

NAVIENT LIMITED WARRANTY

PRINT

Tankless Gas Water Heaters

Navient Condensing - NR/NP

General

Navient America, Inc. (Navient) warrants this Navient water heater and its component parts to be free from defects in materials and workmanship, under normal use and service, for the Applicable Warranty Period. At its option, Navient will replace the defective component part(s), in accordance with the terms of this Limited Warranty, if it fails in normal use and service during the Applicable Warranty Period. The replacement component part(s) must be Navient original factory component Part(s). The replacement component part(s) will be warranted only for the unexpired portion of the original component part's Applicable Warranty Period.

Applicable Warranty Periods (*DHW means Domestic Hot Water)

Period of Coverage			
Heat Exchanger		All other Parts and Components	
NR & NP Series Residential *DHW use only	NP Series Commercial use Or Residential Space Heating use	NR & NP Series Residential DHW use only	NP Series Commercial use Or Residential Space Heating use
15 Years	10 Years	5 Years	3 Years

Proof of purchase is required to obtain warranty service. You can show proof of purchase with dated sales receipt, by completing and mailing the enclosed warranty registration card within 30 days of purchasing the product or by registering online at <http://www.navientamerica.com/>

Effective Start Date

The effective start date of warranty coverage is the date of installation of the water heater, if properly registered.

Heat Exchanger Warranty

The warranty period for NR & NP series water heaters against heat exchanger failure, **when installed in a residential DHW application (including domestic recirculation), is fifteen (15) years** from the effective start date. The warranty period for NP series water heaters against heat exchanger failure, **when installed in a commercial application or residential combination DHW and space heating application, is ten (10) years** from the effective start date. Installation of an NR series water heater in any commercial application or residential DHW/space heating application will render all warranties voided.

Parts Warranty (excluding Heat Exchanger)

The warranty period of NR & NP series water heaters against parts failure, **when installed in a residential DHW application (including domestic recirculation) is five (5) years** from the effective start date. The warranty period for NP series water heaters against parts failure, **when installed in a commercial application or residential combination DHW and space heating application is three (3) years** from the effective start date. Installation of an NR series water heater in any commercial application or residential DHW/space heating application will render warranties voided.

Installation of NR Series Water Heater in Commercial or Space Heating Application

The NR series water heater should not be used in space heating applications. Installation of an NR series water heater in any commercial application or residential DHW/space heating application will render warranties voided.

Labor Allowance

The Applicable Period for this Labor Allowance for all water heater models is One (1) year from the Effective Date. The payment and amount of any payment are subject to approval at Navien's sole discretion. The Labor Allowance will be paid based on Navien's Schedule of Labor Allowances.

Transferrability

This warranty is offered to the original and subsequent owners of the water heater but is limited to the original address registered with the warranty only. The warranty will be void if the water heater has is relocated to any other location.

Warranty Exclusions

This warranty does not cover the following conditions:

- Damages, malfunctions, or failures resulting from failure to install the water heater in accordance with applicable building codes, ordinances or normal plumbing and electrical trade practices;
- Damages, malfunctions or failures resulting from improper installation or failure to operate and maintain the water heater in accordance with the manufacturer's instructions provided;
- Performance problems caused by improper sizing of the water heater or the gas supply line, the venting connection, combustion air openings, electric service voltage, wiring or fusing;
- Damages, malfunctions or the all failures caused by conversion from natural gas to LP gas or LP gas to natural gas or attempt to operate with a type of gas not specified for the water heater;
- Damages, malfunctions or failures caused by operating the water heater with any parts removed or with parts that have been modified, altered or unapproved for installation;
- Damages, malfunctions or failures caused by abuse, negligence, alteration, accident, fire, flood, freezing, lightning and other acts of God;
- Heat Exchanger failures caused by operating the water heater in a corrosive or contaminated atmosphere;
- Damages, malfunctions or failures caused by poor water quality, lime or mineral build-up or sediment build-up;
- Damages, malfunctions or failures caused by operating the unit at water temperatures outside the factory calibrated temperature limits and/or exceeding the maximum setting of the high limit control;

Heat Exchanger failures caused by operating the water heater when it is not supplied with potable water at all times;

Damages, malfunctions or failures caused by subjecting the heat exchanger to pressures or firing rates greater or lesser than those shown on the rating plate;

Units installed outside of the fifty states (and the District of Columbia) of the United States of America and outside of Canada;

Rating plate has been removed by an unauthorized person. A water heater should not be operated if the rating plate has been removed;

If the water heater is installed outdoors;

Damage due to freezing;

Navien's product warranty may be void in the event of :

- Improper installation (see Installation Manual) or if the product is not installed by a licensed installer.
- Product purchased through the internet or other e-commerce channel.
- Failure to perform regular maintenance.
- Installation for non-recommended uses.
- Stolen or counterfeit products.
- Previously installed products.

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