



# LIMITED LIFETIME WARRANTY

**NOTICE**

A licensed and trained Heating Technician must install this appliance, otherwise the Warranty is VOID.



**IMPORTANT**

**FREE** extended Coverage B only **IF** you register your appliance and installation on our website within six (6) months of installation ([www.nythermal.com/registration.htm](http://www.nythermal.com/registration.htm)).

## WHAT IS COVERED

We, the manufacturer, warrant that any parts or components of each new Indirect Water Heater or Storage Tank, will be supplied free of defects in material or workmanship. This warranty is valid for units manufactured after June 1, 2010 and replaces any other warranty implied or expressed. All the durations, terms and conditions mentioned hereafter are for manufacturer defects due to material or workmanship only, and do not include misuse or normal wear of the equipment. Equipment returned for warranty consideration, will be evaluated upon the condition of the part when examined by NY Thermal Inc. or an authorized service representative. Improper handling and/or installation practices may VOID the warranty. See the identification label on unit exterior for appliance type, model number, and serial number information. **Warranty only valid to the original owner and location and is not transferrable.**

### Models Covered:

Appliance	Series	Model Numbers	Coverage
Stainless Steel Indirect Water Heater	S	S40, S50, S80, S120	A & B
Stainless Steel Solar Indirect Water Heater	S-SR 	S80SR, S120SR	A & B
Stone Lined Indirect Water Heater	SL	SL35, SL50, SL70	A & B
Stone Lined Solar Indirect Water Heater	SL-SRE 	SL80SRE, SL120SRE	A & B
Stainless Steel Storage Tank	ST	ST80, ST120	A & B

### Owner's Warranty Record:

Appliance	
Model No.	
Serial No.	
Date Installed	
Contractor	

## COVERAGE OPTIONS

**Basic Coverage A:** One year limited parts warranty and 7 year limited tank replacement warranty. We will repair or replace any component, supplied or manufactured by NY Thermal Inc., that is found to be defective, for a period of twelve (12) months from date of manufacture, if it is within the "Terms and Conditions" of this warranty, and in compliance with the original manufacturer's warranty.

**Extended Residential Coverage B:** Additional "LIMITED LIFETIME" tank replacement warranty. If the installer or original homeowner registers the appliance installation online with NY Thermal Inc. within six (6) months of the original date of installation, we will repair or replace the tank, if found to be defective, and if found to be in compliance with the recommended installation and "Terms and Conditions" of this warranty. This Coverage extends to residential applications only where the purchaser is not a business, partnership, or corporation and the product is not used for commercial, institutional, industrial, non-residential or multi-applications. This coverage is only for the original owner and location and is not transferrable.

## TERMS AND CONDITIONS

- This warranty is VOID if:
  - The appliance is not installed and serviced by a licensed and trained Heating Technician.
  - The installation is not in accordance with this manufacturer's manuals, local codes, and regulations.
  - Tank leaks are a result of corrosive effects caused by abnormal water conditions or outside the following water chemistry requirements:
    - Tank water with PH levels outside the limits of 6.0 to 8.0.
    - Tank water with Chloride levels (ppm) outside the limits of 0 to 80.
  - The external heat source does not provide and ensure required flow through the tank heat exchanger when the boiler is on.
  - Deformation occurs due to freezing, improper storage or handling, improper firing or firing without water.
  - Any repairs or replacements made without authorization by or notification to the manufacturer.
- This warranty is valid ONLY to the original owner, at the original installation site. The warrant is NOT transferable.
- The warranty assumes the proper use and care of the appliance and does not cover improper installation, neglect or abuse of the product.
- Tank replacement warranty covers only the tank for leaks caused by corrosive effects of water under "normal conditions" within the water chemistry limits.
- NY Thermal Inc. is not responsible for reimbursement for labor, fuel, or punitive damages caused by the operation or failure of the equipment.
- This warranty does not cover the labor and shipping costs associated with installing a repaired or replaced indirect water heater or storage tank.
- Decision of warranty repairs or replacements to appliances will be at the discretion of the manufacturer or authorized service representative.

## WHAT TO DO IN THE CASE OF A WARRANTY SERVICE PROBLEM

- Contact your installing contractor or service provider. Do not call NTI.
- If your contractor or service representative requires further help, they will contact us directly.
- If you cannot contact your contractor or service representative, contact us at 1-506-657-6000 to the attention of the Service Department.

**NOTE: NTI cannot provide technical assistance to homeowners unless they are a licensed and trained Heating Technician.**

- We as the appliance manufacturer will replace or credit the parts under warranty; credits are issued to the authorized wholesaler at their cost, so do not purchase replacement parts from suppliers with hopes of receiving 100% credit; it is recommended to receive all your warranty parts from your authorized service representative or us directly, at no charge (if under the warranty coverage).
- We care about the quality of service you receive, so please let us know if you have complaints concerning your authorized service representative.