

# Therma-Stor® Heat Recovery System Warranty Policies and Procedures

## WARRANTY TERMS

- A. Warranty:** Therma-Stor LLC warrants that all new Therma-Stor Heat Recovery Systems manufactured and shipped from the factory after January 1, 1985, will remain free from defects in material and workmanship under normal use and proper maintenance for a period of five (5) years from the date of original installation; except for pressure relief valves, water bleed valves, thermostatic controls, and heating elements, which are covered for a period of one (1) year.
- B. Conditions:** The installation of the system must conform to the procedures set forth in the manufacturer's installation manual and satisfy all state and local code requirements of heat recovery water-heating devices. Proper maintenance of the system is required, including periodic inspection and/or replacement of the corrosion-resistant anodes. Yearly anode inspection is recommended, with anode replacement required at 70% consumption (anode diameter becomes less than one-half inch). Installations where supply water chloride concentrations exceed 225 parts per million (ppm) where free chloride concentrations exceed 5 ppm, or where storage tank temperatures exceed 180° for a prolonged period of time, are considered "highly corrosive" and require more intensive maintenance schedules.
- Failure to properly maintain the system will compromise the warranty.

## WARRANT REGISTRATION

It is the responsibility of the end user/purchaser to register the warranty with Therma-Stor LLC. The warranty registration card attached to the unit must be completed and signed by the consumer at the time of installation, and forwarded to the Therma-Stor Service Department within thirty (30) days. In the event of non-registration, the warranty period will begin on the factory ship date.

## WARRANTY POLICY

Verification is mandatory for all defective in-warranty units. Therma-Stor LLC will require, at its option, either a return of the defective unit for factory inspection, or an on-site field inspection by an authorized service contractor or manufacturer's representative. In the event a factory inspection is determined to be necessary, the return freight cost will be borne by Therma-Stor LLC (first year only). Therma-Stor LLC will honor warranty returns only if the "Return Procedure" described below is strictly adhered to.

In order to minimize turnaround times and expedite the warranty process, replacement orders can be entered at the time return authorization is given. These types of replacements are commonly called "advance replacements" and will be invoiced like a regular order. Credit will be issued at the time of the return, following inspection.

## RETURN PROCEDURE

- A.** All goods to be returned to Therma-Stor LLC must have at ROG (Return of Goods Authorization) issued prior to their return. An ROG can be obtained by contacting the Therma-Stor Service Department (800-533-7533) and providing the part number, model, serial number and a description of the suspected defect. An advance replacement can be ordered at this time.
- B.** Upon evaluating your request, Therma-Stor Service Department will mail you an ROG. It will be a two-part form - one copy is to serve as a packing list for the unit to be returned, and the second part is for your records. In the event Therma-Stor Service Department authorizes field scrapping of a defective unit, the serial number data tag must be removed and returned to Therma-Stor LLC with a copy of the ROG.
- The receipt of the ROG does not imply credit or exchange.
- C.** Upon receipt of the return authorization, the defective unit should be shipped to Therma-Stor LLC (freight prepaid). Collect shipments will be refused.

### Ship to:

Therma-Stor LLC  
Attn: ROG Department  
4201 Lien Rd.  
Madison, WI 53704

- D.** Upon receipt and inspection of your return goods, the exchange of credit will be issued.

