

**Bosch Water Source Heat Pump  
10-YEAR LIMITED WARRANTY  
FOR DISTRIBUTOR SOLD RESIDENTIAL PRODUCT**

This limited warranty is provided by Bosch Thermotechnology Corp. ("BTC") and covers Bosch Water Source Heat Pumps CE Series, BP Series, SM Series and TW Series (hereinafter referred to as "Heat Pump"). This warranty is provided to the original purchaser of the Heat Pump as long as the Heat Pump remains installed at its original place of installation.

**WARRANTY COVERAGE**

**Ten Year Limited Warranty**

BTC warrants that all internal components incorporated into the Heat Pump at the time of shipment by BTC shall remain free from defects in workmanship and materials for ten years from the shorter of the proof of certificate of occupancy date or proof of certified startup date or date of manufacture if proof of occupancy or start up is not available, provided it is installed and properly maintained by a qualified and trained HVAC contractor and the other conditions of this warranty are met. If BTC determines that the Heat Pump or any part of the Heat Pump has a defect in workmanship or materials, BTC, at its option, will repair or replace, including labor charges at BTC approved rates at the date of purchase, the defective part. The labor reimbursement amount shall be in accordance with the Warranty Labor Allowance Schedule as attached

**HEAT PUMP SYSTEM ACCESSORIES**

The Heat Pump may be delivered with BTC supplied accessories and components which have not been incorporated into the Heat Pump at the time of shipment ("Other Components"). Such Other Components are warranted by BTC to be free from defects in workmanship and material for one year from proof or certificate of occupancy date or proof of certified start up date, provided they are installed and properly maintained by a qualified and trained HVAC contractor and the other conditions of this warranty are met. If a defect exists in the Other Components, BTC will repair or replace them and pay for the associated labor charges at BTC approved rates, if BTC determines that a defect in workmanship or materials exists. In addition such Other Components may be warranted by the Manufacturer. You must contact the Manufacturer of the Other Components for matters relating to their Warranty.

**ITEMS NOT COVERED**

This limited warranty does not cover the following circumstances:

1. Heat Pumps installed in a building other than a one or two family residential dwelling, unless individual Heat Pumps are installed for each dwelling unit.
2. Components or parts not provided by BTC.
3. Components or parts on which the tags or nameplates have been removed, altered or defaced.
4. Scratches in or discoloration of finishes.
5. Serviceable items and normal maintenance as required per the Installation and Maintenance Manual.
6. The workmanship of any installer. BTC disclaims and does not assume any liability of any nature for unsatisfactory performance caused by improper installation, repair or maintenance.
7. Any labor or material costs for removal, reinstallation, repair and replacement of the defective component or part unless otherwise provided above.
8. Electricity or fuel costs, or any increases or unrealized savings in same, for any reason whatsoever.
9. Transportation to BTC, if necessary.
10. Damage caused by excessive temperatures or pressures, fuel or gas explosion, electrochemical reaction, water and air impurities, electrical failures, use during construction, flooding or acts of God.
11. Any damage or failure resulting from the introduction of harmful chemicals, caustic fluids, or liquids detrimental to copper tubing, including but not limited to improperly applied or maintained heat transfer fluids or chlorinated pool or spa water.
12. Any damage or failure resulting from improper unit sizing or under sizing by the installer.
13. Except as set forth above related to Other Components, components of the Heat Pump system that are part of the Heat Pump system into which the Heat Pump is incorporated that are not BTC products are not covered by this warranty and are limited to the warranty of the manufacturer of such components. In order to file a claim for warranty you should contact the manufacturer
14. Shipping charges, delivery expenses or administrative fees incurred by the purchaser in repairing or replacing the Heat Pump.

## CONDITIONS OF WARRANTY

The warranty herein is void under the following circumstances:

1. Failure or malfunction resulting from improper or negligent operation, accident, abuse, freezing, electrical imbalance characteristics, misuse, unauthorized alteration,, incorrect electrical supply, electrical surges, or improper installation, repair or maintenance. See the Installation and Maintenance Manual for installation and maintenance information.
2. Failure or malfunction resulting from any conditions within the structure, including mold and/or mildew and/or any chemical or toxin secreted there from or damage resulting from mold, fungus or bacteria.
3. Failure or malfunction resulting from a contaminated or corrosive air or liquid supply, the addition of unapproved chemicals, operation at abnormal temperatures, pressures or flow rates, opening of the refrigerant circuit by unqualified personnel or any attachment, accessory or component not authorized and approved by BTC. See the Installation and Maintenance Manual for installation and maintenance information.
4. Failure or malfunction due to misapplication or faulty building design or construction, including inadequate refrigerant levels, condensate drain, duct work design or installation.
5. Products on which payment to BTC is or has been in default.
6. Work performed without prior authorization or approval and without authorization/requisition number and without proper documentation verifying compliance with above terms.

