

RESIDENTIAL & COMMERCIAL LIMITED WARRANTY

PRODUCT WARRANTY WITHIN THE USA:

IHEAT™ MANUFACTURER, LLC. warrants to the original purchaser within the US ,at the original address or the authorized transferee of such purchaser (collectively, the "Buyer") the AMERICAN HEAT Tankless, Subject to the terms and conditions set forth herein, each IHeat Tankless water heater is warranted against mechanical or electrical failure due to manufacturing defects for a period of (1) one year from the date of manufacture and is warranted against leaks due to manufacturing defects for a period of (1) one year, and heating elements will carry a (1) one year warranty under normal use and service, provided that the Product is installed within sixty (60) days from date of shipment/purchase and (ii) installed by a licensed HVAC , Electrician and Plumbing Contractor (specific proof of purchase required) and maintained in accordance with written instructions. In order for the Product warranty to become effective, the original purchaser must have proof of purchase with matching serial number on invoice as product.

OUTSIDE THE US

6-MONTHS WARRANTY, PARTS ONLY

PRODUCTS WARRANTY INCLUDES MODELS AGL-5

SUCH WARRANTIES **DO NOT** COVER:

Product failure caused by liming, sediment buildup, chemical corrosion, chlorine/chloride corrosion, or freezing. Product failure caused by the failure to **remove air from system prior to or during operation**. Product misuse, tampering or misapplication, accidental damage, improper installation or the application of improper voltage. Product failure due to lightening, flood or other natural or manmade calamities. All product failures not covered under warranty will incur, costs charges for handling, shipping, repair and/or replacement, NO LABOR WILL BE COVERED WITH OR WITHOUT THE WARRANTY. Warranty will be null and void if Tamper proof seal is removed without authorization, or tampered with in any shape or form in order to repair, or replace any part inside the Tankless water heater.

IMPORTANT PLEASE READ

IT IS IMPERATIVE THAT YOU INSTALL A PRE-SEDIMENT FILTER OR DE-SCALER TO ELIMINATE ANY SEDIMENTS OR SCALE BUILD UP IN THE PLUMBING LINES, THIS WILL DECREASE THE CHANCES OF YOUR PRODUCT FAILING DUE TO LIME, AND SCALE BUILD UP. PLEASE SEE THE INSTRUCTION MANUAL FOR DETAILS.

LIMITATION OF REMEDIES AND DAMAGES:

IHEAT™ Manufacturer, LLC liability and Buyer's exclusive remedy hereunder will be limited solely, at company's option, to repair or replacement by IHEAT™ MANUFACTURER LLC, with respect to any claim made within the applicable warranty period referred to above. Without limiting the generality of the foregoing, all warranty items shall be returned by Buyer, at its sole expense to iHEAT™ for replacement or repair. IHEAT™ Manufacturing LLC is not responsible for labor charges to remove and/or replace the defective part(s), or any incidental or consequential expenses. IHEAT™ reserves the right to accept or reject any such claim in whole or in part. In the event that the original owner wishes to return the Tankless Water Heater for repair, the owner must first secure written authorization from American Heat. The owner shall be required to show proof of purchase date, with product serial number shown on the proof of purchase and to pay all transportation cost to return the defective part(s) for repair or replacement. Warranty is void if owner cannot furnish IHEAT™ with a proof of purchase with date of purchase, and that the original serial numbers have not been tampered with. IHEAT™ will not accept the return of any product without prior written approval in the form of a (RGA) Return Goods Authorization, and approved by iHEAT™, and all such approved returns shall be made at Buyer's sole expense. NO RETURNS WILL BE ACCEPTED BY IHEAT™ WITH OUT A RGA NUMBER AND IHEAT™ ASSUMES NO RESPONSIBILITY FOR PRODUCT RETURNED WITHOUT WRITTEN AUTHORIZATION. PRODUCT SHOULD BE WRAPPED AND PACKAGED SECURELY TO AVOID SHIPPING DAMAGE. IHEAT™ WILL NOT BE LIABLE, UNDER ANY CIRCUMSTANCES, FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS OR LOST PROFITS RESULTING FROM THE USE OF (OR INABILITY TO USE) THE PRODUCTS OR FROM THE PRODUCTS BEING INCORPORATED IN OR BECOMING A COMPONENT OF ANY OTHER PRODUCT OR GOODS.

WARRANTY PROCEDURE

Parts Replacement Procedure (Under Warranty)

Have your licensed electrician determine the exact parts that are defective and require replacement. Please note that technical support is available for qualified technicians only (licensed electricians HVAC and/or plumbing contractors). Technical support that involves potentially dangerous electrical conditions is not available to an unqualified person. When contacting IHEAT™ Manufacturer LLC., please be sure that the technician/contractor has the following information on hand: · Copy of your original proof of purchase; Product serial number; date of installation; location of installation; symptom, and other trouble shooting tasks which need to be performed in order to accurately diagnose the product. Failure to diagnose product properly will constitute in unnecessary charges which may be applied to consumer.

Be sure that the technician has read the "Operation and Maintenance Manual" and "Troubleshooting Manual" and has both in hand. At the sole discretion of IHEAT™ Manufacturer, LLC a component requires repair or replacement under the terms of this Manufacturer's Limited Warranty, the part must be purchased and paid for under our "Bill and Credit" terms and will be shipped via standard ground delivery. All shipping charges are not included and are the responsibility of the Buyer. If faster shipping service is desired, the Buyer must select and pay for same.

The replacement part purchased under our "Bill and Credit" terms is purchased via credit card and upon returns of the defective parts IHEAT™ Manufacturer, LLC. Will determine the cause of failure, and if under warranty will issue a full credit less shipping charges. The returned part must be received by iHeat™ Manufacturer, LLC within thirty (30) days of shipment of the replacement part. IHEAT™ Manufacturer, LLC. Will evaluate the returned part within ten (15) days, and if determined to be defective and covered under terms of this warranty, full credit for the part will be issued.

Return Warranty Parts to:

DRAKKEN INDUSTRIES, LLC
790 WEST 20TH STREET SUITE-103
Hialeah, FL 33010

Tech Support: 1-888-818-4328 Fax: 305-556-9171

In order to have the warranty in effect please keep all records of installation, and or proof of purchase with the Date of Purchase