



# INSTALLATION, OPERATION & MAINTENANCE INSTRUCTIONS

## PLUG N' GO and PIPE N' GO INDIRECT-FIRED WATER HEATERS



### MODELS COVERED:

PLUG N' GO PRO-41ZPG, PRO-80ZPG  
PIPE N' GO TD-41ZPGLP, TD-80ZPGLP

### INSTALLER: LEAVE THIS MANUAL WITH THE OWNER

IMPORTANT GENERAL SAFETY INFORMATION - ADDITIONAL SPECIFIC SAFETY ALERTS APPEAR IN THE FOLLOWING INSTRUCTIONS.

**⚠ WARNING** READ CAREFULLY THE PRODUCT INSTALLATION, OPERATING AND MAINTENANCE MANUAL. FAILURE TO FOLLOW THE INSTRUCTIONS AND WARNINGS IN THE MANUAL MAY RESULT IN SERIOUS OR FATAL INJURY AND/OR PROPERTY DAMAGE, AND WILL VOID THE PRODUCT WARRANTY. THIS PRODUCT MUST BE INSTALLED BY A QUALIFIED PROFESSIONAL. FOLLOW ALL APPLICABLE LOCAL AND STATE CODES AND REGULATIONS. IN THE ABSENCE OF SUCH CODES, FOLLOW THE CURRENT EDITIONS OF THE NATIONAL PLUMBING CODE AND NATIONAL ELECTRIC CODE, AS APPLICABLE.



THIS IS THE SAFETY ALERT SYMBOL. IT IS USED TO ALERT YOU TO POTENTIAL PERSONAL INJURY AND OTHER HAZARDS. OBEY ALL SAFETY MESSAGES THAT FOLLOW THIS SYMBOL TO REDUCE THE RISK OF PERSONAL INJURY AS WELL AS PROPERTY DAMAGE.

**⚠ CAUTION** The heat transfer medium must be water or other nontoxic fluid having a toxicity rating or class of 1, as listed in Clinical Toxicology of Commercial Products, 5th edition. The pressure of the heat transfer medium must be limited to 30 PSIG by an approved safety or relief valve.

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## 2. PRE-INSTALLATION CHECKLIST

### IMPORTANT STEPS AND DECISIONS REQUIRED BEFORE INSTALLATION

- THIS PRODUCT MUST BE INSTALLED AND MAINTAINED BY A LICENSED PROFESSIONAL. IN ADDITION TO THE INSTRUCTIONS IN THIS MANUAL, FOLLOW ALL APPLICABLE LOCAL AND STATE CODES OR IN THE ABSENCE OF SUCH CODES, THE CURRENT EDITIONS OF THE NATIONAL PLUMBING CODE AND THE NATIONAL ELECTRIC CODE.**
- DRIP PAN AND DRAIN:** This appliance should not be installed in an area where leakage of the tank or connections can result in damage to the area adjacent to the appliance or to lower floors of the structure. When such locations cannot be avoided, a suitable drain pan, adequately drained and kept clear, must be installed under the appliance.
- CAUTION:** Determine whether your water is corrosive or acidic, and that there are no suspended solids, toxic or other substances or abnormally high chlorine levels in the water that could damage or affect the water heater or the rest of your plumbing system.

water heater may not be supplied with enough hot boiler water to "recover" adequately. The delivery of domestic hot water will be diminished. In many, but not all cases, this is not a problem because the routine oversizing of boiler output is adequate for both loads.

- 2. Priority System** - Under this wiring option the water heater will be supplied before space heating.

**WARNING** In limited circumstances, space heating can be lost in the home in this priority mode. Any demand for space heating is postponed until the water heater has reached its set temperature. This delay in supplying the space heating zones is usually not noticed by the inhabitants of the living spaces. However, in the event of certain malfunctions such as circulator or thermostat failure, space heating could be delayed indefinitely. If undetected and uncorrected, freezing damage to piping could result.

**WARNING** USE GLYCOL ONLY WITH DOUBLE-WALLED HEAT EXCHANGER MODELS. Glycol is a poisonous substance. To avoid seepage or leakage of glycol to surfaces where humans or animals can ingest it, use glycol only in double-walled units, so that any leaks will most likely be released to the atmosphere. However, a leak to a surface area may still occur, so any use of glycol must be monitored closely and humans and animals should be protected from contact with the unit.

**WARNING** Do not connect the water heater domestic supply with baseboard or other space heating units or elements. Any contaminants in the baseboard units will contaminate the potable water in the water heater and also adversely affect its performance.

- Wiring Options. Select either a Non-Priority or Priority System:**  
Two options are available when wiring the controls of the water heater in the space heating system (boiler and distribution elements).
  - 1. Non-Priority System** - The controls of the water heater must be wired as a separate heating zone with a standard zone valve or a separate circulator dedicated to the water heater "zone".

- Select Circulator versus Zone Valve**  
The flow of hot boiler water to the water heater can be controlled with either a motorized zone valve or a circulator.
  - 1. Separate circulator.** The recommended way to provide adequate flow through the water heater heat exchanger is to use a separate dedicated circulator with a minimum flow rate of 5 gpm. This option may be used even though the heating system utilizes zone valves.
  - 2. Zone valve** (system flow of 4-8 gpm). If a zone valve is to be used, a minimum flow rate of 5 gpm with all zones in use is required. A full-port zone valve should be used.
- All installations require a low-water cut-off or automatic fill valve on your boiler system to reduce the risk of boiler water loss.
- Steam boiler installations require a low-water cut-off which is also required by most codes.
- Installation of a vacuum breaker is required to prevent damage to the water heater when drained. There must be no valves installed between the vacuum breaker and water heater.

**NOTICE:** In this non-priority option, the water heater will be supplied just as another zone. This means that if all space heating zones call for hot boiler water at the same time, the

### 3. REQUIRED COMPONENTS AND ACCESSORIES CHECKLIST

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MODEL	CIRCULATOR	ZONE VALVE*	SHUTOFF VALVE	VACUUM BREAKER	RELIEF VALVE	THERMAL EXPANSION TANK	DRAIN
PRO-41ZPG PRO-80ZPG	Included	N/A	4	1	Included	Required	Included
TD-41ZPGLP TD-80ZPGLP	5GPM@ 5ft	*If Circulator not used 3/4" Full Port or 1" STD	4	1	Included	Required	Included

ALL INSTALLATIONS REQUIRE TEFLON SEALING TAPE OR PIPE DOPE FOR THREADED JOINTS.  
SEE HEAT EXCHANGER PRESSURE DROP CHART TO DETERMINE PUMP HEAD REQUIREMENTS.

**⚠ CAUTION** If a steel hydropneumatic tank is in place, replace it with a properly sized diaphragm expansion tank. Otherwise, significant heat transfer problems can occur by causing air to be trapped in the heat exchanger. If the boiler system has an existing expansion tank and the boiler temperatures are being changed, resize the existing diaphragm expansion tank.

# 4. ZPG-SERIES WITH CIRCULATOR (PLUG N' GO) PIPING INSTALLATION

## DOMESTIC WATER PIPING

1. Connect the cold water supply to the pipe labeled COLD WATER.
2. Connect the HOT WATER piping to the domestic hot water system.
3. Make an 8-inch "heat trap" on the HOT WATER outlet as shown in the diagram. This will reduce standby losses from heat migrating up the piping.
4. When all domestic water piping is complete, open the cold water supply and allow some water to enter the tank. Look and listen for signs of leaks and repair as necessary before continuing.

**Note:** If installing on a city supply, ensure a dedicated Thermal Expansion tank is used.

5. Install a blowdown tube on the T&P relief valve outlet. Plumb to within 6 inches above a floor drain or as directed by plumbing code.

## BOILER PIPING

1. Plumb the BOILER SUPPLY line. The circulator and flow check are factory installed
2. Pipe the BOILER RETURN connection to the boiler return line.

**CAUTION** Be sure the return line is **NOT** plumbed to the suction side of any heating circulators. This may require moving the heating circulator off the boiler tapping on packaged boilers. Failure to do so will result in overheating and tank damage when the heating system is in operation.

