
Warranty Policy

What is covered

The Standard Limited Warranty covers any defects in materials or workmanship when the product is installed and operated according to its 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. The supplier strongly recommends that this tankless water heater be installed by a contractor who is licensed, state qualified, and trained on supplier's tankless products since improper installation may invalidate warranty coverage.

How long does coverage last

| Item | Period of Coverage (from date of purchase) |
|--------------------------------|--|
| | Residential Applications |
| All Other Parts and Components | 12 months |
| *Shipping Costs | 30 days |

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

Limitation on warranties

During the Warranty Period, all repair parts must be genuine Westinghouse 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, Westinghouse will repair, replace, or refund the product to the owner at Westinghouse's sole discretion and as determined to be appropriate by the Westinghouse Support Team.

Westinghouse does not authorize any person or company to assume for it any obligation or liability in connection with the replacement of the product. If Westinghouse determines that repair of a product is not possible, Westinghouse may replace the product with a comparable product at Westinghouse's sole discretion. The warranty claim for product parts and labor may be denied if a component or product returned to Westinghouse 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 Westinghouse 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. Westinghouse 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 Westinghouse's Customer Service team at support@tl.westinghouse.com, schedule a call or live chat on the Westinghouse Whatsapp. It is within Westinghouse's sole discretion when a repair, replacement, or refund will be issued. Any return for refund must be approved by Westinghouse's Customer Service team prior to shipping the product back to Westinghouse. Please refer to Returning Your Product for Repair or Refund Policy provided with the Product.

Within the first 30 days of purchase, Westinghouse 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 Westinghouse, regardless of reason or circumstance. Westinghouse 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 Westinghouse'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 Westinghouse for any reason must have a Return Goods Authorization ("RGA") number for any repairs to be made. Please contact Westinghouse to obtain an RGA number prior to shipping anything to Westinghouse. Failure to do so could result in loss of product. Westinghouse will not be responsible for replacement due to loss or damage if above steps are not properly followed.

Any returns to Westinghouse 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 Westinghouse'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 Westinghouse Systems.
3. Westinghouse 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 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.
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. Westinghouse will not pay increases in electricity for any reason whatsoever, including additional or unusual use of supplemental electrical heat.
10. Westinghouse will not be responsible for any default or delay in performance under this Limited Warranty caused by any factor or contingency outside of its control.

| | | |
|------------------|--|---------------|
| The water heater | | Serial number |
| Product name | | |
| Product model | | |
| Purchasing date | | |