

LIMITED WARRANTY for Custom Comfort Products

FOR WARRANTY SERVICE OR REPAIR:

Contact the installer or a Custom Comfort dealer. You may be able to find the installer's name on the equipment or in your invoice. For further assistance, you may visit our website www.yourcustomcomfort.com or call our customer service at 877-241-1224 or write to our address. Custom Comfort, 6 Storrs Street, Concord, NH 03301, Custom Comfort. (hereinafter "CC") warrants this product against failure due to defect in materials or workmanship when the product is installed and operated according to Custom Comfort's written installation instructions, subject to the terms within this Limited Warranty document.

This Limited Warranty applies only to products that are installed correctly in the United States and Canada. Improper installation may void this Limited Warranty. In order for this warranty to apply, it is required that the subject boilers utilized in heating applications that have been properly installed by qualified professionals based upon the manufacturer's installation instructions. Using the licensed professional who has attended a Custom Comfort installation training class before installing this boiler is strongly recommended. Proof of purchase is required to obtain warranty service. You may provide proof of purchase with a dated sales receipt, or by registering within thirty (30) days of purchasing the product. This Limited Warranty coverage as set out in the table below extends to the original purchaser and subsequent owners, but only while the product remains at the site of the original installation. This Limited Warranty only extends to the first / original installation of the product and terminates if the product is moved or reinstalled at a new location. It is not transferable.

UNLESS OTHERWISE NOTED THESE WARRANTIES COMMENCE ON THE DATE OF PURCHASE. If at the time of a request for service the owner cannot provide a copy of the original sales receipt or the warranty registration, the warranty period for the boiler shall then be deemed to have commenced thirty (30) days after the date of manufacture of the boiler and NOT the date of installation of the boiler.

Item	Period of Coverage (from date of purchase)	
	Residential Applications	Commercial Applications
Heat Exchanger	15 years	5 years
All Other Parts and Components	5 years	3 years
Reasonable Labor	1 year	1 year

LIMITATIONS OF WARRANTIES: ALL IMPLIED WARRANTIES AND/OR CONDITIONS (INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE) ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES OR PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THE ABOVE MAY NOT APPLY TO YOU.

THE EXPRESS WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHATSOEVER.

The following is Not covered.

- Product purchased through the internet, other e-commerce channels, or any installer that obtained the Product from a supplier or distributor not authorized by Custom Comfort
- Service trips to your home to teach you how to use the product.
- Normal maintenance as outlined in the installation manual or Owner's Manual, including filter cleaning and/or replacement.
- Improper installation (such as but not limited to) • product being installed in a corrosive environment • condensate damage • improper venting • incorrect gas type • incorrect gas or water pressure • absence of a drain pan under the appliance
- Improper delivery or maintenance.
- Failure of the product if it is abused, misused, altered or used for other than the intended purpose.
- Use of this product where water is microbiologically unsafe or of unknown quality, without adequate disinfection before or after the system.
- Replacement of house fuses or resetting of circuit breakers.
- Damage to the product caused by accident, lightning fire, flood or acts of God.
- Incidental or consequential damage caused by possible defects with this appliance, its installation or repair.
- Product not accessible to provide required service in a safe manner. Attic installation must have flooring and accessible stairs.
- This Limited Warranty does not apply to any product whose serial number or manufacture date has been defaced.
- If product removed from original installation location.
- If product or other appliance must be moved for service access.
- Damages, malfunctions or failure caused by the use of repair service not approved by Custom Comfort.
- Damages, malfunctions or failure caused by the use of unapproved parts or components.
- Damages, malfunctions or failure caused by subjecting the tank to pressure greater than those shown on the rating label.
- Damages, malfunctions or failure caused by operating the boiler with electrical voltage outside the voltage range listed on the rating label.
- Damages, malfunctions, or failure caused by operating the boiler with an empty or partially empty tank ("dry firing"), or failures caused by operating the boiler when it is not supplied with potable water.
- Failure of the heater due to the accumulation of solid materials and lime deposits.
- Boiler failure due to the boiler being operated in a corrosive or contaminated atmosphere.