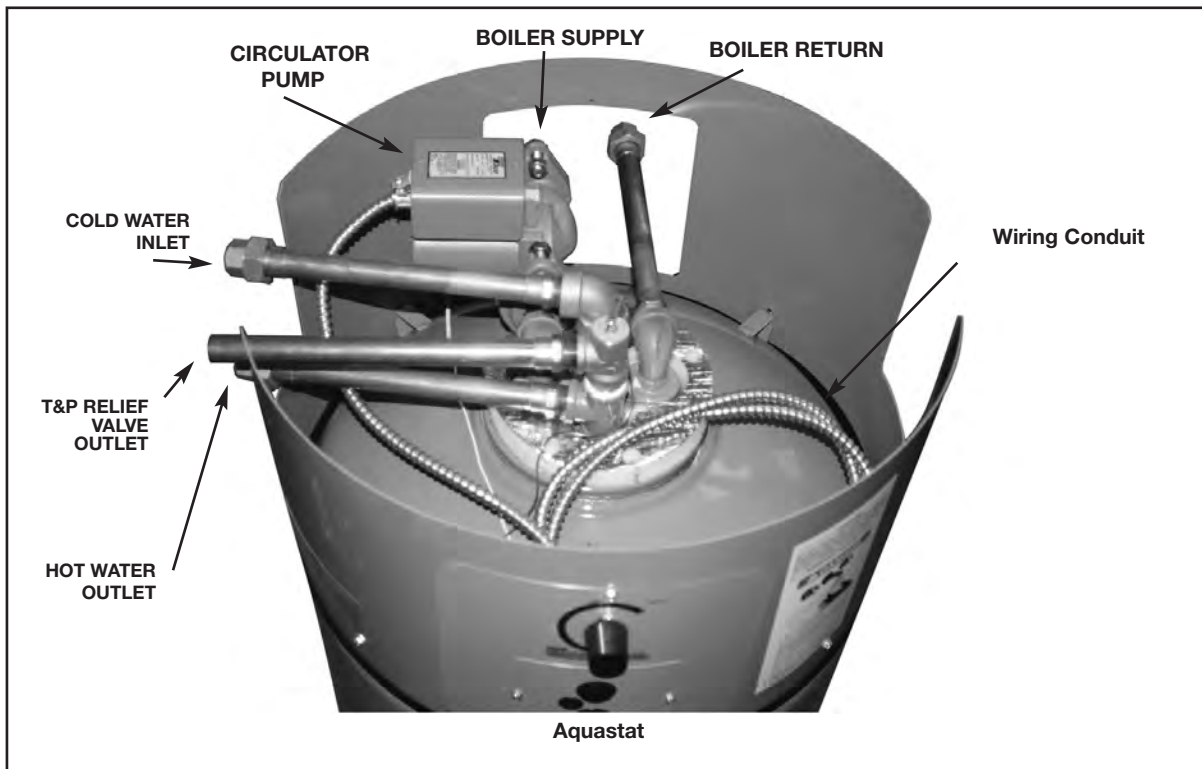
3. After completing the boiler piping, slowly open the boiler fill valve and pressurize the heat exchanger loop. Check for leaks and repair as necessary. Proceed to the appropriate wiring section in this manual.

### Clearance From Combustible Surfaces

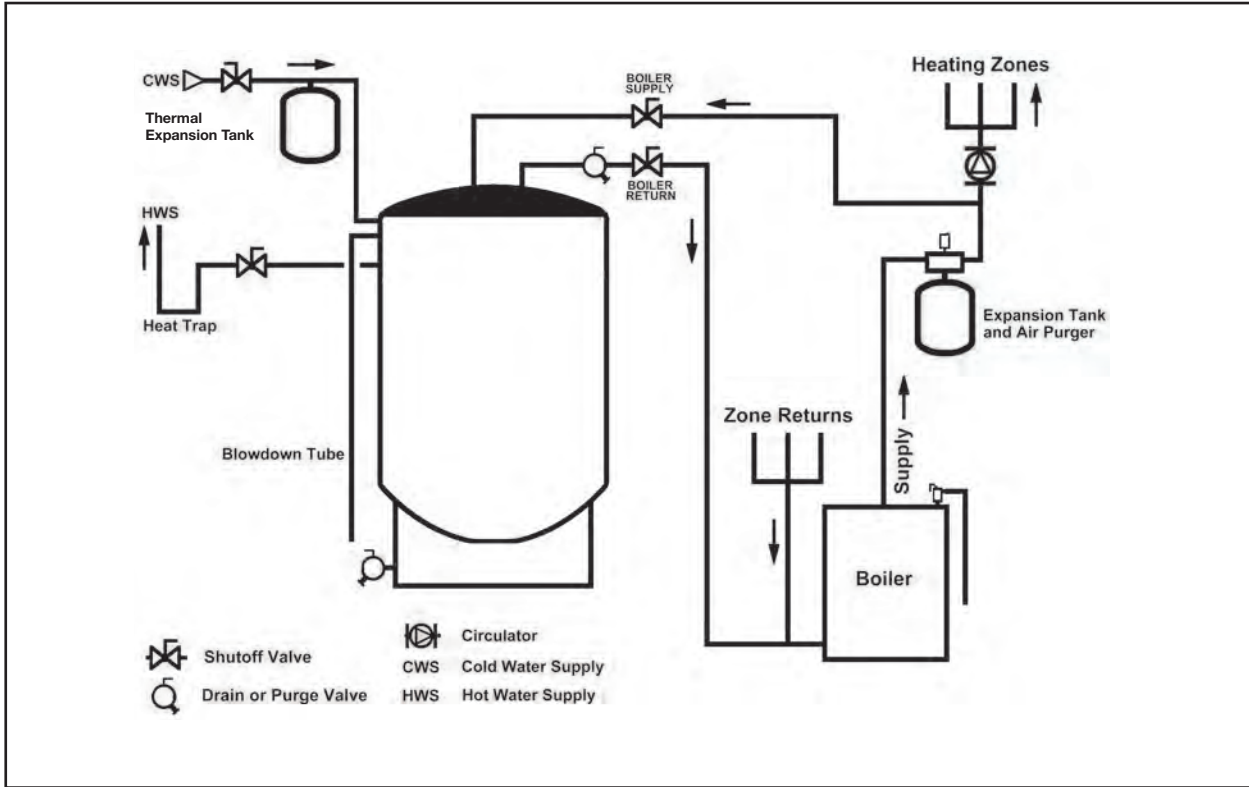
LEFT SIDE	.....1"	REAR	.....1"
RIGHT SIDE	.....1"	FLOOR	.....0"
TOP	.....9"	FRONT	.....1"

### Recommended Clearance for Servicing

LEFT	12"	HEAD ROOM	36"
RIGHT	12"	REAR	1"
FRONT	30"		



**PIPING MODELS WITH PRE-INSTALLED CIRCULATOR W/INTEGRAL FLOW CHECK**



# 5. ZPGLP-SERIES W/O CIRCULATOR (PIPE N' GO) PIPING INSTALLATION

## DOMESTIC WATER PIPING

1. Connect the cold water supply to the pipe labeled COLD WATER
2. Connect the HOT WATER piping to the domestic hot water system.
3. Make an 8-inch "heat trap" on the HOT WATER outlet as shown in the diagram. This will reduce standby losses from heat migrating up the piping.
4. When all domestic water piping is complete, open the cold water supply and allow some water to enter the tank. Look and listen for signs of leaks and repair as necessary before continuing.

**Note:** If installing on a city supply, ensure a dedicated Thermal Expansion tank is used.

5. Install a blowdown tube on the T&P relief valve outlet. Plumb to within 6 inches above a floor drain or as directed by plumbing code.

## BOILER PIPING

1. Plumb the circulator or zone valve on the BOILER SUPPLY line. If using a separate circulator, the pump flange can be mounted directly to the threaded pipe marked BOILER SUPPLY. Alternately, the circulator can be placed anywhere on the boiler supply line.
2. Pipe the BOILER RETURN connection to the boiler return line.

**CAUTION** Be sure the return line is **NOT** plumbed to the suction side of any heating circulators. This may require moving the heating circulator off the boiler tapping on packaged boilers. Failure to do so will result in overheating and tank damage when the heating system is in operation.

