

Grand Hall Limited Warranty



Grand Hall USA, Inc. 3838 West Miller Road Garland, Texas 75041 TEL 866 946 1096 FAX 972 279 8440 www.etalwaterheater.com

General Terms of Limited Warranty for Product

Grand Hall will warrant to the purchaser of this gas water heater at the ORIGINAL INSTALLED LOCATION that it will be free of defects in material, workmanship and performance when used with Potable Water* and when installed and used in strict compliance with Grand Hall's specifications, for the applicable period shown in Warranty Periods below. *See **DEFINITIONS** below.

Warranty Exclusions

This product warranty does not apply in the event of product failure or operating difficulties due to accident, abuse, misuse, alteration, Misapplication,* Improper Installation,* vandalism, lack of maintenance or service, and Acts of God. See the **Installation Operation Manual ("Manual")** for additional details. This warranty does not apply in the event of deterioration or damage due to severe weather or exposure to chemicals, either directly or in the atmosphere. *See **DEFINITIONS** below.

This warranty applies only if the water heater is installed by a licensed contractor. This warranty does not apply if the water heater is purchased over the internet. This warranty does not apply if the water heater is re-installed to a location other than the original installed location. This warranty does not apply if the water heater is used outside of the United States of America.

Environmental conditions outside of normal product specifications such as gas pressure, water quality, piping materials, pump sizing, wind level, and operating noise complaints are not covered by this warranty. See the **Manual** for additional details.

Exclusive Remedy

Your exclusive remedy for any defective product is limited to the repair or replacement, at Grand Hall's option, of the product that proved to be defective under normal use utilizing potable water. The replacement product will carry out the remainder of the warranty from the originally installed product.

Proof of Purchase

Grand Hall will require reasonable proof of your purchase. Save your dated receipt in case it is required as proof of purchase. You may also show proof of purchase by registering within 30 days of purchasing the product at www.etalwaterheater.com. Registration constitutes proof of purchase, but registration is not required in order to validate this warranty.

Limitation of Damages

Grand Hall's entire liability for any defective product shall in no event exceed the purchase price for the defective product. This limitation applies even if Grand Hall cannot or does not repair or replace any defective product and your exclusive remedy fails of its intended purpose.

No Consequential or Other Damages

Notwithstanding anything else in this warranty or otherwise, Grand Hall will not be liable with respect to the product under any legal theory, including without limitation contract, negligence, strict liability or other legal or equitable theory (i) for any amount in excess of the purchase price for the defective product, or (ii) for any general, consequential, punitive, incidental or special damages. These include damages from interruption of use, lost profits, the cost of the installation or removal of any products, the cost of installation of replacement products, and any costs of inspection, testing, or redesign caused by any defect, or caused by the repair or replacement of other products arising from a defect in any this product. This section does not limit liability for bodily injury of a person. **In the United States, some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation 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.**

Limitation on Implied Warranties

There are no warranties which extend beyond the face of this Grand Hall Limited Warranty. Grand Hall disclaims all other warranties expressed or implied, regarding the product, including any implied warranties of merchantability, fitness for a particular purpose or non-infringement. **In the United States, some states do not allow the exclusion of the implied warranties so the above exclusion may not apply to you. Some states do not allow limitations on how long an implied warranty lasts, so any such limitation may not apply to you.**

For additional warranty details, including procedures for obtaining warranty service, please consult the **Warranty Service Policy**.

Limited Labor Allowance

Grand Hall will provide a pre-set labor allowance as set forth in the following table, which shall be paid to the licensed contractor who obtains written authorization or a Work Order from Grand Hall in advance, strictly for repairs or replacements for warranty-covered defects occurring within one (1) year from the date of purchase.

Contractor's Authorization Level*	Repair or Replacement Labor Allowance – Part	Replacement Labor Allowance – Entire Unit
Unregistered Installer	\$0	\$75
F.A.C.T. Registered	\$75	\$150
F.A.S.T. Registered	\$150	\$300

*See **DEFINITIONS** below.

All warranty work must be authorized by Grand Hall through a Work Order in order to be eligible for payment, as described in the ***Warranty Service Policy***.

What's covered by the Limited Labor Allowance

Covered: Labor incurred for the completed repair or replacement of a component or product that has failed due to a manufacturing defect in the component or product.

What's not covered by the Limited Labor Allowance

Not covered: Corrections due to failure to follow installation instructions in the ***Manual***; reset-able error codes not caused by a component or product failure; adjustments made on a product or component that should have been checked at time of installation, such as (but not limited to) insufficient or excessive gas pressure; repair or replacement resulting from misapplication of the product, such as (but not limited to) under-sizing, wrong gas type, use with non-potable water; and damages resulted from mishandling, transit, natural disasters, electrical surges and/or Acts of God.

Grand Hall is not responsible for any labor charge incurred on non-warranty work performed by the contractor.

