



## Limited Warranty

### **CENTURION, CONQUEST, AND POWER VTX PRODUCT LINES – TANK AND HEATING SURFACES: 15 YEARS**

The tank or heating surfaces shall carry a 15-year prorated, limited warranty from date of original shipment against typical condensate corrosion, thermal stress failure, mechanical defects or workmanship. Operation of the heater using contaminated air will void the warranty. The tank or heat exchanger shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event of a covered defect during the warranty period, Watts Heating and Hot Water Solutions LLC dba PVI Industries (“PVI”) will, at its option, repair, or offer to exchange the unit for the same or equivalent model discounted according to the following schedule:

<b>Year</b>	<b>Discount From Current List Price</b>
1 – 8	100% (No Cost)
9	40%
10	35%
11	30%
12 – 15	25%

### **MAXIM PRODUCT LINES – TANK AND HEATING SURFACES: 15 YEARS**

The tank or heating surfaces shall carry a 15-year prorated, limited warranty from date of original shipment against thermal stress failure, mechanical defects or workmanship. Operation of the heater using contaminated air will void the warranty. The tank or heat exchanger shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event of a covered defect during the warranty period, PVI will, at its option, repair, or offer to exchange the unit for the same or equivalent model discounted according to the following schedule:

<b>Year</b>	<b>Discount From Current List Price</b>
1 – 8	100% (No Cost)
9	40%
10	35%
11	30%
12 – 15	25%

### **TURBOPOWER96 PRODUCT LINE – TANK: 25 YEARS**

The tank shall carry a 25-year prorated, limited warranty from date of original shipment against typical condensate corrosion, thermal stress failure, mechanical defects or workmanship. Operation of the heater using contaminated air will void the warranty. The tank shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event of a covered defect during the warranty period, PVI will, at its option, repair, or offer to exchange the heat exchanger for the same or equivalent model discounted according to the following schedule:

<b>Year</b>	<b>Discount From Current List Price</b>
1 – 15	100% (No Cost)
16	40%
17	35%
18	30%
19 – 25	25%

### **TURBOPOWER96 – ECONOMIZER WARRANTY: 1 YEAR NON-PRORATED**

The economizer shall carry a non-prorated 1-year limited warranty from date of original shipment against typical condensate corrosion, thermal stress failure, mechanical defects or workmanship. Operation of the heater using contaminated air will void the warranty. The burner shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event of a covered defect during the warranty period, PVI will, at its option, repair, or offer to exchange the heat exchanger for the same or equivalent model.

### **TURBOPOWER96 – HEAT EXCHANGER: 10 YEARS**

The heat exchanger includes the duplex stainless steel combustion chamber, tube sheets, and copper fire tubes. It does not include the burner and its components, the flue collector, the refractory plug, or the flue baffles. The heat exchanger shall carry a 10-year prorated, limited warranty from date of original shipment against typical condensate corrosion, thermal stress failure, mechanical defects or workmanship. During the first 5-years from date of original shipment, PVI will, at its option, offer to repair or exchange the unit for the same or equivalent model. Operation of the heater using contaminated air will void the warranty. The tank or heat exchanger shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event of a covered defect during the warranty period, and if in PVI's judgement, the heat exchanger cannot practically be repaired, PVI will, at its option, offer to exchange the unit for the same or equivalent model discounted according to the following schedule:

<b>Year</b>	<b>Discount From Current List Price</b>
1 – 5	100% (No Cost)
6	50%
7	45%
8	40%
9	35%
10	30%

### **TURBOPOWER96 – BURNER WARRANTY: 1 YEAR NON-PRORATED**

The burner shall carry a non-prorated 1-year limited warranty from date of original shipment against typical condensate corrosion, thermal stress failure, mechanical defects or workmanship. Operation of the heater using contaminated air will void the warranty. The burner shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event of a covered defect during the warranty period, PVI will, at its option, repair, or offer to exchange the heat exchanger for the same or equivalent model.

### **BRIGADE – TANK AND HEATING SURFACES: 6 YEARS NON-PRORATED**

The tank or heating surfaces shall carry a non-prorated 6-year limited warranty from date of original shipment against typical condensate corrosion, thermal stress failure, mechanical defects or workmanship. Operation of the heater using contaminated air will void the warranty. The tank or heat exchanger shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event of a covered defect during the warranty period, PVI will, at its option, repair, or offer to exchange the unit for the same or equivalent model.