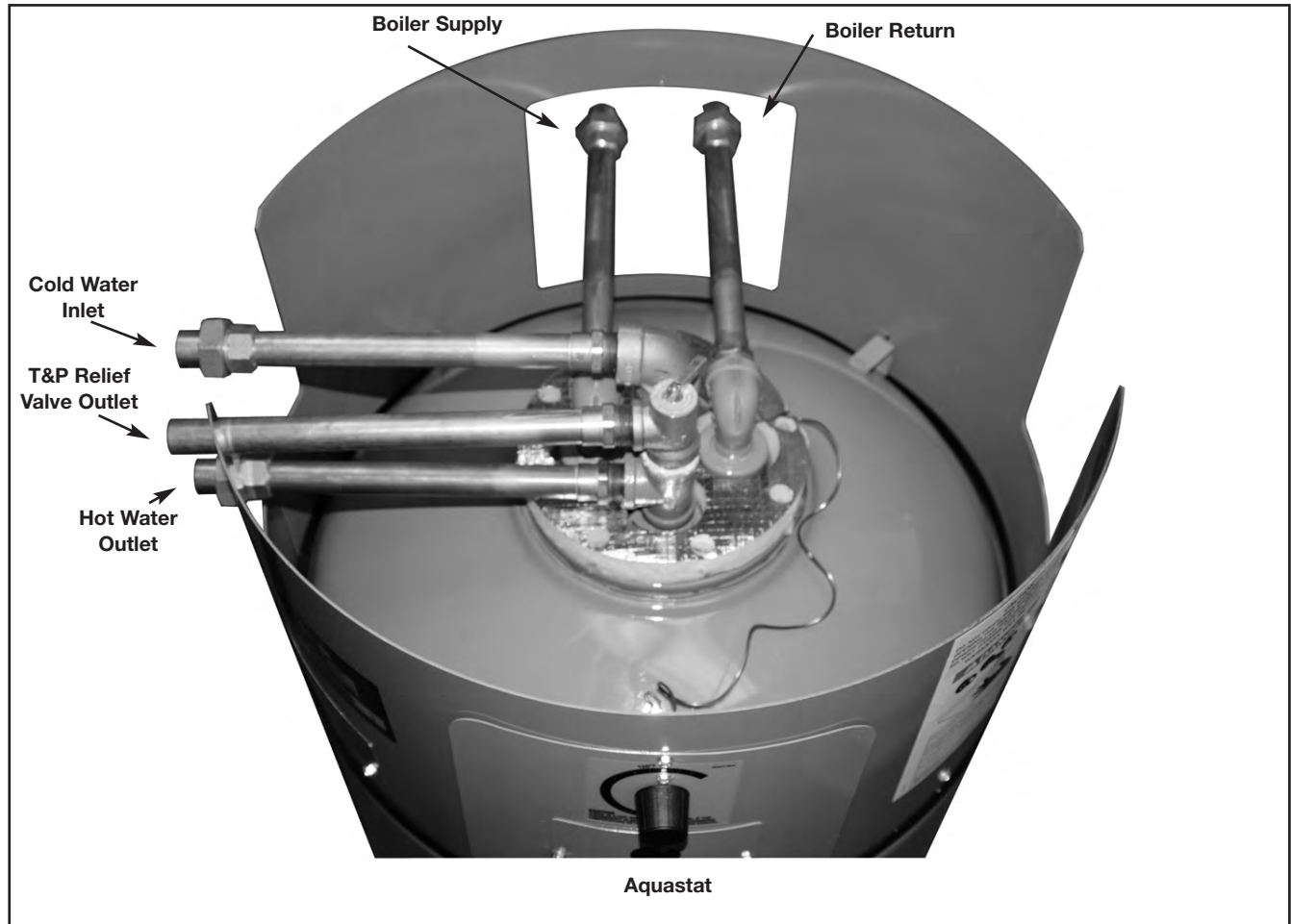
3. Install a weighted flow check on the boiler return line. This is not necessary on systems utilizing a zone valve to control the water heater temperature.
4. After completing the boiler piping, slowly open the boiler fill valve and pressurize the water heater loop. Check for leaks and repair as necessary. Proceed to the appropriate wiring section in this manual.

### Clearance From Combustible Surfaces

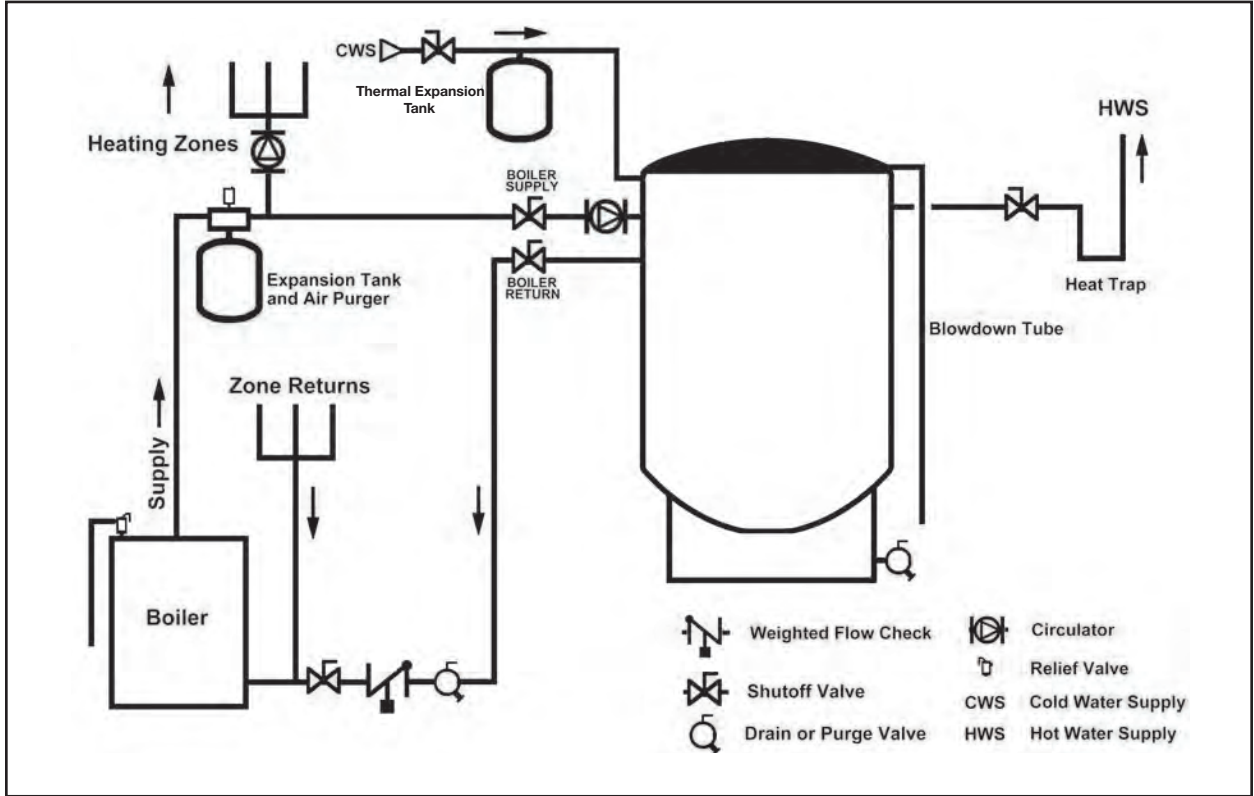
LEFT SIDE . . . . .1"	REAR . . . . .1"
RIGHT SIDE . . . . .1"	FLOOR . . . . .0"
TOP . . . . .9"	FRONT . . . . .1"

### Recommended Clearance for Servicing

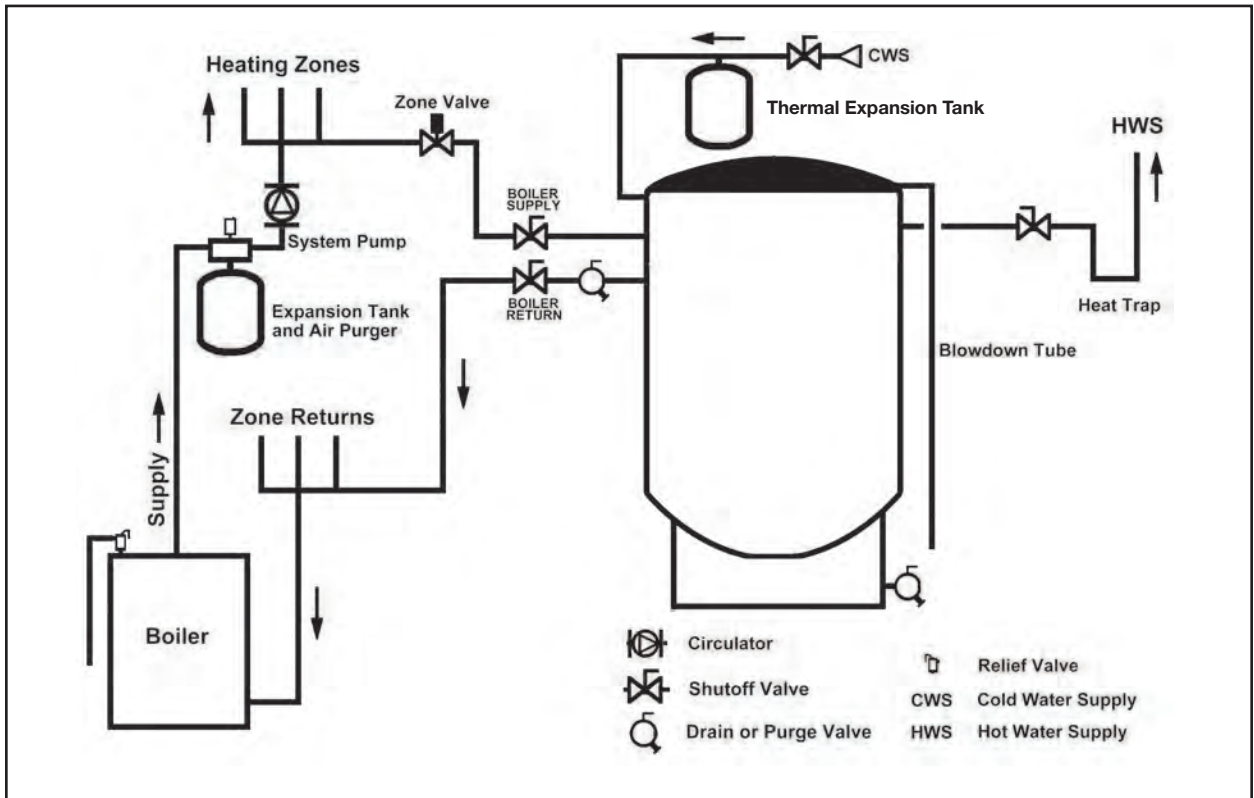
LEFT	12"	HEAD ROOM	9"
RIGHT	12"	REAR	1"
FRONT	30"		



