



## **Navien Warranty Policy for Replacement Parts Purchased for Out of Warranty Units**

### **What is covered?**

This Limited Warranty is for Navien Replacement Parts purchased “out of pocket” and installed on Navien products (“replacement parts”). Labor to remove, install or repair replacement parts is not covered by this warranty.

### **How long does coverage last?**

Except as provided herein or in your water heater or boiler’s list of exclusions, replacement parts are warranted by Navien for one (1) year from date of purchase, regardless of whether such parts are installed on that date. In order to obtain the one-year warranty, purchase of the replacement parts must be from a Navien Inc. authorized wholesaler or dealer. This Limited Warranty is strictly limited to replacement of the part at issue. It specifically excludes any and all labor associated with the removal and replacement, as well as any resulting damage caused to the unit.

NOTE: Not all replacement parts are manufactured by Navien and replacement parts manufactured by manufacturers other than Navien may carry their own warranty. Although not all parts for the Navien units are manufactured directly by Navien, Inc, Navien provides its own warranty for all replacement parts. In these cases, the consumer must choose either to pursue warranty benefits through Navien or through the manufacturer. Benefits may not be stacked. Note that Navien’s warranty period may differ from a manufacturer’s warranty period, as may the procedure for making a warranty claim. Please review the warranty literature of the specific replacement part for more information.

### **What will Navien do?**

Navien will replace any replacement part that is defective in materials or workmanship as set forth herein for a period of one year.

### **How do I get service?**

0-30 days after purchase:

Any replacement part furnished by Navien Inc. and installed determined to be defective up to 30 days shall be returned to the wholesaler where purchased. Wholesaler shall handle return through Sales Orders at [orders@navien.com](mailto:orders@navien.com). A sales return authorization (SRA), purchase order copy and proper documentation will be required in order to receive a refund. Only approved credit will be issued.



31-365 days after purchase:

Replacement part installed from 31 days up to one year will require an RGA, Returns Goods Authorization obtained by Navien's technical support team at 800-519-8794 option 2. An RGA number will be issued for shipping a replacement part or wholesaler pick up. Proof of purchase will be required based on product part value.

### **What is not covered?**

All replacement parts are subject to the Warranty Exclusions listed in the Warranty of the water heater or boiler unit in which the replacement parts are being installed. Warranty exclusions vary by unit. You must refer to the Warranty of your unit for the full list of exclusions.

### **Limitation on warranties**

No one is authorized to make any other warranties, representations or guarantees on behalf of Navien. Except as expressly provided herein, there are no other warranties, expressed or implied, including, but not limited to warranties of merchantability or fitness for a particular purpose, which extend beyond the description of the warranty herein. Navien shall not be liable for any indirect, incidental, special, consequential or other similar damages that may arise from the use, installation, service or replacement of any accessories, or from this Warranty itself, including lost profits, injury to person or property in any degree, loss of use, diminished value, or inconvenience. Some states do not allow the exclusion or limitation of incidental or consequential damages. Accordingly, foregoing above limitations may not apply to you.

Any implied warranties of merchantability and fitness arising under state law are limited in duration to the period of coverage provided by this limited Warranty, unless the period provided by state law is less. Some states do not allow limitations on how long an implied Warranty lasts. Therefore, the foregoing limitation may not apply to you.

This Limited Warranty gives you specific legal rights and you may also have other rights which vary from state to state.