DURASTAR®
FORCE
BOILERS

Limited Warranty

For Ferguson® Cast Iron Water & Steam Boilers And Parts/Accessories

Subject to the terms and conditions set forth below, the following limited warranties are extended to the Owner (as defined herein) of a Ferguson® cast iron residential grade water boiler for the boiler and supplied parts and/or accessories manufactured and shipped on or after July 1, 2024:

ONE YEAR LIMITED WARRANTY ON FERGUSON RESIDENTIAL GRADE BOILERS AND PARTS / ACCESSORIES SUPPLIED ON FERGUSON CAST IRON BOILERS

For the purposes of this limited warranty, "Owner" is defined as original consumer owner of the boiler (unless exceptions or expansions of this definition are provided for and required under applicable laws). Any transfer of this warranty required by applicable laws does not extend the warranty term. The company warrants to the Owner that its residential grade water boilers and parts/accessories comply at the time of manufacture with recognized hydronic industry standards and requirements then in effect and will be free of defects in material and workmanship under normal usage for a period of one year from the date of original installation. If any part of a residential grade boiler or any part or accessory provided by the company is found to be defective in material or workmanship during this one year period, the company will, at its option, repair or replace the defective part. **NOTE: repair/replace option does not include labor charges incurred during the repair/replace procedure.**

HEAT EXCHANGER WARRANTIES

The company warrants to the Owner that the heat exchanger of its residential grade boilers will remain free from defects in material and workmanship under normal usage for time period specified in the chart below of the original owner at the original place of installation. If a claim is made under this warranty during the "No Charge" period from the date of original installation, the company will, at its option, repair or replace the heat exchanger. If a claim is made under this warranty after the expiration of the "No Charge" period from the date of original installation, the company will, at its option and upon payment of the pro-rated service charge set forth below, repair or replace the heat exchanger. **NOTE: repair/replace option does not include labor charges incurred during the repair/replace procedure.** The service charge applicable to a heat exchanger warranty claim is based upon the number of years the heat exchanger has been in service and will be determined as a percentage of the retail price of the heat exchanger model involved at the time the warranty claim is made as follows:

	Service Charge as a % of Retail Price																						
Years in Service	1-5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25+		
Cast Iron Water	No Charge (NC)						5	10	15	20	25	30	35	40	45	50	55	60	65	70	75		
Cast Iron Steam	No Charge (NC)						100																

NOTE: If the heat exchanger involved is no longer available due to product obsolescence or redesign, the value used to establish the retail price will be the published price as shown in the company repair parts pricing where the heat exchanger last appeared or the current retail price of the then nearest equivalent heat exchanger.

