

Warranty: EcoSword condensing storage Water Heater Range

Model	Warranty Period		Conditions
EcoSword Range	Vessel	3 Years	Working temperature must be no greater than 85°C
	All other components	2 Years	Water quality must comply with the guidance within the ICM instructions

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 tank) 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.

Vessel Warranty

If within 3 (three) 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., the enamel-lined steel tank proves to be leaking due to rust or corrosion occurring on the water side, then Lochinvar Ltd. shall offer to replace the defective water heater with an entirely new water heater of equivalent size and quality. The warranty period given on the replacement water heater shall be equal to the remaining warranty period of the original water heater that was supplied.

Conditions for installation and use

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

- 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.
- The water heater remains installed at the original site of installation.
- 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).
- The tank is safeguarded against harmful scaling and lime build-up by means of periodic maintenance.
- The water temperatures in the heater do not exceed the maximum setting of the thermostats, which form a part of the water heater.
- The water pressure and/or heat load do not exceed the maximum values stated on the water heater rating plate.
- The water heater is installed in a non-corrosive atmosphere or environment.
- 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.
- The water heater is protected with an electrical powered anode that provides cathodic protection at all times. The water heater is equipped with a powered anode, which passes a small current from the electrode, immersed in the water, on to the inner surface of the water heater. It is possible, over time, that the electrode rod may become covered with a thin film that prevents sufficient current to flow, this can be remedied by removing the film on the electrode rod with a clean cloth, do not use abrasive cleaning products. It is a requirement, of the powered anode system, that the water heater is connected to 230 v power supply. There must be no switches, such as time control, in the main power supply other than the double-pole isolator. Time control can be achieved by other means without interrupting the main power supply. Incorrect installation of the main power supply will invalidate the warranty of the water heater.

Exclusions

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

- damage to the water heater caused by an external factor;
- misuse, neglect (including frost damage), modification and incorrect and/or unauthorised use of the water heater
- contaminants or other substances having been allowed to enter the tank
- unfiltered, recirculated water flowing through or being stored in the tank
- the conductivity of the water being less than 125 $\mu\text{S}/\text{cm}$ and/or the hardness (alkaline earth ions) of the water being less than 1.00 mmol/litre
- any attempts at repair to a defective water heater other than by an approved service engineer

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..

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..

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 tank of) a (replacement) water heater that it has supplied.