Warranty Periods

Warranty Periods for Heat Exchanger

The warranty period for the Heat Exchanger expires upon the first of the following events to occur:

1. 15 years for Residential use;
2. 5 years for Commercial use;
3. 365,000 total ignition cycles*
4. 12,000 total burner hours**

* No more than 300 ignition cycles in any one day, which averages to about one cycle every 5 minutes.

** Average of 6 daily hours for commercial applications, or 2 daily hours for residential applications

Note: GU100/GU120 models are solely for Residential use and the warranty is voided if used for Commercial use.

See **DEFINITIONS** below for "Commercial" and "Residential."

Warranty Periods for other Components

Product Warranty: The maximum term of the limited warranty on parts, other than the Heat Exchanger, is three (3) years from date of purchase. Grand Hall offers an extended warranty for parts, other than the Heat Exchanger, of two (2) additional years, free of charge, if the product is registered online at www.etalwaterheater.com.

Warranty Period for Labor Allowance

Labor Allowance: The term of the limited labor allowance is one (1) year from date of purchase, paid through Work Orders issued to authorized contractors, as described in the ***Limited Warranty and Service Policies Guide***.

DEFINITIONS

1. **F.A.C.T.** (Factory Authorized Contractor Trained) – A licensed contractor who has been through the basic installation class held by either an Eternal Sales Representative or Grand Hall factory personnel, who has registered his/her company on the Eternal Dashboard system, and who has passed the authorization test.
2. **F.A.S.T.** (Factory Authorized Service Trained) – A licensed contractor who has already received his/her F.A.C.T. authorization and ID, who has elected to take the higher level training class provided by Grand Hall including a step-by-step product breakdown, and who has passed the authorization test.
3. **Improper Installation** – Product not installed in accordance with the instructions set forth in the ***Operator's Manual***, including but not limited to usage of non-approved materials or plumbing connections, use of dielectric unions, improper venting, failure to follow local codes, or improper gas supply.
4. **Misapplication** – Product installed on a job where the hot water usage is not in line with product's primary intended function: to supply sufficient potable domestic hot water in accordance with the factory performance and installation specifications set forth in the ***Operator's Manual***, including but not limited to: undersized system where product cannot meet peak demand, plumbed in manifold with another brand of water heater, disregarding Grand Hall sizing recommendations, power venting with air intake exposed to contaminated environment, closed-loop recirculation for heating applications where water is no longer potable, mismatching models of product in networked applications, and uncontrolled or improperly sized recirculation that causes excessive run times or short-cycling not in accordance with product lifecycle specifications.
5. **Residential Application** – Product installed on a single family residence where no more than one family utilizes the installed product for domestic hot water supply (under 140°F). Residential recirculation is allowed and does not impact the heat exchanger warranty if an Internal Pump Control (IPC) or external aquastat, or timer and aquastat controls are used.
6. **Commercial Application** – Product installed for commercial or multi-family domestic hot water supply, space heating applications, recovery of storage tank applications, continuous recirculation with at least aquastat control, and sanitation purposes (above 140°F).
7. **Portable Water** – Public utility or well supplied drinkable water in compliance with EPA secondary maximum contaminant levels (40 CFR part 143.3), as follows:

Contaminant	Allowable Limits	Contaminant	Allowable Limits
Aluminum	0.2 mg/L	Manganese	0.05 mg/L
Chloride	250 mg/L	Iron	0.3 mg/L
Copper	1.0 mg/L	Fluoride	2.0 mg/L
pH	6.5 – 8.5	Sulfate	250 mg/L

Grand Hall will warrant the heat exchanger against leaks when used normally with water meeting the above EPA standard. In addition, Grand Hall will warrant against water hardness: Up to 15 grains per gallon (250ppm) for single family Residential Applications, and up to 7 grains per gallon (120ppm) for Commercial Applications.

How to Obtain Warranty Service

Please contact your licensed, authorized Eternal contractor to obtain diagnostics and warranty service for your water heater. You can find authorized contractors at www. eternalwaterheater.com. Simply enter your zip code for a listing of nearby authorized contractors. Be sure to have your model number, serial number and the error code displayed on the front of the unit available for your contractor so that he/she may arrive at your location with the necessary tools and parts to remedy the situation. The contractor may contact our technical support department 24/7 toll-free at **1-866-946-1027** and we will help troubleshoot through the process. **WARRANTY SERVICE WILL BE PROVIDED ONLY IF THE *SERVICE POLICIES GUIDE* IS FOLLOWED.**

US Contact:

Grand Hall USA, Inc.
3838 W. Miller Rd.,
Garland, TX 75041
Toll-Free: 866-946-1096

Manufacturer:

Grand Hall Enterprise Co., Ltd.
9th Floor, No 298, Rueiguang Rd.
Neihu, Taipei Taiwan (114)