

# 10. Warranty

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## 10.1 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 install location, and applies only when properly installed by a licensed contractor and operated in accordance with the instruction manuals. This warranty is limited to repair or replacement of parts, at Intellihot's option that are proven to be defective under normal use and connected only to potable water heaters.

### Warranty Period

The warranty is one year (12 months) from the date of installation or 60 days from the date of manufacturing if installation date cannot be verified. The manufacturing date is determined using the serial number located on the ratings label on the unit.

### 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.

### Owner Responsibilities

The Owner or Service provider must:

1. Maintain the water heater in accordance with the maintenance procedure. Preventive maintenance helps it running at optimum efficiency.
2. Maintain all related system components in good operating condition.
3. Use the water heater at water pressures not exceeding the pressure shown on the rating plate.
4. Keep the water heater free of scale deposits and debris.
5. Make provisions so if the water heater or any component or connections should leak, the resulting flow of water will not cause damage to the area in which it is installed.

## 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 meets the parameters outlined in the table 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
100-120°	8	15	20	25	30	30

## **Not Covered by this Warranty**

1. Any water heater purchased from an unauthorized dealer
2. Failure to install in accordance applicable building codes, ordinances, normal plumbing, or electrical trade practices.
3. Improper installation, improper use, improper maintenance, improperly made replacements or repairs, accidents, or abuse. The workmanship of any installer. The manufacturer disclaims and does not assume any liability of any nature caused by improper installation, repair, or maintenance.
4. Sediment deposits, fire, flood, lightning, freezing, and acts of God, or any causes other than defects in materials and workmanship.
5. This warranty is void and has no effect if the unit is modified or altered in any way.
6. Appliance(s) or equipment attached to the unit that have not been approved by Intellihot Inc.
7. 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.
8. Failure to locate the water heater in an area where leakage of the water heater or water line connections and the relief valve will not result in damage to the area adjacent to the water heater or lower doors of the structure, as well as failure to install the water heater in or with a properly sized drain routed to an approved drainage location
9. Damages due improper/inadequate water hardness treatment or damages to scale formation due to water hardness
10. Electrical failures due to Inadequately sized electrical breaker or Multiple units installed without a properly sized dedicated breaker for each unit
11. Lack of maintenance
12. Improper electrically grounding the unit or not following the electrical grounding requirements
13. 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.

## 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 manufactured 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 may also have other rights which vary from state to state.

## How to Make a Claim

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

or

Please 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 water heater 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

Intellihot can request all parts claimed to be defective returned to Intellihot for examination prior to full claim settlement. Core charges may apply.

Please include the following information on your warranty claim:

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

# 11. Warranty Registration

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

or

fill out the information in the form below and mail to the following address:

Warranty Registration  
Intellihot Inc.  
2900 W. Main Street  
Galesburg, IL 61401

Make a copy or cut here to remove page.

Model: \_\_\_\_\_

Serial Numbers (up to 4):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Owner Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Postal Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Dealer Information:

Sold By: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Postal Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_