



5-YEAR LIMITED PRODUCT REPLACEMENT WARRANTY

RESIDENTIAL & COMMERCIAL

5 YEARS
REGISTERED U.S.
PRODUCT REPLACEMENT

COVERED MODELS: ES-4, ES-7, ES-9, ES-12, ES-14, ES-16, ES-18, ES-27, ES-36 & ALL AHSH SERIES MODELS

REGISTERED U.S. PRODUCTS - 5 YEARS

Approved manufacturing-defect claims receive a replacement product with **no replacement deductible**. Online registration and proof of purchase are required.

UNREGISTERED U.S. PRODUCTS - 4 YEARS

With verified proof of purchase, an approved replacement may be obtained with a deductible of **no more than 33% of list price**.

OUTSIDE THE U.S. - CASE BY CASE

Support is evaluated individually. **Parts-only support is the primary remedy**, subject to verification, local conditions and applicable law.

1. U.S. COVERAGE AND ELIGIBILITY

Drakken Industries LLC warrants to the original retail purchaser that each covered product will be free from mechanical or electrical failure and leaks caused by manufacturing defects under normal use and service for the applicable period beginning on the original retail purchase date.

- **Five-Year Registered Coverage:** The product must be properly registered online at the Drakken website with accurate model, serial number, purchaser and purchase information. Registration must be completed before the reported failure, and verifiable proof of purchase is required with each claim.
- **Four-Year Unregistered Program:** A product not properly registered may qualify during the first four (4) years after purchase when proof of purchase, serial number and claim details are verified. The customer must pay a deductible not exceeding thirty-three percent (33%) of Drakken's then-current published list price. The exact deductible will be disclosed before RGA approval. No replacement is available under this program after year four.
- Automatic U.S. coverage applies only to products purchased, installed and used within the 50 United States and District of Columbia.
- The product must be installed, operated and maintained according to the current Drakken installation and operation manual, applicable codes and law, and by licensed professionals where required. Model and serial-number labels must remain intact and unaltered.
- Replacement will be the same model or a reasonably equivalent model selected by Drakken. A replacement does not restart or extend the original warranty period.

2. OUTSIDE THE 50 STATES AND D.C.

Products located in Puerto Rico, U.S. territories or countries outside the United States are handled on a case-by-case basis and are not included in the automatic five-year U.S. replacement program. Because water quality, electrical supply, installation practices, local codes, freight and service availability vary by location, Drakken may require water-quality information, photographs, diagnostic results and proof of professional installation. When support is approved, parts-only support is the primary remedy; another remedy may be offered at Drakken's discretion. The customer is responsible for labor, removal, reinstallation, shipping, customs, duties, taxes and related charges. Any mandatory consumer rights under local law remain unaffected.

3. SUCH WARRANTIES DO NOT COVER

- Product failure caused by liming, scale or sediment buildup; chemical corrosion; chlorine/chloride corrosion; contaminated water; or freezing.
- Product failure caused by failure to remove air from the system before or during operation.
- Product misuse, tampering, misapplication, accidental damage, faulty or improper installation, failure to follow instructions or codes, or application of improper voltage or electrical supply.
- Shipping, delivery, handling, customs, duties, administrative, diagnostic, removal, reinstallation or labor charges of any kind.
- Product failure caused by lightning, flood, power surge or other natural or manmade calamity.
- Unauthorized repair, alteration, opening of the product, or removal or damage of any tamper-evident seal or serial-number label.

4. HARD-WATER AND SEDIMENT ADVISORY

A pre-sediment filter is not required for warranty eligibility. In locations with hard water, scale, sand or sediment, an appropriate sediment and/or scale-control device is recommended, together with the flushing and maintenance required by the product manual. Damage caused by lime, scale, sediment, contaminated water or corrosion remains excluded.

5. VERIFY COVERAGE AND OBTAIN AN RGA

1. Call Drakken at 1-888-818-4328 or use the Warranty Check tool at www.drakkenusa.com.
2. Provide the purchaser name, product model, serial number, purchase date, proof of purchase, registration information when applicable, installation details and any requested photographs, video, water-quality information or diagnostics.
3. Drakken may require diagnosis by a qualified licensed electrician, plumber or HVAC technician. Technical support involving hazardous electrical conditions is available only to qualified professionals.
4. After verification, obtain an approved Return Goods Authorization (RGA) through the Drakken website or by telephone. The website will generate a return packing slip for approved claims. **NO RETURN WILL BE ACCEPTED WITHOUT AN RGA NUMBER.**
5. Package the product securely to prevent shipping damage and return it as directed. The customer is responsible for freight, delivery, handling, customs, duties, taxes and any applicable deductible.
6. Drakken will inspect and verify the returned product and may approve or reject a claim, in whole or in part, based on these terms and the documented cause of failure.

6. LIMITATION OF REMEDIES AND DAMAGES

Drakken Industries LLC's liability and the Buyer's exclusive remedy under this Limited Warranty are limited solely, at Drakken's option, to repair, replacement of parts, or replacement of a covered product for a claim made within the applicable warranty period. All approved warranty returns shall be made by the Buyer at the Buyer's sole expense. Drakken is not responsible for labor to diagnose, remove, reinstall or replace the product; shipping, delivery, handling, customs, duties, taxes or administrative expenses; or damage to a product returned without written authorization or inadequate packaging.

DRAKKEN INDUSTRIES LLC WILL NOT BE LIABLE, UNDER ANY CIRCUMSTANCES, FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS, LOSS OF USE, PROPERTY-RELATED EXPENSES OR LOST PROFITS RESULTING FROM THE USE OF (OR INABILITY TO USE) THE PRODUCT OR FROM THE PRODUCT BEING INCORPORATED INTO OR BECOMING A COMPONENT OF ANY OTHER PRODUCT OR GOODS.

Some States or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Nothing in this Limited Warranty excludes or limits any right or remedy that cannot lawfully be excluded or limited under applicable law.

7. REQUIRED RECORDS AND LEGAL RIGHTS

- Keep the original dated proof of purchase, product model and serial information, registration confirmation, installation records and service records.
- A claim may be denied if proof of purchase cannot be furnished, registration or claim information cannot be verified, or the serial number has been altered, removed or tampered with.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State or by jurisdiction.

