



**Better
Boilers**

IBC Technologies Inc.

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10 YEAR LIMITED WARRANTY – HC & DC SERIES BOILERS

Your IBC **HC or DC Series** condensing boiler is backed by this limited lifetime warranty in Canada or the United States. This warranty, valid for boilers manufactured after Oct 1st 2015, gives the owner specific legal rights. There are no warranties which extend beyond those described here.

The specific rights in this Warranty shall be conditional upon:

1. The claimant being the original owner of the boiler, which must be in its original installation location. A copy of the original invoice or sales receipt showing proof of purchase must be provided. If the proof of purchase does not state the installation date, the specified warranty period will commence 30 days after the date of manufacture.
2. The proper installation of the boiler according to its certified Installation and Operation Manual, by a mechanical contractor or installer whose principal occupation is the sale and installation of heating or plumbing equipment and who is properly certified and trained in all aspects of the installation, and has purchased the boiler through an authorized IBC Distributor .
3. The proper operation and maintenance by such certified contractor in accordance with the boiler maintenance intervals - as defined in any applicable Installation and Operation Manual, and maintenance as defined in any applicable User Manuals, by the original owner.
4. Boilers in space heating and domestic hot water applications only.

IBC Technologies Inc., warrants each boiler to be free from defects in material and workmanship, and will provide redress when such defects are proven, in accordance with the following terms, conditions and periods;

Summary of Coverage

RESIDENTIAL	YEARS	IBC COVERAGE	COMPONENTS COVERED	ADDITIONAL TERMS & CONDITIONS
Basic	0 to 5	100%	All Parts (including the heat exchanger)	Coverage commences on the date of installation or if not authenticated, 30 days from the day of manufacture.
Registered	6 to 10	100%	Heat exchanger only	Coverage effective only upon registration (at www.ibcboiler.com/resources/registration-form/) within six months of installation.
NON RESIDENTIAL*	YEARS	IBC COVERAGE	COMPONENTS COVERED	ADDITIONAL TERMS & CONDITIONS
Basic	0 to 5	100%	All Parts (including the heat exchanger)	Coverage commences on the date of installation or if not authenticated, 30 days from the day of manufacture.
Registered	6 to 7	50%	Heat exchanger only	Coverage effective only upon registration (at www.ibcboiler.com/resources/registration-form/) within six months of installation.
	8	40%		
	9	30%		
	10	25%		

* Mixed residential / non-residential / multi-family residential or changed to any of these from single-family residential.

Note: Where a single boiler is installed in a single dwelling unit within a multi-family building, it is considered to be Residential use.

“FIVE YEAR LIMITED WARRANTY – All Parts”

Within five years of the original installation of the boiler and registration of the installation with IBC; the Five Year Limited Warranty covers repair or replacement of all parts found to suffer from manufacturing defect.

“CONDITIONAL REGISTERED WARRANTY – Heat Exchanger”

Conditional on registration of product installation with IBC in the prescribed way within six months of original installation (refer to www.ibcboiler.com/resources/registration-form/), the *Registered Warranty – Heat Exchanger* provides further cover over the heat exchanger alone (for repair or replacement) if found by IBC at its sole discretion to be defectively manufactured. Labour costs are excluded, and parts will be supplied at a cost equal to the percentage indicated above of the manufacturer’s then stated list price for the replacement parts.

If a heat exchanger for this boiler is no longer available, IBC may provide a new condensing boiler at the then applicable retail price reduced using the same percentage factors listed above.

Legal Rights

No other party is authorized to make any other warranties on IBC’s behalf. **No other warranty expressed or implied (including warranty of merchantability and warranty of fitness for a particular purpose) is made.** This warranty does not extend to liability for incidentals, special or consequential damage. All disputes, claims or demands arising from or relating to the Warranty, or from the terms and conditions herein contained and all claims, demands, rights or liabilities arising from such Warranty or terms and conditions shall be determined in accordance with the laws of the Province of British Columbia, Canada. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Other legal rights may be available and may vary by Province or State.



Terms & Conditions:

Exclusions

- 1.** Damage to the Boiler or any of its original or authorized replacement parts or other accessories designated by IBC as standard equipment caused by:
 - Situating the Boiler in an unsuitable location or continuing use of the Boiler after onset of a malfunction or discovery of a defect
 - Improper use of temperatures or pressures
 - Water treatment chemicals, water impurities and unsuitable water conditions including excessive chlorine and high or low Ph, damage from external water leakage or chemical or electrochemical reaction.
 - Fuel impurities, improper fuel mixtures, improper fuel or fuel / gas explosion.
 - Improper electrical supply, and electrical failures of all kinds including power surges and lightning strikes.
 - Combustion air contamination such as but not limited to gypsum board dust, sawdust, air impurities, sulfuric action or reaction, dust particles, corrosive vapors, oxygen corrosion and chlorine reactions.
 - Damage and consumption of parts including, but not limited to, burner components, gaskets, ignitors, and combustion chamber linings or any parts in direct contact with the open flame.
- 2.** Damage to any other building components or property due to water leakage, improper disposal or discharge of condensate and improper discharge of flue gas plumes.
- 3.** The Five Year Limited Warranty excludes:
 - All labour charges asserted by any person in connection with the inspection, repair and/or replacement of parts claimed to be defective
 - All shipping costs of allegedly defective parts to and from IBC facilities (Wisconsin or B.C.).
 - Malfunction of parts due to improper application, delivery, installation maintenance or operation
 - Failures resulting from: abuse, accident, negligence, insurrection, riot, war, freezing, external damage of any kind or acts of God
 - Damage caused by hard water, scale build-up, excessive oxygenation or external leakage
- 4.** The Conditional Registered Warranty excludes all of the Five Year Limited Warranty exclusion items as listed immediately above plus sheet metal (case and brackets), insulation, electrical and mechanical components furnished to IBC by other manufacturers, such as transformers, controls, relays, gauges etc. Such components may be subject to warranties from their respective manufacturers; IBC and its representatives will take reasonable efforts to assist consumers in achieving performance of any such warranties which may apply to such components.
- 5.** This Warranty is void in cases of:
 - Poor workmanship or negligence of the installation contractor, or any service, alteration, repair by any persons not qualified to do such work.
 - Improper operation of the boiler or improper alteration and repairs/service by any persons, or use of unauthorized replacement parts.
 - Disregard of the installation operating and maintenance instructions or any other instructions supplied with the Boiler.

Procedure for Warranty Service

For warranty service, have your licenced service contractor contact an IBC-authorized distributor with the following information: model and serial numbers, site address and date of installation together with a description of the claim. All alleged defective parts must be returned through authorized trade channels and replacement parts will if warranty conditions are met, will be provided by IBC through such authorized wholesaler or relevant representative. No contractor or distributor may grant any service under this warranty without the prior approval of IBC. If there are any questions about the coverage of this warranty, please contact IBC at the address shown above.

Where a warranty claim is allowed, IBC will provide a credit to the authorized wholesaler. Any warranty credits issued by IBC are done so at the wholesale value and any markups by the wholesaler or installing contractor are excluded.

Any / all shipping costs to and from IBC are the responsibility of the customer.

Your Local IBC Experts: Francis Plumbing & Heating ClimateCare
phone: 613-224-0041 email: office@francisplumbing.com
chat on our website: www.FrancisPlumbing.com