

Limited Warranty

For New Yorker Water and Steam Boilers
Using Cast Iron, Carbon Steel, or Stainless Steel Heat Exchangers
and Parts/Accessories

Subject to the terms and conditions set forth below, New Yorker Boiler, Lancaster, PA USA hereby extends the following limited warranties to the Owner (as defined herein) of a New Yorker water or steam boiler or New Yorker supplied parts and/or accessories manufactured and shipped on or after July 1, 2024:

LIMITED WARRANTY ON BOILERS AND PARTS / ACCESSORIES SUPPLIED BY NEW YORKER BOILER

For the purposes of this limited warranty, "Owner" is defined as original consumer owner of the boiler (unless exceptions or expansions of this definition are provided for and required under applicable laws). Any transfer of this warranty required by applicable laws does not extend the warranty term. New Yorker Boiler warrants to the Owner that its water and steam boilers and associated parts/accessories comply at the time of manufacture with recognized hydronic industry standards and requirements then in effect and will be free of defects in material and workmanship under normal usage for a period of one year from the date of original installation. If any part of a boiler or any part or accessory provided by New Yorker Boiler is found to be defective in material or workmanship during this one year period, New Yorker Boiler will, at its option, repair or replace the defective part. **NOTE: Repair/replace option does not include labor charges incurred during the repair/replace procedure.** New Yorker Boiler warrants to the Owner at the original installation address that its stainless steel residential grade boilers will be free from defects in material and workmanship under normal usage for a period of five years from the date of original manufacture. If any part of a residential grade stainless steel boiler is found to be defective during this five year period, New Yorker Boiler will, at its option, repair or replace the defective part. **NOTE: Repair/replace option does not include labor charges incurred during repair/replace procedure.**

HEAT EXCHANGER WARRANTIES

New Yorker Boiler warrants to the Owner that the heat exchanger of its boilers will remain free from defects in material and workmanship under normal usage for time period specified in the chart below of the original owner at the original place of installation. Heat exchangers for stainless steel boilers rated at 400 MBH or higher and heat exchanger for cast iron boilers rated at 300 MBH and higher are covered by the Commercial heat exchanger warranty shown in the chart below. All stainless steel and cast iron heat exchangers, regardless of their size, used in a commercial application are covered by the commercial warranty. If a claim is made under this warranty during the "No Charge" period from the date of original installation, New Yorker Boiler will, at its option, repair or replace the heat exchanger. If a claim is made under this warranty after the expiration of the "No Charge" period from the date of original installation, New Yorker Boiler will, at its option and upon payment of the pro-rated service charge set forth below, repair or replace the heat exchanger. **NOTE: Repair/replace option does not include labor charges incurred during the repair/replace procedure.** The service charge applicable to a heat exchanger warranty claim is based upon the number of years the heat exchanger has been in service and will be determined as a percentage of the retail price as estimated by New Yorker Boiler of the heat exchanger model involved at the time the warranty claim is made as follows:

	Service Charge as a % of Retail Price																									
Years in Service	1-5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25+					
Comm. Stainless	N/C	20	40	60	80	100																				
Res. Stainless	No Charge			30	40	50	60	70	100																	
Water Boilers	No Charge					5	10	15	20	25	30	35	40	45	50	55	60	65	70	75						
Steam Boilers	No Charge					100																				

NOTE: If the heat exchanger involved is no longer available due to product obsolescence or redesign, the value used to establish the retail price will be the published price as shown in the New Yorker Repair Parts Pricing where the heat exchanger last appeared or the current retail price of the then nearest equivalent heat exchanger.

