

# WARRANTY



Effective 03/26/21

## LIMITED WARRANTY

### XFIIRE

**TYPES: BOILERS AND WATER HEATERS**

**Models: 300B-1000B**

### IFIRE

**Models: IBGWSF1-0300 to -1000**

**IVGWSF1-0300 to -1000**

### SCOPE

Rheem Manufacturing Co.(Rheem) and its subsidiaries Raypak Inc. (Raypak) and IBC Technologies Inc. (IBC) warrants to the original owner that all parts of this heater which are actually manufactured by Rheem will be free from defects in materials and workmanship under normal use and service for the specified warranty periods and subject to the conditions set forth in this Limited Warranty. Labor charges and other costs for parts removal or reinstallation, shipping and transportation are not covered by this Limited Warranty, but are the owner’s responsibility.

### EFFECTIVE DATE

The Effective Date of this Limited Warranty is the date of original installation if properly documented; if you are not able to provide documentary proof of the date of original installation, the Effective Date will be the date of manufacture plus 180 days.

### HEAT EXCHANGER WARRANTY PERIODS

#### Space Heating (Closed Loop System)

Ten (10) year limited warranty from date of heater installation. This warranty applies only to boilers utilized in closed loop heating systems that have been properly installed based upon manufacturer’s installation instructions.

<u>Year of Claim</u>	<u>0-5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>
Percentage to be paid					
By purchaser	0%	20%	40%	60%	80%

#### Domestic Hot Water (Open Systems)

Five (5) year limited warranty from Effective Date.

#### Thermal Shock Warranty

Twenty (20) years from date of heater installation against “Thermal Shock” (excluded, however, if caused by heater operation at large changes exceeding 150°F between the water temperature at intake and heater temperature, or operating at heater temperatures exceeding 200°F).

### **ANY OTHER PART MANUFACTURED BY Rheem**

One (1) year warranty from date of heater installation, or eighteen (18) months from date of factory shipment based on Rheem’s records, whichever comes first.

SATISFACTORY PROOF OF INSTALLATION DATE, SUCH AS INSTALLER INVOICE, IS REQUIRED. THIS WARRANTY WILL BE VOID IF THE HEATER RATING PLATE IS ALTERED OR REMOVED.

### ADDITIONAL WARRANTY EXCLUSIONS

This warranty does **NOT** cover failures or malfunctions resulting from:

1. Failure to properly install, operate or maintain the heater in accordance with our printed instructions provided.
2. Abuse, alteration, accident, fire, flood and the like.
3. Sediment or lime build-up, freezing, or other conditions causing inadequate water circulation.
4. High velocity flow exceeding heater design rates.
5. Failure of connected system devices, such as pump or controller.
6. Use of non-factory authorized accessories or other components in conjunction with the heater system.
7. Failing to eliminate air from, or replenish water in, the connected water system.
8. Chemical contamination of combustion air or use of chemical additives to water.

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**REPAIR OR REPLACEMENT**

At its option, Rheem will repair or replace a defective part(s) in accordance with the terms of this Limited Warranty, if it fails in normal use and service during its specified warranty period. The failed part must first be returned to Rheem if requested, with transportation charges prepaid, and all applicable warranty conditions found satisfied. The repair or replacement part will be warranted for only the unexpired portion of the original Limited Warranty. Rheem makes no warranty whatsoever on parts not manufactured by it, but Rheem will apply any such warranty as may be provided to it by the parts manufacturer.

**HOW TO MAKE A WARRANTY CLAIM**

You should immediately notify the original installer, supplying the model number and serial numbers of the unit, date of installation and description of the problem. The installer must then contact their distributor for instructions regarding the claim. If either is not available, please contact:

For **Raypak**: Service Manager, Raypak Inc. 2151 Eastman Avenue, Oxnard CA 93030, or call (805) 278-5300

For **IBC USA**: Technical Support, IBC Technologies USA Inc., 121 Walter A. Gaines Way, Lawnside NJ 08045 or call (856) 887-0544 or toll-free phone 1-844-HEAT-IBC.

For **IBC Canada**: Technical Support, IBC Technologies Inc., 8015 North Fraser Way, Burnaby, BC V5J 5M8, or call (604) 877-0277 or toll-free phone 1-844-HEAT-IBC

In all cases, proper authorization must first be received before repair or replacement of any part.

**EXCLUSIVE WARRANTY-LIMITATION OF LIABILITY**

The Limited Warranty is the only warranty for this product and its component parts given by Rheem. No one is authorized to make any other warranties on Rheem's behalf. **ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED IN THIS LIMITED WARRANTY. RHEEM'S SOLE LIABILITY WITH RESPECT TO ANY DEFECT SHALL BE AS SET FORTH IN THIS LIMITED WARRANTY. IT IS AGREED THAT RHEEM SHALL HAVE NO LIABILITY WHETHER UNDER THIS LIMITED WARRANTY OR IN CONTRACT, TORT OR NEGLIGENCE OR OTHERWISE FOR CLAIMS FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING NO LIABILITY FOR DAMAGE FROM WATER LEAKAGE) WHICH ARE EXPRESSLY EXCLUDED, NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.** 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 limitation or exclusion 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 record the model and serial number and date of original installation and retain this Limited Warranty Certificate along with your original proof of purchase and date of installation/start-up in the event warranty service is needed.

**DO NOT RETURN THIS DOCUMENT TO RHEEM OR ITS SUBSIDIARIES. KEEP IT WITH YOUR HEATER OR BUSINESS RECORDS.**

Name of Owner	Name of Installer
Owners Address	Telephone Number of Installer
Date of Installation	Installation Site
Model Number	Serial Number