

Mizudo Warranty Policy

What is covered

The Mizudo Standard Limited Warranty covers any defects in materials or workmanship when the product is installed and operated according to Mizudo 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. Mizudo strongly recommends that this tankless water heater to be installed by a contractor who is licensed, state qualified, and trained on Mizudo's tankless products since improper installation may invalidate warranty coverage. This Limited Warranty coverage, as set out in the table below, extends to the original purchaser and subsequent owners, only if the product remains at the site of the original installation; and the coverage terminates if the product is moved or reinstalled at a new location.

How long does coverage last

Item	Period of Coverage (from date of purchase)		
	Residential Applications	Installed with Water Filters for residential applications	Used for both residential water heating and space heating purposes
Heat Exchanger	5 years	6 years	3 years
All Other Parts and Components	2 years	2 years	1 years
*shipping costs	30 days	30 days	30 days

*Which excluding Alaska, Hawaii, and any location outside of the continental US and Canada

A repair, replacement, or refund will not be provided if the product is used in a hot water circulation loop, in series with a circulation system, where an on-demand recirculation system is incorporated, or in any other corrosive or otherwise destructive environment where the product is not intended to be used as set forth in Mizudo's Installation Manual and Use & Care Manual.

Limitation on warranties

During the Warranty Period, all repair parts must be genuine Mizudo parts; all repairs or replacements must be performed by a qualified professional who is professionally trained to do the type of repair. A component in the product fails because of a manufacturing defect, Mizudo will repair, replace, or refund the product to the owner at Mizudo's sole discretion and as determined to be appropriate by the Mizudo Support Team.

Mizudo does not authorize any person or company to assume for it any obligation or liability in connection with the replacement of the product. If Mizudo determines that repair of a product is not possible, Mizudo may replace the product with a comparable product at Mizudo's sole discretion. The warranty claim for product parts and labor may be denied if a component or product returned to Mizudo is found to be free of defects in material or workmanship; damaged by improper installation, use or operation; or damaged during return shipping.

No one is authorized to make any other warranties on behalf of Mizudo Corporation. Except as expressly provided herein, there are no other warranties, expressed or implied, including, but not limited to warranties of merchantability or fitness for a particular purpose, which extend beyond the description of the warranty herein. Any implied warranties of merchantability and fitness arising under state law are limited in duration to the period of coverage provided by this Limited Warranty, unless the period provided by state law is less. Some states do not allow limitations on how long an implied Limited Warranty lasts, so the above limitation may not apply to you. Mizudo shall not be liable for indirect, incidental, special, consequential, or other similar damages that may arise, including lost profits, damage to person or property, loss of use, inconvenience, or liability arising from improper installation, service, or use. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation 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.

How To Obtain Service

To make a warranty claim through this Limited Warranty, the owner must contact Mizudo's Customer Service team at us.mizudo@fogatti.com, schedule a call or live chat on the Mizudo Whatsapp. It is within Mizudo's sole discretion when a repair, replacement, or refund will be issued. Any return for refund must be approved by Mizudo's Customer Service team prior to shipping the product back to Mizudo. Please refer to Returning Your Product for Repair or Refund Policy provided with the Product.

Within the first 30 days of purchase, Mizudo will cover all ground shipping costs for warranty related issues in the US and Canada, excluding Alaska, Hawaii, and any location outside of the continental US and Canada. After the first 30 days of purchase, the owner is responsible for all shipping to Mizudo, regardless of reason or circumstance. Mizudo will cover the warranty related shipping costs when returning the product to the owner after repair/inspection. The method for warranty related shipping will be ground equivalent with the provider within Mizudo's sole discretion.

What information you will need for processing of your warranty claim:

- Proof of purchase
- Serial numbers
- Photos of the installation
- Photos of the damage part (if there is one)

All shipments of any type of product coming to Mizudo for any reason must have a Return Goods Authorization ("RGA") number for any repairs to be made. Please contact Mizudo to obtain an RGA number prior to shipping anything to Mizudo. Failure to do so could result in loss of product. Mizudo will not be responsible for replacement due to loss or damage if these steps are not properly followed.

Any returns to Mizudo must be sent in the original packaging. If your returned product does not have the original packaging and/or is missing any of the components that came with the product, there will be a nonnegotiable 15% restock fee.

What Is Not Covered

The following exclusions apply to this Limited Warranty:

1. A repair, replacement, or refund will not be provided under this Limited Warranty unless the Product containing the defective component is properly installed and maintained according to Mizudo's Installation Manual and Use & Care Manual and in compliance with all applicable federal, state/province, and local laws, regulations, codes, policies, and licensing requirements. Any abuse, misuse, alteration, neglect, or misapplication of the Product will void this Limited Warranty.
 2. A repair, replacement, or refund will not be provided if the Product is damaged by services performed by third party service providers other than Mizudo Systems.
 3. Mizudo systems is not responsible for any expenses arising from labor services, including but not limited to, installation or removal services due to a warranty claim.
 4. A repair, replacement, or refund will not be provided if the Product is damaged because of improper installation, including improper ventilation materials, sizing, length, elevation, condensation drainage, or inadequate airflow.
 5. A repair, replacement, or refund will not be provided if the Product is damaged because of improper use, including freezing within the unit or surrounding piping, incorrect sizing for the application, scale build up, or incorrect gas and/or water pressure.
 6. This Product shall not be used as a pool or spa heater. Use of the Product as a pool or spa heater shall be considered misuse and will void this Limited Warranty.
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7. A repair, replacement, or refund will not be provided if the Product is damaged by the use of non-potable, untreated or poorly treated well water, or water with high PH levels or hardness levels in excess of 12 grains per gallon (200 mg/L).

8. A repair, replacement, or refund will not be provided under this Limited Warranty if the original serial number on the Product has been removed or altered in a way that causes the serial number to not be readily determined.

9. Mizudo will not pay electricity or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever, including additional or unusual use of supplemental electrical heat.

10. Mizudo not be responsible for any default or delay in performance under this Limited Warranty caused by any factor or contingency outside of its control.

877-216-1818 (8:30am-5:00pm EST Monday-Friday)



us.mizudo@fogatti.com

