



FIRST-YEAR LIMITED SERVICE POLICY

Applicable to United States and Canadian installations only

Watts Heating and Hot Water Solutions, LLC dba PVI Industries ("PVI") is a customer-oriented company, and our desire is customer satisfaction. PVI's purpose is to provide the user with protection against failure that could occur during the time period detailed within this service policy.

For one year from the start of this service policy, PVI will, if the tank or a component part fails due to a defect in material or workmanship, replace or repair the defective component and return the product to operating condition.

Conditions and Exceptions (all installations):

1. All general conditions, as stipulated on PVI's limited warranties, will apply to this one-year cost-free service policy.
2. 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.
3. Normal maintenance and repair will be the responsibility of the owner.
4. This policy is valid during the first installation only.

Conditions and Exceptions (Alaska, Hawaii, and Canadian installations):

1. Labor cost covered by this service policy is limited to installations with normal access to the equipment, and travel distance not to exceed 150 miles from the nearest factory authorized service agency.

The First Year Limited Service Policy is effective as of 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.

Watts Heating and Hot Water Solutions, LLC dba PVI Industries
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