

# Aquatherm Technical Bulletin

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## Warranty Claims

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One of the questions we have recently heard from the field is what the Aquatherm warranty is and what it covers. Please see below the clarification of what the Aquatherm Warranty does and does not cover as outlined in the current Aquatherm Installer Manual.

To be clear – the Aquatherm warranty does not cover installer errors or damages due to installer error. This includes improperly fused joints, improperly assembled connections, damage due to mishandling, and failures that are not caused by manufacturer's defect in the pipe and fittings.

Each warranty case is unique and is always handled on a case-by-case basis. Aquatherm has a proven history of coming to the table in good faith with compensation, even when it is not required. That said, Aquatherm cannot be expected to cover mistakes or misapplications of others outside the obligations of the warranty itself.

Proper installation can be verified through a visual inspection of the joints and a pressure test, as covered in the Aquatherm Installer Course and Installer Manual. While this does not eliminate the possibility of installer error, proper visual inspection and completion of the pressure test greatly reduce the likelihood of otherwise avoidable failure. We are in the process of improving ways to ensure that this is done every time, but the installer is ultimately responsible for the inspection and submission of the pressure test.

While the Aquatherm warranty is extensive and a great feature, it does not cover installer error.

There are now standard procedures for handling warranty claims and Clint Davison will be the primary contact for this moving forward.

For any claims on the warranty, the following information should be submitted using the Warranty Claim Form found online:

- The installer number(s) of the installer(s)
- A copy of the previously submitted pressure test or the submission date
- Pictures and/or samples of the damaged pipe (samples preferred)
- Information regarding operating pressures and temperatures leading up to the failure
- Additional information as specified on the Warranty Claim Form

This information will be submitted to Aquatherm NA, and after testing and review, be forwarded on to Aquatherm GmbH for final analysis. This process may take several weeks. Appropriate



coverage will be determined and issued accordingly. Submission for analysis is not a guarantee of compensation.

Note that Aquatherm does not cover the following issues\*:

- Improperly assembled transitions (threads, flanges, copper stub outs, etc.) unless the fitting was defective
- Time lost due to poor planning, supplier issues, or failure to order the proper parts/tools
- Connections that have not been properly fused according to Aquatherm's requirements
- Failures in systems that were not pressure tested before operation (evaluated on a case-by-case basis)
- Handling damage to pipe or fittings after they have left Aquatherm's possession
- Use of defective tools and equipment to make welded joints or fittings connections

\*[This list is not comprehensive]