



ELIOS EROD SERIES

WATER HEATER LIMITED WARRANTY

WHAT DOES THIS LIMITED WARRANTY COVER?

Subject to the terms of this Limited Warranty, The Master Group Inc. ("Master Group") warrants both the heat exchanger and component parts for leakage or other malfunction caused by defects in materials and/or workmanship. It applies to the original consumer* purchaser as long as the heater remains installed at its original place of installation and installation is performed by a licensed contractor trained to handle the plumbing, electrical and venting aspects of installing a tankless water heater.

*Note: For residents of the province of Quebec, this Limited Warranty applies to the original or to the subsequent owner within the warranty period.

WHAT DOES THIS LIMITED WARRANTY NOT COVER?

1. This limited warranty does not cover leakage or other malfunctions caused by:
 - a) Installations that do not follow the latest B149.1 natural and propane installation code, reinstallation at another location, installation by anyone other than a professional installer, and specifically, any installation which is made:
 - i) in violation of applicable provincial or local plumbing, housing or building codes, or
 - ii) without a certified CSA/CGA, ASME, or comparable pressure relief valve, or
 - iii) contrary to the written instructions furnished with the unit.
 - b) Adverse local conditions, specifically sediment or lime precipitate in the heat exchanger; corrosive elements in the atmosphere; or water quality contrary to the written requirements furnished with the unit.
 - c) Misuse, specifically operations and/or maintenance contrary to the written instructions furnished with the unit, anode removal (if provided), disconnection, alteration or addition of non-approved components or apparatus, operation at settings other than those set forth on the rating plate, or accidental or other exterior damage.
2. This warranty also does not cover:
 - a) Production of noise, taste, odors, discoloration or rusty water.
 - b) Incidental property damage, loss of use, inconvenience or other incidental or consequential costs.
 - c) Costs associated with the replacement and/or repair of the unit, including:
 - i) any freight, shipping or delivery charges
 - ii) any removal, installation or re-installation charges
 - iii) any material, and/or permits required for installation, re-installation or repair
 - iv) charges to return the defective heater and/or component part to the manufacturer.
3. For residents of Quebec, Master Group does not guarantee the availability of replacement parts, repair services, or maintenance information for the product.

WHAT IS THE PERIOD OF COVERAGE?

This limited warranty runs from date of installation (or without proof of installation, from three (3) months after the date of manufacture) for the period specified on the following table.

TEN (10) YEAR LIMITED HEAT EXCHANGER WARRANTY*

A replacement heat exchanger will be provided in the event of a covered failure.

TEN (10) YEAR LIMITED PARTS WARRANTY*

All other parts not referenced above are covered for ten (10) years from date of original installation.

*Note: Limited heat exchanger warranty ten (10) years. Limited parts warranty is ten (10) years. A warranty product or part is provided exclusive of labor, freight and/or any installation costs. Any product used in a non-residential application shall be warranted for only five (5) years on heat exchanger and five (5) year on parts regardless of any other warranty period specified. Any product used for hydronic heating applications will void the warranty. All replacement heaters and parts carry the balance of the original warranty, i.e. if an original ten (10) year warranted heater develops a leak due to defects in materials/workmanship after only eight (8) years, the replacement unit is warranted for two (2) years in this example.

WHAT IS THE DURATION OF THE IMPLIED WARRANTY?

ANY IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY IMPOSED ON THE SALE OF THE WATER HEATER UNDER THE LAWS OF THE PROVINCE OF SALE ARE LIMITED IN DURATION TO ONE YEAR FROM DATE OF ORIGINAL INSTALLATION.

HOW DOES PROVINCIAL LAW RELATE TO THE WARRANTY?

Some provinces DO NOT allow:

1. Limitations on how long an implied warranty lasts.
2. Limitations on incidental or consequential damages.

Therefore, the above limitations or exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from province to province.



LIMITED TANKLESS WATER HEATER WARRANTY (CONTINUED)

WHAT WILL WE DO TO CORRECT PROBLEMS?

1. If a defect occurs within the heat exchanger warranty period, we will:
Provide a replacement heat exchanger of our manufacture (or at our option) repair any unit which develops a leak in the heat exchanger within the warranty period.
To process a warranty claim, you must forward a copy of the rating plate from the defective unit and a copy of the original sales receipt. If government regulations require the replacement heat exchanger to have features not found in the defective heat exchanger, you will be required to pay the difference in price represented by those government required features.
2. If a defect occurs within the parts warranty period, we will:
Provide a replacement part (or at our option repair) any part which fails to function within the parts warranty period. To process a warranty claim, you must forward a copy of the rating plate from the defective unit and a copy of the original sales receipt. If government regulations require the replacement part to have features not found in the defective part, you will be required to pay the difference in price represented by those government required features.

We do reserve the right to verify any claims of defect by inspection.

WHAT WILL WE NOT DO?

We will not:

1. Repair or replace any heater or part subject to conditions outlined in "What Does This Limited Warranty Not Cover?"
2. Reimburse any costs associated with repair and/or replacement.
3. Replace and/or repair any heater without complete model/serial number.
4. Replace any heater without prior receipt of actual rating plate from appliance and copy of original sales receipt.

HOW DO YOU GET WARRANTY ASSISTANCE?

Upon discovering a defect or problem, you should:

1. Contact either the professional installer or dealer.

Please have model number and serial number ready.

WHAT SHOULD YOU DO TO KEEP THE WARRANTY IN EFFECT?

To facilitate warranty assistance, you should:

1. Follow all instructions enclosed with the product.
2. Retain all bills of sale or receipts for proof of installation, etc.
3. Contact your installer or dealer as soon as any problem or defect is noticed.
4. When necessary, allow us, or our chosen representative, to inspect the unit.
5. For your reference, fill in the Model and Serial Number found on the units Rating Plate:

Model Number

Serial Number

Date of Installation

Name of Installer

LIMITATION OF LIABILITY

UNDER NO CIRCUMSTANCES, SHALL MASTER GROUP BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION (i) LOSS OF REVENUE OR PROFIT, (ii) DEPRIVATION OF PROPERTY; (iii) DEGRADATION OF OTHER GOODS, (iv) COSTS OF REMOVAL AND REINSTALLATION OF THE PRODUCT; (v) INJURY CAUSED TO PERSONS OR MATERIAL DAMAGE ARISING OUT OR RELATED TO THE PRODUCT, WHETHER BASED ON BREACH OF WARRANTY, BREACH OF CONTRACT, EXTRA CONTRACTUAL ACT (TORT) OR OTHERWISE, EVEN IF MASTER GROUP HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN NO EVENT SHALL MASTER GROUP'S LIABILITY EXCEED THE VALUE OF THE PURCHASE PRICE OF THE SYSTEM TO WHICH ANY CLAIM IS MADE.

PLEASE RETAIN THIS WARRANTY IN A SAFE LOCATION FOR FUTURE REFERENCE
