

11 Twelve Year Limited Warranty

General

Aquastar water heaters are warranted by the Manufacturer (BOSCH) through **BBT North America**. **BBT North America (BBTNA)** will furnish a replacement heat exchanger and will furnish a replacement of any other part which fails in normal use and service within the applicable periods specified below, in accordance with the terms of this warranty. The BBTNA replacement will be warranted for the unexpired portion of the original warranty. This warranty will be valid only for water heaters in possession of the original purchaser as recorded on the warranty card.

The Heat Exchanger

If the heat exchanger fails within twelve (12) years after the original installation and operation, BBTNA will furnish a replacement heat exchanger. However, if the water heater is installed in other than a single family dwelling, this heat exchanger warranty is limited to two (2) years from date of original installation and operation.

Exceptions

This warranty will not apply:

- **1.** to defects or malfunctions resulting from failure to properly install, operate or maintain the unit in accordance with the printed instructions provided;
- **2.** to damage or abuse, accident, neglect or freezing and other acts of nature;
- **3.** to damage resulting from operation with either the flame sensor rod or overheat sensor removed;
- **4.** to failure of the heat exchanger resulting from the operation of the water heater in a corrosive atmosphere or at water temperatures exceeding the maximum rating, or if the water heater is not supplied with potable water;
- **5.** to defects or damage cause by any attachment or modification, including any energy-saving device.

All Other Parts

If any other part fails within two (2) years after original installation and operation, BBTNA will furnish a replacement part free of charge.

Shipping costs

In addition to supplying the replacement part(s), BBTNA will provide ground service delivery for these parts. Expedited or upgraded shipping will be charged to the customer.

Service Labor Costs

This warranty does not cover any labor costs associated with service, removal or re-installation of part(s). All such costs must be borne by the Purchaser. Additionally, this warranty does not cover any labor costs associated with service, removal or re-installation of the original water heater or a replaced water heater.



NOTE: the water heater must be free of damaging scale deposits and not subject to gas pressures greater than those shown on the rating plate, which must not be altered, defaced or removed.

How to Make a Claim

Any claim for warranty parts should be made by the original installer or service person to the local dealer, distributor or to BBTNA. If BBTNA, please contact the Technical Support Department:

BBT NORTH AMERICA

Bosch Group

340 Mad River Park

Waitsfield, VT 05673

Phone: 800-642-3111

www.boschhotwater.com

In most cases, the dealer or distributor will be able to promptly honor your claim and subsequently notify BBTNA. However, all replacements are made subject to validation by BBTNA of in-warranty coverage. The damaged or defective item must be made available in exchange for the replacement.

Miscellaneous

No one is authorized to make any other warranties on behalf of BBTNA. It is expressly understood that the replacement warranty of BBTNA shall be in lieu of any and all other warranties, express or implied, including warranties of merchantability or fitness for a particular use or purpose, and further that BBTNA shall not be liable for any loss or damage directly or indirectly arising from the use of the hot water heater, or for any consequential damages arising from such use (including damages from water leakage). BBTNA sole liability with respect to any defect shall be for the replacement of the defective part(s). Some states do not allow such limitations and exclusions, so the above may not apply to you.

This warranty gives specific legal rights. You may also have other rights which vary from state to state.