



## ANZZI MANUFACTURER'S LIMITED WARRANTY

Effective Date: February 1, 2025

This Manufacturer's Limited Warranty ("Warranty") is provided by ANZZI for its tankless gas instant water heaters ("Product"). ANZZI is committed to delivering quality craftsmanship and stands behind its products with the following warranty terms and conditions.

### WARRANTY COVERAGE

1. Heat Exchanger - ANZZI warrants the heat exchanger to be free from defects in materials and workmanship for a period of twenty (20) years from the date of original retail purchase, when used under normal residential conditions.
2. Parts - All other internal components and functional parts are warranted to be free from defects in materials and workmanship for a period of ten (10) years from the date of original retail purchase.
3. Labor - Labor costs associated with repair or replacement of defective components are covered for a period of two (2) years from the date of original retail purchase.
4. Limited Lifetime Warranty - Following the expiration of the specific terms above, ANZZI offers a limited lifetime warranty covering manufacturer defects in materials and workmanship for the life of the Product, provided the unit remains installed at the original location and in possession of the original purchaser.

### PRODUCT REGISTRATION REQUIREMENT

This warranty is only valid if the Product is registered within ninety (90) days of its arrival. Product registration must be completed online by visiting: <https://anzzi.com/pages/register>

Failure to register the Product within the specified period will result in the warranty being null and void.

### EXCLUSIONS

This Limited Warranty does not cover the following:

- Normal wear and tear, discoloration, fading, or cosmetic damage.
- Damage caused by abuse, misuse, accident, alteration, or improper installation or maintenance.
- Damage due to acts of nature, including but not limited to fire, flood, lightning, or earthquake.
- Use in commercial, rental, or non-residential environments (unless otherwise authorized in writing by ANZZI).
- Use of unauthorized parts, accessories, or modifications not approved by ANZZI.
- Damage caused by hard water, corrosive environments, or poor water quality.
- Any labor, shipping, or material costs incurred outside the stated coverage period.
- Installation must be performed by a licensed professional installer. Failure to do so will void the warranty.
- An inline water filter must be installed to protect the internal components. The filter cartridge must be changed at least every six (6) months. Failure to comply will void the warranty.



## CLAIM PROCEDURE

To initiate a warranty claim, the original purchaser must contact ANZZI Customer Service and provide the following:

- A dated proof of purchase (sales receipt or invoice)
- Model and serial number of the Product
- A detailed description of the issue
- Photographs or video of the affected area(s), if applicable

ANZZI Customer Service  
Phone: 305-614-4070  
Email: [info@anzzi.com](mailto:info@anzzi.com)  
Website: [www.anzzi.com](http://www.anzzi.com)

ANZZI, at its sole discretion, will determine whether to repair or replace the defective Product or component. Replacement parts may be new or reconditioned. Repairs or replacements performed under this warranty do not extend the original warranty period.

## LIMITATIONS

This Limited Warranty applies only to Products sold and installed in the United States or Canada. It is valid only for the original retail purchaser and is not transferable.

To the fullest extent permitted by law, ANZZI shall not be liable for any incidental, indirect, special, or consequential damages resulting from the use of the Product. In no event shall ANZZI's liability exceed the original purchase price of the Product.

This warranty is subject to change without prior notice. The most current version of this warranty, as published by ANZZI, supersedes all previous versions and governs all warranty claims, regardless of purchase date.