### PIPING USING SEPARATE CIRCULATOR PUMP (RECOMMENDED)

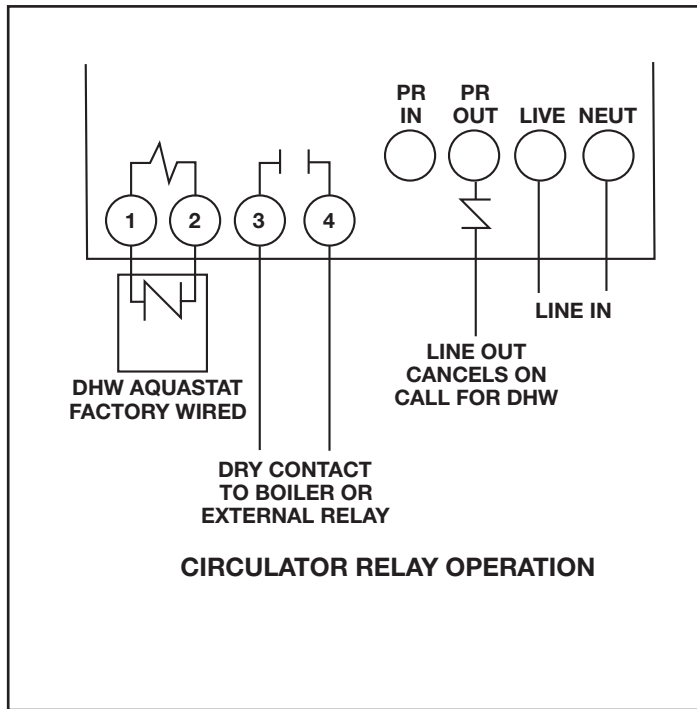


### PIPING USING ZONE VALVE WITH EXISTING HEATING SYSTEM CIRCULATOR

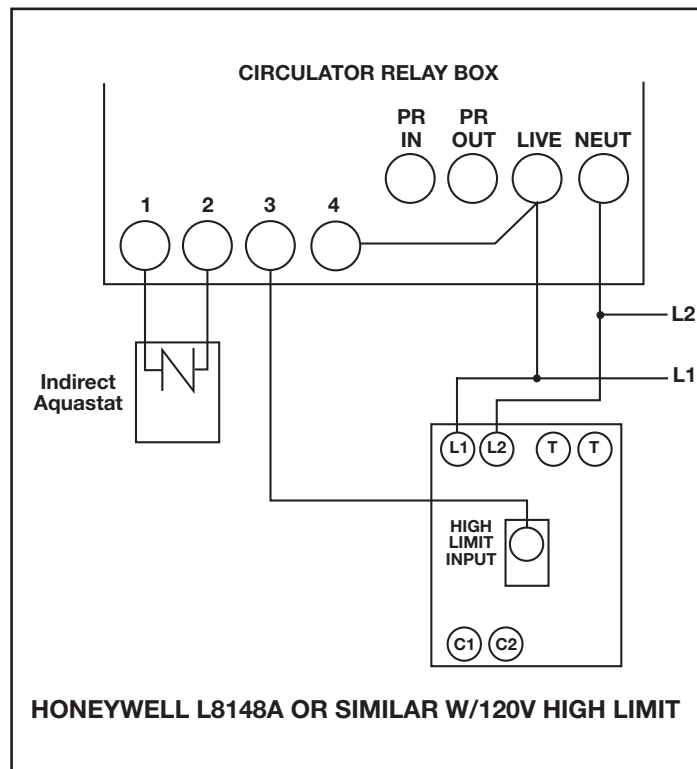


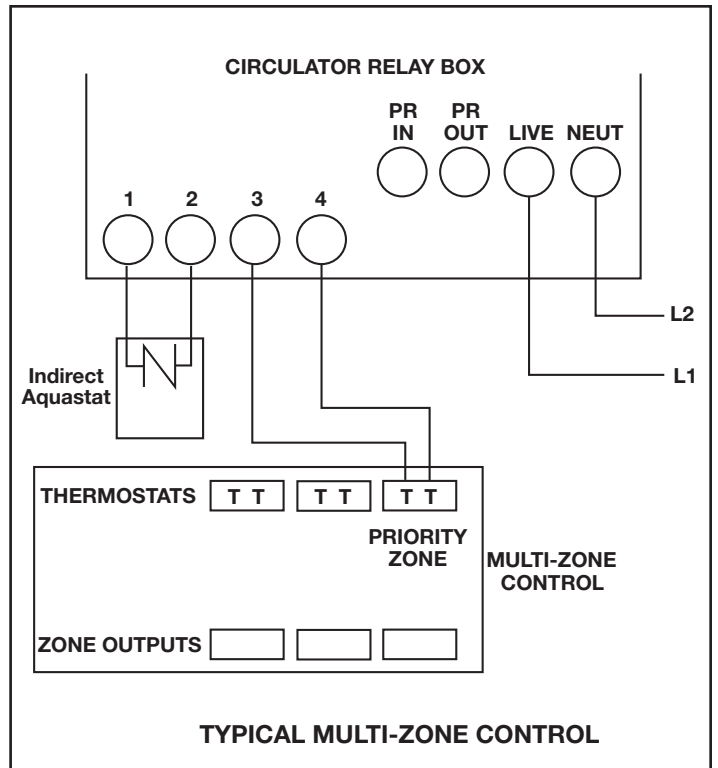
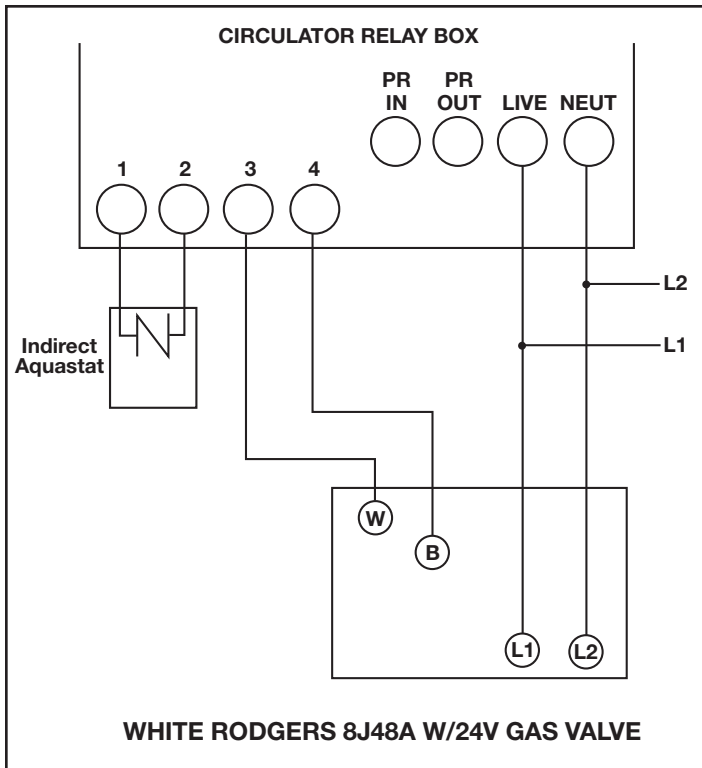
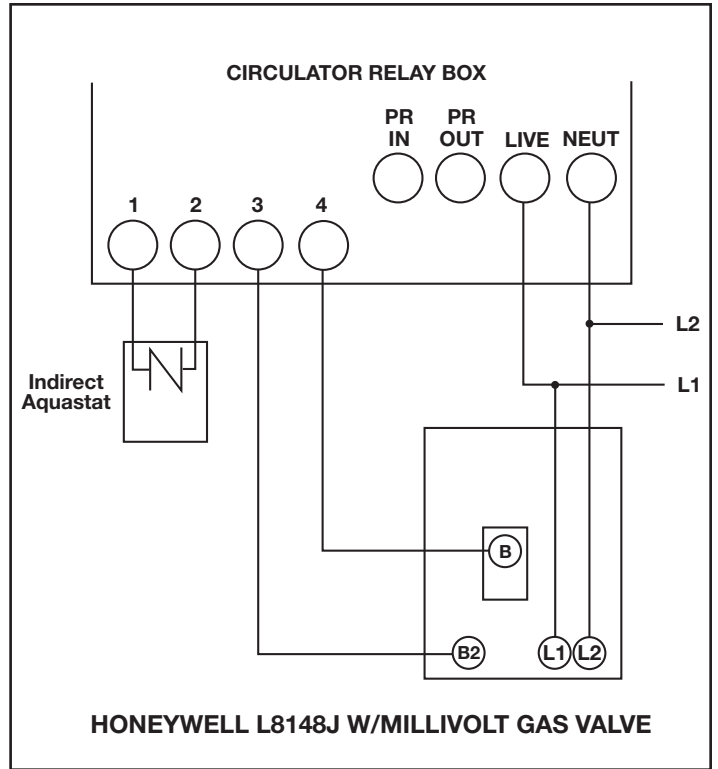
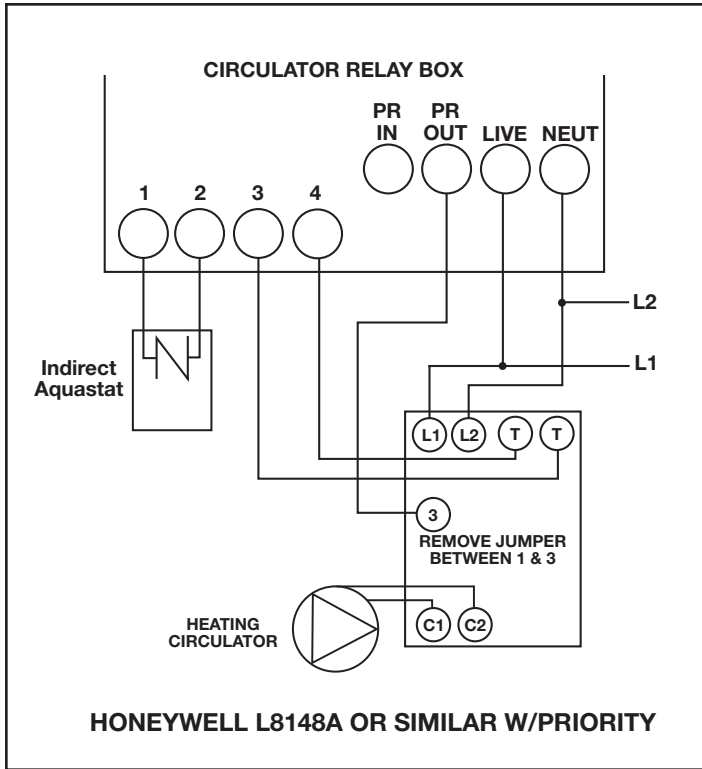
# 6. ZPG-SERIES WITH CIRCULATOR (PLUG N' GO) WIRING

