

# LIMITED WARRANTY

*SFT-1 SUPERFLOW™ Tankless Water Heaters*

## EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY

This Limited Warranty is the only Warranty for this appliance given by IBC Technologies Inc. No one is authorized to make any other warranties on behalf of IBC. **ANY APPLICABLE IMPLIED WARRANTIES, INCLUDING OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE LIMITED WARRANTY PERIODS SPECIFIED BELOW.**

**IBC'S SOLE LIABILITY, WITH RESPECT TO ANY DEFECT IN THIS APPLIANCE, SHALL BE AS SET FORTH IN THIS LIMITED WARRANTY. IBC SHALL HAVE NO LIABILITY WHATSOEVER FOR ANY AND ALL CLAIMS FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGE RESULTING FROM WATER LEAKAGE), ALL OF WHICH ARE EXPRESSLY EXCLUDED. AS SOME JURISDICTIONS MAY NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR FOR THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.**

This Limited Warranty gives you specific legal rights, and you may also have other rights, which may vary in each province and territory of Canada or state in the US.

We suggest you retain this Certificate of Limited Warranty in the event warranty service is needed. Reasonable documentary proof of the date of installation of your appliance may be required to establish its "in-warranty" status.

## GENERAL

This Limited Warranty is only available to the original owner of the appliance at the original installation location. It is not transferable. This appliance must be installed by a licensed and qualified contractor who is trained on IBC's products. Improper installation of the appliance (including the failure to install the appliance in accordance with applicable building codes/ordinances, regulations and standards, good plumbing and electrical trade practices, or the Installation and Operating Manual) will invalidate warranty coverage. IBC warrants this appliance, and its component parts, to be free from defects in materials and manufacture, under normal use and service, during the Applicable Limited Warranty Periods and subject to the Limited Warranty Exclusions set out below. In its sole discretion, IBC will repair or replace the defective appliance, or defective component part(s), in accordance with the terms of this Limited Warranty, if it fails in normal use and service during the Applicable Limited Warranty Periods. The replacement appliance must be manufactured by IBC. The replacement component part(s) must be IBC authorized component part(s). The replacement appliance or component part(s) will be warrantied only for the unexpired portion of the original appliance's Applicable Limited Warranty Periods.

## EFFECTIVE DATE

The Effective Date of this Limited Warranty coverage (or the beginning of the Applicable Limited Warranty Periods) is the date of installation of the appliance, if properly documented. If you are not able to provide documentary proof of the date of installation, the Effective Date is the date of manufacture of the appliance plus ninety (90) days.

## APPLICABLE LIMITED WARRANTY PERIODS

Model	Type of Use	Heat Exchanger Coverage Period	Component Parts Coverage Period
SFT-1 199	Residential – No recirculation	15 years	5 years
	Residential – Controlled recirculation	15 years	5 years
	Residential – Uncontrolled recirculation	5 years	5 years
	Residential – Used for domestic hot water and space heating with a fan coil/air handler	5 years	5 years
	Commercial (Controlled recirculation)	5 years	1 year
	Commercial (Uncontrolled recirculation)	1 year	1 year

### Definitions:

*Residential* – Single family dwelling only

*Controlled recirculation* – A domestic hot water recirculation line using a circulator controlled by a thermostat/aquastat (set to 90% of the domestic hot water set point of the tankless water heater), and/or timer so that the circulator operates intermittently.

*Uncontrolled recirculation* – A domestic hot water recirculation line using a circulator that is operating 24 hours a day.

*Space heating* – Any type of space heating system other than for direct domestic hot water without a storage tank. Space heating is only allowed with a fan coil/air handler installed as the sole non-direct domestic hot water heating system. All other systems are not allowed. Example: Radiant floor heating, fin tube baseboard, snowmelt, etc.

*Commercial* – Commercial use is allowed if the unit is regularly maintained and the heat exchanger is cleaned at least once a year, or more often if the unit is experiencing heavy use. Note: If the appliance is serving only one residential unit in a multi-family building, then the appliance shall be considered used for residential use.

