

Bosch Tronic 5000T Electric Storage Tanks

LIMITED WARRANTY

MODELS COVERED

This limited warranty is provided by Bosch Thermotechnology Corp. ("BTC") and covers Bosch Tronic 5000T water heater Models ES30M, ES40M, ES50M, ES40T, ES50T, ES40LB and ES50LB (hereinafter referred to as "Water Heater"). This warranty is provided to the original purchaser of the Water Heater as long as the Water Heater remains installed at its original place of installation.

WARRANTY COVERAGE

Limited Warranty - Single Family Residence

Water Heater Inner Tank ("Inner Tank") - BTC warrants that the Inner Tank shall remain free of leaks for ten (10) years from the date of installation or from date of manufacture if proof of installation is not available, provided it is properly installed and maintained and the other conditions of this warranty are met. If BTC determines that the Product has a defect in workmanship or materials, BTC, at its option, will repair or replace the defective part.

Other Water Heater Components ("Other Components") BTC warrants that Other Components will remain free from defects in workmanship and materials for ten (10) years from date of original installation or from date of manufacture if proof of installation is not available.

Limited Warranty - Non-Single Family Residence

Water Heater Inner Tank ("Inner Tank") - BTC warrants that the Inner Tank shall remain free of leaks for one (1) year from the date of installation or from date of manufacture if proof of installation is not available, provided it is properly installed and maintained and the other conditions of this warranty are met. If BTC determines that the Product has a defect in workmanship or materials, BTC, at its option, will repair or replace the defective part.

Other Water Heater Components ("Other Components") BTC warrants that Other Components will remain free from defects in workmanship and materials for one (1) year from date of original installation or from date of manufacture if proof of installation is not available.

ITEMS NOT COVERED

This limited warranty does not cover the following circumstances:

- Components or parts not provided by BTC.
- Scratches in or discoloration of finishes.
- Serviceable items as required per the Installation Manual.
- The workmanship of any installer. BTC disclaims and does not assume any liability of any nature for unsatisfactory performance caused by improper installation, repair or maintenance.
- Any labor or material costs for removal, reinstallation, repair and replacement of the defective component or part.
- Electricity or fuel costs, or any increases or unrealized savings in same, for any reason whatsoever.
- Damage caused by abuse, accident, neglect, excessive temperatures or pressures, electrochemical reaction, water and air impurities, electrical failures, flooding or acts of God.
- Any Water Heater that has a failure or malfunction resulting from failure to keep the Water Heater full of potable water, failure to assure that the water in the Water Heater is free to circulate at all times, failure to keep the Water Heater free of water sediment or scale deposits, or failure to inspect and replace as required the anode rod at intervals of not more than one year.
- Shipping charges, delivery expenses or administrative fees incurred by the purchaser in repairing or replacing the Water Heater.
- Production of noise, taste, odors, discoloration, or rusty water.

CONDITIONS OF WARRANTY

The warranty herein is void under the following circumstances:

- Failure or malfunction resulting from improper or negligent operation, accident, abuse, freezing, electrical imbalance characteristics, misuse, unauthorized alteration, incorrect electrical supply, electrical surges, or improper installation, repair or maintenance.
- Failure to maintain the Water Heater. See the Installation Manual for installation and maintenance information.
- Failure to inspect and replace as required the anode rod at intervals of not more than one year. See the Installation Manual for maintenance information.
- Failure or malfunction resulting from a contaminated or corrosive water supply, the addition of unapproved chemicals, operation at abnormal temperatures, pressures or flow rates, or any attachment, accessory or component not authorized and approved by BTC. See the Installation Manual for installation and maintenance information.
- Any Water Heater in which the water condition does not achieve and maintain the required water quality of a minimum of two (2) grains of hardness. See the Installation Manual for installation and maintenance information.
- Failure or malfunction resulting from operation of Water Heater not supplied with potable water or is operated with water that may cause deposits or corrosion.
- Work performed without prior authorization or approval and without authorization/requisition number and without proper documentation verifying compliance with above terms.



BOSCH

LIMITED WARRANTY

OTHER THAN THE OBLIGATIONS OF BTC EXPRESSLY SET FORTH HEREIN, **BTC DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.** BTC'S SOLE OBLIGATION WITH RESPECT TO THE PRODUCT AND **PURCHASER'S EXCLUSIVE REMEDIES ARE SET FORTH IN THE FOREGOING LIMITED WARRANTY. BTC SHALL NOT BE LIABLE FOR ANY INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR SIMILAR DAMAGES** INCLUDING, WITHOUT LIMITATION, INJURY OR DAMAGE TO PERSONS OR PROPERTY OR DAMAGES FOR LOSS OF USE, LOST PROFITS, INCONVENIENCE OR LOSS OF TIME. NOTE THAT ANY REPAIRED OR REPLACED PRODUCT WILL BE WARRANTED FOR ONLY THE UNEXPIRED TERM OF THE ORIGINAL WARRANTY. THIS WARRANTY APPLIES ONLY TO PRODUCTS INSTALLED IN THE CONTINENTAL UNITED STATES.

Some states do not allow the exclusion of limitation of damages, or limitations on how long an implied warranty lasts, so the above limitations and exclusions may not apply to you.

WARRANTY CLAIMS PROCESS

Before making a claim under this Limited Warranty, you must contact Bosch Customer Service (+1-800-283-3787), who will support you in troubleshooting the claim and determine if a replacement is covered under this Limited Warranty. To process your claim, you will need a copy of your original invoice or other proof of purchase and documentation showing the original installation date and location. The alleged defective Product must be returned to Bosch in accordance with Bosch procedure then in force for handling goods returned for the purpose of inspection to determine cause of failure (contact Bosch if you have questions regarding the return process). If Bosch determines that the returned product is defective and that this warranty applies, Bosch will furnish the repaired or replacement Product.

EFFECTIVE DATE: December 1, 2021

