

LIMITED WARRANTY

Bosch Tronic 4000 C & Tronic 6100 C Electric Tankless Water Heaters

MODELS COVERED

This limited warranty is provided by Bosch Thermotechnology Corp. ("Bosch") and covers Bosch Tronic 4000 C & Tronic 6100 C Electric Tankless Water Heaters Models TR4000C-3, TR4000C-6, TR4000C-8, TR4000C-10, TR4000C-13, TR6100C-18 & TR6100C-27 (hereinafter referred to as "Water Heater"). This limited warranty is provided to the original purchaser of the Water Heater only. The removal of the Water Heater from its original place of installation will void this limited warranty.

LIMITED WARRANTY COVERAGE

HEATING CANISTER – Limited Warranty

Bosch warrants that the heating canister of the water heater will remain free from leakage due to defects in workmanship for five (5) years from the date of original installation (or from the date of manufacture if proof of installation is not available), provided it is installed and properly maintained by a qualified service contractor and the other conditions of this limited warranty are met. If Bosch determines, in its sole discretion, that the heating canister has a defect in workmanship or materials during the above mentioned warranty period, Bosch, at its option, will repair or replace the defective part.

OTHER WATER HEATER PARTS

Bosch warrants that any other internal part including the heating element of the Water Heater shall remain free from defects in workmanship and materials for two (2) years from the date of original installation or from the date of manufacture if proof of installation is not available, provided it is installed and properly maintained by a qualified service contractor and the other conditions of this limited warranty are met. If Bosch determines, in its sole discretion, that any other internal part of the Water Heater has a defect in workmanship or materials during the above mentioned warranty period, Bosch, at its option, will repair or replace the defective part.

ITEMS NOT COVERED

This limited warranty does not cover the following circumstances:

1. Components or parts not provided by Bosch.
2. Items not serviced or maintained as per the Installation Manual.
3. The workmanship of any installer. Bosch disclaims and does not assume any liability of any nature for unsatisfactory performance caused by improper installation, repair or maintenance.
4. Any labor or material costs for removal, reinstallation, repair and replacement of the defective component.
5. Electricity or fuel costs, or any increases or unrealized savings in same, for any reason whatsoever.
6. Damage caused by operation of the Water Heater in a corrosive atmosphere, scale deposits and/or highly mineralized or unsoftened water supply, electrical failures, water impurities, flooding or acts of God.
7. Damage caused by any attachment or modification to the Water Heater, including any energy saving device. Failure or malfunction resulting from

contaminated or corrosive air or liquid supply, the addition of unapproved chemicals, operation at abnormal temperatures, pressures or flow rates, or any attachment, accessory or component not authorized and approved by Bosch. See the Installation Manual for installation and maintenance information.

8. Damage caused by operation of the Water Heater at water temperatures exceeding the maximum rating or if the Water Heater is not supplied with potable water or is operated with water that may cause deposits or corrosion.
9. Water damage to any person or property, other than the Water Heater arising directly or indirectly from any defect in the Water Heater, components or parts or from its use. Water Heater must be installed in such a manner that if it should leak, the resulting flow of water will not cause damage to the area in which it is installed.
10. Damage caused by Water Heater not being installed in accordance with all applicable state and local plumbing and/or building codes and regulations.
11. Shipping charges, delivery expenses or administrative fees incurred by the purchaser in repairing or replacing the Water Heater.
12. Complete unit replacements are not covered under the Bosch limited warranty provided the unit can be field serviced and/or repaired. Bosch will provide parts and offer technical assistance to assure proper operation of the water heater. Pre-authorization from Bosch is required for complete unit replacements.

CONDITIONS OF LIMITED WARRANTY

The limited warranty herein is void under the following circumstances:

1. Failure or malfunction resulting from improper or negligent operation, accident, abuse, freezing, electrical imbalance characteristics, misuse, unauthorized alteration, incorrect electrical supply, electrical surges, or improper installation, repair or maintenance of the Water Heater. See the Installation Manual for installation and maintenance information.
2. Failure or malfunction resulting from contaminated or corrosive air or liquid supply, the addition of unapproved chemicals, operation at abnormal temperatures, pressures or flow rates, or any attachment, accessory or component not authorized and approved by Bosch. See the Installation Manual for installation and maintenance information.
3. Failure or malfunction resulting from the Water Heater not being supplied with potable water.
4. Work performed without prior authorization or approval and without authorization/requisition number and without proper documentation verifying compliance with above terms.
5. Any Water Heater installed outside of the fifty states of the United States, the District of Columbia and Puerto Rico.
6. Any Water Heater moved from the original installation location.



BOSCH

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OTHER THAN THE OBLIGATIONS OF BOSCH EXPRESSLY SET FORTH HEREIN, **BOSCH DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.** BOSCH'S SOLE OBLIGATION WITH RESPECT TO THE WATER HEATER AND **PURCHASER'S EXCLUSIVE REMEDIES ARE SET FORTH IN THE FOREGOING LIMITED WARRANTY. BOSCH SHALL NOT BE LIABLE FOR ANY INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR SIMILAR DAMAGES** INCLUDING, WITHOUT LIMITATION, INJURY OR DAMAGE TO PERSONS OR PROPERTY OR DAMAGES FOR LOSS OF USE, LOST PROFITS, INCONVENIENCE OR LOSS OF TIME.

NOTE THAT ANY REPAIRED OR REPLACED PRODUCT WILL BE WARRANTED FOR ONLY THE UNEXPIRED TERM OF THE ORIGINAL WARRANTY.

Some states do not allow the exclusion of limitation of damages, or limitations on how long an implied warranty lasts, so the above limitations and exclusions may not apply to you.

LIMITED WARRANTY CLAIMS PROCESS

If you have a limited warranty claim you should notify the contractor who installed your Water Heater and ask that the contractor notify the distributor from whom the contractor purchased the Water Heater. If this action is not possible or you don't receive a response, contact customer service at Bosch Thermotechnology Corp., 50 Wentworth Avenue, Londonderry, NH 03053. Phone: 1-866-6423198. Email: warranty_returns@us.bosch.com To process your claim, you will need a copy of your original invoice or other proof of purchase, the product serial number and documentation showing the original installation date and location. The alleged defective components or parts must be returned to Bosch in accordance with Bosch procedure then in force for handling goods returned for the purpose of inspection to determine cause of failure (contact Bosch if you have questions regarding the return process). If Bosch determines that the returned components and/or parts are defective and that this limited warranty applies, Bosch will provide a Return Material Authorization (RMA) for the return of the claimed defective parts, and furnish the repaired or replacement components and/or parts to the contractor who installed your Water Heater. **Bosch authorized distributors can file warranty claims for parts at www.boschprohvac.com.**

THIS LIMITED WARRANTY APPLIES TO BOSCH WATER HEATERS PURCHASED, DELIVERED AND USED WITHIN THE FIFTY STATES OF THE UNITED STATES, THE DISTRICT OF COLUMBIA AND PUERTO RICO.

Effective for sales on or after 06/01/2022

