

EIGHT YEAR LIMITED WARRANTY

IONIC WH-W VOLUME WATER HEATER WARRANTY

1- BASIC LIMITED TWO-YEAR WARRANTY ON ALL IONIC WH-W VOLUME WATER HEATER COMPONENT PARTS; LIMITED ONE YEAR WARRANTY ON IGNITER.

Triangle Tube/Phase III Co. Inc. (Triangle Tube) hereby warrants to the original user, that the Ionic WH-W Volume Water Heater to be free from defects in material or workmanship. Triangle Tube will repair, or at its option, replace the component part under the conditions explained below.

THE TWO-YEAR LIMITED WARRANTY excludes:

- All labor charges asserted by any person in connection with the inspection, repair and/or replacement of parts claimed to be defective.
- All shipping costs of allegedly defective parts to and from Triangle Tube facilities.
- Malfunction of parts due to improper application, delivery, installation, maintenance, or operation.
- Failures resulting from: abuse, accident, negligence, insurrection, riot, war, freezing, external damage of any kind or acts of God.
- Damage caused by hard water, scale build-up, excessive oxygenation, or external leakage.
- Damage caused by insufficient water flow through the heat exchanger.

2- MID LEVEL EXTENDED WARRANTY

Triangle Tube further warrants to the original user that upon successful product registration, all Ionic WH-W Volume Water Heater Component Parts (except igniter) shall carry a four (4) year warranty and in addition will provide a labor allowance for the first two (2) years. Triangle Tube will repair, or at its option, replace the component part under the conditions explained below. The first two (2) year labor allowance will be provided according to the labor allowance schedule listed on our website and is subject to change at any time.

THE MID LEVEL EXTENDED WARRANTY excludes:

- All labor charges asserted by any person in connection with the travel, inspection and/or diagnostic replacement of parts claimed to be defective.
- All shipping costs of allegedly defective parts to and from Triangle Tube facilities.
- Malfunction of parts due to improper application, delivery, installation, maintenance, or operation.
- Failures resulting from: abuse, accident, negligence, insurrection, riot, war, freezing, external damage of any kind or acts of God.
- Damage caused by hard water, scale build-up, excessive oxygenation, or external leakage.
- Damage caused by insufficient water flow through the heat exchanger.

3- HIGH LEVEL EXTENDED WARRANTY

Triangle Tube further warrants to the original user that upon successful product registration and Triangle Tube issuing a "Certificate of Compliance" confirming combustion readings submitted by a competent installer, have been correctly set and checked using a calibrated combustion analyzer, all Ionic WH-W Volume Water Heater component parts (except igniter) shall carry a five (5) year warranty and in addition will provide a labor allowance for the first three (3) years. Certificate of Compliance will be issued within 4-6 weeks from receipt of combustion readings. Triangle Tube will repair, or at its option, replace the component part under the conditions explained below. The first three (3) year labor allowance will be provided according to the labor allowance schedule listed on our website and is subject to change at any time.

THE HIGH-LEVEL EXTENDED WARRANTY excludes:

- All labor charges asserted by any person in connection with the travel, inspection and/or diagnostic replacement of parts claimed to be defective.
- All shipping costs of allegedly defective parts to and from Triangle Tube facilities.
- Malfunction of parts due to improper application, delivery, installation, maintenance, or operation.
- Failures resulting from: abuse, accident, negligence, insurrection, riot, war, freezing, external damage of any kind or acts of God.
- Damage caused by hard water, scale build-up, excessive oxygenation, or external leakage.
- Damage caused by insufficient water flow through the heat exchanger.

4- LIMITED HEAT EXCHANGER WARRANTY

Triangle Tube further warrants, to the original user of the above Ionic WH-W Volume Water Heater, that the stainless-steel water tube heat exchanger shall be free of water leaks during normal use and service for a period of:

- Basic** limited warranty of four (4) years to the original user from the date of purchase.
- Mid-Level** limited warranty of five (5) years to the original user that upon successful product registration.

- High Level** limited prorated warranty of eight (8) years to the original user that upon successful product registration and Triangle Tube issuing a "Certificate of Compliance" confirming combustion readings submitted by a competent installer, have been correctly set and checked using a calibrated combustion analyzer in addition to a water quality report including hardness, TDS, and pH according to the manual. The heat exchanger is covered from the Seventh through Eighth year, at a cost to the original owner equal to the percentage of the retail list price, at the time the warranty claim is made, as indicated below

Ionic WH-W Volume Water Heater Heat Exchanger Prorating			
Years	1 to 6	7	8
Coverage	100%	70%	40%

In the event that a water leak should develop and occur within this limited warranty period due to defective material or workmanship, we will replace the heat exchanger with the nearest comparable model available at the time of replacement or repair same at our sole option and at no cost to the original user except as set forth below

