

Warranty: Squire Stainless Indirect Water Heater Range

| Model | Warranty Period | | Maximum Storage Temperature and Working Pressure |
|-------------------------------------|----------------------|--|--|
| Squire Stainless SIT and SDT models | Vessel | For Models SIT/SDT 300-450 =5 Years For Models SIT/SDT 600-3000 =10 Years | Models SIT/SDT 300-450 80°C / 10 bar |
| | All other components | 1 Year | Models SIT/SDT 600-3000 100°C / 6 bar |

Component Warranty

Our warranty is to provide a replacement component in exchange for the return of the defective component and is subject to an audit upon receipt of the faulty component. Replacement components must be paid for in full prior to dispatch unless we agree otherwise. The warranty does not include any labour costs or carriage of the returned component.

Indirect Water Heater Warranty

The Squire Stainless range of indirect water heaters has a manufacturing defect warranty. This provides coverage to the end user via Lochinvar. If the indirect water heater becomes unserviceable due to a material or workmanship defect, it will be replaced. Damage to the indirect water heater due to deposits or debris from the system water is not a defect in the material or workmanship of the indirect water heater and is therefore not covered by the warranty. With this in mind, it is of utmost importance when installing the indirect water heater that adequate measures are taken to prevent deposits or debris forming.

If deposits or debris do begin to form within the vessel it can potentially affect the heat transfer capabilities of the indirect water heater. If debris or deposits do begin to develop within the indirect water heater it should be removed by a suitable means.

Warranty Procedures

If a claim is to be made under the terms of our warranty, the original purchaser of the appliance should place a purchase order for the required component and obtain a Sales Return Order (SRO) number for the return of the defective component.

To process any warranty claim, we require the following information:

- Appliance model number
- Appliance serial number
- Date and proof of purchase
- Brief description of fault

Upon receipt of the defective component, it will be tested and if the component is found to be faulty, a credit will be raised against the relevant invoice.

The warranty period starts from the date of delivery of the original appliance unless the equipment is commissioned by Lochinvar, in which case the warranty period will begin from the completion date of the initial commissioning. Warranties are subject to the equipment being installed and maintained in accordance with the relevant Installation Commissioning and Maintenance Instructions and do not cover failures due to deliberate misuse, malicious damage, neglect, unauthorised alterations or repairs, accidental damage or third party damage. The warranty is held by the company/organisation that has placed the purchase order with us and is only valid if the appliance supplied has been paid for in full.

Lochinvar's total liability is limited to the value of the warranted appliance or component and it shall not be responsible for any loss of income, profits (actual or anticipated), and contracts or for any other business related loss, indirect or consequential losses arising in connection with the warranted appliance or component.

We retain the exclusive right to replace the product or offer a refund at our sole discretion. Such remedy shall be your sole and exclusive remedy for any breach of warranty.

Lochinvar's standard terms and conditions apply to this warranty and in the event of any inconsistency between the two; the wording in this warranty shall prevail.

Lochinvar Ltd reserves the right to change specifications without prior notice.

Warranty T&C_Squire Stainless_ March 2020