

LIMITED WARRANTY
For National Combustion Co., Inc. Super-E Gas-Fired Water Heaters
GENERAL

This Limited Warranty is only available to the original owner of this water heater. It is not transferable. National Combustion warrants this Super-E water heater, and its component parts, to be free from defects in materials and workmanship, under normal use and service, for the Applicable Warranty period. At its option National Combustion will repair or replace the defective Super-E water heater, 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 Warranty Period. Any replacement water heater or replacement component part(s) must be authorized by National Combustion. Replacement units will be warranted only for the unexpired portion of the original water heater's Applicable Warranty Period. Replacement parts will be warranted for 1 year.

EFFECTIVE DATE

The Effective date of warranty coverage (or the beginning of the Applicable Warranty Periods) is the date of original installation of the Super-E water heater, if properly documented. Otherwise, it is the date of manufacture of the Super-E water heater.

APPLICABLE WARRANTY PERIOD

The Super-E tank, including heat exchanger, is warranted for a total of 5 years from the Effective Date. Super-E parts, including blower motor, control, ignitor, sensors, etc. are warranted for 1 year from the Effective Date.

WARRANTY EXCLUSIONS

This Limited Warranty will not cover:

- a) Service trips to teach you how to install, use or maintain this Super-E water heater or to bring the Super-E water heater's installation into compliance with local building codes and regulations.
- b) Damages, malfunctions, or failures resulting from failure to install the Super-E water heater in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices.
- c) Damages, malfunctions, or failures resulting from improper installation or failure to operate and maintain the Super-E water heater in accordance with the manufacturer's instructions provided.
- d) Performance problems caused by improper sizing of the Voyager water heater or the gas supply line, the venting connection, combustion air openings, electric service voltage, wiring, or fusing.
- e) Damages, malfunctions, or failures caused by improper conversion from natural gas to LP gas or LP gas to natural gas fuel source.
- f) Damages, malfunctions or failures caused by operating the Voyager water heater with modified, altered, or unapproved parts installed.
- g) Damages, malfunctions, or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God, and the like.
- h) Tank failures (leaks) caused by operating the Super-E water heater in a corrosive or contaminated atmosphere.
- i) Damages, malfunctions, or failures caused by operating the Super-E water heater with an empty, or partially empty, tank (also known as "dry firing").
- j) Damages, malfunctions, or failures caused by operating the Super-E unit at water temperatures exceeding the maximum setting of the operating, or high limit, control.
- k) Tank failures caused by operating the Super-E water heater when it is not supplied with potable water, free to circulate at all times.
- l) Damages, malfunctions, or failures caused by subjecting the tank to pressures, or firing rates, greater than those shown on the rating label.
- m) Damages, malfunctions, or failures resulting from the use of any attachment, including any energy saving device, not authorized by National Combustion.
- n) Super-E units installed outside the fifty states (and the District of Columbia) of the United States of America.
- o) Super-E commercial units moved from the original installation location.
- p) Voyager commercial units that have had their rating labels removed. A Super-E commercial water heater should not be operated if the rating label is removed.
- q) This water heater must be located in an area where leakage of the tank or water line connections and the combination temperature and pressure relief valve will not result in damage to the area adjacent to the water heater or to lower floors of the structure. When such locations cannot be avoided, a suitable drain pan, adequately drained, be installed under the water heater.

LABOR, SHIPPING AND PROCESSING COST

This Limited Warrant does not cover any labor expenses for service, repairs, reinstallation, permits, or removal and disposal of the failed Super-E water heater, or defective component part(s). All such expenses are your responsibility.

National Combustion Co., Inc. does not authorize, recommend, or receive any benefit from any claims processing or similar fees charged by other to process warranty claims for any Super-E water heater, or component part(s). National Combustion Co., Inc. will not reimburse any party for these, or any other, fees not specifically covered in this Limited Warranty document.

HOW TO OBTAIN WARRANTY CLAIM ASSISTANCE

Any claim for warranty assistance must be made promptly. First, determine if your Super-E water heater is within the Applicable Warranty Period. You can determine your Super-E's warranty status by obtaining the complete model number, the complete serial number and the installation date of your Super-E water heater by contacting National Combustion Co., Inc.'s Warranty Department (tel. no 718-291-8400) during normal business hours to determine if the Applicable Warranty Periods have expired.

