

LIMITED WARRANTY

For the PALOMA Gas Water Heater Models listed on the front of this manual.

GENERAL

This Limited Warranty is only available to the original owner of this water heater. It is not transferable. Residential is defined as a single family residence dwelling occupied by the original owner.

Paloma Industries, Inc. (Paloma) warrants this Paloma 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, Paloma will replace the defective component part(s), in accordance with the terms of this Limited Warranty, if it falls in normal use and service during the Applicable Warranty Period. The replacement component part(s) must be Paloma 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.

EFFECTIVE DATE

The Effective Date of warranty coverage (or the beginning of the Applicable Warranty Periods) is the date of purchase of this water heater, if properly documented. Otherwise, it is the date of manufacture of the water heater plus ninety (90) days.

APPLICABLE WARRANTY PERIODS

Heat Exchanger:

The Applicable Warranty Periods are ten (10) years from the Effective Date for a leaking heat exchanger if the water heater is installed in a Residential application and is used as a normal residential usage with potable water. If the water heater is used as a part of a circulating system, or if it is used in other than a single family residence dwelling, then the Applicable Warranty Periods will be limited to one (1) year from the Effective Date.

All Other Component Parts:

All other component parts are three (3) years from the Effective Date if the water heater is installed in a Residential application and is used as a normal residential usage with potable water. If the water heater is used as a part of a circulating system, or if it is used in other than a single residence dwelling, then all of the other component parts warranty will be limited to one (1) year from the Effective Date.

WARRANTY EXCLUSIONS

This Limited Warranty will **not** cover:

- a) Service trips to your home to teach you how to install, use, or maintain this water heater or to bring the water heater installation into compliance with local building codes and regulations.
- b) Damages, malfunctions or failures resulting from failure to install the water heater in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices or defective fittings.
- c) 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, including outside of recommended

pH	TDS (Total Dissolved Solids)	Free Carbon Dioxide (CO2)	Total Hardness	Aluminum	Chlorides	Copper	Iron	Manganese	Zinc
6.5 to 8.5	Up to 500 mg/L	Up to 15mg/L	Up to 200 mg/L	Up to 0.2 mg/L	Up to 200 mg/L	Up to 1.0 mg/L	Up to 0.3 mg/L	Up to 0.05 mg/L	Up to 1.0 mg/L

water quality levels as listed in the chart below.

- d) Performance problems caused by improper sizing of the water heater or the gas supply line, the venting connection, or combustion air openings, electric service voltage, wiring, or fusing.
- e) Damages, malfunctions, or failures caused by improper conversion from natural gas to LP gas or LP gas to natural gas fuel source.
- f) Damages, malfunctions, or failures caused by operating the water heater with any parts removed or with the water heater modified, altered, or unapproved parts installed.
- g) Damages, malfunctions, or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God, misuse, alteration, and the like.
- h) Heat Exchanger failures (leaks) caused by operating the water heater in a corrosive or contaminated atmosphere or damages, malfunctions or failure caused by lime or mineral build-up.
- i) Damages, malfunctions, or failures caused by operating the unit at water temperatures exceeding the maximum setting of the operating, or high limit control.
- j) Heat Exchanger failures caused by operating the water heater when it is not supplied with potable water at all times.
- k) Damages, malfunctions, or failures caused by subjecting the heat exchanger to pressures, or firing rates, greater than those shown on the rating plate.

- l) Damages, malfunctions, or failures resulting from the use of any attachment, including any energy saving device, not authorized by Paloma.
- m) Units installed outside the fifty states (and the District of Columbia) of the United States of America and the Dominion of Canada.
- n) Units removed from the original installation location and reinstalled elsewhere.
- o) Units that have had their rating plates removed. A water heater should not be operated if the rating plate is removed.
- p) This water heater if it is installed for use in: spa or pool heating; a mobile home; a recreational vehicles, a boat or any other watercraft.
- q) Units installed in any circulating system in which the temperature set point of the water heater is in excess of 120°F.

LABOR, SHIPPING, AND PROCESSING COSTS

This Limited Warranty does **not** cover any **labor expenses** for service, repairs, reinstallation, permits, or removal and disposal of the failed water heater, or defective component part(s). All such expenses are your responsibility. Paloma will pay the **transportation costs** for an “In-warranty” replacement component part(s), to a convenient delivery point (selected by Paloma) near the place where the original water heater, or original component part(s), is located: such as a local Paloma water heater distributor. You must pay any local freight charges, including the cost of returning the defective component Part(s) to a convenient shipping location (selected by Paloma): such as a local Paloma distributor.

Paloma does **not** authorize, recommend, or receive any benefit from any claims processing or similar fees charged by others to process warranty claims for any Paloma water heater or component part(s). Paloma will **not** reimburse any party for these, or any other, fees not specifically covered in this Limited Warranty document.

HOW TO OBTAIN WARRANTY CLAIM ASSISTANCE

You may make a warranty claim by calling the local Paloma water heater distributor or Paloma Industries, Inc. at 2151 Eastman Avenue, Oxnard, CA 93030, Telephone number (805) 278-5499 (Call collect). If, upon reasonable inspection of parts, Paloma determines that a defect exists, Paloma shall furnish replacement part(s) in full settlement of its warranty obligations. Purchasers shall be required to return, at purchasers’ expense, the defective part(s) to the local Paloma water heater distributor or Paloma to permit inspection. Paloma shall not be responsible for any shipment or labor costs incurred in making warranty claims or repairs. To receive warranty compensation for an “In-warranty” defective component part, you must provide the local Paloma water heater distributor or Paloma with: the defective component part; the complete model number and the complete serial number of the Paloma water heater from which the defective component part was removed; and the date the defective component part failed. You are also required to provide documentary proof of the date of purchase of the Paloma water heater from which the defective part was removed to establish the “In-warranty” status of the defective component part.

EXCLUSIVE WARRANTY - LIMITATION OF LIABILITY

This Limited Warranty is the only Warranty for this unit given by Paloma. No one is authorized to make any other warranties on behalf of Paloma. ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED ABOVE. PALOMA’S SOLE LIABILITY, WITH RESPECT TO ANY DEFECT, SHALL BE AS SET FORTH IN THIS LIMITED WARRANTY, AND ANY CLAIMS FOR DIRECT, INDIRECT, SPECIAL INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGE FROM WATER LEAKAGE) ARE EXCLUDED. THE HEATER IS NOT DESIGNED NOR INTENDED FOR USE IN ANY SPA OR POOL HEATING SYSTEMS. Some states do not allow limitations on how long an implied warranty lasts, or for the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

This Limited Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Please fill the enclosed warranty card out and mail it to Paloma within fourteen (14) days of the date of purchase, or register your product on-line at www.palomatankless.com.

Paloma Industries, Inc.
 2151 Eastman Avenue, Oxnard, CA 93030
 Telephone Number: (805) 278-5499 or (805) 278-5480 (Call collect)