

13. Warranty

13.1 Warranty General

This unit is warranted by Intellihot Inc., and covers defects in materials and workmanship, subject to the applicable time periods and terms below. The Warranty coverage begins on the date of installation or 60 days from the date of manufacturing if installation cannot be verified. The manufacturing date is determined using the serial number located on the ratings label on the unit.

This warranty is extended to the original purchaser and any subsequent owner at the original installation location and applies only when properly installed by a licensed contractor and operated in accordance with the instruction manuals. This warranty is limited to repairs or replacement of parts, at Intellihot's option, that are proven to be defective under normal use and connected only to potable water systems.

Any replacement parts, including the Thermal Battery or the full unit will be warranted only for the unexpired portion of the original water heater's limited warranty period. Owners are responsible for all labor and installation costs associated with repairing and/ or replacing the product.

Warranty Period

Item	Without Startup	With Startup	With Startup and activated telliCare remote monitoring system
Thermal Battery	1 Year	3 years	3 years
All Other Parts	1 Year	2 Years	2 Years
Labor Coverage	No Coverage	No Coverage	Limited 12 months

“Startup” refers to Intellihot-verification of product installation and operation, carried out at the site by the installing contractor or by IntelliPro contractor using the startup form. The startup form is available online at <https://www.intellihot.com/start-up/>). This form must be completed and verified by Intellihot within 30 days from date of installation.

In addition to completing the **Startup when telliCare remote monitoring service** is activated within 30 days from date of installation, the unit is eligible for limited labor warranty.

Limited Labor: Intellihot will pay predefined labor charges for repairing or replacing parts or components during the labor warranty period. All repair parts must be genuine Intellihot parts. All repairs or replacements must be performed by a licensed contractor trained to do the type of repair. Only Intellihot can authorize the replacement of the entire unit at its sole discretion.

Intellihot does not authorize any person or company to assume any obligation or liability concerning the replacement of the product. The total number of labor hours during the 12 months is limited, and the labor rates are defined for all regions. For complete details of the limited labor coverage, please visit <https://www.intellihot.com/warranty/>

All Other Parts and Components

The warranty period for any original parts (excluding the thermal battery) against failure, is 12 months from the effective start date. A replacement part is warranted for the unexpired term of the original warranty. Defective parts submitted can not be returned. No returns will be accepted without prior authorization from Intellihot.

Shipping Costs

If a replacement part is supplied under the terms of this warranty, Intellihot will provide ground service delivery for the part free of charge. Any expedited shipping expense will be paid by the customer.

Definition of Potable water

Potable water is defined as drinkable water supplied from utility or well water in compliance with EPA secondary maximum contaminant levels (40 CFR part 143.3) as shown in the table.

Contaminant	Level
Aluminum	0.05 to 0.2 mg/l
Chloride	250 mg/l
Color	15 color units
Copper	1.0 mg/l
Corrosivity	Non-corrosive
Fluoride	2.0 mg/l
Foaming Agents	0.5 mg/l
Iron	0.3 mg/l
Manganese	0.05 mg/l
Odor	3 threshold odor number
pH	6.5-8.5 mg/l
Silver	0.1 mg/l
Sulfate	250 mg/l
Total dissolved solids (TDS)	500 mg/l
Zinc	5 mg/l

13.2 Water Hardness Criteria

This warranty applies only when the water quality and supply meet the parameters as explained below.

The maximum allowable hardness is shown below. To use the table, locate the desired unit setpoint temperature on the left side of the table. Then, locate the incoming water pressure across the top. The corresponding value in the table is the maximum allowable hardness in grains per gallon (gpg).

Maximum Allowable Hardness (grains per gallon, gpg)						
Unit Setpoint (°F)	Incoming Water Pressure (psi)					
	30	40	50	60	80	100
100-119°	8	15	20	25	30	30
120-139°	5	11	15	20	27	30
140-159°	4	5	11	13	18	20
160-170°	3	4	10	12	15	17

13.3 Not Covered by this Warranty

This warranty does not cover failures or problems due to

1. Failure to install in accordance applicable building codes, ordinances, normal plumbing, or electrical trade practices.
2. Improper installation, improper use, improper maintenance, improperly made replacements or repairs, accidents, or abuse. The workmanship of any installer. Intellihot disclaims and does not assume any liability of any nature caused by improper installation, repair, or maintenance.
3. Sediment deposits, fire, flood, lightning, freezing, and acts of God, or any causes other than defects in materials and workmanship.
4. The warranty does not cover damage from applying the wrong power supply voltage or phase.
5. Damages due to lightning
6. Receiving the unit with a Tip N Tell sensor filled with blue or transporting the unit to the installation room the incorrect way
7. Starting the unit immediately when 48-hour standby is required
8. This warranty is void and has no effect if the unit is modified or altered in any way.
9. The unit is installed outdoor and the door is not closed and or not locked.
10. Unit installed outdoor without proper heat trace to pipes and the drains
11. Unit installed outdoor without a roof or or other protective covering to protect it from the rain water damage
12. Appliance(s) or equipment attached to the unit that have not been approved by Intellihot Inc.
13. The unit is used exclusively as a booster heater for a commercial dishwasher, or if the water from a reverse osmosis or deionized process is run directly through the unit.
14. The unit is installed without consideration for adequate drain to accommodate leaks,
15. The unit installed where the leakage could result in damage to the area adjacent to the water heater or to the lower floors of the structure
16. Damages due to improper/inadequate water hardness treatment or damages to scale formation due to water hardness
17. Building water characteristics requires a water hammer arrestor, but water hammer arrestor was not installed
18. Electrical failures due to Inadequately sized electrical breaker or Multiple units installed, without a properly sized dedicated breaker for each unit
19. Lack of maintenance
20. Components failure due to inadequate air flow to the room or water heater not operating at optimal performance due to inadequate air flow
21. Improper electrical grounding of the unit or not following the electrical grounding requirements

22. The serial number is altered, defaced, or discarded.

This warranty will be void and have no effect if:

- The unit is modified or altered in any way.
- Water heater or equipment attached to the unit that have not been approved by Intellihot Inc.
- If the unit is used exclusively as a booster heater for a commercial dishwasher, or if the water from a reverse osmosis or deionized process is run directly through the unit.
- The serial number is altered, defaced, or discarded

13.3.1 Warranty Limitations

This warranty applies only when the unit is used in the United States or Canada. Except for the limited warranties provided above, Intellihot Inc. disclaims any and all other warranties, including but not limited to warranties of merchantability and fitness for a particular purpose, provided however, that implied warranties of merchantability and fitness for a particular purpose are not disclaimed during the 1-year period from the effective date. Intellihot shall not be liable for indirect, special, incidental, consequential, or other similar damages, including lost profits, arising from or relating to the unit. This warranty gives you specific legal rights, and you can also have other rights which vary from state to state.

13.4 How to Make a Claim

Please visit <https://www.intellihot.com/warranty/to> open a warranty claim ticket

or

Call (877) 835-1705. Proof of purchase in the form of a dated sales receipt or warranty registration should be included with your claim. The product owner should submit the warranty claim directly to Intellihot at the following address:

Intellihot Inc.
Attn: Warranty Claims
2900 W. Main St.
Galesburg, IL 61401

All parts claimed to be defective can be requested to be returned to Intellihot for examination prior to full claim settlement.

Please include the following information on your warranty claim:

- Model number and serial number of the unit.
- Date of original purchase.
- Owner's name and address.
- A description of the problem with the part and unit