

LIMITED WARRANTY

Bosch GreenTronic 7000 T Hybrid Electric Water Heaters

MODELS COVERED

This limited warranty is provided by Bosch Thermotechnology Corp. ("BTC") and covers Bosch GreenTronic 7000 T hybrid electric water heater models TR7000T-50US | TR7000T-65US | TR7TR7000T-80US | TR7000T-50CA | TR7000T-65CA | TR7TR7000T-80CA (hereinafter referred to as "Water Heater"). This warranty applies only to Water Heaters remaining in their original place of installation.

WARRANTY COVERAGE

Limited Warranty - Single Family Residence

BTC warrants that the Water Heater will remain free of leaks and failures due to defects in workmanship for ten (10) years from the date of installation or from date of manufacture if proof of installation is not available, provided it is properly installed and maintained and the other conditions of this limited warranty are met. For California residents, the effective date of this Limited Warranty will commence no sooner than the delivery date to the consumer. If BTC determines that the Water Heater has a defect in workmanship or materials, BTC, at its option, will repair or replace the defective part.

1 Year Labor - If BTC determines that the Water Heater or any part thereof has a defect in workmanship or materials, BTC will pay labor charges associated with the repair or replacement of the part if such defect occurs during the first year starting from the date of installation or from the date of manufacture if proof of installation is not available. The labor reimbursement shall be in accordance with the Warranty Labor Allowance Schedule. Warranty Allowance Schedule details are available on <https://claims.bosch-homecomfort.us/>. BTC its sole discretion, reserves the right to make a site inspection to ascertain the validity of the defect and the possible cause prior to any repairs being made to the Water Heater.

ITEMS NOT COVERED

This limited warranty does not cover the following circumstances:

1. Components or parts not provided by Bosch.
2. Scratches in or discoloration of finishes.
3. Items not serviced or maintained as per the Installation Instructions.
4. BTC disclaims and does not assume any liability of any nature for unsatisfactory performance caused by improper installation, repair or maintenance.
5. Any labor or material costs for removal, reinstallation, repair and replacement of the defective component or part, unless noted otherwise.
6. Electricity or fuel costs, or any increases or unrealized savings in same, for any reason whatsoever.
7. Damage caused by excessive temperatures or pressures, fuel or gas explosion, wind, fire, earthquakes, electrochemical reaction, water and air impurities, contaminated or corrosive environment or atmosphere, electrical failures, use during construction, flooding or acts of God.

8. Failure or malfunction resulting from operation of Water Heater not supplied with potable water or is operated with water that may cause deposits or corrosion. See the Installation Instructions.
9. 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 BTC. See the Installation Instructions for installation and maintenance information.
10. 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.
11. Any Water Heater that has a failure or malfunction resulting from failure to keep the Water Heater full of potable water, failure to assure that the water in the Water Heater is free to circulate at all times, failure to keep the Water Heater free of water sediment or scale deposits, or failure to inspect and replace as required the anode rod at intervals of not more than one year.
12. Shipping charges, delivery expenses or administrative fees incurred by the purchaser in repairing or replacing the Water Heater.
13. Production of noise, taste, odors, discoloration, or rusty water.
14. Refrigerant.

CONDITIONS OF WARRANTY

The 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.
2. Failure to maintain the Water Heater. See the Installation Instructions for installation and maintenance information.
3. Failure or malfunction resulting from any conditions within the structure, including mold and/or mildew and/or any chemical or toxin secreted there from or damage resulting from mold, fungus or bacteria.
4. Failure or malfunction resulting from contaminated or corrosive liquid supply, the addition of unapproved chemicals, operation at abnormal temperatures, pressure or flow rates, opening of the refrigerant circuit.
5. Any damage or failure resulting from the introduction to harmful or corrosive chemicals, caustic fluids, or liquids detrimental to copper tubing, including but not limited to improperly applied or maintained heat transfer fluids or chlorinated pool or spa water.



6. Failure or malfunction resulting from insufficient air flow and clearance. See Installation Instructions.
7. Installations with constant/uncontrolled recirculation.
8. Damages, malfunctions or failures resulting from failure to install the water heater in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices.
9. Complete unit replacements are not covered under the BTC limited warranty provided the unit can be field serviced and/or repaired. BTC will provide parts and offer technical assistance to assure proper operation of the heat pump water heater. Preauthorization from BTC is required for complete unit replacements.

LIMITED WARRANTY

ALL IMPLIED WARRANTIES (AND IMPLIED CONDITIONS IN CANADA) INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE PERIOD FOR WHICH THE LIMITED WARRANTY IS GIVEN AND APPLIES. BTC 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/provinces 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. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State in the U.S. and from Province to Province in Canada.

WARRANTY CLAIMS PROCESS

If you have a warranty claim you should notify the contractor who installed your Product and ask that the contractor notify the distributor from whom the contractor purchased the Product. If this action is not possible or you don't receive a response, contact Bosch Thermotechnology Corp., 50 Wentworth Avenue, Londonderry, NH 03053. Phone: 1-800-283-3787. To process your claim, you will need a copy of your original invoice or other proof of purchase and documentation showing the original installation date and location. The alleged defective Water Heater must be returned to BTC in accordance with BTC's procedure then in force for handling goods returned for the purpose of inspection to determine cause of failure (contact BTC if you have questions regarding the return process). If Bosch determines that the returned Water Heater is defective and that this warranty applies, Bosch will furnish the repaired or replacement Product.

THIS WARRANTY APPLIES TO PRODUCTS PURCHASED, DELIVERED AND USED WITHIN THE FIFTY STATES OF THE UNITED STATES, CANADA, THE DISTRICT OF COLUMBIA, AND PUERTO RICO.

PRODUCT REGISTRATION

To help expedite future warranty claims, we recommend registering your Bosch product once it has been installed.

To visit our online product registration portal, please scan this QR code



EFFECTIVE DATE: May 1, 2024