

Noritz Warranty Policy & Guidelines

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Introduction

This document is provided to assist you with Noritz America's Warranty policies and procedures. Please review the information and keep it available for future reference. An understanding of Noritz America's policies and procedure will help reduce confusion and ultimately help ensure the customer is taken care of in a timely manner.

Contact Information

Technical Support (Warranty)	1-866-766-7489, Option 1
Sales	1-866-766-7489, Option 2
Parts Ordering (Non-Warranty)	1-866-766-7489, Option 3
Support Website	http://support.noritz.com/
Main Website	http://www.noritz.com/
Commercial Website	http://www.noritz.com/commercial/

Technical Support is available Monday – Friday 5am to 6pm Pacific Standard Time and Saturday 7am-3pm Pacific Standard Time, excluding holidays.

Sales/Parts Ordering is available Monday – Friday 5am to 5pm Pacific Standard Time.

Warranty Information

Definitions: NRA is an abbreviation for Noritz America
HEX is an abbreviation for Heat Exchanger

Please refer to the warranty documents that came with the product for detailed information of the warranty. This is a general guideline only.

1. Warranty Conditions with NRA and End User

a. Warranty terms start on the date of installation and warranty registration card should be submitted to Noritz America or registration completed at www.noritz.com.

i. If no warranty registration is submitted to Noritz America, then warranty will be determined by:

1. Copy of the invoice (original owner and installation location) with the original installation date
2. Reading from the circuit board of Maintenance Monitor #3 (Plug In Time) to calculate original installation date.
3. The end of the month that the unit was manufactured (example: serial # 2006.05-012345, the warranty would start May 31st, 2006)

b. Units manufactured before 2007 and installed before 2008

**Models: N-042, N-063, N-084, N-132, N-063S, N-069M, N-084M, N-132M Series
Models: N-0631S, N-0751M, N-0931M, N-1321M Series**

i. Standard Residential Install (no recirculation or heating system)

1. Heat Exchanger – 10 years
2. Parts – 3 years
3. Labor – 1 year (up to \$120)

ii. Residential Install with recirculation or combo heating system

1. Heat Exchanger – 3 years
2. Parts – 3 years
3. Labor – 1 year (up to \$120)

iii. Commercial Install with Commercial Unit

1. Heat Exchanger – 3 years
2. Parts – 3 years
3. Labor – 1 year (up to \$120)

iv. Commercial Install with ASME Commercial Unit

1. Heat Exchanger – 5 years
2. Parts – 5 years
3. Labor – 1 year (up to \$120)

v. Commercial Install with a Residential Unit

1. Heat Exchanger – 3 years
2. Parts – 3 years
3. Labor – 1 year (up to \$120)

vi. Heating Only (closed loop system)

1. No warranty

c. Units manufactured 2007 or later and installed between 2008 and August 31st 2010

Models: N-0531S, NR66, N-0631S, NR71, N-0751M, NR98, NC199, N-0842MC, NRC111, N-0841MC, NCC199, N-0931M, NR111, NC250, N-1321M, NC380 Series

- i. Standard Residential Install (no recirculation or heating system)
 1. Heat Exchanger – 12 years
 2. Parts – 5 years
 3. Labor – 1 year (up to \$120)
- ii. Residential Install with recirculation or combo heating system
 1. Heat Exchanger – 3 years
 2. Parts – 5 years
 3. Labor – 1 year (up to \$120)
- iii. Commercial Install with Commercial Unit (including ASME)
 1. Heat Exchanger – 5 years
 2. Parts – 5 years
 3. Labor – 1 year (up to \$120)
- iv. Commercial Install with a Residential Unit
 1. Heat Exchanger – 3 years
 2. Parts – 5 years
 3. Labor – 1 year (up to \$120)
- v. Heating Only (closed loop system)
 1. No warranty

d. Units manufactured 2009 or later and installed September 1st 2010 or later

Models : NR50, NR501, NR66, NRC661, NR662, NRC663, NR71, NRC711, NR83, NRC83, NR98, NRC98, NR981, NC199, NC1991, NRC111, NRC1111, NCC199, NCC1991, NR111, NC250, NC380 Series

- i. Standard Residential Install (no recirculation or heating system)
 1. Heat Exchanger – 12 years
 2. Parts – 5 years
 3. Labor – 1 year (up to \$120)
- ii. Residential Install with recirculation (**must be controlled w/ minimum of an aquastat**) (**ECO Tough, Pro Tough and Commercial Models: NR83, NRC83, NR98, NRC98, NR981, NC199, NC1991, NRC111, NRC1111, NR111, NC250, NC380**)
 1. Heat Exchanger – 12 years or 6500 hours of burn
 2. Parts – 5 years
 3. Labor – 1 year (up to \$120)
- iii. Residential Install with recirculation (**Value Solution Models: NR50, NR501, NR66, NR662, NR71 ECO Tough Models: NRC661, NRC663, NRC711**)
 1. Heat Exchanger – 3 years
 2. Parts – 5 years
 3. Labor – 1 year (up to \$120)
- iv. Residential Install with combo heating system
 1. Heat Exchanger – 3 years
 2. Parts – 5 years
 3. Labor – 1 year (up to \$120)