ADDITIONAL TERMS AND CONDITIONS

- Applicability:** The limited warranties set forth above are extended only to the Owner at the original place of installation within the United States and Canada. These warranties are applicable to boilers, parts, or accessories provided by New Yorker Boiler and installed in a single or two-family residential applications with boiler ratings of 399 MBH and under for stainless steel heat exchanger boilers, and boiler ratings of 299 MBH and lower for cast iron boilers, and in commercial applications for stainless steel heat exchanger boilers rated at 400 MBH or higher and cast iron boilers rated at 300 MBH and higher.
- Components Manufactured by Others:** Upon expiration of the one year limited warranty on residential grade boilers, all boiler components manufactured by others but furnished by New Yorker Boiler (such as oil burner, circulator and controls) will be subject only to the manufacturer's warranty, if any.
- Proper Installation:** The warranties extended by New Yorker Boiler are conditioned upon the installation of the boiler, parts, and accessories in strict compliance with New Yorker Boiler installation instructions. New Yorker Boiler specifically disclaims liability of any kind caused by or relating to improper installation.
- Proper Use and Maintenance:** The warranties extended by New Yorker Boiler conditioned upon the use of the boiler, parts, and accessories for its intended purposes and its maintenance accordance with New Yorker Boiler recommendations and hydronics industry standards. For proper installation, use and maintenance, see all applicable sections of the Installation and Operating, and Service Instructions Manual furnished with the unit.

- This warranty does not cover the following:
 - Expenses for removal or re-installation. The Owner will be responsible for the cost of removing and reinstalling the alleged defective part or its replacement and all labor and material connected therewith, and transportation to and from New Yorker Boiler
 - Components that are part of the heating system but were not furnished by New Yorker Boiler as part of the boiler.
 - Improper burner adjustment, control settings, care or maintenance.
 - This warranty cannot be considered as a guarantee of workmanship of an installer connected with the installation of the New Yorker Boiler, or as imposing on New Yorker Boiler liability of any nature for unsatisfactory performance as a result of faulty workmanship in the installation, which liability is expressly disclaimed.
 - Boilers, parts, or accessories installed outside the 48 contiguous United States, the State of Alaska and Canada.
 - Damage to the boiler and/or property due to installation or operation of the boiler that is not in accordance with the boiler installation and operating instruction manual.
 - Any damage or failure of the boiler resulting from hard water or scale buildup in the heat exchanger.
 - Any damage caused by improper fuels, fuel additives or contaminated combustion air that may cause fireside corrosion and/or clogging of the burner or heat exchanger.
 - Any damage resulting from combustion air contaminated with particulate which cause clogging of the burner or combustion chamber including but not limited to sheetrock or plasterboard particles, dirt, and dust particulate.
 - Any damage, defects or malfunctions resulting from improper operation, maintenance, misuse, abuse, accident, negligence including but not limited to operation with insufficient water flow, improper water level, improper water chemistry, or damage from freezing.
 - Any damage caused by water side clogging due to dirty systems or corrosion products from the system.
 - Any damage resulting from natural disaster.
 - Damage or malfunction due to the lack of required maintenance outlined in the Installation and Operating Manual furnished with the unit.
- Exclusive Remedy:** New Yorker Boiler's obligation for any breach of these warranties is limited to the repair or replacement of its parts in accordance with the terms and conditions of these warranties.
- Limitation of Damages:** Under no circumstances shall New Yorker Boiler be liable for incidental, indirect, special or consequential damages of any kind whatsoever under these warranties, including, but not limited to, injury or damage to persons or property and damages for loss of use, inconvenience or loss of time. New Yorker Boiler liability under these warranties shall under no circumstances exceed the purchase price paid by the owner for the residential grade boiler involved. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
- Limitation of Warranties:** These warranties set forth the entire obligation of New Yorker Boiler with respect to any defect in a boiler, parts, or accessories and New Yorker Boiler shall have no express obligations, responsibilities or liabilities of any kind whatsoever other than those set forth herein. These warranties are given in lieu of all other express warranties.

ALL APPLICABLE IMPLIED WARRANTIES, IF ANY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED IN DURATION TO A PERIOD OF ONE YEAR EXCEPT THAT IMPLIED WARRANTIES, IF ANY, APPLICABLE TO THE HEAT EXCHANGER IN A RESIDENTIAL GRADE BOILER SHALL EXTEND TO THE ORIGINAL OWNER FOR THE TIME SPECIFIED IN THE HEAT EXCHANGER SECTION SHOWN ABOVE AT THE ORIGINAL PLACE OF INSTALLATION. SOME STATES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

