



LIMITED WARRANTY

for MRCOOL Tankless Water Heaters

Models: Tankless Water Heaters: MHWH199NCNU & MHWH199NCLU

This non-transferable warranty provides a **5 year limited labor warranty, 5 year parts warranty, and 15 year heat exchanger warranty.**

This warranty applies to all units installed in owner-occupied residences, multi-family residences, and limited commercial applications.

The unit models listed above are warranted by "MRCOOL" against defects in materials and workmanship under normal use and maintenance, as provided below:

To the original owner, MRCOOL provides a non-transferable warranty period of fifteen (15) years on the heat exchanger and five (5) years on all parts and five (5) years of limited labor (year one (1) of the five (5) year limited labor warranty is the responsibility of the installing company) to the original end user. The warranty on all labor, parts, and the heat exchanger is provided to the original end user given the following conditions and limitations:

This warranty **DOES NOT** continue after the unit is removed from the location where it was originally installed. If the unit **IS** removed from the location it was originally installed, the **WARRANTY WILL BE VOIDED.**

This warranty **DOES NOT** apply to, and no warranty is offered by MRCOOL on any unit that **IS NOT** purchased from an authorized dealer. If this unit **IS** purchased from an unauthorized dealer, the **WARRANTY WILL BE VOIDED.**

This warranty **DOES NOT** apply to, and no warranty is offered by MRCOOL on any unit that **IS NOT** installed with adherence to all applicable federal, state, and local codes, and any policies and licensing requirements. If this unit **IS** installed **WITHOUT** adherence to all codes and any policies and licensing requirements, the **WARRANTY WILL BE VOIDED.**

The warranty period **DOES NOT** apply to any unit that is installed with a used, incompatible, and/or unapproved parts. If a used, incompatible, and/or unapproved part **IS** used, the **WARRANTY WILL BE VOIDED.**

The parts warranty period begins on the date of the original installation. The limited labor warranty starts on the ninety-first (91) day following the date of original installation. If that date cannot be verified, the warranty period begins three (3) months after the month of purchase.

As its only responsibility, and your only remedy, MRCOOL will furnish a replacement part, without charge for the part only, to replace any part that is found to be defective due to workmanship or materials under normal use and maintenance. For warranty credit, the defective part must be returned to a MRCOOL heating and air conditioning products distributor by a state or province certified or licensed contractor. Any part replaced pursuant to this warranty is warranted only for the unexpired portion of the warranty term applying to the original part.

This warranty **DOES NOT** apply to freight, maintenance, or system diagnostics, or any other cost associated with the operation of the unit. MRCOOL will not pay for electricity or fuel costs, or increases in electricity or fuel costs, for any reason, including additional or unusual use of supplemental electric heat.

MRCOOL **IS NOT** responsible for any of the following:

1. Damage or repairs required as a consequence of faulty installation or application.
2. Damage as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere or other conditions beyond the control of MRCOOL.
3. Damage or repairs required as a result of the use of components or accessories not compatible with this unit.
4. Units installed outside the United States or its territories, or Canada.
5. Normal maintenance as described in the installation and operating manual, such as cleaning, filter cleaning and/or replacement.
6. Parts or accessories not supplied or designated by MRCOOL.
7. Damage or repairs required as a result of any improper use, maintenance, operation or servicing.
8. Damage or failure to start due to interruption and/or inadequate electrical service.
9. Any damage caused by frozen or broken water pipes in the event of equipment failure.
10. Changes in the appearance of the unit that do not affect its performance.
11. Replacement of fuses and replacement or resetting of circuit breakers.
12. Units operated in incomplete structures.

This warranty is provided in lieu of any and all other warranties, expressed or implied, including any implied warranty of merchantability and fitness for a particular purpose. Whether any claim is based on negligence or other tort, breach of warranty or other breach of contract, or any other theory, IN NO EVENT SHALL MRCOOL, LLC BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO ANY PERSONAL, INTANGIBLE, AND/OR REAL PROPERTY; NOR SHALL MRCOOL, LLC BE LIABLE FOR EXPENSES RESULTING FROM BUSINESS INTERRUPTION, INCLUDING BUT NOT LIMITED TO LOST PROFITS, EXTRA UTILITY COSTS OR OTHERWISE. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

For further information about this warranty visit mrcool.com