If your Super-E water heater is within the Applicable Warranty Period, contact the plumber, or mechanical contractor, that installed it for assistance with the warranty repairs, or replacement, required. You may also select a plumber, or mechanical contractor from your local Yellow Pages to assist you. National Combustion's Technical Service Department are available to assist you (tel. no. 718-291-8400) in obtaining service or to answer your questions about the operation or repair of your Super-E commercial water heater during normal business hours. Be prepared to provide the plumber, or mechanical contractor, or National Combustion Co., Inc. technical service person you call with the complete model number, the complete serial number, and the date of installation of your Super-E water heater in addition to an explanation of your Super-E water heater problem.

If an exact replacement is not available, National Combustion Co., Inc. will provide you with the current model of your Super-E water heater, or component part(s), or a replacement unit with comparable operating features. If government regulations or industry certification or similar standards require the replacement Super-E water heater, or replacement component part(s), to have features not found in the defective Super-E commercial water heater, or the defective component part(s), you will be charged for the difference in price represented by those required features. If you pay the price difference for those required features and/or to upgrade the size and/or other features available on a replacement new Super-E water heater, you will also receive a complete new Limited Warranty (with the full Applicable Warranty Period) for the replacement new Super-E water heater.

DO NOT DESTROY, OR DISPOSE OF, ANY SUPER-E OR DEFECTIVE PART(S) WITHIN THE APPLICABLE WARRANTY PERIOD. NATIONAL COMBUSTION HOLDS THE RIGHT TO REQUIRE ANY SUPER-E UNIT OR COMPONENT PART(S) TO BE RETURNED (WITH ORIGINAL RATING LABEL AND COMPONENT PARTS INTACT) IN EXCHANGE FOR THE REPLACEMENT UNIT. Each defective component part within the applicable warranty period to be replaced must be returned to National Combustion Co., Inc. in exchange for the replacement component part.

Warranty compensation is subject to validation of applicable warranty period coverage by National Combustion Co., Inc. Claims Department personnel.

- To obtain warranty compensation for an "in-warranty" water heater failure, you must provide National Combustion Co., Inc., at the option of National Combustion Co., Inc., either (i) the failed Super-E unit (with rating label and all the component parts intact); the complete model number and the complete serial number of the Super-E that replaced the failed Super-E unit.; and, the date the original Super-E water heater failed, or (ii) the complete Super-E rating label, without which it should never be operated; the complete model number and the complete serial number of the Super-E that replaced the failed Super-E unit.; and, the date the original Super-E water heater failed.
- To receive warranty compensation for component parts within the applicable warranty period, you must provide National Combustion Co with: the defective component part; the complete model number and the complete serial number of the Super-E water heater from which the defective component part was removed; and, the date the defective part failed. You may also be required to provide documentary proof of the date of installation of the water heater from which the defective component part was removed – or the date of purchase of the component part (if it was purchased separately) – to establish the "in-warranty" status of the defective component part.

Warranty claim documentation should be mailed promptly to National Combustion Co., Inc., Warranty Dept., 104-11 180th Street, Jamaica, NY 111433.

EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY

This Limited Warranty is the only Warranty for this unit given by National Combustion Co., Inc. No one is authorized to make any other warranties on behalf of National Combustion Co., Inc. ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED PREVIOUSLY. NATIONAL COMBUSTION CO., INC.'S SOLE LIABILITY, WITH RESPECT TO ANY DEFECT, SHALL BE AS SET FORTH IN THIS LIMITED WARRANTY, AND ANY CLAIMS FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGE FROM WATER LEAKAGE) ARE EXCLUDED. Some states do not allow limitations on how long an implied warranty lasts, or for the exclusion of incidental or consequential damages, so the above limitations may not apply to you.

This Limited Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

We suggest you immediately complete the information on the attached warranty information form in the event warranty service is needed. Reasonable proof of the date of installation of your Super-E water heater may be required to establish its applicable warranty period. Otherwise the Effective Date of the Limited Warranty will be the date of manufacture of the Super-E water heater plus ninety (90) days.

DO NOT RETURN THIS DOCUMENT TO NATIONAL COMBUSTION CO., INC.
KEEP IT WITH YOUR SUPER-E WATER HEATER OR BUSINESS RECORDS.

Name of Owner/Business Location
Where Unit is installed: _____

Super-E Water Heater Installation Address: _____

Date Super-E Water Heater was Installed: _____

Name of Plumber/Mechanical Contractor – Installer: _____

Plumber/Mechanical Contractor – Installer’s Address: _____

Complete Model # of the Super-E: _____

Complete Serial Number of the Super-E: _____

**CERTIFICATE
OF LIMITED
WARRANTY**



GAS-FIRED WATER HEATER