



ONE-YEAR COST-FREE SERVICE POLICY

PVI is a customer-oriented company and our desire is customer satisfaction. PVI's purpose is to provide the user with protection against failure which could occur during the time period detailed within this limited warranty.

If the owner is dissatisfied because the water heater or boiler has failed to perform satisfactorily due to a defect in material or workmanship of any component part in the first year of service, or within 18 months of the shipment date, whichever occurs first, PVI will repair the product at no cost. General conditions, as stipulated on PVI's limited warranties, will apply to this one-year cost-free service policy.

PVI will not be responsible for improper installation, misuse, or abuse of the product. The installation must be accessible for service, must comply with all applicable federal, state, and local regulations, and must be in accordance with PVI's installation and maintenance manual. Normal maintenance and repair will be the responsibility of the owner. This policy is valid during the first installation only.

The first year service policy period for the product shall begin at the date of start-up by a PVI authorized contractor, or six months from the date of shipment, whichever occurs first. In the event there is no such start-up required, this service policy period shall begin 60 days from the date of shipment.

Warranty claims should be presented through prompt telephone notification to PVI at toll-free 1-800-433-5654. PVI shall be entitled to inspect the product prior to repair or replacement.

PVI Industries, LLC • P.O. Box 7124 • Ft. Worth, TX 76111