

Heizomat RA & AK Non-Residential Wood Chip Boiler Limited Warranty Information

This warranty only covers Heizomat RA & AK wood chip boilers sold to the first owner, provided the RA & AK is used for non-residential use only.

(A) Caluwe, Inc. warrants that the RA & AK wood chip 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 1 year from the date of purchase or 8,000 operating hours, whichever comes first, provided the RA & AK wood chip boiler is installed by a trained Heizomat installer and the other conditions listed below are met. **Wear parts NOT covered are: ALL parts inside the combustion chamber and door seals.**

(B) Additional, Caluwe, Inc. warrants that the RA & AK **boiler body** is free of defects in material and workmanship for 3 years from the date of purchase, provided the RA & AK wood chip boiler is installed by a trained Heizomat installer and the other conditions listed below are met. **Coverage for open, non-pressurized systems is 1 year, with suitable water treatment.**

This limited warranty does not cover labor or shipping costs.

This limited warranty starts at the date the RA & AK wood chip boiler was purchased.

Terms and conditions:

- (1) The RA & AK was installed and is annually serviced by a trained Heizomat installer;
- (2) The initial commissioning of the RA & AK was performed by a trained Heizomat 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 chip fuel used with the RA & AK must have a moisture content (MC) of between 15% and 35% and the size needs to be P16S, P25S & P38S according to ANSI/ASABE AD17225-4:2014 FEB2018 Solid Biofuels – Fuel Specifications and Classes – Part 4: Graded Wood Chips and its Application in the U.S. Market; the wood chips need to be free of metals and stones.
- (6) Thermal water storage: the minimum volume of thermal water storage is outlined in the RA & AK installation manual for each model and heat output; minimum of 2 gallons per 1,000 BTU/hr. heat output of boiler is required or per calculation.
- (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 RA & AK must vent into a 8", 10", 12" or 14" class A chimney ONLY.

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 RA & AK 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 RA & AK's internal workings;
- (3) adjustment, alteration or modification of any kind to the RA & AK;
- (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 RA & AK;
 - (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 RA & AK;
 - (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 RA & AK;
 - (9) any damage or failure resulting from connecting the RA & AK to an electrical backup generator system;
 - (10) use of the RA & AK with insufficient water or operation with water or fuel additives that cause deposits or corrosion;
 - (11) use of the RA & AK with oxygen permeable tubing or other components.
- In no event shall Heizomat have any liability or responsibility whatsoever for damage to surrounding property and other structures or objects around the RA & AK.
- (12) Scratches, nicks, minor dents, and cosmetic damages on external surfaces and exposed parts;
 - (13) RA & AK on which the serial numbers have been altered, defaced, or removed;
 - (14) Service visits to teach you how to use the RA & AK, or visits where there is nothing wrong with the RA & AK;
 - (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,
Heizomat Importer/Distributor for North America
9 Wheatland Street
Burlington MA 01803
Phone: 781-308-8583
info@woodchipboilersr.us

Please submit/email the following minimum information with your claim:

- Serial number and model of the RA & AK;
- Siemens display & PLC version
- Address/physical location where the RA & AK is installed and operated;
- The name and contact information of the installer;
- Date of initial commissioning of the RA & AK;
- Date of the RA & AK component failure;
- Description of the component failure.
- Photo of the failed component.
- Number of operating hours, number of starts and stops, amount of wood chips 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 HEIZOMAT 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 HEIZOMAT, 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.