PROCEDURE FOR OBTAINING WARRANTY SERVICE

In order to assure prompt warranty service, the Owner is requested to complete and mail the Warranty Card provided with the product or register product online at www.newyorkerboiler.com within ten days after the installation of the boiler, although failure to comply with this request will not void the Owner's rights under these warranties. Upon discovery of a condition believed to be related to a defect in material or workmanship covered by these warranties, the owner should notify the installer, who will in turn notify the distributor. If this action is not possible or does not produce a prompt response, the owner should write to New Yorker Boiler, Attn: Customer Service, P.O. Box 3005, Lancaster, PA 17604-3005, giving full particulars in support of the claim. The Owner is required to make available for inspection by New Yorker Boiler or its representative the parts claimed to be defective and, if requested by New Yorker Boiler to ship these parts prepaid to New Yorker Boiler at the above address for inspection or repair. In addition, the owner agrees to make all reasonable efforts to settle any disagreement arising in connection with a claim before resorting to legal remedies in the courts. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE



New Yorker Boiler
P.O. Box 3005, Lancaster PA 17604-3005
Revised 11/25

10-2-1 Limited Warranty

For Link SL Indirect-Fired Water Heaters

Ten Year Limited Tank Replacement Warranty
Two Year Limited Tank Replacement Labor Allowance
One Year Limited Parts Warranty

New Yorker Boiler (hereinafter called the "Company") offers the following Limited Tank Replacement Warranty, Limited Tank Replacement Labor Allowance, and Limited Parts Warranty to the Owner (as defined herein) of this Link SL indirect-fired water heater. For the purposes of this limited warranty, "Owner" is defined as original consumer owner of the water heater (unless exceptions or expansions of this definition are provided for and required under applicable laws). These warranties are not transferable beyond the original Owner unless exceptions are provided for and required under applicable laws, and are not applicable if the tank is removed from initial installation site. The Company reserves the right to require proof of purchase and inspection and/or testing of tank as a condition of these warranties.

TEN (10) YEAR LIMITED TANK REPLACEMENT WARRANTY DURATION:

1. **STANDARD DURATION:** Ten (10) years from the date of manufacture as indicated by the serial number.
2. **OPTIONAL LIFETIME DURATION:** Available to residential, single family homes only (excludes NY70SL) for as long as the Owner owns the home in which the Link SL was originally installed. Optional Lifetime replacement Warranty is not effective unless New Yorker Boiler receives completed registration card and payment within 30 days of purchase (please see back cover of product manual for details).

IF NO CARD IS RETURNED OR PAYMENT RECEIVED, THE REPLACEMENT WARRANTY WILL BE THE STANDARD 10-YEAR WARRANTY AND WILL BEGIN FROM THE MANUFACTURED DATE INDICATED BY THE SERIAL NUMBER ON THE ALLIANCE SL WATER HEATER.

COVERAGE: Replacement warranty covers only the storage tank for leaks caused by the corrosive effects of water under normal and proper use. Subject to prior Company approval.

COMPANY OBLIGATION: Repair of the original tank or replacement of the entire heater with a new comparable model is at the option of the Company and constitutes the fulfillment of ALL obligations of the Company hereunder. In replacing or repairing the Link SL water heater, the Company reserves the right to make such changes in details of design, construction or material as shall in their judgment constitute an improvement of former practices.

REPLACEMENT: When a replacement is made under the terms of this warranty, the replacement unit will have a warranty of replacement and labor allowance only for the remaining time under the original warranty. The Company reserves the right to require the return of the defective unit at the expense of the Owner.

LIMITATION: The duration of the tank replacement warranty on the tank assembly shall be reduced to a period of five years if (1) the Owner is a business, partnership or corporation, or if (2) the Link SL water heater is used for a commercial, institutional, industrial, non-residential or multi-application, or (3) if the covered tank model is a NY70SL water heater, as this model is configured as a commercial tank and will always follow commercial warranty terms. All repairs or replacements will be made F.O.B. the Company. The Owner must pay for transportation service, labor, installation, administrative fees or other costs involving the repair or replacement of such part.

YOUR ACTION: When you discover a defect, immediately notify the dealer from whom the heater was purchased. If you cannot locate the dealer, contact the Company.