ZPG models include a circulator with built-in priority zoning relay. The aquastat is pre-wired and controls the circulator. Line voltage must be supplied and a signal wire must be run to fire the boiler.



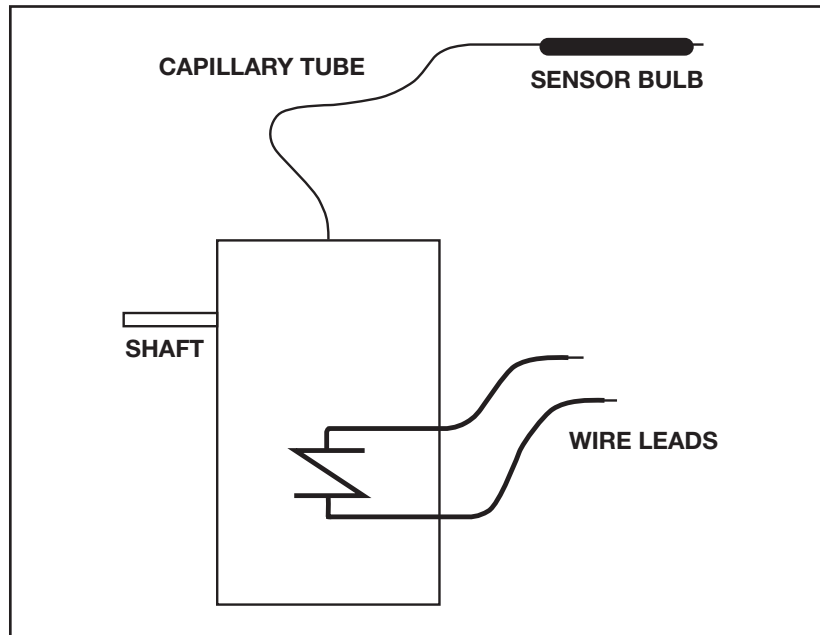
To wire ZPG models, select the appropriate diagram from the following pages. Always disconnect power before wiring the unit. Ensure that the proper conduit and connections are used per your local code. In lieu of local code, the National Electric Code should be followed.



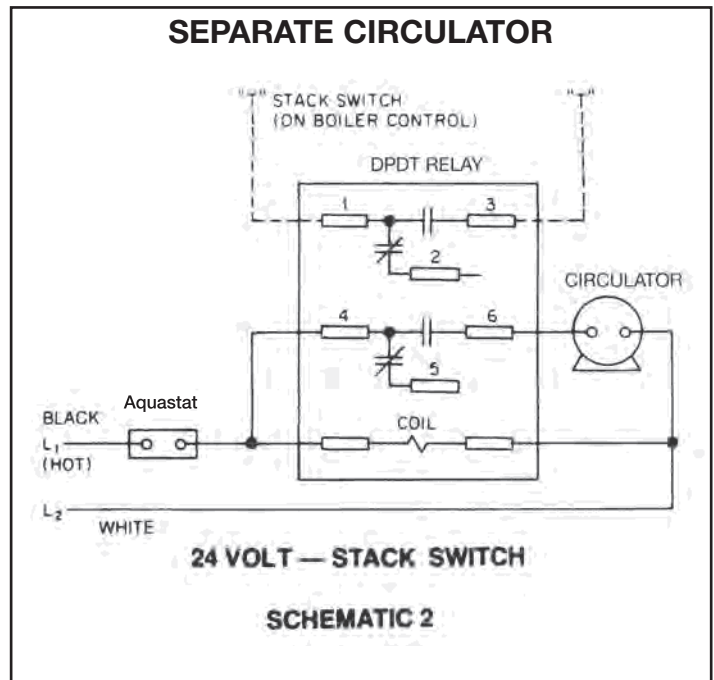
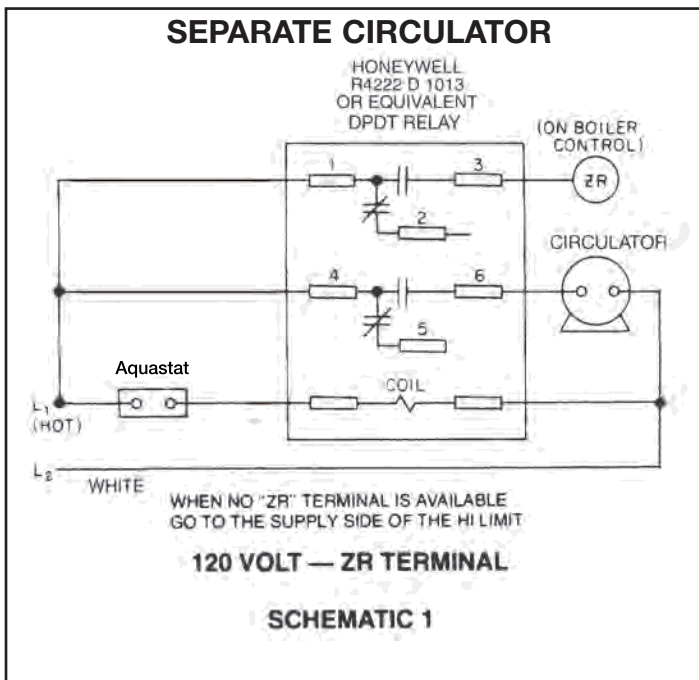


# 7. ZPGLP-SERIES W/O CIRCULATOR (PIPE N' GO) WIRING

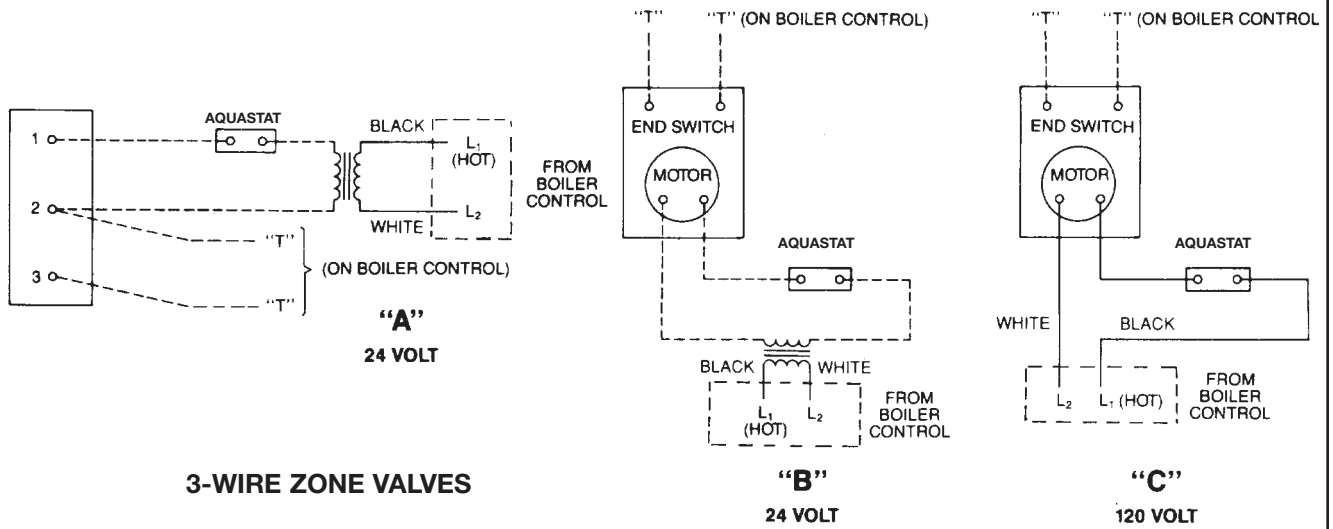
Dial Control models utilize a standard dry-contact aquastat with capillary temperature sensor. The dial control contains a make-and-break switch and is suitable for 24V or 120V, 25A Max.



