



15 YEAR LIMITED WARRANTY

NOTICE

A licensed and trained Heating Technician must install this appliance, otherwise the Warranty is VOID.

IMPORTANT

FREE extended Coverage Options B & C, only **IF** you register your appliance and installation on our website within six (6) months of installation (www.nythermal.com/registration.htm).

WHAT IS COVERED

We, the manufacturer, warrant that any parts or components of each new Integrated Mechanical System (IMS), will be supplied free of defects in material or workmanship. This warranty is valid for units manufactured after Jan 1, 2009 and replaces any other warranty implied or expressed. All the durations, terms and conditions mentioned hereafter are for manufacturer defects due to material or workmanship only, and do not include misuse or normal wear of the equipment. Equipment returned for warranty consideration, will be evaluated upon the condition of the part when examined by NY Thermal Inc. or an authorized service representative. Improper handling and/or installation practices may VOID the warranty. See silver rating plate label on unit exterior for appliance type, model number, and serial number information. **Warranty only valid to the original owner and location and is not transferrable.**

Models Covered:

Appliance	Series	Model Numbers	Options
IMS	Matrix	M100, M100V	A,B,C

Owner's Warranty Record:

Appliance	
Model No.	
Serial No.	
Date Installed	
Contractor	

COVERAGE OPTIONS

Basic Coverage A: We will repair or replace any component, supplied or manufactured by NY Thermal Inc., that is found to be defective, for a period of sixteen (16) months from date of manufacture, if it is within the "Terms and Conditions" of this warranty, and in compliance with the original manufacturer's warranty.

Extended Coverage B: If the installer or homeowner registers the appliance installation online with NY Thermal Inc. within six (6) months of the original date of installation, we will repair or replace the pressure vessel, if found to be defective, for a period of ten (10) years for IMS appliances, from the original date of manufacture, and if found to be in compliance with the recommended installation and "Terms and Conditions" of this warranty.

Extended Residential Coverage C: If the installer or owner registers the installation with NY Thermal Inc. online within six (6) months of the original date of installation, we will repair or replace the pressure vessel, if found to be defective, from year eleven (11) through year fifteen (15), on a pro-rated basis (i.e. from 80% of a new pressure vessel in year 11 to 10% of a new pressure vessel in year 15), from the date of manufacture, if found to be in compliance with the recommended installation and "Terms and Conditions" of this warranty. This Coverage is for residential installations ONLY, including Multi Residential Buildings (MURBS) 4-family or less.

TERMS AND CONDITIONS

- This warranty is VOID if:
 - The appliance is not installed and serviced by a licensed and trained Heating Technician.
 - The installation is not in accordance with this manufacturer's manuals, local codes, and regulations.
 - The combustion air is drawn from indoors or within the vicinity of a swimming pool, commercial laundry facility or dryer vent termination
 - Corrosion, plugging or pitting of any component occurs, possibly caused by:
 - Combustion Air** - that contains chloride, ammonia, alkali agents, fluoride, bromine, iodine or other hazardous or corrosive gases.
 - IMS Water** - with oxygen, contaminants, water hardness levels outside the limits of 3-9 grain/gal(US) [50 to 150 mg/l], sludge, silt, sand, excessive scaling, or water with pH outside the limits of 7.5 to 9.5.
 - Natural Gas or Propane** - with average sulfur rates greater than 30 mg/m³.
 - The heating system does not provide and ensure required flow through the heat exchanger when the burner is on.
 - Installed on a Commercial or Residential Farm.
 - Deformation occurs due to freezing; improper storage or handling; improper firing or firing without water.
 - The fireside of the heat exchanger is not cleaned at least every 3 years for natural gas, 1 year for propane gas (service records/documentation required).
 - Any repairs or replacements made without authorization by or notification to the manufacturer.
- NY Thermal Inc. is not responsible for reimbursement for labor, fuel, or punitive damages caused by the operation or failure of the equipment.
- This warranty does not cover the labor and shipping costs associated with installing a repaired or replaced appliance.
- Decision of warranty repairs or replacements to appliances will be at the discretion of the manufacturer or authorized service representative.

WHAT TO DO IN THE CASE OF A WARRANTY SERVICE PROBLEM

- Contact your installing contractor or service provider. Do not call NTI.
- If your contractor or service representative requires further help, they will contact us directly.
- If you cannot contact your contractor or service representative, contact us at 1-506-657-6000 to the attention of the Service Department.
NOTE: NTI cannot provide technical assistance to homeowners unless they are a licensed and trained Heating Technician.
- We as the appliance manufacturer will replace or credit the parts under warranty; credits are issued to the authorized wholesaler at their cost, so do not purchase replacement parts from suppliers with hopes of receiving 100% credit; it is recommended to receive all your warranty parts from your authorized service representative or us directly, at no charge (if under the warranty coverage).
- We care about the quality of service you receive, so please let us know if you have complaints concerning your authorized service representative.