



**Eco-King™ CHB and DHW Boiler Limited Warranty**

Twelve year warranty to assure your complete satisfaction.

King Heating Products Inc (King Heating) warrants each Eco King™ boiler to be free from defects in material and workmanship according to the following terms, conditions and time periods. **UNLESS OTHERWISE NOTED THESE WARRANTIES COMMENCE ON THE DATE OF INSTALLATION.**

**COVERAGE**

1. During the first year after installation, King Heating warrants that it will repair or replace, at its option, without charge, any defective Eco King™ boiler or malfunctioning component thereof that is found to have failed due to manufacturer's defect. King Heating will NOT accept claims from the purchaser for labour costs incurred as a result of the repair, replacement, removal, or reinstallation of an Eco King™ boiler or any component thereof. It is expressly agreed between King Heating and the purchaser that repair or replacement is the exclusive and sole remedy of the purchaser.

\*\*\*The boiler warranty will be extended to two years from the date of installation ONLY IF the boiler is registered by the installer online at [www.ecokingheating.com](http://www.ecokingheating.com), or by fax at 604-531-6572 or by scanning and e-mailing the registration card included with the boiler warranty to sales@ecokingheating.com\*\*\*

2. During the second through seventh year after the date of installation, King Heating will repair or replace, at its option, without charge, any defective Eco King™ boiler found to have failed due to a leaking heat exchanger. King Heating will NOT accept claims from the purchaser for labour costs incurred as a result of the repair, replacement, removal, or reinstallation of an Eco King™ boiler or any component thereof. It is expressly agreed between King Heating and the purchaser that repair or replacement is the exclusive and sole remedy of the purchaser.

3. During the eighth through twelfth year after the date of installation, King Heating will repair or replace, at its option, any defective Eco King™ boiler found to have failed due to a leaking heat exchanger, at a cost to the purchaser equal to the following percentages of the manufacturer's list price in effect at the date of replacement:

<b>Year of Claim</b>	<b>8 &amp; 9</b>	<b>10 &amp; 11</b>	<b>12</b>
Percentage to be paid by purchaser	25%	50%	75%

No other component of the Eco King™ boiler will be replaced during this period. King Heating will NOT accept claims from the purchaser for labor costs incurred as a result of the repair, replacement, removal, or reinstallation of an Eco King™ boiler or any component thereof. It is expressly agreed between King Heating and the purchaser that repair or replacement is the sole remedy of the purchaser.

4. Should a defect or malfunction result in a leakage of water within the above-stated warranty periods due to defective material or workmanship, malfunction or failure to comply with the above warranty, such as defects or malfunctioning having been verified by an authorized King Heating representative, then King Heating will replace the defective or malfunctioning Eco King™ boiler with a replacement Eco King™ boiler of the nearest comparable model available at the time of replacement.

5. If King Heating is unable to repair or replace an Eco King™ heater so as to conform to this warranty after a reasonable number of attempts, King Heating will then provide, at its option, a replacement unit.

6. If, at the time of a request for service the purchaser cannot provide a copy of the original sales receipt or the



warranty card registration, the warranty period for the Eco King™ boiler shall then be deemed to have commenced thirty (30) days after the date of manufacture of the Eco King™ boiler and **NOT** the date of installation of the Eco King™ boiler.

## OWNER'S RESPONSIBILITIES

To avoid the exclusion list in this warranty, the owner or installer must:

1. Maintain the Eco King™ boiler in accordance to the maintenance procedure listed in the owner's manual. Preventive maintenance can help to avoid any unnecessary breakdown of the heater and keep it running at its optimum efficiency.
2. Maintain all related heating components in good operating condition.
3. Check all lines to confirm that condensate drains properly from the unit.

