

WARRANTY

TTW Water Heater Range



Model	Warranty Period		Conditions
TTW Range	Heat Exchanger	5 Years	Working temperature must be no greater than 80°C Water quality must comply with the guidance within the ICM instructions
	All other components#	2 Years	

(1) General Warranty

If within 2(Two) years of the invoice date or commissioning date of a water heater supplied by Lochinvar Ltd., following verification, and at the sole discretion of Lochinvar Ltd., an assembly or part (with exclusion of the heat exchanger) proves to be defective or fails to function correctly due to manufacturing and/or material defects, then Lochinvar Ltd. shall repair or replace this assembly or part.

The warranty starts from the date of delivery, unless commissioned by Lochinvar in which case warranty starts from the date of commissioning which can be up to a maximum of 6 months after the date of delivery.

(2) Heat Exchanger Warranty

The EcoForce low water content stainless steel heat exchanger has a manufacturing defect warranty of up to 5(five) years. This provides coverage to the end user via Lochinvar that if the heat exchanger becomes unserviceable due to a material or workmanship defect it will be replaced.

(3) Conditions for installation and use

The warranty set out in articles 1 and 2 will apply solely under the following conditions:

- a. The water heater is installed under strict adherence to Lochinvar Ltd. installation instructions for the specific model and must be in accordance with the relevant requirements of the Gas Safety Regulations, Building Regulations, I.E.E. Regulations and the byelaws of the local water undertaking. The installation should also be in accordance with any relevant requirements of the local gas distributor and local authority.
- b. The water heater remains installed at the original site of installation.
- c. The water heater is used exclusively with drinking water, which at all times can freely circulate (a separately installed heat exchanger is mandatory for heating saline water or corrosive water).
- d. The heat exchanger is safeguarded against harmful scaling and lime build-up by means of periodic maintenance.
- e. The water temperatures in the heater do not exceed the maximum setting of the thermostats, which form a part of the water heater.
- f. The water pressure and/or heat load do not exceed the maximum values stated on the water heater rating plate.
- g. The water heater is installed in a non-corrosive atmosphere or environment.
- h. The water heater is connected to a protected cold supply arrangement, which is: approved by the relevant authority; with sufficient capacity for this purpose; supplying a pressure no greater than the working pressure stated on the water heater; and where applicable by a likewise approved temperature and pressure relief valve, fitted in accordance with installation instructions of Lochinvar Ltd. applying to the specific model of water heater, and further in compliance with Building Regulations, local authority installation byelaws and the Water Supply (Water Fittings) Regulations 1999.

(4) Exclusions

#Service parts and consumables are not included within the above warranty period, this includes (but is not limited to) any part identified within the Installation manual which should be changed as part of the service regime for the appliance. These parts have a 12-month warranty from the date of commissioning or from the date of delivery to site (whichever is shorter).

The warranty set out in articles 1 and 2 will not apply in the event of:

- a. damage to the water heater caused by an external factor;
- b. misuse, neglect (including frost damage), modification and incorrect and/or unauthorized use of the water heater;
- c. contaminants or other substances having been allowed to enter the heat exchanger;
- d. any attempts at repair to a defective water heater other than by an approved service engineer.

(5) Scope of the warranty

The obligations of Lochinvar Ltd. pursuant to the specified warranty are limited to free delivery from the warehouse of the replacement assemblies, parts or water heater, respectively. Labour, installation and any other costs associated with the replacement will not be accepted by Lochinvar Ltd.

(6) Claims

A claim on grounds of the specified warranty must be submitted to the dealer from whom the water heater was purchased, or to another authorized dealer of Lochinvar Ltd. Inspection of the water heater as referred to in articles 1 and 2 shall take place in one of the laboratories of Lochinvar Ltd.

(7) 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/appliance and obtain a Warranty Case number for the return of the defective component/appliance.

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/appliance, it will be tested and if found to be faulty, a credit will be raised against the relevant invoice

Obligations of Lochinvar Ltd.

Lochinvar Ltd. grants no other warranty or guarantee over its water heaters nor the (assemblies or parts of) water heaters supplied for replacement, other than the warranty expressly set out in these conditions. Under the terms of the supplied warranty, Lochinvar Ltd. is not liable for damage to persons or property caused by (assemblies or parts, or the glass-lined steel heat exchanger of) a (replacement) water heater that it has supplied.