NTI High-Efficiency Gas Product Limited Warranty

Please register your purchase of this product at www.ntiboilers.com.
Retain proof of purchase, installation date and all service records.

A. What Does This Limited Warranty Cover?

This Limited Warranty covers all Parts in your NTI High-Efficiency Gas Product against failure due to defects in materials and workmanship. NTI will replace or, at the sole discretion of NTI, repair any defective part. Any replaced part will be warranted for the longer of i) the unexpired portion of the original warranty period or ii) 90 days.

Labor and all other costs for the inspection or examination, removal and re-installation of defective parts, and transportation costs for defective or replacement parts, are not covered by this Warranty.

This warranty applies to all gas units produced on or after October 20, 2021, beginning with serial number 211020213818417*7*, or those with serial numbers beginning with 326, 331, or 412.

B. How Long Does the Coverage Last?

Item	Coverage Duration		
	Residential	**Commercial**	**Volume Water Heater**
Heat Exchanger (i.e., pressure vessel)	**Limited Lifetime**	**10 years** from installation date	**5 years** from installation date
All Other Parts	**5 years** from installation date	**2 years** from installation date	**2 years** from installation date

For the applicable duration as per the above chart, repair, or replacement of a Heat Exchanger that NTI has found to be defective in material or workmanship that resulted in a leak will be provided by NTI, provided this warranty has not otherwise been voided.

For Residential Products only, for the years following the first 10 years, NTI will provide coverage for a percentage of the material cost of a replacement heat exchanger according to the following table:

Year from date of installation	Residential % covered by NTI
11th	75%
12th	
13th	50%
14th	
15th and beyond	25%

Coverage will be applied towards the then current retail price of the replacement Heat Exchanger. NTI uses its published list pricing to represent current retail pricing. In the case where a replacement Heat Exchanger is no longer available when the warranty claim is made, NTI will offer a replacement product of similar size and characteristics and any applicable warranty coverage will be applied towards the current retail price of aforementioned product. The amount of coverage toward a replacement product is based upon the percentage of the list price of the Heat Exchanger on the total list price of the replacement product. For example, if a Heat Exchanger fails in year 13 of an installation and the list price of the Heat Exchanger represents 25% of the list price of the replacement product, the warranty coverage applied to the replacement product would be 50% x 25% = 12.5% of the retail list price of the replacement product.

If the installation date cannot be determined, the Warranty Period will be considered to begin 60 days from the date the Product was shipped by NTI, which NTI can determine using the Product serial number.

C. What Does Residential, Commercial and Volume Water Heater mean?

Residential Products- are gas condensing boilers that meet all of the following four conditions:

1) Below 401 MBH
2) Installed in a Housing Unit of 2 dwellings or less
3) Not used in commercial applications and process water heating
4) Average annual run time not exceeding 2,500 hours.

Commercial Products- all gas condensing boilers that do not qualify as Residential Products.

Volume Water Heater – Products that operate in an open-loop domestic hot water system.

D. How Do You Make a Warranty Claim?

If you believe you have a claim under this Limited Warranty, please contact a local heating or plumbing contractor of your choice, that is familiar with the operation and service requirement of high-efficiency, condensing products. Your contractor will perform a diagnosis to determine the cause of the issue and will work with NTI Boilers Inc. to establish as to whether you may have a claim covered by this Warranty. If your contractor advises you that you may have a claim covered by this Warranty, then the contractor can choose to file the claim directly with NTI Boilers Inc. on your behalf, or work through a local Wholesale Distribution Partner of NTI Boilers Inc. You must make all parts that are subject to a warranty claim available to your contractor for return to NTI. If you have questions about this process or the status of your claim, you may contact the **NTI Technical Services** at **1-800-688-2575**, or email info@ntiboilers.com. You can also find warranty details and procedures at www.ntiboilers.com.

E. What Is Not Covered Under This Warranty?

This Warranty is valid only for the original owner at the original location. Additionally, this Warranty does not cover claims if the failure, malfunction, or unsatisfactory performance of, or damage to, your Product resulted from or is attributable to:

(1) Installation not done in accordance with manufacturer's instructions;
(2) Components or replacement parts that are not furnished by NTI;
(3) The failure to properly size the Product for its use;
(4) Repairs or replacement of parts required as a result of poor workmanship of the Contractor;
(5) Repairs or replacement of parts required due to inaccurate diagnosis and troubleshooting by a Contractor that did not include the assistance of the NTI Technical Services Department;
(6) Failure to inspect and maintain the venting;
(7) Water conditions outside of NTI's acceptable parameters, as stated in the NTI product manuals supplied with the product, including, but not limited to, water chemistry, levels of Total Dissolved Solids (TDS) and pH levels, chemical or electrochemical reaction, water impurities, unsuitable water conditions as per system design guidelines, water treatment chemicals;
(8) Sediment, magnetite, or scale formation on the water side of the pressure vessel;
(9) Operation with contaminated combustion air including, but not limited to, air contaminated externally, air impurities, sulfur or sulfuric action or reaction, dust particles, corrosive vapors, oxygen corrosion;
(10) Buildup of dirt, dust or other debris inside the combustion chamber;
(11) Installing the Product in an unsuitable location or continuing use after onset of a malfunction or discovery of a defect;
(12) Information supplied by parties other than NTI without consultation and agreement by NTI;
(13) Failure to inspect and service the Product in accordance with NTI's product manuals;
(14) Freezing, accident, fire, flood, or force majeure, power surges or failures, abuse or misuse, unauthorized alteration;
(15) Damages or Liability caused by negligent operation, unsuitable or improper use or operation of the Product, including, but not limited to, improper installation, incorrect or careless handling, improper start-up, lack of proper adjustment to control parameter default settings, improper control strategy, incorrect combustion adjustment, disregard of the operating and maintenance instructions or any other instructions supplied with the Product;
(16) Damage to the Product or any of its parts caused by matters outside the control of NTI;
(17) Normal wear and tear and/or consumption of parts including, but not limited to, fuses, gaskets, ignitors and electrodes.

If you have any questions about your coverage under this Limited Lifetime Warranty, please contact NTI at info@ntiboilers.com or the Contact Us form on our website, www.ntiboilers.com. Please review all printed material accompanying the Product to learn how to properly care for and maintain your Product. Additional information may also be found on our website, listed above.

NTI'S MAXIMUM LIABILITY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID BY YOU FOR YOUR PRODUCT. IN NO EVENT SHALL NTI BE RESPONSIBLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL (INCLUDING WITHOUT LIMITATION DAMAGE TO OR LOSS OF OTHER PROPERTY), OR PUNITIVE DAMAGES, WHETHER SUCH CLAIM OR ACTION IS BASED ON CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL THEORY. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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