

# Warranty And Service

## Warranty

**Warranty cards must be filled in completely, signed by the Owner and Dealer and returned to ITR within 30 days of the date of the original installation.**

ITR warrants the **HURRICANE®II/IIL/COMBI, SCH25, Water Heater by ITR, (referred to as “heater(s)”)** and all accessories or other supplied components with the original purchase to be free of defects in materials and workmanship under design usage and service conditions for two (2) years from the heater serial number label manufacturing date. Warranty replacement parts are covered for the remainder of the heater’s warranty.

**This warranty does not apply to damage or failure of the heater, or the vessel or vehicle into which it was installed, due to improper installation, assembly, maintenance, or abuse, accident, or the use of parts not supplied by ITR.**

## Installations

The purchaser and installer are advised that specific rules and regulations may be in effect with respect to the installation of the “heater”. It is the installer’s responsibility to review and comply with all such rules and regulations.

Non-standard installations, that is, those requiring a departure from published installation instructions, should not be undertaken without first having consulted and obtained the written approval of ITR. Coverage for warrantable parts will, at the discretion of ITR, be made to the claimant in the form of repair, replacement, or credit.

**“Heaters” installed using non standard, industry accepted procedures and without ITR’s or an authorized Dealer’s approval will be limited to a 90 day warranty measured from the heater serial number label manufacturing date.**



## Limited Warranty

**The following warranties are in lieu of all other warranties and conditions. ITR makes no other warranties, representations, or conditions, express or implied, and there are expressly excluded all implied or statutory warranties or conditions of merchantability of fitness for a particular purpose and those arising by statute or otherwise in law of from a course of dealing or usage of trade.**

**The stated express warranties are in lieu of all liabilities or obligations for damages arising out of or in connection with the delivery, use, performance, or licensing of the product or in connection with any services performed. In no event whatsoever, shall ITR be liable for indirect, consequential, exemplary, incidental, special or similar damages including but not limited to lost profits, lost business revenue, failure to realize expected savings, other commercial or economic loss of any kind or any claim against ITR by any other party arising out of or in connection with the sale, delivery, use, performance, or repair or in connection with any services performed, even if ITR has been advised of the possibility of such damages, whether based upon warranty, contract, or negligence. ITR's maximum liability shall not in any case exceed the contract price for the products claimed to be defective. ITR warrants its products; ITR authorized dealers/service centers and installers provide warranty for installation. Any warrantable service and or labour is the responsibility of ITR and should be performed by an authorized dealer unless other arrangements are authorized.**

**No one is authorized to increase, alter, or enlarge ITR's responsibilities or obligations under these warranties. Warranties are void if the original serial number has been removed or altered, or cannot be readily determined.**

## Owner's Responsibilities

**Before the expiration of the warranty, the Owner must give notice to a registered ITR Dealer of failures, if any, considered to be warrantable and deliver the defective "heater" to such dealer.** The Owner is responsible for all repairs made to the engine, equipment, vessel, or vehicle in which the "heater" is installed, other than the "heater". The Owner is responsible for lodging, meals, and other incidental costs incurred by the Owner as a result of a warrantable failure. The Owner is responsible for "down time" expenses, and all business costs and losses resulting from a warrantable failure.

**ITR IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

## Not Covered Under Warranty

This warranty will not apply to:

- Normal usage, wear, and tear on parts, including but not limited to, fuel filter, air filter, nozzle, fuses, igniter, and carbon brushes.
- Parts or products which malfunction due to improper installation, including but not limited to malfunctions causing inadequacies in; air, fuel or coolant flow, voltage due to wiring, shock or vibration.
- Any progressive damage to the engine, vessel, or vehicle arising out of failure of the "heater".
- "Heaters" which have been modified or use of non-standard parts not approved by ITR.
- "Heaters" that have been abused, damaged, vandalized, or received improper maintenance.
- **Removal and re-installation expenses of the "heater" unless specific written permission has been obtained from ITR.**
- Travel time and expenses incurred by an ITR dealer or other personnel to perform warranty related work on the "heater"
- Diagnosis or repairs when caused by problems not directly related to the "heater" or due to empty fuel tanks or poor fuel quality, fuel

additives, acidic water, electrolysis, incorrect vessel bonding leading to abnormal corrosion.

- Running the system dry or without appropriate preservatives (antifreeze), causing damage to the heat exchanger, pump seals, etc.
- Exposing the heater to an environment detrimental to its effective operation (such as excessively wet, dirty, or hot areas).
- Other products which ITR does not manufacture.
- Any products or parts which have been used in a manner contrary to ITR's printed instructions.

**PLEASE FOLLOW THE RECOMMENDATIONS INCLUDED IN THIS MANUAL.**

## Customer Service Calls

Normal service calls are at the owner's expense.

**CHECK THE TROUBLESHOOTING CHAPTER OF THIS MANUAL TO SEE IF YOUR PROBLEM IS ADDRESSED.**

When calling with a service problem, please have the following information at hand:

- The model number and serial number of your heater and main electronic control board.
- If your heater is already installed, ensure you are familiar with the design and installation setup.
- Have ready a detailed description of the problem and keep the manual handy to refer to.

## Returns

**To obtain warranty service, the owner must:**

- Provide a full description of the problem to your dealer and ITR. ITR will determine if the problem is covered under the ITR warranty.
- If ITR determines that the problem is covered under warranty, they will provide you with a Repair or Return Goods Authorization (RGA) number for any warranty return, repair or service.. ITR will refuse any return package without a proper RGA number.

- If ITR determines that “heater” repairs will be covered under warranty under in-field conditions, ITR will authorize the in-field warranty service personnel as to specific conditions and limits for parts and labor used in the repair. Any other incurred costs will not be covered under the warranty.
- When shipping your product, pack securely to prevent damage, indicate the RGA and serial number of the heater on the outside of the shipping container, and ship prepaid and insured to ITR.
- In the shipping container, provide written details of the problems, RGA number, manufacturing date as indicated by the serial number label, serial number, proof of purchase, and a return address.

**After repair or replacement** of products under warranty, ITR will return the product to the customer via standard (non expedited) delivery. Factory repairs or replacement will be done as quickly as possible, with an estimated five working day turn around.

## Telephone Service



There is no charge for help or service information given over the telephone or by fax. Any recommendation or advice from ITR or any of its employees, or Dealers, is given only in good faith as an accommodation to the customer. Such information should not be relied upon by the customer without an independent verification of its applicability to the customer’s particular situation. For customer service or other information:

### **Call the Dealer from whom you bought the heater, or call ITR**

#### **IN CANADA:**

**2431 Simpson Road,  
Richmond, BC Canada V6X 2R2  
Tel: 1-800-755-1272 or 604-278-1272  
Fax: 604-278-1274  
Email: [info@itrheat.com](mailto:info@itrheat.com)**

#### **IN THE UNITED STATES:**

**11915 NE 56<sup>th</sup> Circle Suite B  
Vancouver, WA USA 98682  
Tel: 1-800-993-4402 or 360-993-4877  
Fax: 360-993-1105  
Website: <http://www.itrheat.com>**