



# NTI Indirect Water Heater and Storage Tank Limited Lifetime Warranty

Please register your purchase of this product at  
[www.ntiboilers.com/products/product-registration.html](http://www.ntiboilers.com/products/product-registration.html).

Please retain proof of purchase, installation date and all service records.

## A. What Does This Limited Warranty Cover

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 replaces any other warranty implied or expressed.

This Limited Warranty covers the Tank and all Parts in your NTI Indirect Water Heater and Storage Tank against failure due to defects in materials and workmanship. NTI will replace or, at the sole discretion of NTI, repair any defective part. Any replaced part will be warranted for the longer of i) the unexpired portion of the original warranty period or ii) 90 days. Labor and all other costs for the inspection or examination, removal and re-installation of defective parts, and transportation costs for defective or replacement parts, are not covered by this Warranty.

## B. How Long Does the Warranty Last

**Parts Warranty:** Two-year limited parts warranty. We will repair or replace any component, supplied or manufactured by NTI Boilers Inc., that is found to be defective, for a period of twenty four (24) months from date of installation, if found to be in compliance with the "Terms and Conditions" of this warranty.

**Tank Warranty:** Limited Lifetime Warranty. NTI will, at its discretion, repair or replace a tank found to be defective or malfunctioning, resulting in a leakage of water from the tank, for a period of ten (10) years from the date of installation, and if found to be in compliance with the "Terms and Conditions" of this warranty.

For the years following the first 10 years, NTI will provide coverage for a percentage of the material cost of a replacement Indirect Water Heater or Storage Tank according to the following table:

Year From Date of Installation	% Covered by NTI
11th	75%
12th	
13th	50%
14th	
15th and Beyond	25%

Warranty coverage period will commence from the date of installation. If the installation date cannot be confirmed through either the Product Registration or a Contractor's Invoice, coverage will be considered to begin 90 days after NTI shipped the product from its warehouse. This shipping date can be determined by NTI using the product serial number.



### C. Terms and Conditions

1. This warranty is VOID if:

- A. The appliance is not installed and serviced by a licensed and trained Heating Technician.
- B. The installation is not in accordance with this manufacturer's manuals, local codes, and regulations.
- C. Tank leaks are a result of corrosive effects caused by abnormal water conditions or outside the following water chemistry requirements:
  - i. Tank water with PH levels outside the limits of 6.0 to 8.0.
  - ii. Tank water with Chloride levels (ppm) outside the limits of 0 to 80.
  - iii. Electrical conductivity (EC) exceeding maximum of 125 mS/m @ 25° C
  - iv. Saturation index (LSI) outside the limits of -1.0 to 0.8 @ 80° C
- D. Deformation occurs due to freezing, improper storage or handling.
- E. Any repairs or replacements made without authorization by or notification to the manufacturer.

2. This warranty is valid ONLY to the original owner, at the original installation site. The warrant is NOT transferable.

3. The warranty assumes the proper use and care of the appliance and does not cover improper installation, neglect or abuse of the product.

4. Tank replacement warranty covers only the tank for leaks caused by corrosive effects of water under "normal conditions" within the water chemistry limits.

5. NTI Boilers Inc. is not responsible for reimbursement for labor, fuel, or punitive damages caused by the operation or failure of the equipment.

6. This warranty does not cover the labor and shipping costs associated with installing a repaired or replaced indirect water heater or storage tank.

7. Decision of warranty repairs or replacements to appliances will be at the discretion of the manufacturer or authorized service representative.

### D. How Do You Make A Warranty Claim?

If you believe you have a claim under this Limited Lifetime Warranty, please contact a local heating or plumbing contractor of your choice, that is familiar with the operation and service requirement of Indirect Water Heaters and Storage Tanks. Your contractor will perform a diagnosis to determine the cause of the issue and will work with NTI Boilers Inc. to establish as to whether you may have a claim covered by this Warranty. If your contractor advises you that you may have a claim covered by this Warranty, then the contractor can choose to file the claim directly with NTI Boilers Inc. on your behalf, or work through a local Wholesale Distribution Partner of NTI Boilers Inc. You must make all parts that are subject to a warranty claim available to your contractor for return to NTI. If you have questions about this process or the status of your claim, you may contact the **NTI Technical Services** at **1-800-688-2575**, or email [info@ntiboilers.com](mailto:info@ntiboilers.com). You can also find warranty details and procedures at [www.ntiboilers.com](http://www.ntiboilers.com).

If you have any questions about your coverage under this Limited Lifetime Warranty, please contact NTI at [info@ntiboilers.com](mailto:info@ntiboilers.com) or the Contact Us form on our website, [www.ntiboilers.com](http://www.ntiboilers.com). Please review all printed material accompanying the Product to learn how to properly care for and maintain your Product. Additional information may also be found on our website, listed above.

**NTI'S MAXIMUM LIABILITY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID BY YOU FOR YOUR PRODUCT. IN NO EVENT SHALL NTI BE RESPONSIBLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL (INCLUDING WITHOUT LIMITATION DAMAGE TO OR LOSS OF OTHER PROPERTY, OR PUNITIVE DAMAGES, WHETHER SUCH CLAIM OR ACTION IS BASED ON CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL THEORY.** Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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