



AQUAFLOW LIMITED PRODUCT WARRANTY INDIRECT FIRED WATER HEATERS & BUFFER TANKS

Effective Date: Aug 1st 2026

Aventus Hydronics ("Aventus") warrants its Stainless Steel AquaFlow Tanks™ (AF, AFB, TT) (each a "Product") against defects in materials and workmanship under normal use and service, subject to the terms below.

What Is Covered

Residential Applications	Warranty Period	What Aventus Provides
AF - Indirect water heater TT – Tank on Tank	Limited lifetime	Repair, replacement, or another remedy selected by Aventus for a confirmed covered tank-vessel defect.
AFB - Buffer tank	15 years	Repair, replacement, or another remedy selected by Aventus for a confirmed covered tank-vessel defect.
Commercial Applications	Warranty Period	What Aventus Provides
AF - Indirect water heater TT – Tank On Tank	6 years	Repair, replacement, or another remedy selected by Aventus for a confirmed covered tank-vessel defect.
AFB - Buffer tank	5 years	Repair, replacement, or another remedy selected by Aventus for a confirmed covered tank-vessel defect.
Parts	Warranty Period	What Aventus Provides
Heating coil and other Aventus-manufactured or supplied factory-installed parts	1 year	Repair or replacement of the defective covered part.
Replacement Product or part	Balance of original period	Replacement does not restart or extend the original warranty.

"Residential use" means a Product serving one residential living unit. "Commercial use" means every other application. "Limited lifetime" means for as long as the original owner owns the Product and the Product remains at its original installation location. It does not mean the lifetime of the owner, building, or any replacement Product.

Who Is Eligible

- The original Product owner at the original installation location. Coverage is not transferable unless applicable law requires otherwise.
- Products purchased through an Aventus-authorized seller and installed in the United States (including Puerto Rico) or Canada.
- Products installed by a licensed and qualified plumbing or mechanical contractor in accordance with Aventus instructions, Product specifications, applicable codes, and accepted trade practices.

When Coverage Begins

Coverage begins on the original installation date when supported by acceptable proof. If proof is unavailable, coverage begins ninety (90) days after the manufacturing date shown by the serial number, unless applicable law requires otherwise.

Aventus's Warranty Remedy

If Aventus confirms a covered defect during the applicable warranty period, Aventus may repair the covered item, provide a new or remanufactured replacement part, provide a comparable replacement Product, or provide a cash settlement based on depreciated value when repair or replacement is not reasonably available. These are the owner's exclusive remedies under this warranty.

Aventus may inspect the Product or require the Product or part to be returned. Keep all claimed defective items until Aventus authorizes repair, return, replacement, or disposal.

Costs Not Covered

Unless required by law or approved in writing by Aventus, the owner is responsible for labor and related costs, including diagnosis, service, removal, draining, installation, reinstallation, permits, building access or repair, lifting, disposal, freight, delivery, administrative fees, and handling. If Aventus provides a credit through an authorized distributor, the credit is limited to



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the applicable wholesale value; distributor and installer markups are not covered. If Aventus requires an authorized return and approves the claim, Aventus will reimburse reasonable authorized return freight.

What Is Not Covered

- A. This warranty does not cover damage, failure, or performance problems caused or contributed to by:
- B. Improper installation, sizing, commissioning, operation, maintenance, repair, alteration, or use outside Aventus specifications or applicable codes.
- C. Abuse, misuse, negligence, accident, improper storage or handling, normal wear, cosmetic conditions, or unauthorized or third-party parts, accessories, controls, pumps, or attachments not manufactured, supplied, or approved by Aventus.
- D. Fire, explosion, flood, freezing, lightning, water damage, power irregularities, animals, insects, debris, construction contamination, acts of nature, or other external causes.
- E. Excessive temperature, pressure, or flow; dry firing; trapped air; inadequate circulation; water hammer; or failure to install and maintain proper thermal-expansion protection.
- F. Corrosive or contaminated air or water; sediment, scale, lime, sludge, erosion, electrolysis, galvanic action, aggressive water, poor water quality, oxygen-permeable piping or other oxygen ingress into a closed-loop system, or improper chemicals, additives, cleaners, or antifreeze.
- G. For an indirect water heater, operating the tank without potable water that is free to circulate; operating the heating coil outside the limits in the Installation and Operating Manual; or failing to install, test, or maintain a code-compliant temperature-and-pressure relief valve or other required safety device.
- H. Moving the Product from its original installation location, removal or alteration of the rating plate or serial number, or purchase from an unauthorized seller where such a restriction is permitted by law.
- I. Service calls for instruction, routine maintenance, code correction, or correction of an installation deficiency.
- J. Aventus does not warrant components that it did not manufacture or supply. When available, Aventus may assist with or pass through a component manufacturer's warranty, but that manufacturer's warranty is the owner's remedy for the third-party component.

How to Make a Claim

1. Promptly contact the original installer or an Aventus-authorized distributor, and submit the warranty claim to Aventus Hydronics by email at sales@aventushydronics.com or by telephone at 856-701-7097.
2. Provide proof of purchase and installation, owner and site information, model and serial numbers, installer information, a description of the problem, and requested photographs, videos, service records, or water-quality information.
3. Obtain written authorization from Aventus before repair, replacement, return, or disposal. No contractor, installer, dealer, or distributor may authorize warranty service on Aventus's behalf. Unauthorized work and returns are not reimbursable.
4. Allow Aventus or its representative a reasonable opportunity to inspect and test the Product.

Exclusive Warranty and Liability Limits

THIS IS THE ONLY EXPRESS WARRANTY AVENTUS PROVIDES FOR THE PRODUCT. NO SELLER, INSTALLER, OR OTHER PERSON MAY CHANGE IT OR MAKE ANOTHER WARRANTY ON AVENTUS'S BEHALF.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, AVENTUS DISCLAIMS IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTY THAT CANNOT BE DISCLAIMED IS LIMITED TO THE APPLICABLE WARRANTY PERIOD ABOVE.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, AVENTUS IS NOT LIABLE FOR SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE, OR CONSEQUENTIAL DAMAGES, INCLUDING WATER OR PROPERTY DAMAGE, LOSS OF USE, LOST PROFITS, OR BUSINESS INTERRUPTION. AVENTUS'S TOTAL LIABILITY WILL NOT EXCEED THE ORIGINAL PRODUCT PURCHASE PRICE.

Some jurisdictions do not allow certain warranty limitations or damage exclusions. In those jurisdictions, the limitations above apply only to the extent permitted by law. This warranty gives the owner specific legal rights, and other rights may vary by jurisdiction.

Keep These Records

Owner and installation address: _____

Installer and contact information: _____

Installation date: _____

Product model and serial number: _____