

## 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. The warranty effective start date begins on the date of commissioning, as shown on display.

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 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.

#### Warranty Period

Commercial Domestic Hot Water (DHW) Warranty: Heat Engine coil - 10 years, Other Parts - 2 years.

#### Heat Exchanger Coil

The warranty period for a heat exchanger coil failure, when installed in a Commercial DHW application is ten (10) years from the effective start date.

#### All Other Parts and Components

The warranty period for any original parts (excluding the heat exchanger coil) against failure, is two (2) years from the date of commissioning. A replacement part will be warranted for the unexpired term of the original warranty. Defective parts submitted may not be returned. No returns will be accepted without prior authorization from Intellihot.

#### 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                  |

#### 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.

#### 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).

| Unit Setpoint (°F) | Maximum Allowable Hardness<br>(grains per gallon, gpg) |    |    |    |    |     |
|--------------------|--|----|----|----|----|-----|
|                    | 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.
- 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 heater's usage flow rate required a water hammer arrestor, but water hammer arrestor not installed.
- Electrical failures due to inadequately sized electrical breaker or inadequately sized wire
- Not performing recommended maintenance.
- Not properly electrically grounding the unit or not following the electrical grounding requirements.

This warranty will be void and have no effect if:

- The unit is modified or altered in any way.
- 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.

# 19. Product Warranty

## 19.1 Warranty

To register via the telliCare app, refer to "12.10.3 telliCare Service (Subscribe at Startup)" on page 44.

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

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

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: \_\_\_\_\_