### **COBREX STORAGE, DURAWATT, EZ PLATE SEMI-INSTANTANEOUS, EZ PLATE STORAGE, QUICKDRAW, TURBOPOWER, AND STORAGE TANK PRODUCT LINE – TANK: 25 YEARS**

The tank shall carry a 25-year prorated, limited warranty from date of original shipment to the customer against thermal stress failure, mechanical defects or workmanship. Operation of the heater using contaminated air will void the warranty. The tank shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event



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of a covered defect during the warranty period, PVI will, at its option, repair, or offer to exchange the heat exchanger for the same or equivalent model discounted according to the following schedule:

Year	Discount From Current List Price
1 – 15	100% (No Cost)
16	40%
17	35%
18	30%
19 – 25	25%

### **COBREX PRODUCT LINES – HEAT EXCHANGER: 3 YEARS NON-PRORATED**

The heat exchanger shall carry a non-prorated 3-year limited warranty from date of original shipment against thermal stress failure, mechanical defects or workmanship. Operation of the heater using contaminated air will void the warranty. The heat exchanger shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event of a covered defect during the warranty period, PVI will, at its option, repair, or offer to exchange the heat exchanger for the same or equivalent model.

### **DURAWATT, DURAWATT MINI, AND HEATERS WITH ELECTRIC HEATING ELEMENTS – HEATING ELEMENTS: 1 YEAR NON-PRORATED**

The heating elements shall carry a non-prorated 1-year limited warranty from date of original shipment against thermal stress failure, mechanical defects or workmanship. Operation of the heater using contaminated air will void the warranty. The heating elements shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event of a covered defect during the warranty period, PVI will, at its option, repair, or offer to exchange the heat exchanger for the same or equivalent model.

### **DURAWATT MINI – PRESSURE VESSEL: 10 YEARS NON-PRORATED**

The pressure vessel shall carry a non-prorated 10-year limited warranty from date of original shipment against thermal stress failure, mechanical defects or workmanship. The tank shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event of a covered defect during the warranty period, PVI will, at its option, repair, or offer to exchange the heat exchanger for the same or equivalent model.

### **EZ PLATE PRODUCT LINES – HEAT EXCHANGER: 18 MONTHS NON-PRORATED**

The heat exchanger shall carry a non-prorated 18-month limited warranty from date of original shipment against thermal stress failure, mechanical defects or workmanship. Operation of the heater using contaminated air will void the warranty. The heat exchanger shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event of a covered defect during the warranty period, PVI will, at its option, repair, or offer to exchange the heat exchanger for the same or equivalent model.

### **QUICKDRAW AND CSX PRODUCT LINES – HEAT EXCHANGER: 1 YEAR NON-PRORATED**

The heat exchanger shall carry a non-prorated 1-year limited warranty from date of original shipment against thermal stress failure, mechanical defects or workmanship. Operation of the heater using contaminated air will void the warranty. The burner shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event of a covered defect during the warranty period, PVI will, at its option, repair, or offer to exchange the heat exchanger for the same or equivalent model.

### **TURBOPOWER – HEAT EXCHANGER: 10 YEARS**

The heat exchanger includes the duplex stainless steel combustion chamber, tube sheets, and copper fire tubes. It does not include the burner and its components, the flue collector, the refractory plug, or the flue



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baffles. The heat exchanger shall carry a 10-year prorated, limited warranty from date of original shipment against thermal stress failure, mechanical defects or workmanship. During the first 5-years, from date of original shipment, PVI will, at its option, offer to repair or exchange the unit for the same or equivalent model. Operation of the heater causing the unit to condense will not be covered. Operation of the heater using contaminated air will void the warranty. The tank or heat exchanger shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event of a covered defect during the warranty period, and if in PVI's judgement, the heat exchanger cannot practically be repaired, PVI will, at its option, offer to exchange the unit for the same or equivalent model discounted according to the following schedule:

Year	Discount From Current List Price
1 – 5	100% (No Cost)
6	50%
7	45%
8	40%
9	35%
10	30%

### **TURBOPOWER – BURNER WARRANTY: 1 YEAR NON-PRORATED**

The burner shall carry a non-prorated 1-year limited warranty from date of original shipment against thermal stress failure, mechanical defects or workmanship. Operation of the heater using contaminated air will void the warranty. Operation of the heater causing the unit to condense will not be covered. The burner shall not be warranted from failure due to scaling, liming, corrosion, erosion due to water or installation conditions, or damage due to freezing conditions. In the event of a covered defect during the warranty period, PVI will, at its option, repair, or offer to exchange the heat exchanger for the same or equivalent model.

### **EDGE CONTROL PANEL: 2 YEARS FROM ORIGINAL SHIPMENT; 5 YEARS FROM ORIGINAL SHIPMENT WITH NEXA™ REGISTRATION**

PVI labeled Edge control panels are warranted for (2) two years from original shipment. If the water heater is connected to and registered with the Watts Nexa™ platform, such warranty period will be extended to (5) years from original shipment. To qualify for this extended warranty period, connection and registration must be completed within the first two years from original shipment and such connection and registration must be maintained for the entirety of the (5) year extended warranty period.

