

# Williamson-Thermoflo® Cast Iron Oil Boiler

## Model OSB for Steam Application

### Limited Warranty for Commercial Use

#### A. What Does This Limited Warranty Cover?

This Limited Warranty for Commercial Use covers any defects in material and workmanship in your Williamson-Thermoflo Cast Iron Oil Boiler Model OSB for Steam Application (the “Product”).

#### B. How Long Does The Coverage Last?

There are two separate coverage periods under this Limited Warranty: (1) the Heat Exchanger Limited Warranty Period, and (2) the Parts Limited Warranty Period. The Heat Exchanger Limited Warranty Period runs for ten years from the date your Product was installed. The Parts Limited Warranty Period runs for one year from the date your Product was installed and applies to all parts of your Product except the heat exchanger.

Item	Coverage
Heat Exchanger	10 years
All Other Parts	1 year

#### C. Who Can Make Claims Under This Limited Warranty?

This Limited Warranty is available to you if you are the original retail purchaser and the Product has been used at any time for business purposes. A Product used at all times solely for personal, family, or household purposes is covered by the Limited Warranty for Residential Use for the Williamson-Thermoflo Cast Iron Oil Boiler Model OSB for Steam Application.

#### D. What Will Williamson-Thermoflo Do To Correct Problems?

If Williamson-Thermoflo determines during the Heat Exchanger Limited Warranty Period that the heat exchanger is defective in material or workmanship, then Williamson-Thermoflo will provide a replacement heat exchanger. If Williamson-Thermoflo determines during the Parts Limited Warranty Period that any other part is defective in material or workmanship, then Williamson-Thermoflo will provide a replacement part.

Williamson-Thermoflo will provide replacement heat exchangers and other parts free of charge. Williamson-Thermoflo will furnish replacement heat exchangers from the closest comparable boiler model available from Williamson-Thermoflo at the time of the replacement.

If Williamson-Thermoflo provides a replacement heat exchanger, then that replacement heat exchanger will be covered under this Limited Warranty for the time remaining in the original Heat Exchanger Limited Warranty Period. If Williamson-Thermoflo provides a replacement for any other part, then that replacement part will be covered under this Limited Warranty for the time remaining in the original Parts Limited Warranty Period.

#### E. What Will Williamson-Thermoflo Not Do To Correct Problems?

Williamson-Thermoflo will not pay for the labor to remove any heat exchanger or other part that is the subject of your warranty claim or to install replacements provided under this Limited Warranty. Additionally, Williamson-Thermoflo will not pay for the cost of any tools, repair materials, or travel necessary to perform the removal or installation.

#### F. What Is Not Covered Under This Limited Warranty?

This Limited Warranty does not cover any Product that has been moved from its original installation site; any components that are not supplied by Williamson-Thermoflo; and any burner supplied by Williamson-Thermoflo. (Burners supplied by Williamson-Thermoflo are covered by a separate manufacturer’s warranty).

Additionally, this Limited Warranty does not cover claims you make if the failure, malfunction, or unsatisfactory performance of, or damage to, your Product resulted from or is attributable to:

- (1) Inaccurate or incomplete information or data supplied or approved by any party other than Williamson-Thermoflo;
- (2) The failure to properly size the Product for its use;
- (3) Installation not done in accordance with manufacturer’s instructions;
- (4) Services provided by and workmanship of the installer of the Product;
- (5) Components that are not supplied by Williamson-Thermoflo;
- (6) Improper or negligent operation, adjustment, control settings, repair, care, or maintenance of the Products, or the failure to adjust, set the controls of, repair, care for, or maintain the Products;
- (7) Operation with combustion air contaminated by chemical vapors, with improper fuel additives, or

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with water conditions that have caused deterioration or unusual deposits in the heat exchanger; and

- (8) Freezing, accident, fire, flood, or other acts of God; abuse or misuse; unauthorized alteration; or power surges or failures.

Changes to your Product due to normal wear and tear that do not cause the failure, malfunction, or unsatisfactory performance of your Product are not covered by this Limited Warranty.

**WILLIAMSON-THERMOFLO'S MAXIMUM LIABILITY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID BY YOU FOR YOUR PRODUCT. IN NO EVENT SHALL WILLIAMSON-THERMOFLO BE RESPONSIBLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL (INCLUDING WITHOUT LIMITATION DAMAGE TO OR LOSS OF OTHER PROPERTY), OR PUNITIVE DAMAGES, WHETHER SUCH CLAIM OR ACTION IS BASED ON CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL THEORY. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED IN THEIR ENTIRETY.**

#### G. How Do You Make A Warranty Claim?

If you believe you have a claim under this Limited Warranty, please contact a qualified heating or plumbing contractor of your choice. Your contractor will perform a diagnosis and advise you as to whether you may have a claim covered by this Limited Warranty. If your contractor advises you that you may have a claim covered by this Limited Warranty, then the contractor will file the claim with Williamson-Thermoflo on your behalf. If you have questions about this process or the status of your claim, you may contact the **Warranty Center, 523 S New Street, Eden, NC, 27288**, or call **888-821-0124**, or email [wt.warranty@williamson-thermoflo.com](mailto:wt.warranty@williamson-thermoflo.com). Williamson-Thermoflo may require the return of the Product or parts thereof that are the subject of your warranty claim for the purpose of inspection to determine the cause of failure.

#### H. How Can You Register Your Purchase?

Registration is not required to activate your warranty, but you should retain proof of date of purchase and installation.

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If you have any questions about your coverage under this Limited Warranty, please contact Williamson-Thermoflo using the contact information provided above. To learn how to properly care for and maintain your Product, please review the printed information provided with your Product. This information can also be obtained from the Williamson-Thermoflo website at [www.williamson-thermoflo.com](http://www.williamson-thermoflo.com).