**Labor and other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, maintaining, or other handling of either defective parts or replacement parts are not included in this Limited Warranty.**

## LIMITED WARRANTY EXCLUSIONS

This Limited Warranty will **NOT** cover:

- a) Service trips to your business to teach you how to install, use, or maintain this water heater or to bring the water heater installation into compliance with applicable building codes/ ordinances, regulations and standards, or manufacture installation requirements as described in the Installation and Operating Manual.
- b) This tankless water heater if it is installed for use in: a spa or pool heating; a recreational vehicle; and a boat or any other watercraft, including houseboats.
- c) Appliances installed in any circulating system in which the temperature of the incoming water to the water heater is in excess of 140°F.
- d) This tankless water heater if it is installed in any installation supplying radiant heat, such as in floor, baseboard, radiators, snow melt, or closed loop systems, using glycol or non-potable water.
- e) Damages, malfunctions or failures resulting from improper installation of the appliance, including installation by a person who is not a licensed or qualified contractor, and/or trained on IBC products and failure to install the appliance in accordance with applicable building codes/ordinances, regulations and standards, good plumbing and electrical trade practices or the Installation and Operating Manual.
- f) Damages, malfunctions or failures caused or contributed by improper installation or failure to operate and maintain the appliance in accordance with the manufacturer's instructions provided including outside recommended water quality levels as specified in the Installation and Operating Manual.

- g) Performance problems caused or contributed by improper sizing of the water heater or gas supply line, venting connection, combustion air openings, electric service voltage, wiring, or fusing that is not in accordance with the Installation and Operating Manual and applicable codes, regulations and standards.
- h) Damages, malfunctions or failures caused or contributed by improper conversion from natural gas to LP gas or LP gas to natural gas fuel source.
- i) Combustion air contamination such as, but not limited to, gypsum board dust, sawdust, air impurities, sulfuric action or reaction, dust particles, corrosive vapors, oxygen corrosion and chlorine reactions.
- j) Damages, malfunctions, or failures caused or contributed by operating the water heater with any parts removed or with modified, altered, or unapproved parts installed.
- k) Damages, malfunctions, or failures caused or contributed by abuse, accident, fire, flood, freeze, lightning, acts of God and other *force majeure* events.
- l) Heat exchanger failures (leaks) caused or contributed by operating the water heater in a corrosive or contaminated atmosphere or damages, malfunctions, or failures caused or contributed by lime, mineral build-up, or scale.
- m) Damages, malfunctions or failures caused or contributed by operating the appliance at water temperatures exceeding the maximum setting of the operating, or high limit, control as specified in the Installation and Operating Manual.
- n) Heat exchanger failures caused or contributed by operating the water heater when it is not supplied with potable water, free to circulate at all times.
- o) Damages, malfunctions, or failures caused or contributed by subjecting the heat exchanger to pressures, or firing rates, greater than those shown on the rating label.
- p) Damages, malfunctions, or failures caused or contributed by the use of any attachment, including any energy saving device, not authorized by IBC.
- q) Appliances installed outside the United States of America and Canada.
- r) Appliances removed from the original installation location and reinstalled elsewhere.
- s) Appliances that have had their rating labels altered, tampered with, or removed. An appliance should not be operated if the rating label is removed.

## PROCEDURE FOR LIMITED WARRANTY SERVICE

For service covered by this Limited Warranty, have your licensed service contractor contact an IBC-authorized distributor with the following information: model and serial numbers, site address and date of installation together with a description of the claim. All alleged appliances and defective component parts must be returned through IBC-authorized distributor channels. Replacement component parts, if the conditions of this Limited Warranty are met, will be provided by IBC through such authorized distributor or relevant representatives. No contractor or distributor may grant any service under this warranty without the prior approval of IBC. If there are any questions about the coverage of this Limited Warranty, please contact IBC at the address shown below. Where a claim under this Limited Warranty is allowed, IBC will provide a credit to the authorized distributor. Any credits issued by IBC are done so at the wholesale value and any markups by the distributor or installing contractor are excluded. Any / all shipping costs to and from IBC are the responsibility of the customer, unless applicable state, provincial or territorial law provides otherwise.