

Navien Warranty

GENERAL

Navien America, Inc. (Navien) warrants this Navien water heater and its component parts to be free from defects in materials and workmanship, under normal use and service, for the Applicable Warranty Period. At its option, Navien will replace the defective component part(s), in accordance with the terms of this Limited Warranty, if it fails in normal use and service during the Applicable Warranty Period. The replacement component part(s) must be Navien original factory component Part(s). The replacement component part(s) will be warranted only for the unexpired portion of the original component part's Applicable Warranty Period.

APPLICABLE WARRANTY PERIODS

Period of Coverage			
Heat Exchanger		All other Parts and Components	
CR Series Residential DHW use only	CC Series Commercial and Residential "Combi"	CR Series Residential DHW use only	CC Series Commercial and Residential "Combi"
15 years	10 years	5 years	5 years



Proof of purchase is required to obtain warranty service. You can show proof of purchase with dated sales receipt, by completing and mailing the enclosed warranty registration card within 30 days of purchasing the product or by registering online at www.navienamerica.com

EFFECTIVE DATE

The Effective Date of warranty coverage (the beginning of the Applicable Warranty Periods) is the date of purchase of this water heater, if properly registered.

HEAT EXCHANGER WARRANTY

The Applicable Warranty Period for a CR series Heat Exchanger failure installed in a Residential application (including domestic recirculation) is **Fifteen (15)** years from the Effective Date. The Applicable Warranty Period for a CC series Heat Exchanger failure installed in a Commercial application or a Residential "Combi" application (DHW and space heating) is **Ten (10)** years from the Effective Date. For any Residential "Combi" application, a CC series unit is recommended. If a CR series unit is used in a Residential Combi application, the Applicable Warranty Period for a Heat Exchanger failure is **Two (2)** years from the Effective Date.

PARTS WARRANTY (excluding heat exchanger)

The Applicable Warranty Period for a CR series Part(s) failure installed in a Residential application (including domestic recirculation) is **Five (5)** years from the Effective Date. The Applicable Warranty Period for a CC series Part(s) failure installed in a Commercial application or a Residential "Combi" application (DHW and space heating) is **Five (5)** years from the Effective Date. For any Residential "Combi" application, a CC series unit is recommended. If a CR unit is used in a Residential "Combi" application, the Applicable Warranty Period for a Part(s) failure is **One (1)** years from the Effective Date.

LABOR ALLOWANCE:

The Applicable Period for this Labor Allowance for all water heater models is One (1) year from the Effective Date. The payment and amount of any payment are subject to approval at Navien's sole discretion. The Labor Allowance will be paid based on Navien's Schedule of Labor Allowances.

TRANSFERRABILITY

This warranty is offered to the original and subsequent owners of the water heater but is limited to the original address registered with the warranty only. The warranty will be void if the water heater is relocated to any other location.

WARRANTY EXCLUSIONS

This warranty does not cover the following conditions:

- ▶ Damages, malfunctions, or failures resulting from failure to install the water heater in accordance with applicable building codes, ordinances or normal plumbing and electrical trade practices;
- ▶ Damages, malfunctions or failures resulting from improper installation or failure to operate and maintain the water heater in accordance with the manufacturer's instructions provided;
- ▶ Performance problems caused by improper sizing of the water heater or the gas supply line, the venting connection, combustion air openings, electric service voltage, wiring or fusing;
- ▶ Damages, malfunctions or the all failures caused by conversion from natural gas to LP gas or LP gas to natural gas or attempt to operate with a type of gas not specified for the water heater;
- ▶ Damages, malfunctions or failures caused by operating the water heater with any parts removed or with parts that have been modified, altered or unapproved for installation;
- ▶ Damages, malfunctions or failures caused by abuse, negligence, alteration, accident, fire, flood, freezing, lightning and other acts of God;
- ▶ Heat Exchanger failures caused by operating the water heater in a corrosive or contaminated atmosphere;
- ▶ Damages, malfunctions or failure caused by poor water quality, lime or mineral build-up or sediment build-up;
- ▶ Damages, malfunctions or failures caused by operating the unit at water temperatures outside the factory calibrated temperature limits and/or exceeding the maximum setting of the high limit control;
- ▶ Heat Exchanger failures caused by operating the water heater when it is not supplied with potable water at all times;
- ▶ Damages, malfunctions or failures caused by subjecting the heat exchanger to pressures or firing rates greater or lesser than those shown on the rating plate;
- ▶ Units installed outside of the fifty states (and the District of Columbia) of the United States of America and outside of Canada;
- ▶ Rating plate has been removed by an unauthorized person. A water heater should not be operated if the rating plate has been removed;
- ▶ If the water heater is installed outdoors;
- ▶ Damage due to freezing;

Customer Name : _____

Customer Address : _____

Telephone : _____

Fax : _____

Email : _____

Installer Name : _____

License No. : _____

Installer Address : _____

Place of Purchase : _____

Model No. : _____

Serial No. : _____

Date of Purchase : _____

PLACE
STAMP
HERE

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