

GASMASTER INDUSTRIES

Standard Warranty: GMI Series Gas-Fired Boiler/Water Heater

Gasmaster Industries (GMI) Pressure Vessel/ Heat Exchanger Warranty

This pressure vessel/heat exchanger has a 20-year non prorated warranty from date of shipment for failure due to thermal stress (Thermal Shock).

The pressure vessel/heat exchanger also has a 10 year prorated warranty from date of shipment against failure due to corrosion, mechanical defects or workmanship according to the following schedule:

| <u>Year</u> | <u>Discount From Then Prevailing List Price</u> |
|-------------|---|
| 1 through 7 | 100% |
| 8 | 70% |
| 9 | 40% |
| 10 | 25% |

This expressed limited warranty provided is the sole remedy available from GMI and is in lieu of all other warranties, guaranties, agreements and any similar obligations of GMI. All warranties, including implied warranty of merchantability, implied warranty of fitness for a particular purpose, other than the expressed limited warranty set forth above are not recognized by GMI. GMI neither assumes nor authorizes any other person (salesman or representative) to assume for GMI any responsibility, warranty or liability other than the expressed limited warranty set forth herein. Any modifications to this warranty must be in writing and executed by an Officer of GMI. **GMI expressly disavows responsibility for and excludes itself from any liability for personal injury, property damage, consequential and incidental damages, damages for loss of use, time or inconvenience, compensatory damages of any kind and indirect, punitive or special damages of any kind, including any damages for breach of any expressed or implied warranty, without limitation.**

The above warranties are valid only if the unit is used in accordance with conditions of fuel, air and environment dictated by good engineering practice and found at the time of test at the factory before shipment. Any other conditions of use render the warranty null and void.

GMI will repair, rebuild or replace, at its option, the heat exchanger if found to be defective as per the conditions outlined above during the period of warranty.

GMI's liability under this warranty shall not in any case exceed the amount paid for the Product found to be defective.



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Other Components

All other goods or components not manufactured by GMI are covered by the original manufacturer's warranty. GMI will repair or replace, at the respective manufacturer's option, any component covered by the manufacturer's warranty during its warranty period.

Terms and Conditions of Warranty

1. The **effective date of this Warranty** shall be the receipt by GMI of the completed Warranty Registration Form, which in no event can extend beyond 45 days after shipment from the GMI plant.
2. The Field Startup Report (FSR) must be sent to GMI within 48 hours of commissioning. GMI MUST be notified by email or fax of the FSR transmittal and be in receipt of the same within one week of commissioning. **There shall be no Warranty coverage in the absence of these two (2) forms being submitted to Gasmaster.**
3. If you do not receive an acknowledgement of the receipt of the warranty document within 30 days of submitting, please contact the factory at 604-574-9874 or email us at customer_service@gasmaster-ind.com.
4. Should commissioning take place six (6) months or more after receipt of the Warranty Registration Form, or from the effective date of this Warranty, whichever occurs first, this Warranty shall be null and void unless prior approval has been expressly agreed to in writing by Gasmaster.
5. This warranty shall be void unless the unit is started up by a factory certified Service and Start-up Technician (SST).
6. The unit must be operated and maintained in strict accordance with the Installation, Operation and Maintenance Instructions Manual furnished with the unit. **The maintenance and service log book for the unit will be required for validation of any warranty claim.**
7. This warranty replaces any other warranty, implied or expressed. It is non-transferable and applies to the original owner at the original installation location. GMI makes no express or implied warranties other than the warranties contained herein.
8. This warranty is only applicable if the purchase price for the equipment is paid in full.



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Exclusions

GMI specifically excludes the following from its liability and warranty coverage:

- A. The pressure vessel/heat exchanger shall not be warranted from failure due to scaling, liming, corrosion, or erosion due to water quality or installation conditions.
- B. Any costs incurred for the removal and reinstallation of the component/unit including: labour, freight, shipping or delivery charges, transportation to GMI if necessary and any other costs associated with making the unit available for warranty repairs. Any damage or failure caused by alteration, modification, upgrade, or any other changes not pre-authorized by GMI in writing.
- C. Any damage or failure caused due to improper commissioning, decommissioning, freight, storage, installation, operation or maintenance.
- D. Any damage caused to the unit due to the design or operation of owner's plant or equipment or of any facility or system of which the product is a part.
- E. Any damage or failure caused by water quality, insufficient water, contaminated combustion air, fuel additives, or external forces.
- F. Any damage or failure caused by natural disasters or Acts of God including but not limited to earthquake, hurricane, lightning, tornado, fire or flood.
- G. The Warranty does not cover defects or other malfunctions caused by:
 - 1. Installations not conforming to local, state, provincial or national building or plumbing codes and installations made contrary to the written instructions furnished with the unit.
 - 2. Failure due to adverse local conditions including, but not limited to, site contamination, adequate water quality or chemical deposits.
 - 3. Failure or damage resulting from: misuse, disconnection, alteration or addition of components or apparatus not approved by GMI, operation with fuels or settings other than those established by GMI for the Product.



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Procedure for Obtaining Warranty Services

In order to process a warranty claim for an OEM component, a formal purchase order number is required prior to shipment of any warranty item. In addition, the returned item must include a Returned Goods Authorization (RGA) label, attached to the shipping carton, which identifies the item's return address and the manufacturer authorized RGA number.

Upon discovery of a condition believed to be related to a defect in material or workmanship covered by this warranty, the owner must notify the original installer, seller and GMI, in writing, within the Warranty Period, providing the boiler model number, serial number, date of installation and detailed description of the claimed defect. GMI may require the part/product to be sent to the factory or other designated location for repair. In all such events transportation to the location will be at the owner's cost and responsibility.

This warranty coverage applies only to GMI products installed within the United States and Canada. It gives you specific legal rights, and you may also have other rights which may vary from state / province to state / province.

Warranty Details

Owner:

Installation Address:

Boiler Model:

Number of units:

Boiler Serial #:

Effective date of Warranty:



Gasmaster Industries
7480 MacDonald Road
Delta, BC V4G 1N2
T: (604) 952-5195
F: (604) 952-0881
W: www.gasmaster-ind.com