

NATIONAL COMBUSTION CO., INC.
LIMITED WARRANTY FOR FIRE COIL COMMERCIAL WATER HEATERS

FIRE COIL water heaters include all NATCO Fire Coils, NATCO Mininats, NATCO NATSTAKs, and NATCO New Age Water Heaters.

These warranties extend only to the first retail purchase of the Fire Coil water heater and only to a water heater that has not been moved from its original installation site.

First Year – Limited Warranty: National Combustion Co., Inc. (NATCO) warrants that all parts of Fire Coil Commercial water heaters (including the circulating pump and storage tank, when furnished by NATCO) to be free from manufacturing defects in material and workmanship for one year from date of installation. If any parts are found to be defective in manufacture, NATCO will provide replacement of such defective parts.

Second through Fifth Year – Non-Prorated Limited Parts warranty for Heat Exchanger and Tank: NATCO warrants the heat exchanger and integral tank to be free from defects in material and workmanship for five years from date of installation.

Sixth through Tenth Year – Non-Prorated Limited Parts warranty for (only) Cupro-Nickel Heat Exchanger: NATCO warrants optional cupro-nickel heat exchanger (when specifically ordered and supplied) to be free from defects in material and workmanship for ten years from date of installation.

Optional warranty extensions for copper heat exchangers are available for purchase from the sixth through tenth years are available in certain circumstances and for certain applications. Such warranty extensions must be purchased along with the original purchase of the water heater, and cannot be purchased at a later time.

Exclusions:

The liability of NATCO shall not exceed the repair or replacement of defective parts and does not include any costs for labor to remove and reinstall the alleged defective part, transportation to or from the factory, and any other materials required to make the repair.

This warranty does not cover failures or malfunctions resulting from:

1. Failure to properly install, operate or maintain the boiler or water heater in accordance with our published installation, Operation and Maintenance Manual or Users Information Manual provided with the product;
2. The workmanship of any installer of NATCO water heaters;
3. Abuse, alteration, accident, fire, flood, negligence or acts of God;
4. Sediment or lime buildup, freezing, or other conditions which cause inadequate water circulation;
5. High velocity water flow in excess of published heat exchanger design rates;
6. Use of non-NATCO authorized parts or accessories in conjunction with the boiler or water heater system;
7. Components that are part of the heating system, but not furnished by NATCO as part of the boiler or water heater;
8. Failure to eliminate air from or replenish water in, the connected water system;
9. Chemical contamination of combustion air or improper use of chemical additives to water.
10. Operating the equipment at inlet and outlet water temperature differentials exceeding 150°F;
11. Operating equipment at temperatures in excess of 230°F.

Limitation of Liability:

This is the only warranty given by NATCO. No one is authorized to make any other warranties on NATCO's behalf.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. NATCO EXPRESSLY DISCLAIMS AND EXCLUDES ANY LIABILITY FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT OR PUNITIVE DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state and by province.

Warranty Claims:

For prompt parts warranty claims, contact NATCO with the following information: Model number, serial number (located on the rating plate) and date of installation. For best service, contact the original equipment installer or distributor with this information. Replacements of parts, pumps, heat exchangers, pumps or tanks will be provided by one of two methods.

Method 1: New items are purchased through NATCO or an authorized NATCO dealer. Allegedly defective items will be returned to NATCO, and a credit for the cost of the replacement will be issued, if item is indeed found defective.

Method 2: Allegedly defective items will be returned to NATCO. If the item is found defective, NATCO will issue a replacement.



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