

Navien Warranty

Warranty Period

Navien products come with a limited warranty covering labor, parts and the heat exchanger. The following warranty periods begin to run from the date of original installation. The date of original installation must be provided to Navien, and upon request, proof of the original installation date must also be provided to Navien. When the product is installed in a new construction, the commencement date shall be dated upon which the end-user takes title to the property.

Applicable Warranty Periods

Application		Labor Warranty	Parts Warranty	H/Ex Warranty
NPE Series Water Heater (Residential)	Standard or Cont.-Recirc. ²	1 year	5 years	15 years
	Uncont.-Recirc. ³	1 year	3 years	5 years
NPE Series Water Heater (Commercial or Combi ¹)	Standard or Cont.-Recirc. ²	1 year	5 years	8 years
	Uncont.-Recirc. ³	1 year	3 years	3 years

¹**Combi** refers to a combination potable water and space heating application. Water heaters cannot be used in space heating only applications.

²**Controlled-Recirculation:** Recirculation through the water heater is controlled by either the water heater or an external aquastat.

³**Uncontrolled-Recirculation:** External pumps configured to circulate continuously through the water heater are subject to the uncontrolled recirculation warranty terms. An aquastat is the minimum pump control requirement for DHW or storage tank recirculation in order to maintain the full controlled recirculation warranty.

Warranty Claim Procedures

To obtain warranty repair service, the end user or homeowner must contact the original installer of your Navien product. If the original installer cannot be identified, the end user or homeowner may contact Navien's Technical Administration Department at (800) 519-8794. **Proof of purchase is required to obtain warranty service.**

Warranty Service

At its option, Navien will replace the defective component (part(s) or heat exchanger), in accordance with the terms of this Limited Warranty, if it fails in normal use and service during the applicable warranty period identified above. The replacement component must be Navien original factory component. Navien, at its sole discretion, may replace the product with a new or refurbished product of comparable quality and design. The replacement component or product will be warranted only for the unexpired portion of the original component's applicable warranty period. Payment for labor in completing the warranty service is subject to Navien's prior written approval and shall be subject to Navien's schedule of approved labor allowances.

Warranty Exclusions

Navien's Limited Warranty shall be void in the event of an occurrence of any of the following:

- Improper installation, failure to install in strict compliance with the Installation & Operation Manual procedures, installed by a non-licensed installer, and installation in violation of applicable rules, laws or building codes.
- Product purchased through the internet, other e-commerce channels, or any installer that obtained the product from a supplier or distributor not authorized by Navien.
- Failure to perform regular maintenance, misuse, operation at settings other than those recommended or specified, non-compliance with instructions or guidelines set forth in the User's Operation Manual.
- Modification or alteration of the product in any manner, including but not limited to, removal of any component or part, addition of any non-approved components, relocating or moving the product from its original installation site, or any accidental or intentional damage to the Product.
- Installation for non-recommended uses.
- Any damage caused by local adverse conditions including but not limited to hard water deposits, lime or mineral build-up, operating in corrosive atmospheric elements.
- Damage or problems caused by gas flow issues, electrical surges, flooding, fire, abnormal external temperature, and any other cause of damage not directly caused by a manufacturing defect.
- Installer's failure to fully comply with the warranty service and return policy procedures previously provided to installer and as is available on Navien's website. Such policies include but are not limited to the installer's failure to first contact Navien Technical Support while in front of the product for purposes of trouble shooting the identified problem or issue.
- Use of the NPE Service Water Heater for space heating only purposes shall void the warranty.
- Performance problems caused by improper sizing of the boiler, the gas supply line, the venting connection, combustion air openings, electric service voltage, wiring, fusing or any other components, parts or specifications.
- Improper conversion from natural gas to LP gas or LP gas to natural gas or attempt to operate with a type of gas not specified for the water heater.
- Any damage, malfunction or failure caused by abuse, negligence, alteration, accident, fire, flood, freezing, wind, lightning and other acts of God.
- Operating, using or storing the boiler in a corrosive or contaminated atmosphere or environment.
- Operating the water heater at water temperatures outside the factory calibrated temperature limits and/or exceeding the maximum setting of the high limit control.
- Operating the water heater when it is not supplied with potable water at all times.
- Subjecting the heat exchanger to pressures or firing rates greater or lesser than those shown on the rating plate.
- Installation at any location outside the United States and Canada.
- Removal or alteration of the rating plate.

Refer to the User's Operation Manual for complete terms and conditions.



Customer Name :	
Customer Address :	
Telephone :	Fax :
Email :	
Installer Name :	License No :
Installer Address :	
Place of Purchase :	
Model No :	
Serial No :	
Date of Purchase :	

For instant warranty registration, please register your product online at www.navien.com

PLACE
STAMP
HERE

Navien, Inc.
20 Goodyear Irvine, CA 92618
Tel : 1-800-519-8794
Fax : (949) 420 - 0430
www.navien.com