- v. Commercial Install with Commercial Unit (including ASME)
 - 1. Heat Exchanger – 5 years
 - 2. Parts – 5 years
 - 3. Labor – 1 year (up to \$120)
- vi. Commercial Install with a Residential Unit
 - 1. Heat Exchanger – 3 years
 - 2. Parts – 5 years
 - 3. Labor – 1 year (up to \$120)
- vii. Heating Only (closed loop system)
 - 1. No warranty
- e. NH Series Boilers
 - Models: NH-1501, NH150, NH-2001, NH199**
 - i. Heat Exchanger
 - 1. 0- up to 5 years 100% covered by warranty
 - 2. 5- up to 7 years 75% covered by warranty
 - 3. 7- up to 9 years 50% covered by warranty
 - 4. 9- up to 10 years 25% covered by warranty
 - ii. Parts – 1 year
 - iii. Labor – 1 year (up to \$120)
- f. NRCP (residential only)
 - Models: NRCP982, NRCP1112**
 - i. Heat Exchanger – 12 years
 - ii. Parts – 5 years
 - iii. Labor – 1 year (up to \$120)
 - iv. Heating Only (closed loop system)
 - 1. No warranty

General Information

It is the servicer's responsibility to collect payment from the end user for non-warranty services. This includes payment for installation inspection or end user questions on operation, unless Noritz America pre-approved payment for the service call. For issues related to installation, the end user should be referred back to the original installer to correct any identified installation issues. Noritz America shall not pay for the correction of incorrect venting, inlet gas line or pressure issues, water line or pressure issues, etc. Noritz America's warranty is for the replacement parts identified to have a manufacturer's defect in workmanship or material.

What is generally covered?

Labor is typically covered for a period of 1 year from the date of installation (see specific units warranty terms) and covers the replacement of parts determined to have a manufacturer's defect. Noritz America will pay the pre-negotiated labor rate to the Authorized Service Rep or a reasonable labor rate if the servicer is not an Authorized Service Rep. Labor coverage is \$120 max, unless a different amount is pre-approved by contacting Technical Support before service is performed.

Parts that have failed due to a manufacturer's defect are covered for the period stated on the warranty document included with the unit, starting from the date of installation.

What is not generally covered?

Please see the warranty document included with the unit for full details. Generally speaking, the following are items not covered under the Noritz America Limited Warranty:

- Incorrect/Improper installations or damage as a result of an incorrect/improper installation.
- Education and/or explanation of the use of tankless water heaters.
- Abuse, Neglect, Misuse or Misapplication.
- Damage as a result of use with non-potable water, untreated or poorly treated well water, or water with high PH levels or hardness levels in excess of 12 grains per gallon (200 mg/L). Refer to the "Water Quality" section of the Owner's Guide for details.
- Installation in an environment that is corrosive or otherwise destructive to the product, whether internal or external.
- A unit that has been removed from its original location and reinstalled at a different location.

Parts Information

Return of Warranty Parts

Under most circumstances, Noritz America does not require the return of warranty parts. On occasion Noritz America may request the return of parts for inspection or quality analysis. On such occasions Noritz America requests the return of parts, a return label will be provided.

Warranty Credit/Replacement on Parts

In most cases warrantied parts will be shipped directly from Noritz America. In the event a servicer or distributor has the needed warranty part, Noritz America will ship a replacement part to the servicer or distributor that provided the part. In some situations a credit may be issued for the part. The Case Number must be provided to process a credit. In all cases, Noritz America should be contacted before releasing the part to ensure it is a valid warranty case, and to receive a Case Number. Noritz America cannot be responsible for parts provided without first contacting technical support to confirm it is a warranty case.

Parts Ordering

Non-Warranty parts may be ordered direct from Noritz America by calling 1-866-766-7489 option 3. Warranty parts are obtained by contacting Technical Support at 1-866-766-7489 option 1.

Warranty Claims

Initiating a Warranty Claim

Please contact our Technical Support department to receive warranty parts. Please have the following information readily available and if possible be on site in case additional troubleshooting is needed:

- Full model number and Serial number of the Tankless Water Heater
- End user's name, full address and phone number
- Installation date
- Details about the installation (residential or commercial, venting info, recirculation info, water treatment info, installation location)
- Detailed description of the problem

Without the above information, warranty claims may be delayed until the required info is received.

Labor Claims

Any claim for labor needs to be pre-approved by Noritz America technical support.

Credit for parts purchased

In the event parts were purchased due to timing or lack of required information above, Noritz America may issue a credit for the parts purchased. Please contact Technical Support within 1 month of the parts purchase date and have the details above readily available. Credit for parts may be declined if the cause of failure is deemed other than a manufacturer's defect.

Technical Support

Noritz America Technical Support is available Monday – Friday from 5am to 6pm Pacific Standard Time, excluding holidays. Technical Support is also available on Saturdays from 7am to 3pm Pacific Standard Time, except when a holiday falls on Saturday.

Please dial our toll free number at 1-866-766-7489 and follow the prompts to product support.

When calling for Technical Support we request that the servicer be on site at the product with appropriate tools and equipment available (digital manometer, digital multimeter, air compressor).

We value our servicers' time and having the right tools will help us provide the technical support they need.

Return Material Authorization (RMA)

With prior approval from Noritz America Technical Support, an installed tankless water heater may be sent back to us for diagnosis and repair. This is for installed/used tankless water heaters only. Noritz America will diagnose the issue, provide an estimate for the repairs and upon customer's approval will complete the repair. If the unit is still under its applicable warranty and the failure is determined to be a manufacturer defect, parts will be covered and the customer would be responsible for the labor if beyond the unit's stated labor warranty.

To request a RMA, please visit: <http://support.noritz.com/claims.php>