

Warranty: EcoCharger Hybrid Range



Model	Warranty Period		Working Temperature
EcoCharger Hybrid Range	Storage Vessel	3 Years	Working temperature must be no greater than 80°C
	All other components	1 Year	

General 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. If (after verification and at the sole discretion of Lochinvar Limited) a component or part of the EcoCharger Hybrid Water Heater supplied by Lochinvar Limited proves, within one year 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) to be defective or fails to function correctly due to manufacturing and/or material defects, then Lochinvar Limited shall repair or replace this component or part. The general warranty terms are also applicable to the storage vessel but the warranty period of time is extended to three years. If the enamel-lined steel tank proves to be leaking due to rust or corrosion on the water side, then Lochinvar Limited 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 above will apply solely under the following conditions:

- The warranty is subject to the EcoCharger being installed and maintained in accordance with the relevant Installation Commissioning and Maintenance Instructions and does not cover failures due to deliberate misuse, malicious damage, neglect, unauthorised alterations or repairs, accidental damage or third party damage.
- The EcoCharger Hybrid 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 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 EcoCharger Hybrid Water Heater is installed in a non-corrosive atmosphere or environment.
- The installation is connected to a protected cold water supply arrangement which is approved by the relevant Water Supplier 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 the relevant Installation Commissioning and Maintenance Instructions, and further in compliance with Government and local authority installation and Building Regulations.
- The water heater is protected with an electrical powered anode that provides cathodic protection at all times; the powered anode passes a small current from the electrode immersed in the water on to the inner surface of the storage vessel. It is possible, over time, that the electrode rod may become covered with a thin film preventing sufficient current to flow. This can be remedied by removing the film with a clean cloth; do not use abrasive cleaning products. It is a requirement of the powered anode protection system that a 230 V power supply is permanently connected to the water heater, there must be no interruptions to this power supply by any time control switches. Time control can be achieved by other means whilst keeping a power supply for the electrical anode system. Incorrect installation of the power supply will invalidate the warranty of the water heater.

Exclusions

The warranty set out above will not apply in the event of:

- damage to the EcoCharger Hybrid Water Heater caused by an external factor;
- misuse, neglect (including frost damage), modification, incorrect and/or unauthorised use of the EcoCharger Hybrid Water Heater and any attempt to repair leaks;
- contaminants or other substances having been allowed to enter the EcoCharger Hybrid Water Heater;
- unfiltered, recirculated water flowing through (or being stored in) the EcoCharger Hybrid Water Heater;
- any attempts at repair to a defective EcoCharger Hybrid Water Heater other than by an approved service technician;
- if the installation is not filled with drinking water as prescribed in the European Council Directive 98/83/EG on the quality of water intended for human consumption

Scope of the warranty

The obligations of Lochinvar Limited by virtue of the warranty provided do not extend beyond delivery free of charge from the warehouse of the parts or components of the EcoCharger Hybrid Water Heater to be replaced; transport, labour, installation and other costs associated with the replacement shall not be borne by Lochinvar Limited.

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 with Lochinvar Limited 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 Limited

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.