

Torus Series Boilers/Water Heaters Limited Warranty

The "Manufacturer" warrants to the original owner at the original installation site that the heat exchanger of the Industrial, Commercial, and other Non-Residential Use Boiler (the "Product") will be free from defects in material or workmanship for ten (10) years from the date of installation. Additional twenty one (21) year thermal shock warranty on heat exchanger. If upon examination by the Manufacturer the Product is shown to have a defect in material or workmanship during the warranty period, the Manufacturer will repair or replace, at its option, that part of the Product which is shown to be defective. All other RBI supplied Boiler parts are warranted against defects in material and workmanship for one (1) year from date of installation or 18 months from date of shipment from RBI. This boiler is designed to operate in a closed loop heating system. System fill water must not contain more than 500 ppm Dissolved Solids, less than 150 ppm Chloride concentration and no greater than 200 ppm Water Hardness. Suspended solids such as Magnetite, Iron Oxides must be flushed from the system prior to commissioning the boiler(s). The PH level must be within the 6.5-8.5 range. Where required, the system must be protected by the addition of a corrosion inhibitor per the chemical supplier's instructions.

The "Manufacturer" warrants to the original owner at the original installation site that the heat exchanger of the Industrial, Commercial, and other Non-Residential Use Water Heater (the "Product") will be free from defects in material or workmanship for five (5) years from the date of installation. Additional twenty one (21) year thermal warranty on heat exchanger. If upon examination by the Manufacturer the Product is shown to have a defect in material or workmanship during the warranty period, the Manufacturer will repair or replace, at its option, that part of the Product which is shown to be defective. All other RBI supplied Water Heater parts are warranted against defects in material and workmanship for one (1) year from date of installation or 18 months from date of shipment from RBI. This Water Heater is designed to operate scale free maintaining a water hardness between 4 and 12 grains per gallon with a level of dissolved solids not exceeding 350 ppm. Water having a hardness less than 4 grains can cause excessive corrosion of the heat exchanger. Water that has a hardness greater than 12 grains per gallon and/or a level of dissolved solids exceeding 350 ppm will require a larger circulating pump and temperature rise. Water hardness greater than 15 grains per gallon will require a water softener system. (See Installation Instructions for proper pump performance.) Excessive water hardness causing a lime build-up in the heat exchanger tubes is not a fault of the equipment and is not covered under the manufacturer's warranty.

This limited warranty does not apply:

- (a) if the Product has been subjected to misuse or neglect, has been accidentally or intentionally damaged, has not been installed, maintained or operated in accordance with the furnished written instructions, or has been altered or modified in any way.

These include but not limited to:

- Chemical corrosion, no corrosive chemical (freon, dry cleaning chemicals, degreasing liquids, chlorine or any chemicals that produce hydrochloric acid) can be present in the boiler room as it rapidly destroys the heating equipment and voids the warranty.
- (b) to any expenses, including labor or material, incurred during removal or reinstallation of the Product or parts thereof.
- (c) to damage as a result of settlement, distortion, collapse, or cracking of any foundation area, beams or pipes surrounding the Product.
- (d) to any workmanship of any installer of the Product; or to Products installed outside the continental United States or Canada.

This limited warranty is conditional upon:

- (a) shipment, to the Manufacturer, of that part of the Product thought to be defective. Goods can only be returned with prior written approval from the Manufacturer. All returns must be freight prepaid.
- (b) determination in the reasonable opinion of the Manufacturer that there exists a defect in material or workmanship.

Repair or replacement of any part under this Limited Warranty shall not extend the duration of the warranty with respect to such repaired or replaced part beyond the stated warranty period.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, AND ALL SUCH OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED AND EXCLUDED FROM THIS LIMITED WARRANTY. IN NO EVENT SHALL THE MANUFACTURER BE LIABLE IN ANY WAY FOR ANY CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES OF ANY NATURE WHATSOEVER, OR FOR ANY AMOUNTS IN EXCESS OF THE SELLING PRICE OF THE PRODUCT OR ANY PARTS THEREOF FOUND TO BE DEFECTIVE. THIS LIMITED WARRANTY GIVES THE ORIGINAL OWNER OF THE PRODUCT SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY BY EACH JURISDICTION.



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