

## 18. Warranty

### 18.1 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. All Warranty coverages begin on installation date as identified in a company verified startup report or 60 days from the date of manufacture without a verified startup. 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 install location and applies only when the unit is properly installed by a licensed contractor adhering to and operated per the Installation and Operation manual, or other instructions supplied by Intellihot. This warranty is limited to repairs or replacement of parts, at Intellihot's option, that are proven defective under normal use and connected only to potable water systems.

**Any replacement parts, including the Heat Exchanger Assembly or 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 (effective from 7/1/2024):

Item	Without Startup	With Startup	With Startup and activated telliCare remote monitoring system
Heat Exchanger Assembly	1 Year	10 years (prorated)	10 years (prorated)
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/>

#### Heat Exchanger Assembly Warranty:

The heat exchanger assembly is defined solely as the heating-subassembly from the burner casting assembly to bottom casting assembly and doesn't include the blower, gas valve, water fittings, and brackets. The Heat Exchanger Assembly Warranty is prorated as shown below:

Year	Discount from current List Price
1-5	100%
6	70%
7	60%
8	50%
9	40%
10	30%

#### All Other Parts and Components:

A replacement part will be warranted for the unexpired term of the original warranty. Defective parts submitted to Intellihot may not be returned. No returns will be accepted without prior authorization from Intellihot.

#### Shipping Costs:

When a replacement part is shipped under the terms of this warranty, Intellihot will cover the cost of ground service delivery. Any expedited shipping expenses 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

## 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
160-190°	3	4	10	12	15	17

## Not Covered by this Warranty

This warranty does not cover failures or problems due to:

- Failure to install in accordance with applicable building codes, ordinances, normal plumbing, or electrical trade practices.
- Improper installation, improper use, improper maintenance, improperly made replacements or repairs, accidents or abuse.
- Sediment deposits, fire, flood, lightning, freezing, and acts of God, or any causes other than defects in materials and workmanship.
- Missing drip leg (or not including an alternative method) on the gas line connection
- The unit is installed without consideration for an adequate drain to accommodate leaks,
- 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 building.
- Damages due to improper/inadequate water hardness treatment or damages from scale formation due to water hardness.
- Water hammer arrestor must be installed to prevent heat exchanger damages. Otherwise, Heat exchanger warranty request will not be honored.
- Electrical failures due to Inadequately sized electrical breaker or inadequately sized wire
- Damage caused by power surges or lightning
- Not performing recommended maintenance.
- Component failures due to side panels not being properly closed
- Not properly electrically grounding the unit or not following the electrical grounding requirements.
- Holes drilled in the cabinet
- Holes drilled on the exhaust pipes
- Improper propane conversion or not performing the conversion within the 72 hours
- The manufacturer will not be responsible for any damages resulting from leaking if adequate drainage is not provided

This warranty will be void and have no effect if:

- The unit is modified or altered in any way.
- Holes are drilled on the exhaust sidecast
- Appliance(s) or equipment are 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.

## **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 date of commissioning. 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 may also have other rights which vary from state to state.

## **How to Make a Claim**

The warranty claim can be submitted online at <https://www.intellihot.com/warranty-claim/>

or

by calling (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 may 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.