosive or contaminated atmosphere.
20. Damages, malfunctions, or failures caused by operating an empty or partially empty boiler ("dry firing"), or failures caused by operating the boiler when it is not supplied with water, free to circulate at all times.
21. Any damage or failure of the boiler due to the accumulation of solid materials or lime deposits.
22. Any damage or failure resulting from improper water chemistry. See installation manual for full water chemistry requirements.
23. Any damages, malfunctions, or failures resulting from the use of galvanized fittings in any system loop, and/or dielectric unions in a DHW loop.
24. Boilers replaced for cosmetic reasons.
25. Components of the boiler that are not defective, but must be replaced during the warranty period as a result of reasonable wear and tear.
26. Components of the boiler that are subject to warranties, if any, given by their manufacturers; NTI does not adopt these warranties.
27. Damages, malfunctions, or failures resulting from the use of any attachment(s) not supplied by NTI.
28. Boilers installed outside the fifty states (and the District of Columbia) of the United States of America and Canada.
29. Boilers moved from the original installation location.
30. Boilers that have had their rating labels removed.

Extended Limited Warranty Registration

To register for the Extended Limited Warranty, complete the registration form located on the NTI website at www.ntiboilers.com/products/product-registration.html within six (6) months of installation. The form must be completed in full with owner name, email address, and phone number, the address where the unit is installed and installation date, and unit model and serial numbers. Proof of purchase is required, and may be an invoice for the product, or a bill from an installing contractor that clearly documents the installation of the unit. To be valid, proof of purchase must also include the unit serial number. Proof of purchase may be typed or hand written. Submit the proof of purchase to NTI via the directions provided on the website.

NOTE: When registration is complete, retain proof of the Extended Limited Warranty registration. Proof of Extended Limited Warranty registration must be presented when making a warranty claim in order for the Extended Limited Warranty to be valid.

Procedures for Warranty Service Requests

1. Any claim for warranty assistance must be made immediately upon finding the issue. Contact your installing contractor or service provider. DO NOT CALL NTI. If your contractor or qualified service technician requires further help, they will contact NTI directly.

NOTE: NTI cannot provide technical assistance unless you are a licensed and trained qualified service technician.

2. If the contractor or qualified service technician determines that the issue may be covered by warranty, consult the coverage period (page one of this warranty) to check warranty eligibility. You may also contact NTI Technical Support at 1-506-657-6000 for questions or assistance. Warranty coverage requires review and approval of the issue with NTI Technical Support prior to a full unit replacement. Any claim for warranty reimbursement will be rejected if prior approval from NTI is not obtained in advance of a full unit replacement. Final determination will be made as part of the warranty claim process.

3. When submitting a warranty claim the following items are required:

- a. **Proof of purchase or installation of the product** – Typically a copy of the invoice from the installing contractor, the receipt of the purchase of the product, or an original certificate of occupancy for a new home.
- b. **Clear pictures (or video) of the following:**
 - i. Serial number tag (sticker)
 - ii. The product
 - iii. The product issue / failure whenever possible
 - iv. A picture of the piping near the product
 - v. For gas fired products, a picture of the venting, including how it exits the building

All claims will be reviewed by NTI within three (3) business days. If additional information is required and requested by the NTI Claims Department you will have thirty (30) days to provide it. When all requested information is provided NTI will respond within three (3) business days. The claim will be automatically closed if requested information is not provided within thirty (30) days. Claims will not be reopened without NTI Warranty Supervisor approval.

During the claims process a product that must be replaced will be given a designation of either a) field scrap, or b) return to NTI. If the product must be returned to NTI, the returned product must arrive at NTI within sixty (60) days of the date of our request to return the product. After receipt of the returned product NTI may require as many as thirty (30) additional days for product testing.

NOTE: Any components or heaters returned to NTI for warranty analysis will become the property of NTI and will not be returned, even if credit is denied.

4. NTI will replace or credit components under warranty only. Credits are issued to the authorized wholesaler at their cost, so do not purchase replacement parts from suppliers with hopes of receiving 100% credit.

5. Take care to maintain records of all regular maintenance and combustion efficiency test results (showing appropriate adjustment settings), as these will be required for any warranty claim.

6. If you have questions about the coverage of this warranty, please contact NTI at the following address or phone number: NTI Boilers Inc., 30 Stonegate Drive, Saint John, NB, Canada, E2H 0A4, Technical Assistance: 1-800-688-2575.

Service, Labor, and Shipping Costs

Except when specifically prohibited by the applicable law, the Owner, and not the Manufacturer, shall be liable for and shall pay for all charges for labor or other expenses incurred in the removal, repair, or replacement of the boiler or any component part(s) claimed to be defective or any expense incurred to remedy any defect in the product. Such charges include, but are not necessarily limited to:

1. All freight, shipping, handling, and delivery costs of forwarding a new boiler or replacement part(s) to the owner.
2. All costs necessary or incidental in removing the defective boiler or component part(s) and installing a new boiler or replacement part(s).
3. All administrative fees incurred by the Owner, as well as material required to complete, and/or permits required for, installation of a new boiler or replacement part(s), and
4. All costs necessary or incidental in returning the defective boiler or component part(s) to a location designated by the manufacturer.

LIMITATIONS OF THIS NTI WARRANTY AND REMEDIES

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND ARE GIVEN AND ACCEPTED TO THE FURTHEST EXTENT UNDER APPLICABLE LAW IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ANY OBLIGATION, LIABILITY, RIGHT, CLAIM OR REMEDY IN CONTRACT OR TORT, WHETHER OR NOT ARISING FROM NTI'S NEGLIGENCE, ACTUAL OR IMPUTED. THE REMEDIES OF THE OWNER SHALL BE LIMITED TO THOSE PROVIDED HEREIN TO THE EXCLUSION OF ANY OTHER REMEDIES INCLUDING WITHOUT LIMITATION, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SAID INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST PROFIT OR DAMAGES ALLEGED TO HAVE BEEN CAUSED BY ANY FAILURE OF NTI TO MEET ANY OBLIGATION UNDER THIS AGREEMENT INCLUDING THE OBLIGATION TO REPAIR AND REPLACE SET FORTH ABOVE. NO AGREEMENT VARYING OR EXTENDING THE FOREGOING WARRANTIES, REMEDIES OR THIS LIMITATION WILL BE BINDING UPON NTI. UNLESS IN WRITING AND SIGNED BY A DULY AUTHORIZED OFFICER OF NTI. THE WARRANTIES STATED HEREIN ARE NOT TRANSFERABLE AND SHALL BE FOR THE BENEFIT OF THE ORIGINAL OWNER ONLY.

NO OTHER EXPRESS WARRANTIES

This warranty gives the Owner specific legal rights. The Owner may also have other rights that vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages so this limitation or exclusion may not apply to the Owner.

These are the only written warranties applicable to this boiler manufactured and sold by NTI. NTI neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with said boilers.

NTI reserves the right to change specifications or discontinue models without notice.