

Limited Warranty - Terms and Conditions

For RTC Series Boiler by Riello (not including control panel, safety devices and Burner)

Rev. 01: May 2016



GENERAL NOTE

This limited warranty is provided by Riello Canada Inc. ("Riello") and covers Riello RTC Series Boilers (the "Boilers"). This warranty is provided to the original purchaser as long as the **Boiler remains installed at its original place of installation. This warranty is provided** in respect of the Boiler heat exchanger and its insulation and casing, and approved accessories designated by Riello. It does not include the boiler control panel, anti-vibration base, safety devices, forced draught burner or anything else not specified herein.

The warranty is conditional upon;

- The proper installation of the Boiler by a qualified HVCA mechanical contractor or installer trained and certified in accordance with the applicable laws and regulations of the jurisdiction in which the boiler is installed (the "Qualified Contractor"); and
- Proper operation and maintenance of the Boiler in accordance with the Boiler operation manual and service bulletins as issued by Riello from time to time

Installation or maintenance of the Boiler by a person other than a Qualified Contractor shall void this warranty.

Any component of a Boiler returned to Riello in connection with this warranty agreement remains the property of Riello.

WARRANTY TERMS & CONDITIONS

(10) TEN YEAR HEAT EXCHANGER WARRANTY

Riello warrants that the heat exchanger of the Boiler shall be free from leakage, thermal shock and condensate corrosion, and shall be free of defects in material and workmanship for TEN (10) YEARS from the date of manufacture, which date is found within the Boiler serial number on the data plate.

The obligation of Riello under this ten year heat exchanger warranty shall be to repair or replace those parts of the heat exchanger determined by Riello to be defective in material and workmanship in the heat exchanger as determined by Riello.

ANY OTHER PARTS WARRANTY

Riello warrants that the Boiler and approved accessories designated by Riello as standard equipment shall be free of defects in manufacture, material and workmanship for 18 months from shipment or 12 months from start-up (whichever comes first).

The obligation of Riello under this limited warranty shall be to repair or replace those parts determined by Riello to be defective in material or workmanship.

This warranty is only in respect of Boilers for which payment has been made in full

WARRANTY EXCLUSIONS

- Any costs for labour for the examination, removal or reinstallation of allegedly defective Boiler parts, and transportation thereof to and from Riello facilities in North America or Italy, or as determined by Riello.
- Damage to the Boiler or any of its original or authorized replacement parts or other accessories designated by Riello as standard equipment caused by excessive temperatures or pressures, unsuitable fuels, fuel impurities, improper fuel mixture, fuel or gas explosion, electrical, chemical or electrochemical reaction, water impurities, unsuitable water conditions which may have caused unusual deposits within the water side and heat exchanger combustion area of the pressure vessel within the Boiler, water treatment chemicals, or water conditioning systems, electrical failures, insurrection, riots, war, or acts of God, combustion air contaminated externally, air impurities, sulphur or sulphuric action or reaction, dust particles, corrosive vapours, oxygen corrosion, and situating the Boiler in an unsuitable location or continuing use of the Boiler after onset of a malfunction or discovery of a defect.
- Liability arising out of any incorrect burner selection with the Boiler model and for ordinary wear and tear and consumption of parts.
- When firing on #2 fuel oil, a minimum return temperature of 140°F is required unless using oil with a guaranteed <15ppm sulphur content (Ultra Low Sulphur Diesel). Damages resulting from use of #2 fuel oil outside these specifications is excluded.
- When firing on Biogas, a minimum return temperature of 140°F is required unless using gas with a guaranteed <15ppm H₂S Content (Hydrogen Sulphide). Damages resulting from use of Biogas outside these specifications is excluded.
- Flue gas corrosion.

WARRANTY AND DAMAGES LIMITATIONS

The obligations of Riello hereunder shall also be subject to the following terms and conditions;

- Any repaired or replaced component of a Boiler and approved accessories will be warranted only for the remaining unexpired term of the warranty applicable to the original Boiler.
 - Negotiations, intermediate acts, discussions, disagreements or denials concerning alleged defects or deficiencies shall not extend any warranty herein and shall not waive or be deemed to waive any requirement for notification of defect or deficiency.
 - Additional costs arising out of the performance of this warranty including but not limited to transport, labour, installation, assembly, testing and putting a Boiler back into operational use are the responsibility of the owner.
 - **RIELLO IS NOT RESPONSIBLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY A BOILER.**
- RIELLO DOES NOT WARRANT OR GUARANTEE THE MERCHANTABILITY OR FITNESS OF ANY BOILER FOR ANY PARTICULAR PURPOSE.
- Riello does not extend this warranty to any Boiler or related parts or products that are not supplied and sold directly by Riello to Bosch.

ASSIGNABILITY

This warranty is not assignable.

WARRANTY NOTIFICATION

In case of warranty claims, notify the Qualified Contractor who installed your Boiler, who will in turn notify Riello. Riello reserves the sole right to make all warranty decisions. No person may provide service under this warranty without the prior approval of Riello.

The obligations of Riello under this warranty are conditional upon Riello having been notified in writing by the Qualified Contractor within FOURTEEN (14) DAYS of the alleged defect or deficiency giving rise to a claim under this warranty.

APPLICABLE LAW, JURISDICTION AND DISPUTE RESOLUTION

All disputes, claims or demands arising from or relating to this warranty shall be determined in accordance with the laws within the Province of Ontario, Canada and the Courts of Ontario shall have exclusive jurisdiction to adjudicate all such disputes, claims or demands.

If you have any questions about the coverage provided by this warranty, contact Riello at one of the addresses set out below

Riello Burners North America – Canada
2165 Meadowpine Blvd.
L5N 6H6 Mississauga
(Ontario)

Riello Burners North America – America
35 Pond Park Road
02043 Hingham
(Massachusetts)

Tel : +1-800-4-RIELLO / +1-800-474-3556

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Web site: www.rielloboilers.com