



## RESIDENTIAL & COMMERCIAL LIMITED WARRANTY

### PRODUCT WARRANTY WITHIN THE USA

DRAKKEN® WATER HEATERS LLC warrants to the original purchaser within the US ,at the original address or the authorized transferee of such purchaser (collectively, the "Buyer") the iHEAT™ Tankless, Subject to the terms and conditions set forth herein, each iHEAT™ Tankless water heater is warranted against mechanical or electrical failure due to manufacturing defects for a period of (1) one year from the date of manufacture and is warranted against leaks due to manufacturing defects for a period of one year (1) year , and heating elements will carry a one (1) year warranty under normal use and service, provided that the Product is installed within sixty (60) days from date of shipment/purchase and (ii) HVAC, electrical and/or plumbing contractors (specific proof required) and maintained in accordance with written instructions. In order for the Product warranty to become effective, the original purchaser must have proof of purchase from the approved distribution channels.

### IN PUERTO RICO & OUTSIDE THE CONTINENTAL USA

#### 6-MONTHS WARRANTY, PARTS ONLY

PRODUCTS WARRANTY INCLUDES MODELS AHS2500/AHS5000/A-10/A-35/A-67

#### **SUCH WARRANTIES DO NOT COVER:**

Product failure caused by liming, sediment buildup, chemical corrosion, chlorine/chloride corrosion, or freezing. Product failure caused by the failure to remove air from system prior to or during operation. Product misuse, tampering or misapplication, accidental damage, improper installation or the application of improper voltage. Costs incurred for shipping, delivery, handling, and/or administrative charges. Product failure due to lightening, flood or other natural or manmade calamities. Labor charges of any kind.

#### **IMPORTANT PLEASE READ**

IT IS IMPERATIVE THAT YOU INSTALL A PRE-SEDIMENT FILTER TO ELIMINATE ANY SEDIMENTS OR SCALE BUILD UP IN THE SYSTEM, THIS WILL DECREASE THE CHANCES OF YOUR PRODUCT FAILING DUE TO LIME, AND SCALE BUILD UP. PLEASE SEE THE INSTRUCTION MANUAL FOR DETAILS.

Warranty will be null and void Tamper proof seal removed without authorization, or tampered with in any shape or form in order to repair, or replace any part inside the tankless water heater.

#### LIMITATION OF REMEDIES AND DAMAGES:

DRAKKEN® WATER HEATERS LLC liability and Buyer's exclusive remedy hereunder will be limited solely, at company's option, to repair or replacement by DRAKKEN® WATER HEATERS LLC with respect to any claim made within the applicable warranty period referred to above. Without limiting the generality of the foregoing, all warranty items shall be returned by Buyer, at its sole expense, DRAKKEN® WATER HEATERS LLC for replacement or repair. DRAKKEN® WATER HEATERS LLC is not responsible for labor charges to remove and/or replace the defective part(s), or any incidental or consequential expenses. DRAKKEN® WATER HEATERS LLC reserves the right to accept or reject any such claim in whole or in part. In the event that the original owner wishes to return the Tankless Water Heater for repair, the owner must first secure written authorization from DRAKKEN® WATER HEATERS LLC The owner shall be required to show proof of purchase date, and to pay all transportation cost to return the defective part(s) for repair or replacement. Warranty is void if owner cannot furnish DRAKKEN® WATER HEATERS LLC with a proof of purchase with date of purchase, and that the original serial numbers have not been tampered with, DRAKKEN® WATER HEATERS LLC will not accept the return of any product without prior written approval in the form of a (RGA) Return Goods Authorization, and approved by DRAKKEN® WATER HEATERS LLC, and all such approved returns shall be made at Buyer's sole expense. NO RETURNS WILL BE ACCEPTED BY DRAKKEN® WATER HEATERS LLC WITH OUT A RGA NUMBER AND DRAKKEN® WATER HEATERS LLC ASSUMES NO RESPONSIBILITY FOR PRODUCT RETURNED WITHOUT WRITTEN AUTHORIZATION.PRODUCT SHOULD BE WRAPPED AND PACKAGED SECURELY TO AVOID SHIPPING DAMAGE. DRAKKEN® WATER HEATERS LLC WILL NOT BE LIABLE, UNDER ANY CIRCUMSTANCES, FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS OR LOST PROFITS RESULTING FROM THE USE OF (OR INABILITY TO USE) THE PRODUCTS OR FROM THE PRODUCTS BEING INCORPORATED IN OR BECOMING A COMPONENT OF ANY OTHER PRODUCT OR GOODS.

#### **WARRANTY PROCEDURE**

##### **Parts Replacement Procedure (Under Warranty)**

Have your licensed electrician determine the exact parts that are defective and require replacement. Please note that technical support is available for qualified technicians only (licensed HVAC, electricians and/or plumbers). Technical support that involves potentially dangerous electrical conditions is not available to an unqualified person. When contacting DRAKKEN WATER HEATERS, LLC. please be sure that the technician has the following information on hand: · Copy of your original proof of purchase.

· Be sure that the technician has read the "Operation and Maintenance Manual" and "Troubleshooting Manual" and has both in hand. At the sole discretion of DRAKKEN WATER HEATERS, LLC. a component requires repair or replacement under the terms of this Manufacturer's Limited Warranty, the part must be purchased and paid for under our "Bill and Credit" terms and will be shipped via standard ground delivery. All shipping charges are not included and are the responsibility of the Buyer. If faster shipping service is desired, the Buyer must select and pay for same.

The replacement part purchased under our "Bill and Credit" terms is purchased via credit card and upon returns of the defective parts DRAKKEN WATER HEATERS, LLC. Will determine the cause of failure, and if under warranty will issue a full credit less shipping charges. The returned part must be received by DRAKKEN WATER HEATERS, LLC within thirty (30) days of shipment of the replacement part. DRAKKEN WATER HEATERS, LLC. Will evaluate the returned part within ten (10) days, and if determined to be defective and covered under terms of this warranty, full credit for the part will be issued.

**Return warranty parts please call 1-888-818-4328**

DRAKKEN WATER HEATERS LLC  
Tech Support: 1-888-818-4328  
Fax: 305-556-9171

**In order to have the warranty in effect please keep all records of installation, and or proof of purchase with the Date of Purchase**

**Drakken**