ADDITIONAL TERMS AND CONDITIONS

1. Applicability: The limited warranties set forth above are extended only to the Owner at the original place of installation within the United States and Canada. These warranties are applicable only to boilers, parts, or accessories designated as residential grade and installed in a single or two-family residence with boiler ratings of 299 MBH and under.
2. Components Manufactured by Others: Upon expiration of the one year limited warranty on residential grade boilers, all boiler components manufactured by others but furnished with Ferguson cast iron boilers (such as oil burner, circulator and controls) will be subject only to the manufacturer's warranty, if any.
3. Proper Installation: The warranties extended on Ferguson cast iron boilers are conditioned upon the installation of the residential grade boiler, parts, and accessories in strict compliance with the product installation instructions. The company specifically disclaims liability of any kind caused by or relating to improper installation.
4. Proper Use and Maintenance: The warranties extended by the company are conditioned upon the use of the residential grade boiler, parts, and accessories for its intended purposes and its maintenance accordance with company recommendations and hydronics industry standards. For proper installation, use, and maintenance, see all applicable sections of the Installation and Operating, and Service Instructions Manual furnished with the unit.
5. This warranty does not cover the following:
   a. Expenses for removal or re-installation. The Owner will be responsible for the cost of removing and reinstalling the alleged defective part or its replacement and all labor and material connected therewith, and transportation to and from the company.
   b. Components that are part of the heating system but were not furnished with the product as part of the residential boiler.
   c. Improper burner adjustment, control settings, care or maintenance.
   d. This warranty cannot be considered as a guarantee of workmanship of an installer connected with the installation of the boiler, or as imposing on the company liability of any nature for unsatisfactory performance as a result of faulty workmanship in the installation, which liability is expressly disclaimed.
   e. Boilers, parts, or accessories installed outside the 48 contiguous United States, the State of Alaska and Canada.
   f. Damage to the boiler and/or property due to installation or operation of the boiler that is not in accordance with the boiler installation and operating instruction manual.
   g. Any damage or failure of the boiler resulting from hard water or scale buildup in the heat exchanger.
   h. Any damage caused by improper fuels, fuel additives or contaminated combustion air that may cause fireside corrosion and/or clogging of the burner or heat exchanger.
   i. Any damage resulting from combustion air contaminated with particulate which cause clogging of the burner or combustion chamber including but not limited to sheetrock or plasterboard particles, dirt, and dust particulate.
   j. Any damage, defects or malfunctions resulting from improper operation, maintenance, misuse, abuse, accident, negligence including but not limited to operation with insufficient water flow, improper water level, improper water chemistry, or damage from freezing.
   k. Any damage caused by water side clogging due to dirty systems or corrosion products from the system.
   l. Any damage resulting from natural disaster.
   m. Damage or malfunction due to the lack of required maintenance outlined in the Installation and Operating Manual furnished with the unit.
6. Exclusive Remedy: The company obligation for any breach of these warranties is limited to the repair or replacement of its parts in accordance with the terms and conditions of these warranties.
7. Limitation of Damages: Under no circumstances shall the company or its consignees be liable for incidental, indirect, special or consequential damages of any kind whatsoever under these warranties, including, but not limited to, injury or damage to persons or property and damages for loss of use, inconvenience or loss of time. Company liability under these warranties shall under no circumstances exceed the purchase price paid by the owner for the residential grade boiler involved. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
8. Limitation of Warranties: These warranties set forth the entire obligation of the company with respect to any defect in a residential grade boiler, parts, or accessories and the company shall have no express obligations, responsibilities or liabilities of any kind whatsoever other than those set forth herein. These warranties are given in lieu of all other express warranties.

ALL APPLICABLE IMPLIED WARRANTIES, IF ANY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED IN DURATION TO A PERIOD OF ONE YEAR EXCEPT THAT IMPLIED WARRANTIES, IF ANY, APPLICABLE TO THE HEAT EXCHANGER IN A RESIDENTIAL GRADE BOILER SHALL EXTEND TO THE OWNER FOR THE TIME SPECIFIED IN THE HEAT EXCHANGER SECTION SHOWN ABOVE AT THE ORIGINAL PLACE OF INSTALLATION. SOME STATES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

PROCEDURE FOR OBTAINING WARRANTY SERVICE

In order to assure prompt warranty service, the Owner is requested to register their product within ten days after the installation of the boiler, although failure to comply with this request will not void the owner's rights under these warranties. Product registration can be completed by either registering online at http://forceregistration.bh-portal.net or by calling 1-888-263-9887 during normal business hours (M-F 8:00am-4:30pm ET). Upon discovery of a condition believed to be related to a defect in material or workmanship covered by these warranties, the Owner should notify the installer, who will in turn notify the distributor. If this action is not possible or does not produce a prompt response, the Owner should write to US Boiler Company, Attn: Ferguson Customer Service Department, P.O. Box 3020, Lancaster, PA 17604, giving full particulars in support of the claim. The Owner is required to make available for inspection by the company or its representative the parts claimed to be defective and, if requested by the company to ship these parts prepaid to Customer Service at the above address for inspection or repair. In addition, the owner agrees to make all reasonable efforts to settle any disagreement arising in connection with a claim before resorting to legal remedies in the courts.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Manufactured in the U.S.A. by U.S. Boiler Company, LLC