

Arctic Heat Pump Hot Water Tank

WARRANTY

Thank you for purchasing an Arctic Heat Pump Hot Water Tank, we appreciate your business! We hope your experience with our products meets or exceeds all your expectations. If there are any issues or questions with your new equipment, please contact us. Contact information can be found below.

Arctic Heat Pumps (the "manufacturer") hereby warrants to the original purchaser (the "owner") that each Arctic Heat Pump Water Heater ("HPHWT") shall be free from defects in the manufacturer's materials or workmanship for a period of:

1. 3 years from the date of purchase on heat pump
2. 7 years from the date of purchase on water tank
3. (Excluded) sacrificial or electronic anode

Manufacturer shall, at the manufacturer's discretion, either factory repair or replace the defective heater with a replacement unit or part(s) with comparable operating features. Manufacturer's maximum liability under all circumstances shall be limited to the owner's purchase price for the tank.

This limited warranty shall be the exclusive warranty made by the manufacturer and is made in lieu of all other warranties, express or implied, whether written or oral, including, but not limited to warranties of merchantability and fitness for a particular purpose. Manufacturer shall not be liable for incidental, consequential or contingent damages or expenses arising directly or indirectly from any defect in the heater or the use of the heater. Manufacturer shall not be liable for any water damage or other damage to property of owner arising, directly or indirectly, from any defect in the heater or the use of the heater. Manufacturer alone is authorized to make all warranties on manufacturer's behalf and no statement, warranty of guarantee made by any other party shall be binding on manufacturer.

WARRANTY EXCLUSIONS

This limited warranty will NOT cover:

1. Any heat pump hot water tank purchased from an unauthorized dealer.
2. Any heat pump hot water tank not installed by a qualified heating installer or service technician.
3. Service trips to teach you how to install, use, maintain, or to bring the water heater installation into compliance with local building codes and regulations.
4. Failure to locate the water tank in an area where leakage of the tank or water line connections and the combination temperature and relief valve will not result in damage to the area adjacent to the water heater or lower floors of the structure.
5. Any failed components of the heat system not manufactured by Arctic Heat Pumps as part of the HPHWT.

6. Water heaters repaired or altered without the prior written approval of Arctic Heat Pumps.

7. Damages, malfunctions, or failures resulting from failure to install the water heater in accordance with applicable building codes/ordinances or acceptable plumbing and electrical trade practices.

8. Damages, malfunctions, or failures resulting from improper installation, failure to operate the water tank at pressures not exceeding the working pressure shown, or failure to operate and maintain the water tank in accordance with the manufacturer's provided instructions.

9. Damages, malfunctions, or failures caused by operating the water tank with modified, altered, or unapproved parts.

10. Failure to operate the water tank in an open system, or in a closed system with a properly sized and installed thermal expansion tank.

11. Failure or performance problems, caused by improper sizing of the water tank, expansion device, piping, electric service voltage, wiring or fusing.

12. Damages, malfunctions or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God and the like.

13. Tank failures, like leaks, caused by operating the hot water tank in a corrosive or contaminated atmosphere.

14. Damages, malfunctions, or failures caused by operating the hot water tank with an empty or partially empty tank, known as "dry firing," or failures caused by operating the hot water tank when it is not supplied with potable water, free to circulate at all times.

15. Failure of the heater due to the accumulation of solid materials and lime deposits.

16. Any damage or failure resulting from improper water chemistry.

Should owner wish to return the tank to manufacturer for repair or replacement under this warranty, owner must first secure written authorization from manufacturer. Owner shall demonstrate proof of purchase, including a purchase date, and shall be responsible for all removal and transportation costs. If owner cannot demonstrate a purchase date this warranty shall be limited to the period beginning from the date of manufacture stamped on the heater. Manufacturer reserves the right to deny warranty coverage upon manufacturer's examination of the tank. This warranty is restricted to the owner and cannot be assigned.

Owner shall be responsible for all labor and other charges incurred in the removal or repair of the heater in the field. Please also note that the water tank must be installed in such a manner that if any leak does occur, the flow of water from any leak will not damage the area in which it is installed.

INITIATE A WARRANTY CLAIM

If you believe your Arctic equipment has an issue, contact technical@arcticheatpumps.com or call 1-800-317-9054 and get in touch with Arctic's technical department. An Arctic technician will work with you or your installer to diagnose your system issue. If a component in your heat pump is deemed faulty and eligible for warranty, instructions will be provided to you that detail the process that will be required to remedy your system issue. These instructions will be dependant on your issue.

In the case that a component in your heat pump is faulty and must be replaced, Arctic will ship that component direct and free of charge to a shipping address of your choice as soon as possible. In the shipment of your replacement part there will be a pre-paid shipping label. That return label is meant for your faulty part. Unless Arctic has instructed not to return the faulty part, it is expected that you will package faulty part and drop it off at the nearest post office as per our technician's instructions.

Our Arctic technicians are in the office from 8:00 AM - 4:30 PM CST Monday to Friday.



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Winnipeg, MB R4A 5A4

PHONE 1-800-317-9054

WEBSITE www.arcticheatpumps.com

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