

Windhager BioWIN 152, 212, 262 & 332

Residential Pellet Boiler

Limited Warranty Information

This warranty only covers Windhager BioWIN pellet boilers sold to the first owner, provided the BioWIN is used for residential use only.

(A) Caluwe, Inc. warrants that the BioWIN pellet boiler **igniter, burner pot, burner pot cleaning mechanism, electric and electronic components and all other moving parts** are free of defects in material and workmanship for 2 years from the date of purchase or 8,000 operating hours, whichever comes first, provided the BioWIN pellet boiler is installed by a trained Windhager installer and the other conditions listed below are met. **Wear parts NOT covered are: air-pin, grate plates, cones and door seal.**

(B) Additional, Caluwe, Inc. warrants that the BioWIN **boiler body** is free of defects in material and workmanship for 3 years from the date of purchase, provided the BioWIN pellet boiler is installed by a trained Windhager installer and the other conditions listed below are met.

This limited warranty does not cover labor or shipping costs.

This limited warranty starts at the date the BioWIN pellet boiler was purchased.

Terms and conditions:

- (1) The BioWIN was installed and is annually serviced by a trained Windhager installer;
- (2) The initial commissioning of the BioWIN was performed by a trained Windhager installer;
- (3) The completed and signed commissioning checklist was mailed/ emailed to Caluwe, Inc. no later than 10 business days after the initial commissioning took place;
- (4) The completed annual maintenance checklist was mailed/ emailed to Caluwe, Inc. no later than December 1st of each calendar year;
- (5) The wood pellet fuel used with the BioWIN must originate from a PFI certified pellet mill and must be of Premium quality only;
- (6) Thermal water storage: the minimum volume of thermal water storage is outlined in the BioWIN installation manual for each model and heat output and defined by the EPA rule;
- (7) A pump group or boiler loading group must be installed and operational at all times;
- (8) No Glycol or anti-freeze products over 50% of total volume are used in the system water;
- (9) The anti-condense and overheat protection must be configured, installed and operating properly;
- (10) The BioWIN must vent into a brick or clay lined chimney, a 5" or 6" class A chimney or Stainless-Steel liner;
- (11) There must be a barometric damper installed and maintained in proper operating conditions;

Warranty Exclusions:

The warranty coverage described herein excludes all defects or damage that are not the direct fault of Caluwe, Inc., including without limitation, any one or more of the following:

- (1) using the BioWIN in anything other than its normal, customary and intended manner;
- (2) any party's willful misconduct, negligence, misuse, abuse, accidents, improper operation, failure to maintain, improper or negligent installation, tampering, failure to follow operating instructions, mishandling, unauthorized service, including self-performed fixing or exploration of the BioWIN's internal workings;
- (3) adjustment, alteration or modification of any kind to the BioWIN;

- (4) a failure to comply with applicable state, local, city, or county electrical, plumbing and/or building codes, regulations and laws, including failure to install the product in strict conformity with local fire and building codes and regulations;
 - (5) ordinary wear and tear of the BioWIN;
 - (6) any external, elemental and/or environmental forces and factors, including without limitation, lightning strikes, voltage spikes, flues that do not meet specified standards, fire, floods, rain, windstorm, floods, fires, mud slides, freezing, excessive moisture or extended exposure to humidity, power surges, building structural failures and acts of God;
 - (7) any damage or failure resulting from contaminated air, including but not limited to metal and PVC particles or other dirt or debris, introduced into the BioWIN;
 - (8) any damage or failure resulting from contaminated water, including but not limited to the use of hard water or other dirt introduced into the BioWIN;
 - (9) any damage or failure resulting from connecting the BioWIN to an electrical backup generator system;
 - (10) use of the BioWIN with insufficient water or operation with water or fuel additives that cause deposits or corrosion;
 - (11) use of the BioWIN with oxygen permeable tubing or other components.
- In no event shall Windhager have any liability or responsibility whatsoever for damage to surrounding property and other structures or objects around the BioWIN.
- (12) Scratches, nicks, minor dents, and cosmetic damages on external surfaces and exposed parts;
 - (13) BioWIN on which the serial numbers have been altered, defaced, or removed;
 - (14) Service visits to teach you how to use the BioWIN, or visits where there is nothing wrong with the BioWIN;
 - (15) Correction of installation problems, airlocked circulators and resetting of breakers or fuses.

How to obtain warranty service?