- Any shipping charges, delivery expenses, or administrative fees incurred by the owner in repairing or replacing the boiler or part(s). This warranty does not extend to labor costs beyond the coverage specified in this warranty document. All such expenses are the owner's responsibility.
- ANY SPECIAL, INDIRECT OR CONSEQUENTIAL PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER.
- Some states or provinces do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

Warranty Claim & Return Procedures

To initiate a warranty claim, the homeowner or the end user may contact the original installer, distributor, or Custom Comfort. If the Installer is notified of the claim directly, Installer shall promptly inspect the Product and installation. If Installer determines in good faith that the warranty may apply, then Installer shall promptly call Custom Comfort Tech Support at 877-241-1224 and provide details of the nature of the claim including the end-user's name, telephone number, address; model and serial numbers, and date of installation.

Custom Comfort reserves the right in its sole discretion to dispatch its own technician or other installer to complete the warranty repair.

No later than two (2) weeks following the completion of the repair, Installer shall transmit a fully completed Labor Claim Supplement form, provided by Custom Comfort, as follows: By Website to www.yourcustomcomfort.com.

- If a follow up repair call involves the same problem which Installer had previously repaired within the preceding three (3) month period.
- If the Limited Warranty is void or not applicable for any reason.
- If Installer's request for payment for labor and services rendered is received by Custom Comfort more than two (2) weeks after the repair or replacement service was completed.
- If it is determined by Custom Comfort that the claim for payment of labor and services rendered was not for services directly necessary to replace or repair the defective Product such as for maintenance of the Product.
- If a component or product returned to Custom Comfort is found to be free of defects in material or workmanship; damaged by improper installation, use or operation; or damaged during return shipping.

The replacement boiler will be warranted for the unexpired portion of the applicable warranty period of the original boiler. The number of replacement boilers is limited to one (1) per original boiler purchased. Replacement parts will be warranted for 90 days.

This limited warranty is subject to all provisions, conditions, and limitations. Custom Comfort reserves the right to change specifications or discontinue models without notice.

Labor Claim is denied

Installer's claim of payment for labor and services rendered may be denied entirely or reduced in the event Installer fails to strictly comply with the requirements set forth in this Agreement and for other applicable reasons including the following:

- If the Installer's claim for payment exceeds the fee or rate specified by Custom Comfort. Custom Comfort shall only be obligated to pay the rate or fee previously specified by Custom Comfort, and Installer shall not look to any other party, including the wholesaler or end-user, for such additional payments. The commencement of work by Installer shall constitute Installer's unequivocal and unconditional acceptance of the fee or rate designated by Custom Comfort and Installer's acknowledgment and agreement to Custom Comfort's designated fee or rate.
- If Installer fails to provide all required information including the end-user's name, address and telephone number, model and serial number, date of original installation; if such required information and/or documents are not submitted when requested.
- If the repair or replacement was not properly completed, if the end-user is dissatisfied with the repair, and/or a discrepancy is identified between the repair identified in the Claim Letter and the repair that was actually performed.

PRODUCT REGISTRATION

Thank you for purchasing Custom comfort product. Additional benefits may be offered on registered products.
 We will use the information provided on this registration to contact you when there is a safety alert or recall for this product. We do NOT sell, rent, or share our personal information.
 Please fill out online Product Registration or website it to yourcustomcomfort.com

Purchase Date:

Model No:

Natural Gas:

Propane:

Serial No:

Owner Name:

Owner Address:

Owner Phone No:

Owner E-mail:

Installer Name:

Installer Business Name & Address:

Installer Phone No:

Installer E-mail:

Customer Survey

What made you to select our product?

☐

Advertising - Newspaper, magazine, brochure, preview

☐

Friends or Family

☐

Recommended by installing/service contractor

☐

Saw it in the store

☐

Online search

☐

Other:

Previously owned product

☐

Tank-type boiler

☐

Tankless boiler

☐

Conventional boiler

☐

Tankless boiler

☐

Online search

Age of previously owned product

☐

1 - 5 yrs

☐

6 - 10 yrs

☐

11 - 15 yrs

☐

16 - 20 yrs

☐

Online search

How many people living in your house?

How many bathrooms in you house?