

Consumer Support

Warranty Information

The installer is responsible for your water heater's correct installation.

Please complete the information below to keep for your records:

Purchased from: _____

Address: _____ Phone: _____

Date of Purchase: _____

Model No.: _____

Serial No.: _____

Installed by: _____ Installer's License No.: _____

Address: _____ Phone: _____

Date of Installation: _____

Limited Warranty

What is covered?

This Warranty covers any defects in materials or workmanship when the product is installed and operated according to NATCO written installation instructions, subject to the terms within this Limited Warranty document. This Warranty applies only to products that are installed per local and/or state codes. Improper installation may void this Warranty. NATCO strongly suggests that you use a state qualified or licensed installer who has attended a NATCO product knowledge class before installing this water heater. This Warranty extends to the original purchaser and subsequent owners, but only while the product remains at the site of the original installation. This Warranty only extends through the first installation of the product and terminates if the product is moved or reinstalled at a new location.

How long does coverage last?

Item	VA LS Series Period of Coverage (from date of purchase)		
	Residential Applications	Used with NATCO Air Handler for domestic heating and water	Commercial Applications including radiant heating
Heat Exchanger	12 years *	10 years * †	5 years *
All Other Parts and Components	5 years *	5 years * †	5 years *
Reasonable Labor	1 year		

* Note: There is no warranty coverage on product installed in a closed loop application, commonly associated with space heating only applications.

Use of an MCC-91 controller in a residential dwelling will reduce the warranty coverage to that of a commercial warranty application (except when an MCC-91 is used with a NATCO Hydronic Air Handler).

The integrated controller on indoor models has a 1 year warranty on parts.

† Note: Period of coverage is reduced to 3 years from date of purchase if the NATCO water heater temperature setting exceeds 160° F (71° C).

Limited Warranty Continued

What will NATCO do?

NATCO will repair or replace the covered product or any part or component that is defective in materials or workmanship as set forth. NATCO will pay reasonable labor charges associated with the repair or replacement of any such part or component. All repair parts must be genuine NATCO parts. All repairs or replacements must be performed by an individual or servicing company that is properly trained, state qualified or licensed to do the type of repair.

Replacement of the product may be authorized by NATCO only. NATCO does not authorize any person or company to assume for it any obligation or liability in connection with the replacement of the product. If NATCO determines that repair of a product is not possible, NATCO will replace the product with a comparable product at NATCO's discretion. If a component or product returned to NATCO is found to be free of defects in material or workmanship, or damaged by improper installation or damaged during return shipping, the warranty claim for product, parts and labor may be denied.

How do I get service?

You must contact a state qualified/licensed contractor or authorized service provider for the repair of a product under this Warranty. For the name of a qualified/authorized service provider please contact your place of purchase

Proof of purchase is required to obtain warranty service. You may show proof of purchase with a dated sales receipt.

What is not covered?

This Warranty does not cover any failures or operating difficulties due to the following:

- accident, abuse, or misuse
- alteration
- misapplication
- force majeure
- improper installation (such as but not limited to inadequate water quality, condensate damage, improper venting, incorrect gas type, incorrect gas or water pressure, or absence of a drain pan under the appliance)
- improper maintenance (such as but not limited to scale build-up, freeze damage, or vent blockage)
- incorrect sizing
- any other causes other than defects in materials or workmanship

This Warranty does not apply to any product whose serial number or manufacture date has been defaced. This Warranty does not cover any product used in an application that uses chemically treated water such as a pool or spa heater. This appliance is suitable for filling large or whirlpool bath tubs with potable water. Refer to the Water Quality Section in the Operation and Installation Manual.

Limitation on warranties

No one is authorized to make any other warranties on behalf of NATCO. Except as expressly provided herein, there are no other warranties, expressed or implied, including, but not limited to warranties of merchantability or fitness for a particular purpose, which extend beyond the description of the warranty herein and further NATCO shall not be liable for indirect, incidental, special, consequential or other similar damages that may arise, including lost profits, damage to person or property, loss of use, inconvenience, or liability arising from improper installation, service or use. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

Any implied warranties of merchantability and fitness arising under state law are limited in duration to the period of coverage provided by this limited Warranty, unless the period provided by state law is less. Some states do not allow limitations on how long an implied Warranty lasts, so the above limitation may not apply to you.

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