Contact:

Caluwe, Inc.
Biomass Heat & Power Solutions,
Windhager Importer/Distributor for North America
9 Wheatland Street
Burlington MA 01803
Phone: 781-308-8583
info@woodchipboilersr.us

Please submit/email the completed warranty checklist on page 3/3 with the following information with your claim:

- Serial number and model of the BioWIN;
- InfoWIN display version and PCB version
- Address/physical location where the BioWIN is installed and operated;
- The name and contact information of the installer;
- Date of initial commissioning of the BioWIN;
- Date of the BioWIN component failure;
- Description of the component failure.
- Photo of the failed component.
- Number of operating hours, number of starts and stops, amount of pellets used.

TO THE EXTENT ALLOWED BY LAW, THIS LIMITED WARRANTY SETS OUT YOUR EXCLUSIVE REMEDIES WITH RESPECT TO THE PRODUCT, WHETHER THE CLAIM ARISES IN CONTRACT OR TORT (INCLUDING STRICT LIABILITY, OR NEGLIGENCE) OR OTHERWISE. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED. ANY WARRANTY IMPLIED BY LAW, WHETHER FOR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE, SHALL BE EFFECTIVE ONLY FOR THE PERIOD THAT THIS EXPRESS LIMITED WARRANTY IS EFFECTIVE FOR OR THE IMPLIED WARRANTY PERIOD, WHICHEVER IS LESS. IN NO EVENT WILL WINDHAGER BE LIABLE FOR CONSEQUENTIAL, SPECIAL, INCIDENTAL, INDIRECT, BUSINESS LOSS, AND/OR PUNITIVE DAMAGES, LOSSES, OR EXPENSES, INCLUDING WITHOUT LIMITATION TIME AWAY FROM WORK, HOTELS AND/OR MEALS, EXPENSES IN EXCESS OF DIRECT DAMAGES DEFINITELY CAUSED EXCLUSIVELY BY WINDHAGER, OR OTHERWISE ARISING. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

Garantie – Ersatzteilretoursendung Garantie - Retours Pièces détachées Warranty - Parts to send back

Lieferschein-Nr. der ET Lieferung*/Numéro de BL de la pièce ou
chaudière*/Delivery note no. of spare part*:

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Absender/Livreur /Dispatcher:	Datum//Date:
Name (Firma)/Nom (Société, Nom)/Name (agent, company):	
Straße/Rue/Street:	
PLZ, Ort/Code postal , Ville /Postcode, village:	
Staat/Pays/State:	

Anlagenadresse/Adresse du client/Customer's address:	
Name/Nom/Name:	Inbetriebnahmedatum:
Straße/Rue /Street:	
PLZ/Code postal, Ville /Postcode, village:	
Staat/Pays/State:	

Bezeichnung des Ersatzteiles/Nom et référence de la pièce détachée /Name or number of spare part:

Gerätetyp/Type de chaudière /device type	Gekauft am /Achetée le/bought at:
Fab.Nr.* :/Serial no.* :	Baujahr/Année de fabrication/Year:

*** Felder unbedingt ausfüllen! /Information obligatoire ! /Obligatory information!**

Fehlerbeschreibung/Description du problème /Problem definition:
<input type="checkbox"/> Gutschrift <input type="checkbox"/> Ersatz liefern

Code	Beschreibung	Description	Description
AL...	Alarmcode lt. Display	AL-code (affichage)	AL-code (display)
FE...	Fehlercode lt. Display	FE-code (affichage)	FE-code (display)
Inf...	Informationscode lt. Display	Info-code (affichage)	Info-code (display)
01	Programmabsturz	Crash du programme	program crash
03	Bindung fehlerhaft/nicht möglich	Reconnaissance LON impossible	binding not correct/not possible
06	schaltet zu früh/spät	Enclenche trop tôt/tard	switch -too early/late
08	schaltet nicht	Ne s`enclenche pas	switch -not
09	Anzeige falsch/keine	Affichage faux /noir	display wrong/dark
12	EMV-Störung	Interférence EMC	EMC-interference
13	Falsche Softwareversion	Version logiciel incorrecte	software version not correct
30	beschädigt/verformt/klemmt/locker	Cassé, endommagé, a du jeu	damaged/deformed/clamped/loose
36	unterbrochen	Détruit	broken off
37	verbrannt/verzündert	Brûlé	bunrt/scaled
41	verschmutzt/verkokt/verteert	Pollué/carbonise/goudronné	polluted/coked/carbonized
44	Kurzschluss	Court circuit	short circuit
54	Kontaktfehler /kalte Lötstelle	Mauvais contact	contact fault/cold contact
60	undicht	Fuite	leaky
74	Geräusch pulsieren	Bruit répétitif	noise pulsate
77	Geräusche sirenenartig, brummen	Sirène bruyante	noise hum, siren