

# LIMITED WARRANTY FOR NEW GREENWOOD RESIDENTIAL & COMMERCIAL HEATING EQUIPMENT (U.S. & CANADA ONLY)

## General Provisions

The Limited Warranty described below is provided by Greenwood Technologies, LLC ("Greenwood") to the original purchasers of new Greenwood Furnace or Aspen Series hydronic furnaces (referred to herein as "Boiler") from Greenwood or an authorized Greenwood dealer. The Warranty Registration Form and a copy of the original bill of sale must be signed by the purchaser and mailed or delivered to Greenwood within 30 days of purchase in order to activate this Limited Warranty. Under this Limited Warranty, Greenwood will, through its authorized dealers, repair or replace, at its option, any Greenwood-manufactured part which is found to be defective in material or workmanship during the applicable warranty period. Warranty service must be performed by a dealer or service partner authorized by Greenwood to service the Boiler involved, which will use only new or remanufactured parts or components furnished by Greenwood.

## Purchaser Responsibility

It is the purchaser's responsibility to maintain the Boiler in accordance with the instructions provided in the Owner's Manual. Greenwood recommends that purchaser retain records and receipts; purchaser may be asked to confirm that Greenwood's maintenance instructions have been followed.

In addition, purchaser's responsibilities include operating the Boiler in a safe manner, and for the purpose for which it was designed. If a defect in materials or workmanship occurs, it is purchaser's responsibility to cease operating the Boiler until repairs may be made. Damage which occurs from continued operation after purchaser has noted a potential defect in or problem with the equipment is not covered by this Limited Warranty. Purchaser should contact its authorized Greenwood dealer immediately so that repairs can be made in a timely manner.

In addition, to be eligible for warranty coverage, purchaser's responsibilities include:

- Ensuring that all installation and commissioning checklists shipped with the Boiler and included in the Owner's Manual are completed and submitted to Greenwood.
- Ensuring that Boiler water is treated and maintained in accordance with the instructions and specifications described in the Owner's Manual.
- Paying for freight costs incurred in returning a defective Boiler or component part(s) to the point of original purchase.
- Submitting to Greenwood a Warranty Registration Form and a copy of the original bill of sale upon receipt of the Boiler.

## What This Limited Warranty Covers

All Greenwood manufactured parts for any new Boiler are warranted for the number of years specified below from the verifiable date of purchase. Greenwood will pay for replacement parts as noted above and for ground shipment thereof to the local authorized dealer. If the equipment was purchased directly from Greenwood, Greenwood will pay for replacement parts as noted above and ground shipment to the original shipping address.

All parts not manufactured by Greenwood, including all electrical and control components are warranted by Greenwood for one year from the verifiable date of purchase of the Boiler.

Purchaser is responsible for all labor costs necessary to replace any of these parts and components.

**Table 1: Percentage of amount paid by Greenwood based on time since year of purchase.**

Product	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Yr 6	Yr 7	Yr 8	Yr 9	Yr 10
Greenwood Furnace	100 %	100 %	60%	60%	60%	30%	30%	15%	15%	10%
Aspen Series	100 %	100 %	60%	60%	60%	30%	30%	15%	15%	10%

The installation of replacements parts or components under the terms of this Limited Warranty does not extend the original warranty period.

## What This Limited Warranty Does Not Cover

Greenwood does not warrant:

1. Any and all labor, lodging and transportation charges incurred by any person in connection with the examination or replacement of parts claimed by the purchaser to be defective.
2. Any electricity or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever.
3. A Boiler repaired or altered without prior written approval of Greenwood.
4. Any damages, malfunctions or failures resulting from:
  - a. Over-firing the Boiler or use of any fuel other than that specified in the Owner's Manual.
  - b. Improper installation of or failure to maintain and operate a Boiler in accordance with the printed instructions that accompany the Boiler or failure to install the Boiler in accordance with applicable building codes and ordinances.
  - c. Failure of components that are not defective, but must be replaced during the Limited Warranty period as a result of wear and tear or maintenance. These include but are not limited to firebrick and insulation.
  - d. Improper maintenance, damage, misuse, abuse, accident, negligence, freezing, flood, fire, wind, lightning or Acts of God.
  - e. The lack of Boiler low-temperature protection.
  - f. Hard water scale buildup on the inside of the heat exchanger tubes.
5. Any Boiler, part or component purchased from an unauthorized dealer or any online seller other than Greenwood.
6. A Boiler that has had its rating or certification labels removed. Greenwood products should not be used if the rating label or certification label is removed.
7. A Boiler installed outside the continental United States, Alaska, or the provinces of Canada, without prior approval from Greenwood.
8. A Boiler installed, repaired or otherwise modified by persons other than a Greenwood-trained or certified installer or technician.

## Disclaimer of Implied Warranties and Limitation of Remedies

Neither Greenwood nor any company affiliated with or related to Greenwood makes any implied warranties, representations or promises of any kind as to the quality, performance or absence of defect of a Boiler covered by this Limited Warranty.

GREENWOOD MAKES NO IMPLIED WARRANTIES OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE, AND SUCH IMPLIED WARRANTIES ARE SPECIFICALLY EXCLUDED. PURCHASER'S REMEDIES IN CONNECTION WITH ANY PURCHASED BOILER ARE SET FORTH ON TABLE 1 ABOVE. IN NO EVENT WILL THE DEALER, GREENWOOD OR ANY COMPANY AFFILIATED WITH OR RELATED TO GREENWOOD BE LIABLE TO PURCHASER OR TO ANY OTHER PARTY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Greenwood makes no warranties, either express or implied, other than the Limited Warranties stated herein.

## Limited Warranty Claim Procedure

When parts are required under this Limited Warranty, purchaser must:

1. Furnish to Greenwood a completed Warranty Request Form which includes the following information:
2. The complete model and serial number of the Boiler.
3. Proof of purchaser's required periodic maintenance, the installation date of the Boiler and the location of its original installation.
4. An accurate description of the problem with the Boiler; and
5. Contact the nearest Greenwood dealer. If the dealer is unable to provide parts under this Limited Warranty, refer to Greenwood's website at [www.GreenwoodUSA.com](http://www.GreenwoodUSA.com) to locate a dealer in purchaser's area, or contact:

Greenwood Technologies, LLC.  
13427 NE 20th Street, Suite 120  
Bellevue, WA 98005  
(877) 436-6191