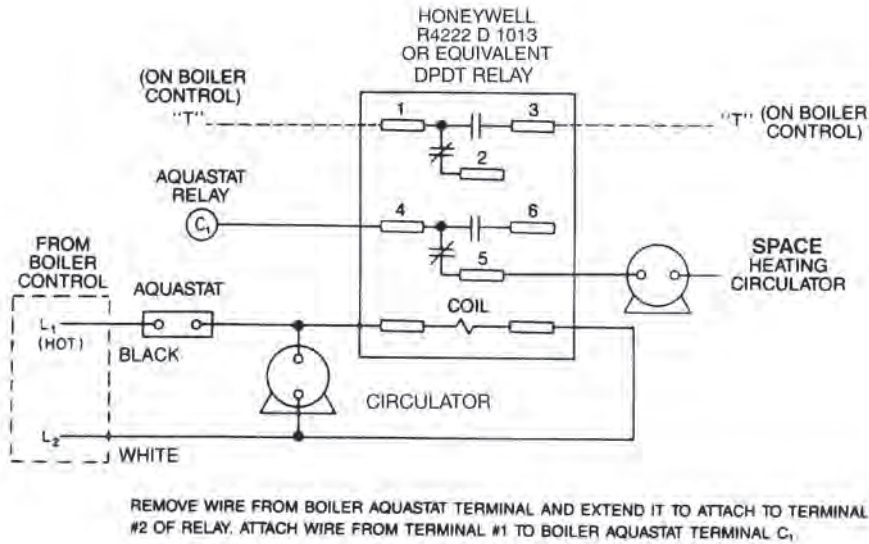
To wire Dial Control models, select the appropriate diagram from the following pages. Always disconnect power before wiring the control. Ensure that the proper conduit and connectors are used per your local code. In lieu of local code, the National Electric Code should be followed.



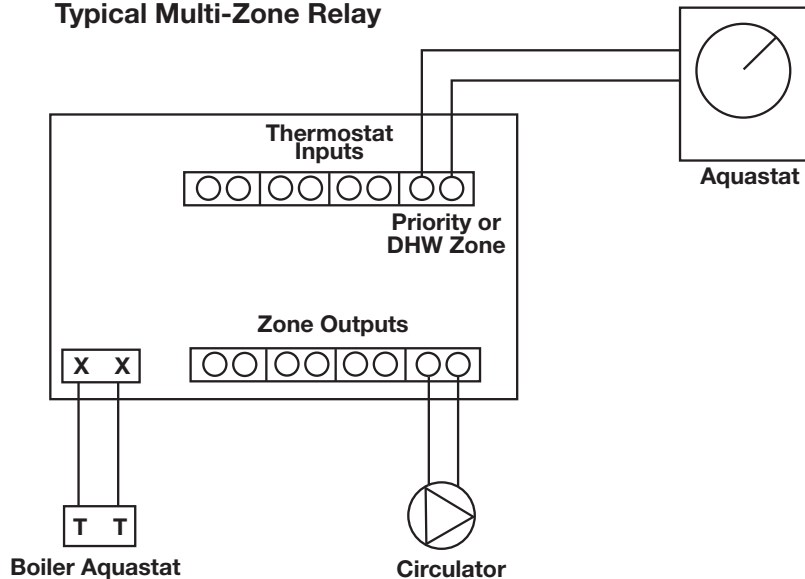
### ZONE VALVES - SCHEMATIC 3



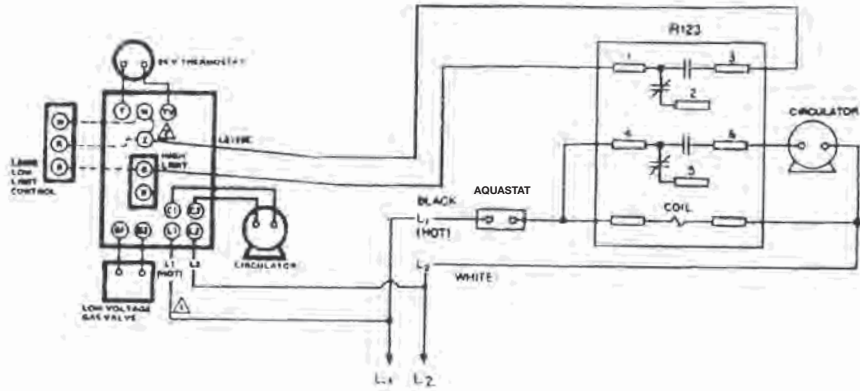
### PRIORITY W/CIRCULATORS - SCHEMATIC 4



### Typical Multi-Zone Relay



## BOILER CONTROL - SCHEMATIC 5



- ⚠ POWER SUPPLY PROVIDE DISCONNECT MEANS AND OVERLOAD PROTECTION AS REQUIRED
- ⚠ REMOVE JUMPER WHEN ADDING L8006 LOW LIMIT CONTROLLER TO SYSTEM
- ⚠ AT THE OPTION OF BOILER MANUFACTURER—NOT REQUIRED FOR HOT WATER MAKER OPERATION

