

Warranty: Charger Storage Water Heaters



Model	Warranty Period		Working Temperature and Flow Rates
CH / CHA Ranges	Vessel	3 Years	Working temperature must be no greater than 70°C
	All other components	1 Year	

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.

Storage Vessel Warranty

It is extremely important to adhere to an anode maintenance regime for Charger Water heaters.

If the Correx Electronic Anode protection system has been fitted, it is imperative that the Correx has been powered for the duration of the installation.

It is a requirement of the Correx system that the unit is connected to a **permanent 230VAC power supply**. There must be no switches, including time controllers in the electrical system other than the main isolator. Incorrect installation of the electrical supply will invalidate the warranty of the appliance.

It is imperative that regular inspection of the inner surface of the water storage vessel be undertaken to assess the level of scale build up. Deposits of scale must be removed by suitable means to ensure against premature failure of the fabric of the storage vessel caused by localised overheating.

Storage vessel failure/leakage caused by scale formation or inadequate anode maintenance is not covered by the warranty.

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 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.

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Lochinvar Ltd reserves the right to change specifications without prior notice.

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