## WARRANTY EXCLUSIONS

King Heating does not warrant:

1. All labor charges incurred by any person in connection with the examination or replacement of parts claimed by the purchaser to be defective.
2. Any failed components of the heat system not manufactured by King Heating as part of the Eco King™ boiler.
3. Eco King™ boilers repaired or altered without prior written approval of King Heating so as to affect adversely their reliability.
4. Any damages, defects or malfunctions resulting from improper maintenance, misuse, abuse, accident, negligence, freezing and the like.
5. Any damage or failure resulting from hard water scale buildup on the inside of the primary heat exchanger and/or domestic hot water heat exchanger tubes.
6. Any damage or failure resulting from contaminated air, including, but not limited to, sheetrock particles, plasterboard particles, dirt or dust, being introduced into the Eco King™ boiler or its components including, but not limited to, the outside tubes of the heat exchanger.
7. Any damage or failure resulting from improper installation or failure to maintain and operate the Eco King™ boiler in accordance with the printed instructions that accompany the unit.
8. Any damage or failure resulting from improper water chemistry. WATER CHEMISTRY REQUIREMENTS – Sodium less than 20mGL, water pH between 7.0 and 8.5, hardness less than 12 d/H (degrees hardness) and chlorine concentration less than 150 ppm.
9. Any damage or failure resulting from improper glycol use. Glycol requirements: maximum mix of water and glycol is 50/50. Correct glycol to be used in Eco King boilers is propylene glycol, such as Fernox.
10. Components of the Eco King™ boiler that are not defective, but must be replaced during the warranty period as a result of reasonable wear and tear.
11. Components of Eco King™ boilers that are subject to warranties, if any, given by their manufacturers, King Heating does not adopt these warranties.
12. Malfunctions resulting from, or repairs necessitated by, flood, fire, wind, or lightning, or uses of the Eco King™ boiler for purposes other than that for which it was designed.
13. Any unit purchased from an unauthorized dealer, wholesaler or retailer or any online retailer.



## **PROCEDURES FOR WARRANTY SERVICE**

### **REQUESTS**

At the time a claim is filed, the purchaser must present a copy of the original sales receipt. Contact the wholesaler/installer/retailer from whom the Eco King™ boiler was purchased. **All alleged defective or malfunctioning parts must be returned to King Heating via trade channels in order to be eligible for warranty.** If all warranty conditions are satisfied, King Heating will provide replacement parts to the retailer. If you have questions about the coverage of this warranty, please contact King Heating at the address stated below:

**King Heating Products Inc**  
**103-2567 192 St**  
**Surrey, BC V3S 3X1**  
**Canada**  
**sales@ecokingheating.com**

### **SERVICE, LABOR AND SHIPPING COSTS**

This warranty does not extend to shipping charges, delivery expenses, or administrative fees incurred by the purchaser in repairing or replacing the Eco King™ boiler. This warranty does not extend to labor costs beyond the coverage specified in this warranty document.

### **LIMITATIONS OF YOUR KING HEATING WARRANTY AND REMEDIES**

**THE FOREGOING WARRANTIES ARE EXCLUSIVE AND ARE GIVEN AND ACCEPTED IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ANY OBLIGATION, LIABILITY, RIGHT, CLAIM OR REMEDY IN CONTRACT OR TORT, WHETHER OR NOT ARISING FROM KING HEATING'S NEGLIGENCE, ACTUAL OR IMPUTED. THE REMEDIES OF THE PURCHASER SHALL BE LIMITED TO THOSE PROVIDED HEREIN TO THE EXCLUSION OF ANY OTHER REMEDIES INCLUDING WITHOUT LIMITATION, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SAID INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST PROFIT OR DAMAGES ALLEGED TO HAVE BEEN CAUSED BY ANY FAILURE OF KING HEATING TO MEET ANY OBLIGATION UNDER THIS AGREEMENT INCLUDING THE OBLIGATION TO REPAIR AND REPLACE SET FORTH ABOVE. NO AGREEMENT VARYING OR EXTENDING THE FOREGOING WARRANTIES, REMEDIES OR THIS LIMITATION WILL BE BINDING UPON KING HEATING. UNLESS IN WRITING AND SIGNED BY A DULY AUTHORIZED OFFICER OF KING HEATING. THE WARRANTIES STATED HEREIN ARE NOT TRANSFERABLE AND SHALL BE FOR THE BENEFIT OF THE ORIGINAL PURCHASER OF AN ECO KING™ ONLY.**

### **NO OTHER WARRANTIES**

Your King Heating warranty gives you specific legal rights, and you may also have other rights that vary from province to province or state to state. Some provinces and states do not allow the exclusion or limitation of incidental or consequential damages so this limitation or exclusion may not apply to you. These are the only written warranties applicable to the Eco King™ boiler manufactured and sold by King Heating. King Heating neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with said Eco King™ boilers.

King Heating reserves the right to change specifications or discontinue models without notice.