

15 Year Limited WARRANTY

Caution:
A Licensed and Trained Heating Technician must install this boiler otherwise the warranty is VOID.

What is Covered.

We the manufacturer, warrant that any parts or components of each new boiler will be supplied free of defects in material or workmanship. This warranty is valid for units manufactured after Jan 1, 2009, and replaces any other warranty implied or expressed. All the durations, terms and conditions mentioned hereafter are for manufacturer defects due to material or workmanship only, and do not include misuse or normal wear of the equipment. Equipment returned for warranty consideration, will be evaluated upon the condition of the part when examined by NY Thermal or an authorized service representative. Improper handling and/or installation practices may VOID the warranty. **Warranty only valid to the original owner and location, and is not transferable.**

Models Covered:

- Trinity Ti100, Ti150, Ti150C, Ti200, Ti200C, Lx150, Lx200.
- Trinity Ti400 & Lx400 (Basic coverage A&B Only)
- Matrix M100 & M100V

Basic Coverage A We will repair or replace any component supplied, or manufactured by NY Thermal Inc., that is found to be defective, for a period of sixteen (16) months, from date of manufacture, if it is within the "Terms and Conditions" of this warranty, and in compliance with the original manufacturer's warranty.

To receive the FREE extended coverage B and C, you MUST register your boiler and installation within (6) six months of installation by either:

1. On our website www.nythermal.com/registration.htm.
2. Mail the following information to NTI; Model, serial number, owner name, full address, phone number, Installer name and phone number.

Extended Coverage B If the installer or homeowner registers the installation online with NY Thermal within 6 months of the original date of installation, we will repair or replace the pressure vessel, if found to be defective, for a period of ten (10) years, from the original date of manufacture, if found to be in compliance with the recommended installation and terms and conditions of this warranty.

Extended Residential Coverage C If the installer or homeowner registers the installation with NY Thermal online within 6 months of the original date of installation, we will repair or replace the pressure vessel, if found to be defective, from year eleven (11) through year fifteen (15), on a pro rated basis from 80% of a new pressure vessel in year 11 to 10% of a new pressure vessel in year 15, from the date of manufacture, if found to be in compliance with the recommended installation and terms and conditions of this warranty. This Coverage is for residential installations ONLY (4 families or less)

TERMS AND CONDITIONS

1. This warranty is **VOID** if:
 - A. The boiler is not installed and serviced by a licensed and trained heating Technician
 - B. The installation is not in accordance with this manual and local codes, and regulations.
 - C. The combustion air is drawn from indoors or within the vicinity of a swimming pool, commercial laundry facility or dryer vent termination.
 - D. Corrosion, plugging or pitting of any component occurs, possibly caused by:
 - a. **Combustion air** - that contains chloride, ammonia, alkali agents, fluoride, bromine, iodine or other hazardous or corrosive gases.
 - b. **Boiler water with** - Oxygen, contaminants, hardness water levels outside the limits of 50 to 150 mg/l (3-9 grains (US)), sludge, silt, sand, excessive scaling, or water with pH outside the limits of 7.5 to 9.5
 - c. **Natural gas or Propane** - with average sulfur rates greater than 30 mg/m³.
 - E. The heating system does not provide and ensure required flow through the boiler when the burner is on.
 - F. Installed on a Commercial or Residential Farm.
 - G. Deformation occurs due to freezing, improper firing, handling or improper storage.
 - H. The fireside of the heat exchanger is not cleaned at least every; 3 years for natural gas, and 1 year for propane. (*Documentation required*)
2. NY Thermal Inc. is not responsible for reimbursement for labor, fuel, or punitive damages caused by the operation or failure of the equipment.
3. Any repairs or replacements made without authorization or notification to the manufacturer.
4. This warranty doesn't cover the labor and shipping costs associated with installing a repaired or replaced boiler and/or components.
5. Decision of warranty repairs or replacements to boiler will be at the discretion of the manufacturer or authorized service representative.

WHAT TO DO IN THE CASE OF A WARRANTY SERVICE PROBLEM

1. Contact your installing contractor or service company. Do not call NTI
2. If your contractor or service representative requires further help, they will contact us directly.
3. If you cannot contact your contractor or service rep. contact us at (506) 657-6000 to the attention of the service department.
NTI cannot provide technical assistance to homeowners, unless you are a trained heating technician.
4. Please realize that we as the boiler manufacturer will replace or credit the parts under warranty credits are at our cost, so don't purchase replacement parts from suppliers with hopes of receiving 100% credit. Thus it is recommended to receive all your warranty parts from your authorized service rep. or us directly, at no charge (if under the warranty coverage).
5. We are very concerned about the service that you receive, so if you have complaints concerning the authorized service representative we would very much appreciate your evaluation.

NY Thermal Inc 30 Stonegate Drive Saint John NB Canada E2H 0A4