

## SECTION VIII: WARRANTY

### LIMITED LIFETIME WARRANTY

#### GENERAL CONDITIONS

Hot Line Water Heaters, ECR International, warrants that the Hot Line tank shall be free of defects in material and workmanship during normal use and service for as long as the original residential purchaser owns the home in which the unit was originally installed. For the purposes of this Limited Warranty, residential purchaser is defined as the owner of a single family home in which the purchaser resides on a permanent basis.

If at the time of a request for warranty the original residential purchaser can not provide a copy of the original sales receipt, deed, or equivalent document, then the warranty period for the Hot Line shall be seven (7) years from the date of manufacture of the unit. The Limited Warranty on the tank shall be reduced to a period of three (3) years if the purchaser is a business, partnership or corporation, or if the water heater is used for a commercial or multi-family residential property application.

Should a leak develop within this Limited Warranty period due to defective materials or workmanship and such leak having been verified by an authorized company representative, ECR International will repair the unit or furnish a replacement Hot Line heater or the nearest comparable model available at the time of replacement.

ECR International shall not be liable for any water damage arising directly or indirectly from any defect in the water heater or component part(s) or from the use thereof or any service call not involving malfunction or defects in materials or workmanship.

#### THIS WARRANTY IS VOID AND SHALL NOT APPLY IF:

- 1) The unit is not correctly installed according to the installation instructions provided with the unit.
- 2) The residential indirect-fired water heater is installed in buildings other than one or two family dwelling units, unless the buildings contain individual indirect-fired water heaters for each dwelling unit.
- 3) The indirect-fired water heater is operated at water temperatures of more than 125 degrees F. and water pressure of more than 150 PSI.
- 4) The failure or malfunction results from improper or negligent operation, accident, abuse (including freezing), misuse, unauthorized alteration, improper repair or maintenance, excessive pressure or leaks at water connections or any other similar cause.
- 5) The failure or malfunction results from failure to keep the unit full of potable water, free to circulate at all times; or failure due to water sediment or scale deposits.
- 6) The original serial number of the water heater cannot readily be determined.

7) ECR International Hot Line is installed outside of the United States or Canada.

8) ECR International Hot Line is repaired or altered without prior written approval of ECR International and this service adversely affects the product's reliability.

9) The malfunction or repairs result from the use of ECR International Hot Line for purposes other than that for which it was designed or any malfunction resulting from flood, fire, wind or lightning.

ECR International will provide, under the Limited Warranty, only a replacement water heater, repairs, or parts for defective units. The Limited Warranty does not cover any component of ECR International Hot Line that has to be replaced during the warranty period as a result of reasonable wear and tear, labor costs, shipping charges, delivery expenses, nor administrative fees incurred by the customer in removing or reinstalling the Hot Line.

In no event shall ECR International be liable for incidental or consequential damages. 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.

In order to gain coverage under this Limited Lifetime Warranty, the consumer is required to fill out and mail the Limited Warranty registration card provided with the unit by registered mail within 30 days of purchase.

To submit a warranty claim, contact the dealer who sold the Hot Line covered by this Limited Warranty. If the dealer cannot be located, contact ECR International at the address shown below. Whenever any inquiry or service request is made, please include the Hot Line model number, serial number, date of installation, and dealer's name.

No warranty, express or implied, other than the foregoing Limited Warranty is authorized by ECR International and no representative of ECR International or of the manufacturer of any component has the authority to amend, extend, modify, enlarge or contract the foregoing Limited Warranty and the disclaimers of the Limited Warranty in any manner whatsoever.

**HotLine**  
**WATER HEATERS      MADE IN THE U.S.A.**

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