5- OWNER'S RESPONSIBILITIES:

Owners are responsible for selecting a qualified service provider in addition too,

- Following all instructions enclosed with the product.
- Retaining all bills of sale or receipts for proof of proper installation.
- Providing copies of all service and regular maintenance records.
- Contacting your installer or dealer as soon as any problem or defect is noticed.
- Installing a carbon monoxide detector and alarm in the room where the water heater is located, and another installed in the living area(s) and inside of every bedroom(s). **We require that CO detectors with alarm be installed as CO is an odorless, colorless gas that often goes undetected.**

6- EXCLUSIONS AND LIMITATIONS

TRIANGLE TUBE SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES whether arising out of breach of warranty, breach of contract or otherwise. THIS WARRANTY IS NOT TRANSFERABLE AND SHALL APPLY ONLY IF THE APPLIANCE,

- Is correctly installed by a qualified heating or plumbing contractor whose principal occupation is the sale and installation of plumbing, heating and/or air conditioning equipment and the product is installed and/or operated according to national, state or local plumbing, housing or building codes and to the installation and/or operating instructions contained in the installation manual provided with the unit. The installation start-up checklist, found in the installation manual, should be filled in and submitted to Triangle Tube by the installer/contractor;
- Is installed and operated in combination with a storage tank and a correctly sized circulator pump and piping per the manual and **is not** operated and installed as a standalone tankless water heater.
- Is operated within the factory calibrated limits of temperature and pressure, and equipped with a new pressure relief valve at the time of installation bearing the listing of American Society of Mechanical Engineers (A.S.M.E.); and
- Has been operated (a) utilizing the particular fuel for which it was designed and equipped, as set forth in Triangle Tube's installation and service manual, (b) at an input rate not in excess of the maximum input rate or less than the minimum input rate showing on the rating plate attached to the Appliance and with the appropriate automatic operating and limit controls (and adequate expansion tank properly maintained where applicable with the correct flue system installed according to the manual);
- Has been **serviced** on a periodic basis, **at least** every 12 months or 2000 hours of burner run time (whichever occurs first) to assure that it is working properly and has had all repairs performed on it, as and when needed, by an experienced and qualified heating mechanic, registered plumber or oil dealer serviceman; and
- Annual service/maintenance record must be presented as part of claim, and
- Has adequate ventilation and a sufficient source of air, is not exposed to any unusual atmospheric conditions including, without limitation, exposure to foreign particles such as saw dust and exposure to chlorine or other corroding substances;
- Has used only potable water which follows all the requirements in the installation and service manual and has used water which is not rusty, sandy, discolored, registers a pH reading of between six and a half (6.5) and seven and a half (7.5) measured cold, and with a water hardness between four (4) and fourteen (14) grains per gallon and has a

chlorine level of 150 ppm or less, and a combined TDS and hardness of 450 ppm or less.

THIS WARRANTY IS VOID AND SHALL NOT APPLY IF:

