

Additional Warranty Exclusions and Limitations for Pool/Spa Use

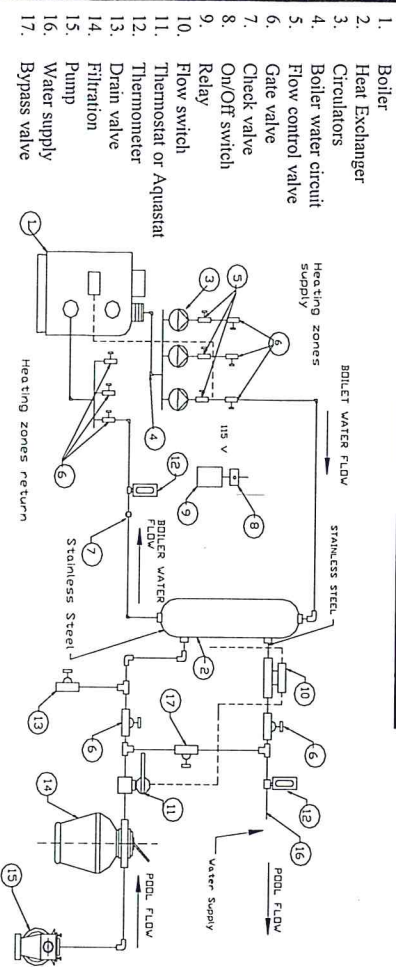
- IBC does not warrant heat exchangers exposed to corrosive water/elements harmful to the structural integrity and durability of the product. (Please refer to recommended chemical levels for Stainless Steel models in Table 1)

Chemical	Levels
Free Chlorine	1.0 - 3.0 ppm
PH	7.2 to 7.8
Calcium Hardness	200 - 400 ppm
Alkalinity	100 - 150 ppm
Total Dissolved Solids	Less than 1,000 ppm
Bromine	2.0 - 4.0 ppm
Copper	0 ppm
Chloride	Less than 140 ppm

Table 1. Recommended Chemical Levels for Stainless Steel Models

- Stainless Steel heat exchangers cannot be used with seawater or salt water. (Not applicable for Titanium heat exchangers.)
- The warranty is void and shall not apply if units fail due to faulty installation and operation of chlorinator.
- Chlorinators must feed downstream of the heat exchanger and have an anti-siphoning device to prevent chemical back up in the heat exchanger when the pump is shut off.
- When adjusting chlorinator feeder, or when shock-chlorinating the pool, isolate the heat exchanger (by closing isolation valves and opening the bypass line) until the chlorine level in the pool returns to the proper level.
- When filing a warranty claim, IBC reserves the right to request a water sample analysis from an independent laboratory. If the claim is deemed valid, IBC will reimburse the purchaser for the cost of the analysis.

Sample Installation Diagram



NOTE:

- Damage to the heat exchanger due to improper water chemistry is not covered under the warranty
- Chlorine feeder must be installed after (downstream of) the heat exchanger and be installed with an anti-siphoning valve to prevent chlorine from backing up into the heat exchanger.
- This is only a conceptual drawing. A qualified installer must determine whether this system setup will work in each application. Installer must also ensure compliance with code requirements.



IBC TECHNOLOGIES LIMITED WARRANTY INFORMATION

Better Boilers

IBC warranty obligations are limited to the terms set forth below:

IBC warrants to the original purchaser that this product will be free of manufacturing defects in material and workmanship for a period of one (1) year from the original purchase date, or eighteen (18) months from IBC's original invoice, whichever expires first. The original purchase date as used herein shall mean the date stated in the vendor's original invoice.

IBC will, at its option, repair or replace this product without charge if it is found to be defective during the limited warranty period specified above. If IBC chooses, at its discretion, to replace any product for which there is a valid warranty claim, IBC shall replace the product with the same model or, if such model is not available, with a model which is, in IBC's reasonable judgment, the nearest compatible model available at the time of replacement. Note that each purchaser is limited to one (1) product replacement during the warranty period of the original claim.

NOT UNDER COVERAGE BY THIS WARRANTY

This limited warranty covers defects encountered in normal use of the product while operating according to the specifications set forth by IBC. The warranty is void and shall not apply to the following, including but not limited to:

- The failure or malfunction results from improper or negligent operation, abuse, misuse or maintenance or unauthorized alteration.
- Malfunctions resulting from, or repairs necessitated by, uses of the product for purposes other than that for which it was designed, or resulting from flood, fire, wind, lightning, freezing, or any other natural disaster, an act of God, an act of destruction, theft, or accident.
- Damages to the product that occur during shipment.
- Damages caused by improper or faulty installation.
- Products exposed to corrosive elements harmful to the structural integrity and durability of the product.
- Products installed outside of Canada and the United States.

IBC shall not be liable for any direct, special, incidental, or consequential damages caused by the use, misuse, or inability to use this product. IBC is under no legal obligations to rectify, including but not limited to, lost profits, downtime, goodwill, damages to or replacement of equipment and property. Purchaser assumes all risk and liability for loss, damage or injury to purchaser and purchaser's property and to others and their property arising out of the use, misuse or inability to use this product. This limited warranty shall not extend to anyone other than the original purchaser of the product.

MAKING A WARRANTY CLAIM

To file a claim under this warranty, the purchaser must do the following during the warranty period: Before returning the product to IBC for warranty service, the purchaser must complete the Warranty Claims Form (attached) and fax it to IBC. Upon preliminary assessment of the claim, IBC will send the purchaser a Request for Inspection Form, along with an Inspection Tag and a Return Goods Authorization (RGA) number. The Inspection Tag and RGA number must be clearly displayed and attached to the product on its return to IBC before it can be processed. Proper packing of the product in the original container, or equivalent, is the responsibility of the purchaser. This warranty does not cover expenses or labour for disassembly, removal, shipment, reassembly or reinstallation; the purchaser will be responsible for such costs.

IBC RESERVES THE RIGHT TO CHANGE SPECIFICATIONS OR DISCONTINUE MODELS WITHOUT NOTICE.



For Office Use

Date Claim Received: _____

RGA#: _____

WARRANTY CLAIMS FORM

IBC warrants this product against defects in materials and workmanship for a period of one (1) year from the original purchase date, or eighteen (18) months from IBC's original invoice, whichever expires first. The original purchase date as used herein shall mean the date stated in the vendor's original invoice. Should the product fail to perform according to the specifications set forth by IBC during the warranty period, IBC will repair or replace, free of charge, the products that it finds defective.

If you wish to make a warranty claim, please complete this form. Incomplete forms will not be processed. To make multiple claims, please fill out one form for each individual unit.

Name: _____

Company: _____

Address: _____

Telephone: _____ Fax: _____

Product Information:

Model Name: _____

Serial Number: _____

Purchased From: _____

Vendor Invoice # : _____

Vendor Invoice Date: _____

IBC's Quotation # : _____ (if applicable)

Comments:

(indicate source/symptoms of defect)

Product Operating Conditions:

For pool/spa use, please complete the following table:

	Tube Side	Shell Side
Temperature In <input type="checkbox"/> C <input type="checkbox"/> F		
Temperature Out <input type="checkbox"/> C <input type="checkbox"/> F		
Flow <input type="checkbox"/> kg/s <input type="checkbox"/> USGPM		
Operating Fluids		

Chemical	Levels
Free Chlorine	
pH	
Calcium Hardness	
Alkalinity	
Total Dissolved Solids	
Bromine	
Copper	
Chloride	
Other (specify)	

Thank you for your assistance. Please fax this form back to IBC. You will be contacted once the information has been reviewed.

IBC's FAX NUMBER

(920) 783-8339