TWO (2) YEAR LIMITED TANK REPLACEMENT LABOR ALLOWANCE:

The Company shall pay up to a maximum of \$200, for the labor to exchange a tank that is leaking due to the corrosive effects of water within two years from date of installation. This labor allowance is for tank replacement only, and not for any service work on the heater such as cleaning of the heat exchanger (due to the build-up of calcium or other minerals or metals), leakage from plumbing connections, relief valves, heat exchanger gaskets, thermostats, or any other component of the heater. This labor must be performed by a qualified installer. Proof of labor costs may be required as a condition of payment of the Tank Replacement Labor Allowance.

LIMITATION: All other repairs or replacements will be made F.O.B. the Company. The Owner must pay for all transportation, service, labor, installation, administrative fees or other cost involving the repair or replacement of such component parts.

YOUR ACTION: When you discover a defect, immediately notify the dealer from whom the heater was purchased. If you cannot locate the dealer, contact the Company.

ONE (1) YEAR LIMITED PARTS WARRANTY:

DURATION: The warranty is effective for one (1) year beginning with the date of original purchase. This warranty shall begin from the date of manufacture as indicated by the serial number.

COVERAGE: The warranty covers any component part of the Link SL water heater proven to be defective in workmanship or material (subject to prior Company approval).

COMPANY OBLIGATION: The warranty covers any component of the Link SL water heater proven to be defective in workmanship or material.

EXCLUSIONS AND LIMITATIONS:

Limited Warranty and Tank Replacement Warranty are valid only if you comply with the following conditions and limitations:

1. The Link SL water heater is correctly installed according to the installation manual provided with the unit and all applicable local and national codes.
2. The unit is operated within the factory calibrated temperature limits and water pressure not exceeding 150 psi.
3. Any failure or malfunction that does not result from improper or negligent operation, accident, abuse (including freezing), misuse, unauthorized alteration or improper maintenance.
4. Any failure or malfunction that does not result from failure to keep the tank full of potable water, free to circulate at all times; and free of damaging water sediment or scale deposits. In areas where adverse water conditions are suspected (i.e. calcium and other minerals), it is essential that the water be tested and appropriate action be taken to prevent damage to the Link SL tank. It may be necessary to remove the heat exchanger for cleaning to maintain maximum performance in poor water areas. Diminished performance due to the build-up of calcium or other minerals, metals, or deposits on the heat exchanger is specifically not included in the coverage of these warranties.
5. THE FOREGOING EXPRESS LIMITED WARRANTIES ARE THE ONLY WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE OR NON-INFRINGEMENT, OR OTHER EXPRESS OR IMPLIED WARRANTIES. EXCEPT FOR THE LIMITED WARRANTIES SET FORTH HEREIN, THE COMPANY DISCLAIMS ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, REGARDING THE PRODUCT OR ITS OR THEIR FITNESS FOR A PARTICULAR PURPOSE OR ITS OR THEIR MERCHANTABILITY. OWNER SHALL HAVE SOLE RESPONSIBILITY FOR SELECTING APPROPRIATE WATER HEATER FOR THE OWNER'S NEEDS AND USE AND THE COMPANY DOES NOT WARRANT THE FITNESS FOR THE WATER HEATER'S INTENDED USE WITHIN ANY SPECIFIC SYSTEM. THE COMPANY DOES NOT AUTHORIZE COMPANY REPRESENTATIVES OR OTHER PERSONS TO VARY THE TERMS OF THE WARRANTIES HEREIN OR TO ASSUME FOR THE COMPANY ANY OTHER OBLIGATIONS OR LIABILITIES WITH RESPECT TO THIS PRODUCT.
6. The remedies set forth above shall be the sole and exclusive remedies for breach of any warranty.

IN NO EVENT SHALL THE COMPANY BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER.

Consumer Notifications: The foregoing warranty limitations shall be effective to the maximum extent permitted by applicable law, and, to the extent that any such limitations would have an unconscionable result or would otherwise be inconsistent with applicable law, such provision shall be reformed to the extent necessary to avoid such unconscionable result or inconsistency. With respect to the limitations on implied warranties set forth above, the Company hereby notifies each person to whom such warranty is made as follows: Some states do not allow exclusions of such warranties, limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations, or exclusions, may not apply to you. The limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.



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