



**LIMITED PARTS WARRANTY  
MVB – TYPES H AND WH  
MODELS 504-2004**

**SCOPE**

Raypak, Inc. ("Raypak") warrants to the original owner that all parts of this heater which are actually manufactured by Raypak will be free from failure under normal use and service for the specified warranty periods and subject to the conditions set forth in this Warranty. Labor charges and other costs for parts removal or reinstallation, shipping and transportation are not covered by this Warranty but are the owner's responsibility.

**HEAT EXCHANGER WARRANTY**

**Domestic Hot Water**

Five (5) years from date of heater installation. Includes copper heat exchanger with bronze waterways.

Ten (10) years from date of heater installation. Includes only cupro-nickel heat exchanger with bronze waterways.

**Space Heating (Closed Loop System)**

Ten (10) years from date of heater installation. Includes both cupro-nickel and copper heat exchanger with bronze water-ways.

**Thermal Shock Warranty**

Twenty (20) years from date of heater installation against "Thermal Shock" (excluded, however, if caused by heater operation at large changes exceeding 150°F between the water temperature at intake and heater temperature, or operating at heater temperatures exceeding 230°F).

**ANY OTHER PART MANUFACTURED BY RAYPAK**

One (1) year warranty from date of heater installation, or eighteen (18) months from date of factory shipment based on Raypak's records, whichever comes first.

SATISFACTORY PROOF OF INSTALLATION DATE, SUCH AS INSTALLER INVOICE, IS REQUIRED. THIS WARRANTY WILL BE VOID IF THE HEATER RATING PLATE IS ALTERED OR REMOVED.

**ADDITIONAL WARRANTY EXCLUSIONS**

This warranty does not cover failures or malfunctions resulting from:

1. Failure to properly install, operate or maintain the heater in accordance with our printed instructions provided;
2. Abuse, alteration, accident, fire, flood and the like;
3. Sediment or lime build-up, freezing, or other conditions causing inadequate water circulation;
4. High velocity flow exceeding heater design rates;
5. Failure of connected systems devices, such as pump or controller;
6. Use of non-factory authorized accessories or other components in conjunction with the heater system;
7. Failing to eliminate air from, or replenish water in, the connected water system;
8. Chemical contamination of combustion air or use of chemical additives to water.

**PARTS REPLACEMENT**

Under this Warranty, Raypak will furnish a replacement for any failed part. The failed part must first be returned to Raypak if requested, with transportation charges prepaid, and all applicable warranty conditions found satisfied. The replacement part will be warranted for only the unexpired portion of the original warranty. Raypak makes no warranty whatsoever on parts not manufactured by it, but Raypak will apply any such warranty as may be provided to it by the parts manufacturer.

**TO MAKE WARRANTY CLAIM**

Promptly notify the original installer, supplying the model and serial numbers of the unit, date of installation and description of the problem. The installer must then notify his Raypak distributor for instructions regarding the claim. If either is not available, contact Service Manager, Raypak, Inc., 2151 Eastman Avenue, Oxnard, CA 93030 or call (805) 278-5300. In all cases proper authorization must first be received from Raypak before replacement of any part.

**EXCLUSIVE WARRANTY - LIMITATION OF LIABILITY**

This is the only warranty given by Raypak. No one is authorized to make any other warranties on Raypak's behalf. THIS WARRANTY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. RAYPAK'S SOLE LIABILITY AND THE SOLE REMEDY AGAINST RAYPAK WITH RESPECT TO DEFECTIVE PARTS SHALL BE AS PROVIDED IN THIS WARRANTY. IT IS AGREED THAT RAYPAK SHALL HAVE NO LIABILITY, WHETHER UNDER THIS WARRANTY, OR IN CONTRACT, TORT, NEGLIGENCE OR OTHERWISE, FOR ANY SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGE, INCLUDING DAMAGE FROM WATER LEAKAGE. Some states do not allow limitations on how long an implied warranty lasts, or for the exclusion of incidental or consequential damages. So the above limitation or exclusion may not apply to you.

This Limited Warranty gives you specific legal rights. You may also have other rights which may vary from state to state. We suggest that you complete the information below and retain this certificate in the event warranty service is needed. Reasonable proof of the effective date of the warranty (date of installation) must be presented, otherwise, the effective date will be based on the rate of manufacture plus thirty (30) days.

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Original Owner

\_\_\_\_\_  
Model Number

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
Serial Number

\_\_\_\_\_  
Date of Installation

\_\_\_\_\_  
City State Zip Code

\_\_\_\_\_  
Installation Site

\_\_\_\_\_  
Daytime Telephone Number

\_\_\_\_\_  
Contractor/Installer