### **OTHER COMPONENTS**

All other components, with the exception of the igniter and flame detector, are warranted against any failure for eighteen (18) months from original shipment. The igniter and flame detector are warranted only against defects in material and workmanship for ninety (90) days from original shipment.

### **GENERAL CONDITIONS**

The above limited warranty is in lieu of and not in addition to any other express or implied warranties in any documents, or under any law. No salesperson or other representative of PVI has any authority to expand warranties beyond the face of the above warranty and purchaser shall not rely on any oral statement except as stated in the above warranty. **THE WARRANTY SET FORTH HEREIN IS GIVEN EXPRESSLY AND IS THE ONLY WARRANTY GIVEN BY PVI. PVI MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED. PVI HEREBY SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

**The remedy described in the above limited warranty shall constitute the sole and exclusive remedy for breach of warranty, and PVI shall not be responsible for any incidental, special or consequential damages, including without limitation, lost profits or the cost of repairing or replacing other property which is damaged if this product does not work properly, other costs resulting from labor**



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**charges, delays, vandalism, negligence, fouling caused by foreign material, damage from adverse water conditions, chemical, or any other circumstances over which PVI has no control. This warranty shall be invalidated by any abuse, misuse, misapplication, improper installation or improper maintenance or alteration of the product.**

Any claim relating to the product must be filed with PVI not later than 14 days after the event giving rise to such claim. Any claims relating to this product shall be limited to the sale price of the product at the time of sale. The sale of the product is specifically conditioned upon acceptance of these terms.

Should a PVI water heating product fail due to a covered defect within the applicable warranty period from the date of original shipment(s), PVI shall at its option repair or exchange the defective item as outlined above. Replacement of a product under this Limited Warranty does not renew or extend the original warranty term. The replacement item shall be covered solely for the unexpired portion of the warranty applicable to the original purchase, and all warranty schedules, limitations, and conditions shall continue to run from the date of the original purchase. PVI shall have the option of having the item returned, FOB (Freight on Board) PVI factory, or to make field replacements at the point of installation. **In no event shall PVI be held liable for replacement labor charges or for freight or handling charges.**

PVI shall accept no responsibility for products that have been improperly installed, operated, or maintained – as defined in the Maintenance section of the product O&M manual – or if the buyer has permitted any unauthorized modification, adjustment, and/or repairs to the item. The use of replacement parts not manufactured or sold by PVI will void any warranty, express or limited.

PVI shall accept no responsibility for products that have been damaged due to contaminated combustion air containing but not limited to sheetrock particles, plaster board particles, dirt, dust, lint, and corrosive chemicals such as chlorine gas, halogenated hydrocarbons and refrigerants.

**This limited warranty applies solely to products installed and operated for domestic, potable water heating applications in accordance with the product Installation, Operation, and Maintenance Manual (IOM). Use of the product for any non-potable or industrial process application, including but not limited to ultra-pure, deionized, high-purity water, is outside the scope of this limited warranty and constitutes a non-approved use. Such use will void this warranty unless expressly authorized in writing by PVI. Customers intending to use the product for non-potable or process applications must contact PVI at [Systems@pvi.com](mailto:Systems@pvi.com) prior to purchase to determine suitability and any applicable warranty coverage.**

In order to process a warranty claim, a formal purchase order number is required prior to shipment of any warranty item. In addition, the returned item must include a Returned Material Authorization (RMA) label, attached to the shipping carton, which identifies the item's return address, register number and factory authorized RMA number.

Warranty coverage for all components and equipment mentioned in the above warranty is not valid unless the water heater is started up by a PVI Certified Technician and a PVI start-up sheet is completed and submitted to PVI within 14 days of start-up.

**The warranty periods described in the above limited warranty apply only within the United States, Canada and Mexico. For all other geographical areas, the limited warranty for the water heater (including all components thereof) is subject to the terms and conditions of the above limited warranty and the warranty period is limited to the lesser of (a) 18 months from date of original shipment or (b) 12 months from start-up.**



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### FIRST-YEAR LIMITED-SERVICE POLICY

Applicable to United States and Canadian installations only

For eighteen (18) months from date of original shipment, or 12 months from start-up, whichever occurs first, PVI will, if the heat exchanger 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 in the Limited Warranty, will apply to this first-year limited-service policy.
2. Service and repair covered under this policy must be completed by a PVI Certified Technician.
3. 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.
4. Normal maintenance and repair will be the responsibility of the owner.
5. This policy is valid during the first installation only.

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

1. Labor and 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.