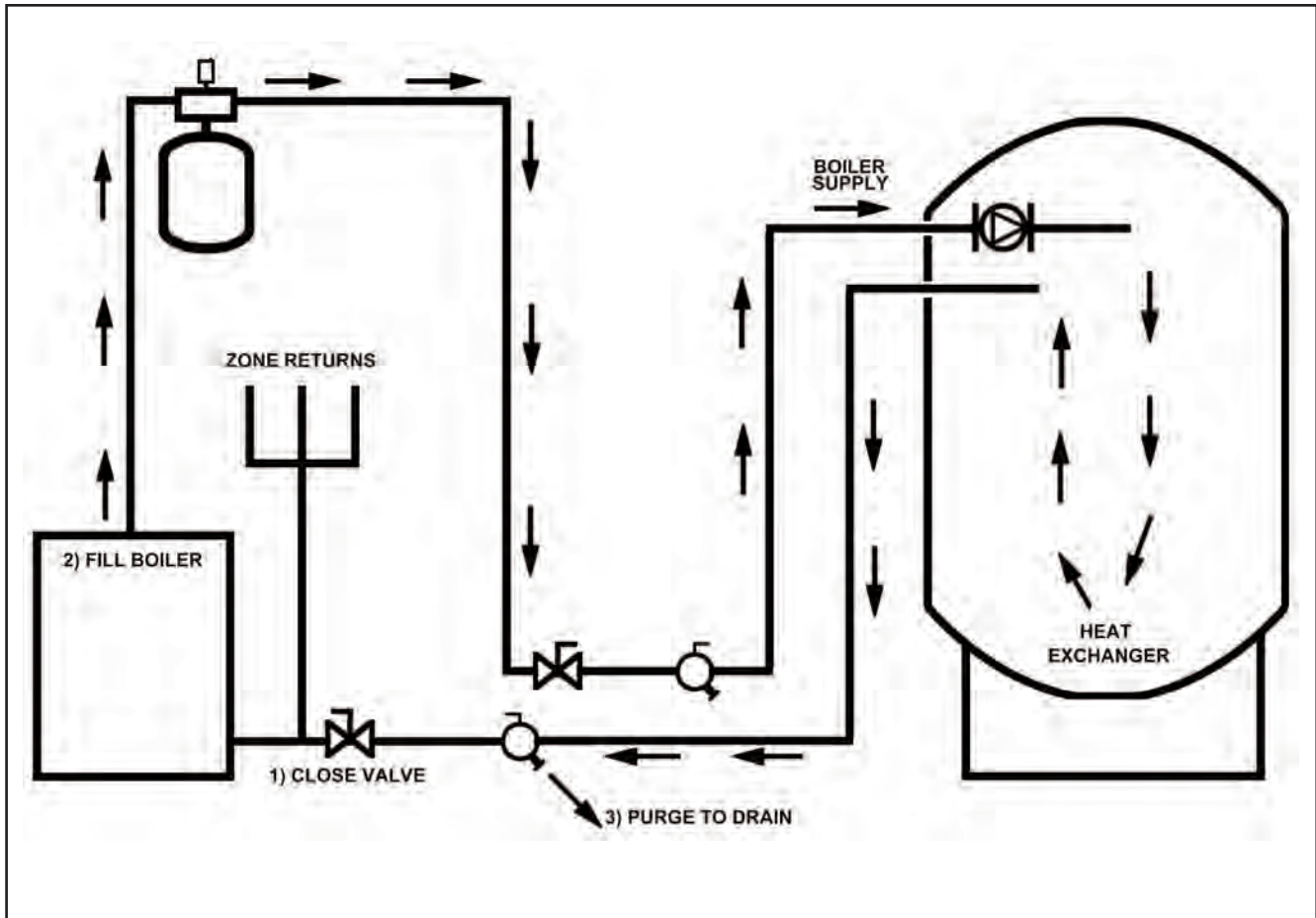
**HONEYWELL L8148E**

# 8. STARTUP PROCEDURE FOR ALL MODELS

- 1. PURGE HEAT EXCHANGER:** The heat exchanger should be free of large air pockets to allow the circulator to operate properly. Using the diagram below as a guide, isolate the boiler return line and flush the loop until large air pockets are purged. After this, the air elimination equipment will collect smaller air bubbles to maximize efficiency.
- 2. FILL TANK:** Open the hot water fixture furthest from the heater. Open the cold water supply and allow the water to run until air stops emerging. Until all air is purged from the hot water system, air pockets may appear at any hot water fixture. This is considered normal and will clear as hot water is used.
- 3. START HEATER:** Turn power on to the unit. The knob should be rotated to the 120°F mark. The circulator and

boiler should start momentarily. If not, check wiring and consult the troubleshooting section in this manual.

- 4. CHECK OPERATION:** The water heater will begin to heat. Depending upon the size of the water heater, output of the boiler and the space heating load, the unit should typically reach set temperature within 15 to 60 minutes. If heating does not occur, consult the troubleshooting section in this manual. Note: Large heaters coupled with small boilers may exceed this time period upon initial startup.
- 5. SET TEMPERATURE:** The water heater control should be set to the minimum temperature consistent with the user's needs. This maximizes efficiency and reduces scald potential.



# 9. TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	SOLUTION
No hot water	<ol style="list-style-type: none"> <li>1. No power to unit</li> <li>2. Air in heat exchanger loop</li> <li>3. Faulty circulator or zone valve</li> <li>4. Faulty BoilerMate thermostat</li> <li>5. Faulty Smart Control</li> <li>6. Boiler inoperable</li> </ol>	<ol style="list-style-type: none"> <li>1. Check circuit breaker, boiler emergency switch and boiler reset switch</li> <li>2. Purge air. Ensure circulator is on Boiler Supply. Check air vents</li> <li>3. Check circulator and zone valve. Repair or replace if necessary</li> <li>4. Check continuity while rotating knob. Circuit should open and close.</li> <li>5. If blank, check power. Check continuity across two orange and two blue leads while green light is on. If none, open control and replace fuses or replace control.</li> <li>6. Check boiler system. Boiler must operate to generate hot water</li> </ol>
Insufficient hot water	<ol style="list-style-type: none"> <li>1. Demand exceeds capacity</li> <li>2. Temperature too low</li> <li>3. Boiler lacks sufficient output</li> <li>4. Fouled heat exchanger</li> <li>5. Insufficient heat exchanger flow</li> </ol>	<ol style="list-style-type: none"> <li>1. Check sizing based on household size and boiler output</li> <li>2. Increase temperature setpoint</li> <li>3. Wire for priority. If problem persists add storage or increase tank size.</li> <li>4. Check Boiler Supply/Boiler Return during cold startup. If difference is less than 20F, clean heat exchanger as outlined below. Install water treatment equipment to prevent recurrence.</li> <li>5. Check for undersized or faulty circulator, stuck or undersized zone valve. Ensure all shutoff valves are open. Check for stuck flow check valve. Purge boiler loop to remove air.</li> </ol>
Water too hot	<ol style="list-style-type: none"> <li>1. Improper plumbing</li> <li>2. Temperature set too high</li> <li>3. Temperature sensor not fully inserted</li> <li>4. Stuck zone valve</li> <li>5. Flow check valve stuck open</li> </ol>	<ol style="list-style-type: none"> <li>1. If Boiler Return is plumbed to the suction-side of a heating circulator, overheating will occur when the home's heat is on. Fix plumbing.</li> <li>2. Reduce temperature setting</li> <li>3. Re-insert temperature sensor</li> <li>4. Repair or replace</li> <li>5. Clean, repair or replace</li> </ol>
Noise from water heater	<ol style="list-style-type: none"> <li>1. Air in boiler loop</li> <li>2. Faulty circulator pump</li> <li>3. Thermal expansion</li> <li>4. Normal noise during initial fill</li> </ol>	<ol style="list-style-type: none"> <li>1. Purge boiler loop. Check air elimination equipment.</li> <li>2. Repair or replace pump</li> <li>3. Ensure the proper thermal expansion tank is installed and adjusted properly</li> <li>4. When first pressurized, a creaking or hissing sound is normal. After pressurizing, the noise should stop. Always check for leaks.</li> </ol>
Relief valve dripping or opening	<ol style="list-style-type: none"> <li>1. No thermal expansion tank</li> <li>2. Thermal expansion tank set improperly</li> <li>3. City pressure too high</li> <li>4. System over temperature</li> <li>5. Faulty relief valve</li> </ol>	<ol style="list-style-type: none"> <li>1. Install the proper thermal expansion tank</li> <li>2. Ensure precharge air pressure matches static water pressure</li> <li>3. Install a Pressure Reducing Valve (PRV) if city pressure is over 80psi</li> <li>4. Determine cause of over temperature condition and correct problem</li> <li>5. Replace relief valve</li> </ol>
Discolored water at faucet	<ol style="list-style-type: none"> <li>1. Poor water quality</li> <li>2. Sediment or suspended particles</li> </ol>	<ol style="list-style-type: none"> <li>1. Have water tested for contaminants. Typical problems are: Blue/green color = copper discoloration due to low pH Black staining/sulfur odor = hydrogen sulfide White deposits = hard water Red staining = high iron levels</li> <li>2. Install sediment filter, purge unit more often to avoid future problems</li> </ol>
Boiler will not operate when calling for hot water	<ol style="list-style-type: none"> <li>1. Improper or loose wiring</li> <li>2. Boiler high limit has been reached</li> <li>3. Problem with boiler system</li> </ol>	<ol style="list-style-type: none"> <li>1. Check connections against wiring diagrams in this manual</li> <li>2. Boiler will periodically cycle on and off during operation</li> <li>3. Have boiler diagnosed for proper operation</li> </ol>
Circulator or zone valve will not operate when calling for hot water	<ol style="list-style-type: none"> <li>1. Improper or loose wiring</li> <li>2. Faulty circulator pump</li> </ol>	<ol style="list-style-type: none"> <li>1. Check connections against wiring diagrams in this manual</li> <li>2. Repair or replace pump</li> </ol>

## 10. REPLACEMENT PARTS

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	<b>ZPG Series</b>	<b>ZPGLP Series</b>
Heat Exchanger w/Gasket and Nuts (Pump not included)	41-Gallon 2700-5007	41-Gallon 2700-5007
	80-Gallon 2700-5009	80-Gallon 2700-500
Flange Gasket Only	2704-403	2704-403
Aquastat Well Assembly	2700-924	2700-924
Bottom Drain O-Ring	2500-178	2500-178
Dial Aquastat	2704-093	2704-093
Circulator Pump	245-62	245-58

To obtain replacement parts, contact the installer or place of purchase.

# 11. GENERAL SAFETY INFORMATION

**⚠ DANGER SCALDING HAZARD.** If the water temperature is over 120°F, household members can suffer serious or fatal scalding and painful and permanent injury. • The Consumer Products Safety Commission recommends an initial setting of 120°F, but notes a slower response time of infants, aged, disabled and other persons increases the scalding hazard and may require lower settings. • Always check the water temperature before use, including washing, bathing or showering. • Temperature limiting valves are available from your plumbing supplier. A check valve must be installed in the boiler return line to prevent gravity flow through the heat exchanger. This can cause overheating and result in serious or fatal scalding.

**⚠ DANGER SCALDING HAZARD.** If the thermostat is not working properly or if this product is not installed in accordance with the manual, water temperature can reach excessive levels that may cause serious or fatal scalding. After installation and any servicing of the unit, verify that the thermostat is working and firmly inserted in the thermostat well by following the thermostat testing instructions in the manual.