## LIMITED WARRANTY

OTHER THAN THE OBLIGATIONS OF BTC EXPRESSLY SET FORTH HEREIN, **BTC DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.** BTC'S SOLE OBLIGATION WITH RESPECT TO THE HEAT PUMP AND **PURCHASER'S EXCLUSIVE REMEDIES ARE SET FORTH IN THE FOREGOING LIMITED WARRANTY.** **BTC SHALL NOT BE LIABLE FOR ANY INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR SIMILAR DAMAGES** INCLUDING, WITHOUT LIMITATION, INJURY OR DAMAGE TO PERSONS OR PROPERTY OR DAMAGES FOR LOSS OF USE, LOST PROFITS, INCONVENIENCE OR LOSS OF TIME.

NOTE THAT ANY REPAIRED OR REPLACED PRODUCT WILL BE WARRANTED FOR ONLY THE UNEXPIRED TERM OF THE ORIGINAL WARRANTY.

THIS WARRANTY APPLIES ONLY TO HEAT PUMPS INSTALLED IN THE UNITED STATES AND CANADA.

*Some states do not allow the exclusion of limitation of damages, or limitations on how long an implied warranty lasts, so the above limitations and exclusions may not apply to you.*

## WARRANTY CLAIMS PROCESS

If you have a warranty claim you should notify the contractor who installed your Heat Pump and ask that the contractor notify the distributor from whom the contractor purchased the Heat Pump. If this action is not possible or you don't receive a response, contact Bosch Thermotechnology Corp., 50 Wentworth Avenue, Londonderry, NH 03053. To process your claim, you will need a copy of your original invoice or other proof of purchase, the product serial number and documentation showing the original installation date and location. The alleged defective components or parts must be returned to BTC in accordance with BTC procedure then in force for handling goods returned for the purpose of inspection to determine cause of failure (contact BTC if you have questions regarding the return process). If BTC determines that the returned components and/or parts are defective and that this warranty applies, BTC will furnish the repaired or replacement components and/or parts to an authorized BTC distributor who, in turn, will forward the components and/or parts to the contractor who installed your Residential Heat Pump.

**Fax, email or mail the completed document(s) to the BTC Warranty Department, 50 Wentworth Ave., Londonderry, NH 03053 Email: [bosch.fhpwarranty@us.bosch.com](mailto:bosch.fhpwarranty@us.bosch.com), Phone: 954-776-5471, Fax: 800-776-5529**

## LABOR CLAIMS PROCESS

It is normal industry practice that the installing contractor guarantees all first year service expenses to the owner. Therefore Bosch Thermotechnology Corp. offers a Labor Allowance Policy to help partially offset the contractor's replacement or repair costs associated with the Heat Pump. Proof of startup may be required. No labor allowance will be given for thermostats or other accessories.

**Requests for warranty labor for parts replacement require a completed Warranty Labor Request Form.**

Labor warranty that does not require replacement of a part please follow the following directions.

1. Allowance(s) that do not include replacement of a part must be submitted directly to the Bosch Service Department within 90 days from the date of the repair work.
2. The Labor Allowances shown below are maximum amounts that will be allowed. Labor charges of greater value than listed below will not be considered.

Note: Failure to follow proper filing procedures does not extend the allowance grace period beyond 90 days from the date of the repair. If the allowance request is not filed directly with the Bosch After Sales Department strictly in accordance to the following procedure and within 90 days from the date of the repair, all charges will be denied with no further consideration. **NO EXCEPTIONS!**

**Filing for Warranty Labor Allowance:**

1. Complete the Warranty Labor Request Form.
2. Attach contractor's invoice for repairs. (Not necessary if part and labor is requested in the warranty request form)
3. Return to Bosch Service Department via mail, email or fax.

**WARRANTY LABOR ALLOWANCE SCHEDULE**

Replacement / Repair Allowances	Labor Allowance	Replacement / Repair Allowances	Labor Allowance
Water coil replacement	\$340	Water pump replacement - hot water	\$80
Compressor replacement	\$350	Main control board replacement	\$80
Air coil replacement <3tr/>3Tr	\$300/ \$400	Blower wheel replacement	\$80
Heat Recovery coil replacement	\$300	Blower motor replacement	\$80
Reversing valve body replacement	\$280	Noise repair	\$35
Expansion valve replacement	\$200	All other warranty component replacements	\$35
Refrigerant leak or restriction (brazing required)	\$180	<b>Additional Allowances:</b>	
Service valve replacement	\$100	Diagnostic allowance	\$35
Pressure switch replacement	\$100	Travel allowance	\$35
Water leak repair - loop circuit	\$90	Refrigerant allowance - R410a	\$.50 per nameplate oz.
Water pump or valve replacement - loop circuit	\$100		
Water leak repair - hot water circuit	\$80		

Effective for sales on or after 4/1/2014.