

# Laars Heating Systems Limited Warranty for: NeoTherm XTR Commercial Condensing Gas Water Heater Models NT2V0399, NT2V0500, NT2V0650, NT2V0800, NT2V0999 and NT2V1500

This limited warranty is effective as of the date of installation or 6 months after the date of manufacture, whichever is first.

Date of manufacture can be determined by the serial number.

Laars shall, at its option, modify, repair, or exchange the defective item. Laars shall have the option of having the item returned, FOB its factory, or to make field replacement at the point of installation. Laars shall be entitled to inspect the product prior to repair or replacement.

**FIRST YEAR – LIMITED WARRANTY:** Laars warrants that all parts of the NeoTherm XTR condensing water heater (including circulating pump when supplied by Laars) to be free from manufacturing defects in materials and/or workmanship and at its option will repair or replace, any defective component for one year.

**SECOND THROUGH FIFTH YEAR – NON-PRORATED LIMITED WARRANTY FOR PRIMARY HEAT EXCHANGER:** Laars warrants the primary heat exchanger to be free from manufacturing defects in material and/or workmanship, and at its option will repair or replace, any defective heat exchanger for five years.

**FIRST THROUGH TWENTY-FIVE YEAR NON-PRORATED LIMITED WARRANTY FOR HEAT EXCHANGER:** Laars warrants the heat exchanger from "Thermal Shock" for twenty-five years.

#### EXCLUSIONS:

The liability of Laars shall not exceed the repair or replacement of defective parts and does not include any cost for labor to remove and reinstall the alleged defective part, transportation to or from the factory, or any other materials required to make the repair.

This warranty does not cover failures or malfunctions resulting from:

1. Failure to properly install, operate or maintain the heater in accordance with our published Installation, Operation and Maintenance Manual or Users Information Manual provided with the product;
2. The workmanship of any installer;
3. Abuse, alteration, accident, fire, flood, negligence, or act of God;
4. Damage or failure due to hard water scale buildup on the inside of the heat exchanger;
5. Sediment or lime buildup, freezing, or other conditions that cause inadequate water flow;
6. High velocity water flow in excess of published heat exchanger designed flow rates;
7. Use of non-factory authorized parts or accessories in conjunction with the heater;
8. Components that are part of the heating system, but not supplied by Laars as part of the heater;
9. Contamination of combustion air including dust, dirt, environmental particles and construction particles;
10. Contamination of heater components from chemicals stored in the mechanical room;
11. The repair or replacement of parts or components without proper approval.

#### PURCHASER'S RESPONSIBILITIES

The following are the responsibility of the purchaser:

1. Laars Heating Systems requires the heater be maintained in accordance with the User's Manual and the Installation Operation Manual to avoid premature failures and to keep the unit operating at peak performance;
2. All system components must be kept in good working order;
3. Any condensation lines must be kept free and clear to assure proper drainage;
4. Annual visual inspection of venting system for leaks or sagging.

#### LIMITATIONS OF LIABILITY:

This is the only warranty given by Laars Heating Systems. No one is authorized to make any other warranties on Laars behalf. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. LAARS EXPRESSLY DISCLAIMS AND EXCLUDES ANY LIABILITY FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT OR PUNITIVE DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY. This warranty gives you specific legal rights, and you may also have other rights, which may vary, from state to state and by province.

#### WARRANTY CLAIMS:

For prompt parts warranty claims, contact your installer with the following information: Model number, serial number (located on the rating plate) and date of installation. The installer will notify the wholesaler from whom the heater was purchased for instructions regarding claim. All alleged defective part(s) must be returned through trade channels and replacement part(s) will, if warranty conditions are met, be provided by Laars through the wholesaler.

This Warranty is extended to the first retail purchaser of the heater and only to a heater that has not been moved from its original installation site.

If there are any questions about coverage of this warranty, please contact Laars Heating Systems at the address shown below.

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**Customer Service and Product Support: 800.900.9276 • Fax 800.559.1583**  
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