

Fifteen Year Limited Warranty

General

BOSCH PRO water heaters are warranted by the Manufacturer (BOSCH) through Controlled Energy Corp. Controlled Energy Corp. (CEC) 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 CEC 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 fifteen (15) years after the original installation and operation CEC 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, CEC will furnish a replacement part free of charge.

Extended warranty is available to PHCC member contractors; however, all replacements are made subject to validation by CEC of in-warranty coverage.

Shipping costs

In addition to supplying the replacement part(s), CEC 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.

Certain service labor allowances are available to PHCC member contractors, dependent on prior authorization by CEC.

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 to your local dealer, distributor or to CEC. If CEC, please contact the Technical Support Department:

Controlled Energy Corp.
340 Mad River Park
Waitsfield, VT 05673
Phone: 866-330-2730
www.protankless.com

In most cases, the dealer or distributor will be able to promptly honor your claim and subsequently notify CEC. However, all replacements are made subject to validation by CEC 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 CEC. It is expressly understood that the replacement warranty of CEC 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 CEC 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). CEC's 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.