

Warranty: Impetus Instantaneous Water Heater Range

Model	Warranty Period		Working Temperature
Impetus Range	Heat Exchanger	3 Years	Working temperature must be no greater than 75°C
	All other components	2 Years	

General Warranty

If, after verification and at the sole discretion of Lochinvar Ltd, a component or part (with exclusion of the stainless steel heat exchanger) of a water heater supplied by Lochinvar Ltd proves within two years of the original installation date to be defective or fails to function correctly due to manufacturing and/or material defects, then Lochinvar Ltd shall repair or replace this component or part.

Heat Exchanger Warranty

If, after inspection and at the sole discretion of Lochinvar Ltd, the stainless steel heat exchanger of a water heater supplied by Lochinvar Ltd proves within 3 years of the original installation date to be leaking due to 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. Notwithstanding that in the event that unfiltered water is used, the warranty shall be reduced to one year from the original installation date.

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 the relevant government and local authority installation and building codes, rules and regulations in force at the time of installation.
- The water heater is used exclusively with drinking water.
- The water heater remains installed at the original site of installation.
- The heat exchanger is safeguarded against harmful scaling and lime build-up by means of periodic maintenance according to the Installation-, User-, Maintenance and Service manual.
- 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 water supply arrangement, which is approved by the relevant authority; with sufficient capacity for this purpose; supplying a water pressure no greater than the working pressure stated on the water heater; in compliance with the government and local authority installation and building codes, rules and regulations.

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, incorrect and/or unauthorized use of the water heater and any attempt to repair leaks;
- contaminants or other substances having been allowed to enter the water heater and/or heat exchanger;
- the hardness (alkaline earth ions) of the water exceeding 11.2 °dH (equals 20 °fH, 14 eH, 2.0 mmol/litre CaCO₃ or 200 ppm CaCO₃);
- unfiltered, recirculated water flowing through in the water heater;
- any attempts at repair to a defective water heater other than by an approved service engineer;
- damage to the water heater due to excessive lime deposits in the heat exchanger caused by improper or negligent maintenance.

Scope Of The Warranty

The obligations of Lochinvar Ltd by virtue of the warranty provided do not extend beyond delivery free of charge from the warehouse of the parts or components or water heater to be replaced; transport, labor, installation and other costs associated with the replacement shall not be borne by Lochinvar Ltd.

Claims

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. 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.

Obligations Of Lochinvar

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), 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.