

Warranty: TTW Range

Model	Warranty Period		Working Temperature
TTW Range	Heat Exchanger	10 Years *(Sliding Scale)	Working temperature must be no greater than 70°C
	All other components	2 Years	

Components 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.

Heat Exchanger Warranty

The TTW low water content stainless steel heat exchanger has a manufacturing defect warranty. 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. Blockages of the heat exchanger due to the formation of lime scale from the system water are not defects in the material or workmanship of the heat exchanger and are therefore not covered by the warranty. With this in mind, it is of utmost importance when installing the water heater that adequate measures are taken to prevent scaling the heat exchanger.

Water supply quality may adversely affect the efficiency and performance of water heaters and hot water systems. The situation can intensify where higher temperatures or demands exist. Water hardness should not exceed 205ppm CaCO₃ and TDS (Total Dissolved Solids) of untreated water should not exceed 350ppm. If these values are exceeded, a water treatment specialist should be consulted and any fault arising in such circumstances is not covered by the warranty.

***The sliding scale warranty on the heat exchanger is as follows:-**

0 to 2 years	100% warranty
2+ to 4 years	heat exchanger price discounted by 80%
4+ to 6 years	heat exchanger price discounted by 60%
6+ to 8 years	heat exchanger price discounted by 40%
8+ to 10 years	heat exchanger price discounted by 20%

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), 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 (subject to the *sliding scale) 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.