1. The Ionic WH-W Volume Water Heater is not installed in accordance with Triangle Tube's installation and operating manual by an experienced and qualified heating mechanic skilled in the installation of Triangle Tube equipment; or
2. The failure or malfunction results from improper or negligent operation, accident, abuse, freezing, misuse, fire, flood, an act of God, unauthorized alteration or **improper repair or maintenance**; or
3. The failure or malfunction results from failure to keep the Volume Water Heater full of water, free to circulate at all times and with the Volume Water Heater free of damaging water sediment or scale deposits, lime build-up, freezing, or other conditions causing inadequate water circulation; or
4. The Ionic WH-W Volume Water Heater is used for non-potable applications such as direct pool or process heating; or
5. Potable water is supplied by a water softener system and the unit is not installed and maintained in accordance with the manufacturer specifications; or
6. Non-metallic piping without an oxygen barrier is used; or
7. The unit is used outside the United States, its territories or possessions, or Canada; or
8. The failure or malfunction occurs on a component, control, air vent or component part not solely manufactured by Triangle Tube; or
9. Situating the Volume Water Heater in an unsuitable location or continuing use of the Volume Water Heater after onset of a malfunction or discovery of a defect; or
10. Improper electrical supply, and electrical failures of all kinds including power surges and lightning strikes; or
11. Combustion air contamination such as but not limited to gypsum board dust, sawdust, air impurities, sulfuric action or reaction, dust particles, corrosive vapors, oxygen corrosion and chlorine reactions; or
12. Fuel impurities, improper fuel mixtures, improper fuel, or fuel / gas explosion.
13. The failure or malfunction results from failure to keep the unit free of damaging water sediment or scale deposits; or
14. Any damage to the product due to abrasion, erosion, corrosion, deterioration, abnormal temperatures or the influence of foreign matter or energy ;or
15. The design or operation of owner's plant or equipment or of any facility or system of which any product may be made a part; or
16. Damage caused by improper boiler and system maintenance leading to a blockage in the boiler from a mechanical part including but not limited to flow switch paddles, pump impellers, and other mechanical elements; or
17. Failure or malfunction caused by:
 - a. Improper venting and air intake materials, length, construction, or operations.
 - b. Improper gas supply line sizing, gas type, venting, connections, combustion air, voltage, wiring, or fusing.
 - c. Failure to conduct authorized factory start-up as required.
 - d. Damages due to a failure to allow for thermal expansion.
 - e. Failure to follow applicable codes
 - f. Failure to have the correct flow rate through the unit
18. **The Warranty does not cover:**
 - a. Production of noise, taste, odors, discoloration, accident, or rusty water.
 - b. Incidental property damage, loss of use, inconvenience or other incidental or consequential costs.
 - c. Normal wear and tear.
 - d. Performance problems caused by improper sizing of the appliance, expansion device, circulating pump, or piping.
 - e. Failures caused by operating the Ionic WH-W Volume Water Heater in a corrosive or contaminated atmosphere.
 - f. Ionic WH-W Volume Water Heater moved from the original installation location.
 - g. Ionic WH-W Volume Water Heater that have had their rating labels removed.
 - h. Damage to any other building components or property due to water leakage, improper disposal or discharge of condensate and improper discharge of flue gas plumes.
 - i. Accessory items manufactured by third parties such as circulator pumps, flow switches, high limits, low water cutoffs, and venting materials.
 - j. The performance of any product under conditions varying materially from those under which such product is usually tested under industry standards at the time of shipment.
 - k. Damage to surrounding area or property caused by leakage or malfunction.
 - l. INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, SUCH AS LOSS OF THE USE OF PRODUCTS, FACILITIES OR PRODUCTION, INCONVENIENCE, LOSS OF TIME OR LABOR EXPENSE INVOLVED IN REPAIRING OR REPLACING THE ALLEGED DEFECTIVE PRODUCT; (M) any claim due to any injury or death to any person or damage to any property resulting in whole or in part from any modification or alteration Buyer makes to any product sold hereunder.
 - m. Failure to follow applicable codes
 - n. Premium associated with after hours or overtime labor.
 - o. Charges related to accessing the product including but not limited to door/wall removal, equipment rental, etc.
19. The failure or malfunction is the result of leakage/corrosion due to improper use of thread sealant and/or pipe fittings and fixtures with non-ANSI standard threads.
20. The circulator pump for the Ionic WH-W Volume Water Heater is not controlled directly by the onboard control of the Volume Water Heater and is controlled by an external pump control.
21. The flow rate through the Volume Water Heater is not maintained at the specific delta T and flow rates for the model based on water hardness in the installation and service manual.
22. High velocity water flow in excess of published heat exchanger designed flow rates.

7- SHIPPING – ASSEMBLY - INSTALLATION

Any and all costs required to disassemble, remove, ship, reassemble and reinstall an Ionic WH-W Volume Water Heater or part there of are **NOT COVERED** under this warranty and shall be borne by the original user. Deliveries under this warranty may be contingent upon Triangle Tube receiving shipments of equipment from outside the United States and Triangle Tube shall not be liable for any failure or delay in delivery due to any cause beyond its control.

8- GENERAL PROVISIONS

For prompt warranty service, notify the installer who, in turn, will notify the Triangle Tube distributor from whom he purchased the Ionic WH-W Volume Water Heater. Any component parts replaced under the Limited Two-Year Warranty, Mid-Level Extended Warranty, High Level Extended Warranty or any heat exchanger replaced under the Limited Ten-Year Warranty shall only carry a warranty for the unexpired portion of the original warranty. If the original user cannot provide proof of purchase, the warranty shall begin from the date of manufacture as indicated by serial number.

THIS EXPRESSED WARRANTY IS MADE IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, GUARANTEES, AGREEMENTS, AND SIMILAR OBLIGATION OF MANUFACTURER WITH RESPECT TO THE REPAIR OR REPLACEMENT OF ANY SAME OR SIMILAR PRODUCT. TRIANGLE TUBE/PHASE III® NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF ITS PRODUCT.

Any and all descriptions, specifications, instructions, drawings, samples or models furnished to the original user do not constitute express warranties.

This is our exclusive written warranty. It gives you specific legal rights, but you may also have other rights which vary from state to state.

How to register my Triangle Tube product:

1. To register your product please visit www.triangletube.com.
2. Click on "REGISTER PRODUCT" at the top of the page.

Scan this QR code to see how to perform a Combustion Analyzer test.



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