

# Limited Warranty

## Bosch Greenstar Boilers

Effective June 1, 2011



**BOSCH**  
Invented for life



**LOWNOx**  
EMISSIONS

## Bosch Greenstar™ Boilers

- ▶ Limited Lifetime Heat Exchanger Warranty
- ▶ Limited 5-Year Parts & Labor Warranty

### MODELS COVERED

This limited warranty is provided by Bosch Thermotechnology Corp. (BTC) and covers Bosch Greenstar 151, 100 (combi models) and Bosch Greenstar 151, 131, 100, 57 Residential Cast Aluminum/Silicon Boilers (hereinafter referred to as "Boiler"). This warranty is provided as long as the Boiler remains installed at its original place of installation.

### WARRANTY COVERAGE

REGISTER YOUR BOILER AND RECEIVE EXTENDED WARRANTY COVERAGE

BTC can better serve its customers if they register the product for warranty coverage. As a result, BTC offers an extended warranty if you register your Boiler with BTC within 90 days of the date of installation. You may register your Boiler on-line at [www.bosch-climate.us](http://www.bosch-climate.us), or by completing and mailing the Warranty Registration Card. The warranty on the Boiler is as follows:

#### IF YOU REGISTER

##### First Five Years –Limited Warranty

If the Warranty Registration process has been completed within 90 days of date of installation and BTC determines that the Boiler or any part of the Boiler has a defect in workmanship or materials, BTC, at its option, will repair or replace, including labor charges at BTC approved rates, the defective part for up to five years from the date of original installation, provided it is installed and properly maintained by a qualified heating contractor and the other conditions of this warranty are met.

##### Sixth through Tenth Year – Limited Warranty for Heat Exchanger

BTC warrants that the heat exchanger will remain free of leaks for ten years from the date of original installation provided that the Boiler is properly maintained by a qualified heating contractor and the other conditions of this warranty are met. If during this time BTC determines that the leak is the result of a defect in workmanship or materials, BTC, at its option, will repair or replace the heat exchanger. Labor charges are not included.

##### Eleventh Year and Beyond– Limited Warranty for Heat Exchanger

Beginning on the eleventh year from the date of original installation and thereafter, BTC provides a limited pro-rated warranty for defects in the heat exchanger. If BTC determines that the leak is the result of a defect in workmanship or materials BTC will, at its option, repair the defective heat exchanger or replace it with the most comparable model available from BTC at the time of the replacement, provided that the purchaser pays for the proportionate charge set forth below. The proportionate charge is based the current list price of the heat exchanger involved in the warranty claim (or the nearest comparable Bosch model).

The purchaser is charged a percentage of the list price of the heat exchanger (at the time of the claim) as detailed below:

| Years Since Installation | Purchaser |
|--------------------------|-----------|
| 11                       | 20%       |
| 12                       | 40%       |
| 13                       | 50%       |
| 14                       | 60%       |
| 15 +                     | 75%       |

The Boiler may be delivered with other boiler system components not manufactured by BTC ("Other Components"). Other Components are warranted by the manufacturer. BTC also will warrant the Other Components to be free from defects in workmanship and material for one year from the date of installation, provided they are installed and properly maintained by a qualified heating contractor and the other conditions of this warranty are met. If a defect exists in the Other Components, BTC will repair or replace them and pay for the associated labor charges at BTC approved rates, if BTC determines that a defect in workmanship or materials exists.

#### IF YOU DO NOT REGISTER:

##### First Year –Limited Warranty

BTC warrants that the Boiler and Other Components shall remain free from defects in workmanship and materials for one year from the date of original installation, provided they are installed and properly maintained by a qualified heating contractor and the other conditions of this warranty are met. If BTC determines that the Boiler, any part of the Boiler or Other Components has a defect in workmanship or materials, BTC, at its option, will repair or replace the defective part. Labor charges are not included.

##### Second through Tenth Year– Limited Warranty for Heat Exchanger

BTC warrants that the heat exchanger will remain free of leaks for ten years from the date of installation provided that the Boiler is properly maintained by a qualified heating contractor and the other conditions of this warranty are met. If during this time BTC determines that the leak is the result of a defect in workmanship or materials, BTC, at its option, will repair or replace the heat exchanger. Labor charges are not included.

##### Eleventh Year and Beyond– Limited Warranty for Heat Exchanger

Beginning on the eleventh year from the date of original installation and thereafter, BTC provides the same limited pro-rated warranty for defects in the heat exchanger as provided for Boilers that are registered (see above).

