

Warranty: LOKE Packaged plate heat exchanger Range

| Model | Warranty Period | | Conditions | |
|-----------------|----------------------|--------|------------------------------------|---------------------------------|
| | Heat Exchanger | 1 Year | Maximum working temperature: 100°C | Maximum working pressure 10 bar |
| LOKE8 PHE Range | All other components | 1 Year | | |

General Warranty

If within one year 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 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.

Conditions for installation and use

The warranty set out above 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 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 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 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.

Exclusions

The warranty set out above 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 unauthorized use of the water heater;
- contaminants or other substances having been allowed to enter the tank;
- any attempts at repair to a defective water heater other than by an approved service engineer.
- The water having chloride levels above 200ppm and/or the hardness being more than 2.05mmol/litre

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.

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.

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 a replacement water heater that it has supplied.