

# LIMITED WARRANTY

## *S Series Heat Exchangers*

IBC warranty obligations are limited to the terms set forth below:

IBC warrants to the original purchaser that this product will be free of manufacturing defects in material and workmanship for a period of one (1) year from the original purchase date, or eighteen (18) months from IBC's original invoice, whichever expires first. The original purchase date as used herein shall mean the date stated in the vendor's original invoice.

IBC will, at its option, repair or replace this product without charge if it is found to be defective during the limited warranty period specified above. If IBC chooses, at its discretion, to replace any product for which there is a valid warranty claim, IBC shall replace the product with the same model or, if such model is not available, with a model which is, in IBC's reasonable judgment, the nearest compatible model available at the time of replacement. Note that each purchaser is limited to one (1) product replacement during the warranty period of the original claim.

### NOT UNDER COVERAGE BY THIS WARRANTY

This limited warranty covers defects encountered in normal use of the product while operating according to the specifications set forth by IBC. The warranty is void and shall not apply to the following, including, but not limited to:

1. The failure or malfunction results from improper or negligent operation, abuse, misuse or maintenance or unauthorized alteration.
2. Malfunctions resulting from, or repairs necessitated by, uses of the product for purposes other than that for which it was designed, or resulting from flood, fire, wind, lightning, freezing, or any other natural disaster, an act of God, an act of destruction, theft, or accident.
3. Damages to the product that occur during shipment.
4. Damages caused by improper or faulty installation.
5. Products exposed to corrosive elements harmful to the structural integrity and durability of the product.
6. Products installed outside of Canada and the United States.

IBC shall not be liable for any direct, special, incidental, or consequential damages caused by the use, misuse, or inability to use this product. IBC is under no legal obligations to rectify, including but not limited to, lost profits, downtime, goodwill, damages to or replacement of equipment and property. Purchaser assumes all risk and liability for loss, damage or injury to purchaser and purchaser's property and to others and their property arising out of the use, misuse or inability to use this product. This limited warranty shall not extend to anyone other than the original purchaser of the product.

### ADDITIONAL WARRANTY EXCLUSIONS AND LIMITATIONS FOR POOL/SPA USE

1. IBC does not warrant heat exchangers exposed to corrosive water/elements harmful to the structural integrity and durability of the product. (Please refer to recommended chemical levels for stainless steel models below)

Chemical	Levels
Free Chlorine	1.0 – 3.0 ppm
pH	7.2 – 7.8
Calcium hardness	200 – 400 ppm
Alkalinity	100 – 150 ppm
Total Dissolved Solids	< 1000 ppm
Bromine	2.0 – 4.0 ppm

**IBC Technologies Inc.**

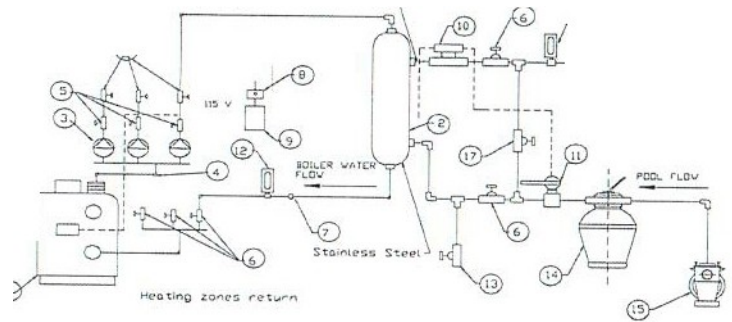
<b>CANADA</b>	T 604-877-0277 / 1-844-HEAT IBC	F 604-877-0295	E info@ibcboiler.com
<b>USA</b>	T 856-887-0544 / 1-844-HEAT IBC	F 856-735-5584	E sales@ibcboiler.com
	W www.ibcboiler.com		

Chemical	Levels
Copper	0 ppm
Chloride	<140 ppm

2. Stainless steel heat exchangers cannot be used with seawater or saltwater. (Not applicable for titanium heat exchangers)
3. The warranty is void and shall not apply if units fail due to faulty installation and operation of chlorinator.
4. Chlorinators must feed downstream of the heat exchanger and have an anti-siphoning device to prevent chemical back up in the heat exchanger when the pump is shut off.
5. When adjusting chlorinator feeder, or when shock-chlorinating the pool, isolate the heat exchanger (by closing isolation valves and opening the bypass line) until the chlorine level in the pool returns to the proper level.
6. When filing a warranty claim, IBC reserves the right to request a water sample analysis from an independent laboratory. If the claim is deemed valid, IBC will reimburse the purchaser for the cost of the analysis.

**SAMPLE INSTALLATION DIAGRAM**

- |                         |                            |
|-------------------------|----------------------------|
| 1. Boiler               | 10. Flow switch            |
| 2. Heat Exchanger       | 11. Thermostat or Aquastat |
| 3. Circulators          | 12. Thermometer            |
| 4. Boiler water circuit | 13. Drain valve            |
| 5. Flow control valve   | 14. Filtration             |
| 6. Gate valve           | 15. Pump                   |
| 7. Check valve          | 16. Water supply           |
| 8. On/Off switch        | 17. Bypass valve           |
| 9. Relay                |                            |



**NOTE:**

- o Damage to the heat exchanger due to improper water chemistry is not covered under the warranty
- o Chlorine feeder must be installed after (downstream of) the heat exchanger and be installed with an anti-siphoning valve to prevent chlorine from backing up into the heat exchanger.
- o This is only a conceptual drawing. A qualified installer must determine whether this system setup will work in each application. Installer must also ensure compliance with code requirements.

**PROCEDURE FOR LIMITED WARRANTY SERVICE**

For service covered by this Limited Warranty, have your licensed service contractor contact an IBC-authorized distributor with the following information: model and serial numbers, site address and date of installation together with a description of the claim. All alleged appliances and defective component parts must be returned through IBC-authorized distributor channels. Replacement component parts, if the conditions of this Limited Warranty are met, will be provided by IBC through such authorized distributor or relevant representatives. No contractor or distributor may grant any service under this warranty without the prior approval of IBC. If there are any questions about the coverage of this Limited Warranty, please contact IBC at the address shown below. Where a claim under this Limited Warranty is allowed, IBC will provide a credit to the authorized distributor. Any credits issued by IBC are done so at the wholesale value and any markups by the distributor or installing contractor are excluded. Any / all shipping costs to and from IBC are the responsibility of the customer, unless applicable state, provincial or territorial law provides otherwise.

IBC reserves the right to change specifications or discontinue models without notice.