## ITEMS NOT COVERED

This limited warranty does not cover the following circumstances:

1. Boilers installed in a building other than a one or two family residential dwelling, unless individual Boilers are installed for each dwelling unit.
2. Components or parts not provided by BTC.
3. Serviceable items and normal maintenance as required per the Installation Manual.
4. The workmanship of any installer. BTC disclaims and does not assume any liability of any nature for unsatisfactory performance caused by improper installation, repair or maintenance.
5. Any labor or material costs for removal, reinstallation, repair and replacement of the defective component or part unless otherwise provided above.
6. Transportation to BTC, if necessary.
7. Damage caused by excessive temperatures or pressures, fuel or gas explosion, electrochemical reaction, water and air impurities, electrical failures, flooding or acts of God.
8. Any damage or failure resulting from contaminated air, including, but not limited to, sheetrock and/or plasterboard particles, dirt or dust, introduced into the Boiler as well as any damage or failure resulting from hard water scale buildup on the inside of the heat exchanger waterways.
9. Except as set forth above related to Other Components, components of the boiler system, such as the coil, fire chamber, burner, electronic parts that are part of the heating system into which the Boiler is incorporated that are not Bosch products are not covered by this warranty and are limited to the warranty of the manufacturer of such components. In order to file a claim for warranty you should contact the manufacturer.
10. Shipping charges, delivery expenses or administrative fees incurred by the purchaser in repairing.
6. Any Boiler operation with anti-freeze that has not been approved by BTC (check your installation manual for an approved list) or any Boiler installed without a BTC supplied manifold.
7. Work performed without prior authorization or approval and without authorization/requisition number and without proper documentation verifying compliance with above terms.

## LIMITED WARRANTY

OTHER THAN THE OBLIGATIONS OF BTC EXPRESSLY SET FORTH HEREIN, BTC DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. BTC'S SOLE OBLIGATION WITH RESPECT TO THE BOILER AND PURCHASER'S EXCLUSIVE REMEDIES ARE SET FORTH IN THE FOREGOING LIMITED WARRANTY. BTC SHALL NOT BE LIABLE FOR ANY INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR SIMILAR DAMAGES INCLUDING, WITHOUT LIMITATION, INJURY OR DAMAGE TO PERSONS OR PROPERTY OR DAMAGES FOR LOSS OF USE, LOST PROFITS, INCONVENIENCE OR LOSS OF TIME.

NOTE THAT ANY REPAIRED OR REPLACED PRODUCT WILL BE WARRANTED FOR ONLY THE UNEXPIRED TERM OF THE ORIGINAL WARRANTY.

Some states do not allow the exclusion of limitation of damages, or limitations on how long an implied warranty lasts, so the above limitations and exclusions may not apply to you.

## WARRANTY CLAIMS PROCESS

If you have a warranty claim you should notify the heating contractor who installed your boiler and ask that the contractor notify the distributor from whom the contractor purchased the Boiler. If this action is not possible or you don't receive a response, contact Bosch Thermotechnology Corp., 50 Wentworth Avenue, Londonderry, NH 03053. To process your claim, you will need a copy of your original invoice or other proof of purchase and documentation showing the original installation date and location. The alleged defective components or parts must be returned to BTC in accordance with BTC procedure then in force for handling goods returned for the purpose of inspection to determine cause of failure (contact BTC if you have questions regarding the return process). If BTC determines that the returned components and/or parts are defective and that this warranty applies, BTC will furnish the repaired or replacement components and/or parts to an authorized BTC distributor who, in turn, will forward the components and/or parts to the heating contractor who installed your Residential Boiler.

*Effective for sales on or after 6/1/2011.*

## CONDITIONS OF WARRANTY

The warranty herein is void under the following circumstances:

1. Any Boiler that is installed where polybutylene pipe without an oxygen barrier is used.
2. Any Boiler that is connected to any under floor radiant heating system that allows oxygen penetration of the system.
3. Failure or malfunction resulting from improper or negligent operation, accident, abuse, freezing, misuse, unauthorized alteration or improper installation, repair or maintenance. See the Owner's Manual for installation and maintenance information.
4. Any Boiler that is used or operated over its rated capacity.
5. Any Boiler used with insufficient water or is operated with water or fuel additives that cause deposits or corrosion.

**Bosch Thermotechnology Corp.**

Londonderry, NH • Ft. Lauderdale, FL • Irvine, CA

General Inquiries: 1-866-642-3198

Technical Support: 1-800-283-3787

**[www.bosch-climate.us](http://www.bosch-climate.us)**

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