

## Limited Warranty for Buderus SSB Commercial and Industrial Series Boilers by Bosch.

### MODELS COVERED

This limited warranty is provided by Bosch Thermotechnology Corp. (BTC) and covers the Bosch Buderus SSB800, SSB1000 and SSB1000TL boilers (hereinafter referred to as "Boiler"). This warranty is provided to the original purchaser as long as the Boiler remains installed at its original place of installation.

### WARRANTY REGISTRATION

BTC can better serve its customers if they register the product for warranty coverage. You may register your boiler on line at [www.buderus.us](http://www.buderus.us), [www.boschheatingandcooling.com](http://www.boschheatingandcooling.com) or [www.boschprohvac.com](http://www.boschprohvac.com). The warranty on the boiler is as follows:

### WARRANTY COVERAGE

#### Heat Exchanger

BTC warrants that the heat exchanger will remain free of leaks for ten (10) years from the date of original installation or date of manufacture if proof of installation is not available, provided that the Boiler is properly installed and maintained by a certified licensed contractor and the other conditions of this warranty are met. If during this time BTC determines that the leak is the result of a defect in workmanship or materials, BTC, at its option, will repair or replace the heat exchanger. Labor charges are not included.

#### Lifetime Thermal Shock Warranty

BTC warrants that the heat exchanger of the Boiler shall not fail from thermal shock damage (defined as abrupt, rapid heating and/or cooling) for the lifetime of the Boiler.

#### Other Boiler Components

BTC warrants that Other Boiler Components will remain free of defects in workmanship and materials for two (2) years from the date of original installation or date of manufacture if proof of installation is not available. Labor charges are not included.

### ITEMS NOT COVERED

This limited warranty does not cover the following circumstances:

1. Components or parts not provided by BTC.
2. Serviceable items and normal maintenance as required per the Installation Manual.
3. The workmanship of any installer. BTC disclaims and does not assume any liability of any nature for unsatisfactory performance caused by improper installation, repair or maintenance.
4. Any labor or material costs for removal, reinstallation, repair and replacement of the defective component or part unless otherwise provided above.
5. Transportation to BTC, if necessary.
6. Damage caused by excessive temperatures or pressures, fuel or gas explosion, electrochemical reaction, water and air impurities, electrical failures, flooding or acts of God.
7. Any damage or failure resulting from contaminated air, including, but not limited to, sheetrock and/or plasterboard particles, dirt or dust, introduced into the Boiler as well as any damage or failure resulting from hard water scale buildup on the inside of the heat exchanger tubes.
8. Except as set forth above related to Other Boiler Components, components of the boiler system, such as the coil, fire chamber, burner, electronic parts that are part of the heating system into which the Boiler is incorporated that are not BTC products are not covered by this warranty and are limited to the warranty of the manufacturer of such components. In order to file a claim for warranty you should contact the manufacturer.
9. Components or parts, which have been subject to accident, negligence, alteration, abuse or misuse.
10. Shipping charges, delivery expenses or administrative fees incurred by the purchaser in repairing or replacing the Boiler.

### CONDITIONS OF WARRANTY

The warranty herein is void under the following circumstances:

1. Any Boiler that is installed where polybutylene pipe without an oxygen barrier is used.
2. Any Boiler that is connected to a heating system that allows oxygen penetration of the system.
3. Failure or malfunction resulting from improper or negligent operation, accident, abuse, freezing, misuse, unauthorized alteration or improper installation, repair or maintenance. See the Installation Instructions and Operating Instructions for installation and maintenance information.
4. Any Boiler that is used or operated over its rated capacity.
5. Any Boiler used with insufficient water or is operated with water or fuel additives that cause deposits or corrosion.
6. Any Boiler operation with anti-freeze solutions other than those that are propylene glycol based, and not in accordance with the Boiler installation manual.
7. Any Boiler installed in a direct connect snowmelt application without a heat exchanger, unless the boiler is used as dedicated snow melt boiler with a propylene glycol solution of up to 40% [by volume] for freeze protection.
8. Work performed without prior authorization or approval from Bosch and without authorization/requisition number and without proper documentation verifying compliance with above terms.
9. Boiler water quality is outside the limits specified in the Installation Manual for pH, Hardness, etc.

### LIMITED WARRANTY

OTHER THAN THE OBLIGATIONS OF BTC EXPRESSLY SET FORTH HERIN, BTC DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. BTC'S SOLE OBLIGATION WITH RESPECT TO THE BOILER AND PURCHASER'S EXCLUSIVE REMEDIES ARE SET FORTH IN THE FOREGOING LIMITED WARRANTY. BTC SHALL NOT BE LIABLE FOR ANY INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR SIMILAR DAMAGES INCLUDING, WITHOUT LIMITATION, INJURY OR DAMAGE TO PERSONS OR PROPERTY OR DAMAGES FOR LOSS OF USE, LOST PROFITS, INCONVENIENCE OR LOSS OF TIME.

NOTE THAT ANY REPAIRED OR REPLACED PRODUCT WILL BE WARRANTED FOR ONLY THE UNEXPIRED TERM OF THE ORIGINAL WARRANTY.

Some states do not allow the exclusion of limitation of damages, or limitations on how long an implied warranty lasts, so the above limitations and exclusions may not apply to you.

## **WARRANTY CLAIMS PROCESS**

If you have a warranty claim you should notify the heating contractor who installed your boiler and ask that the contractor notify the distributor from whom the contractor purchased the Boiler.

If this action is not possible or you don't receive a response, contact Bosch Thermotechnology Corp., 50 Wentworth Avenue, Londonderry, NH 03053.

To process your claim, you will need a copy of your original invoice or other proof of purchase and documentation showing the original installation date and location. For your convenience, please use the on-line warranty claim process location at [www.boschprohvac.com](http://www.boschprohvac.com). The alleged defective components or parts must be returned to BTC in accordance with BTC return procedure for handling goods returned for the purpose of inspection to determine cause of failure (contact BTC if you have questions regarding the return process).

If BTC determines that the returned components and/or parts are defective and that this warranty applies, BTC will furnish the repaired or replacement components and/or parts to an authorized BTC distributor who, in turn, will forward the components and/or parts to the heating contractor who installed your Boiler.

**Effective for sales on or after 10/1/2021.**