**⚠ WARNING** Failure to use the correct replacement parts may make your product unsafe.

**⚠ WARNING CALIFORNIA PROPOSITION 65 WARNING!** **WARNING:** This product contains a chemical known by the State of California to cause cancer and birth defects or other reproductive harm. (California Installer/Contractor - California law requires that this notice be given to consumer/end user of this product.)

**⚠ WARNING** In limited circumstances, space heating can be lost in the home with unit utilizing priority mode. Any demand for space heating is postponed until the water heater has reached its set temperature. This delay in supplying the space heating zones is usually not noticed by the inhabitants of the living spaces. However, in the event of certain malfunctions such as circulator or thermostat failure, space heating could be delayed indefinitely. If undetected and uncorrected, freezing damage to piping could result.

**⚠ CAUTION** If a steel hydropneumatic tank is in place, replace it with a properly sized diaphragm expansion tank. Otherwise, significant heat transfer problems can occur by causing air to be trapped in the heat exchanger. If the boiler system has a diaphragm expansion tank and the boiler temperatures are being changed, resize the expansion tank.

**⚠ WARNING** If installing on city water supply a properly sized thermal expansion tank is required with the water heater and should be installed as set forth in the product installation manual. Contact your water supplier or local plumbing inspector for additional information.

**⚠ DANGER** Prevent pressure build-up in any existing internal tankless coil. Do not plug incoming or outgoing tappings in the internal tankless coil plate. Leave the coil in the boiler and leave system connections open to prevent pressure build-up.

**⚠ DANGER** **Electrocution hazard.** The water heater must be electrically grounded. Electrical supply must come from the boiler side of boiler's emergency shut-off switch in order to prevent unsafe boiler operation.

**⚠ WARNING** **Chlorine Aggressive Water:** The water quality can significantly influence the life of this Product. You should test for corrosive elements, acidity, total solids and other relevant contaminants, including chlorine and treat your water appropriately to insure satisfactory performance and prevent premature failure.

**Note:** Inspect for shipping damage and notify freight carrier or store where purchased immediately if damage is present. To avoid risk of personal injury and property damage, if the product appears to be malfunctioning or shows signs of corrosion, call a qualified professional immediately. Current copies of the Product Manual can be obtained at the place of purchase. Use proper safety equipment when installing.

**⚠ DANGER EXPLOSION HAZARD.** The pressure of the heat transfer medium must be limited to a maximum of 30 psig by an approved safety or relief valve on your boiler. The water heater pressure must be limited to 150 psig maximum by the installation of a temperature and pressure relief valve (included). The relief tube must be plumbed to a suitable drain per code. No reducing coupling or other restriction may be placed in this line.

**⚠ WARNING** This Product, like most Products under pressure, may over time corrode, weaken and burst or explode, causing serious or fatal injury, leaking or flooding and/or property damage. To minimize risk, a licensed professional must install and periodically inspect and service the Product. A drip pan connected to an adequate drain must be installed if leaking or flooding could cause property damage. Do not locate in an area where leaking could cause property damage.

**⚠ WARNING EXPLOSION OR RUPTURE HAZARD.** A relief valve must be installed to prevent pressure in excess of local code requirement or maximum working pressure designated in the Product Manual, whichever is less. Do not expose Product to freezing temperatures or temperatures in excess of the maximum rated operating temperature.

**⚠ DANGER** If not installed by the boiler manufacturer, install a low water cut-off or pressure reducing valve on your boiler so that leaking will not result in a dry boiler which if the boiler continues to fire, will cause an explosion hazard.

**⚠ DANGER** This unit must be installed as a separate heating zone. Do not connect this unit to an existing heating zone or feed boiler water directly through the coil as dangerous over-heating will result.

**⚠ CAUTION** Do not drain this appliance before shutting off the supply valve and opening the relief valve or another downstream fixture, as it will damage this unit. A vacuum breaker should be installed to avoid damaging the liner. Damage to the unit and leakage can occur if a vacuum breaker is not installed.

**⚠ WARNING** **USE GLYCOL ONLY WITH DOUBLE-WALLED HEAT EXCHANGER MODELS.** Avoid risk of ingesting a toxic glycol fluid. The heat transfer medium should be water. If glycol must be used, it should only be used with double-walled heat exchangers and closely monitored for leakage.



# Pure Pro™ Indirect-Fired Water Heater LIMITED PRODUCT WARRANTY

Products covered: all Pure Pro™ brand indirect-fired water heaters manufactured by AMTROL Inc. (the "Manufacturer") and distributed by the FW Webb Company (the "Distributor").

**IMPORTANT WARNING: READ CAREFULLY THE INSTALLATION, OPERATING AND MAINTENANCE INSTRUCTIONS MANUAL ("MANUAL")** to avoid serious personal injury and/or property damage and to ensure safe use and proper care of this product.

## Who Receives The Manufacturer's Product Warranty

All purchasers who first use the new Product. The Warranty is non-transferable.

## What is covered by this Warranty

The Manufacturer warrants to the purchaser first using the new Product that at the time of manufacture, the Product is free from defects in material and workmanship. Any warranty claim must be made within Six (6) years, measured from the time the Product was purchased from the distributor.

## Upgradeable Warranty

Limited Lifetime Warranty upgrade kits are available for purchase at the distributor. To implement the upgrade, follow the instructions provided in the upgrade kit. The Limited Lifetime Warranty must be applied within Six (6) months from date of original water heater purchase.

## What The Manufacturer Will Do If You Have a Covered Warranty Claim

In the event of a breach of the foregoing warranty, The Manufacturer will at its option either make repairs to correct any defect in material or workmanship or supply and ship either new or used replacement parts or products. The Manufacturer will not accept any claims for labor or other costs.

## What This Warranty Does Not Cover - Exclusions and Limitations

This Warranty does not cover any failure or problem unless it was caused by a defect in material or workmanship. In addition, this Warranty shall not apply:

- if the Product is not correctly installed, operated, repaired and maintained as described in the manual provided with the Product; or if it is installed in a manner not adhering to local plumbing codes.
- to any failure or malfunction resulting from abuse (including freezing); improper or negligent: handling, shipping (by anyone other than the Manufacturer), storage, use, operation, accident ; or alteration, lightning, flood or any other environmental condition;
- to any failure or problem resulting from the use of the Product for any purpose other than those specified in the accompanying Manual or alteration of any part of the product;
- if the unit is used anywhere except the United States, its territories or possessions, or Canada;
- this Warranty does not cover labor costs, shipping charges, service charges, delivery expenses, administrative fees or any costs incurred in removing or reinstalling the Product;
- this Warranty does not cover any claims submitted to the

Manufacturer more than 30 days after expiration of the applicable warranty time period described in this Warranty - see table below;

- this Warranty also does not cover repair or replacement costs not authorized in advance by The Manufacturer.

## Additional Warranty Limitations

**ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE SPECIFICALLY DISCLAIMED.**

## Limitations of Remedies

**THE REMEDIES CONTAINED IN THIS WARRANTY ARE THE PURCHASER'S OR FIRST USER'S EXCLUSIVE REMEDIES. IN NO CIRCUMSTANCES WILL THE MANUFACTURER OR THE DISTRIBUTOR BE LIABLE FOR MORE THAN, AND PURCHASER-FIRST USER'S REMEDIES SHALL NOT EXCEED, THE PRICE PAID FOR THE PRODUCT. IN NO CASE SHALL THE MANUFACTURER BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM NONDELIVERY OR FROM THE USE, MISUSE, OR INABILITY TO USE THE PRODUCT OR FROM DEFECTS IN THE PRODUCT OR FROM The MANUFACTURER'S OWN NEGLIGENCE OR OTHER TORT.** This exclusion applies regardless of whether such damages are sought for breach of warranty, breach of contract, negligence, or strict liability in tort or under any other legal theory. Such damages include, but are not limited to, inconvenience, loss or damage to property, mold, loss of profits, loss of savings or revenue, loss of use of the products or any associated equipment, facilities, buildings or services, downtime, and the claims of third parties including customers.

## What To Do If You Have a Problem Covered By This Warranty

Any covered Warranty service must be authorized by the Distributor and the Manufacturer. Contact the person from whom you purchased the Product, who **must** receive authorization from the Manufacturer. If you do not receive a prompt response, call the Manufacturer directly at 877-517-9673. Notice of a Warranty claim should be submitted by the authorized distributor to The Manufacturer at the following address:

AMTROL Inc., Warranty Claim Dept.  
1400 Division Rd., West Warwick, RI 02893

Before the Manufacturer determines to provide any replacement part or product, it may as a pre-condition to making such a determination require that the warranty claimant ship the product, postage prepaid to an authorized distributor, or to the Manufacturer and provide proof of purchase evidenced by the original sales receipt.

## Replacement Product Warranty

In case of replacement of a Product or any component part, the Manufacturer reserves the right to make changes in the design, construction, or material of the substitute components or products, which shall be subject to all of the terms and limitations of this Warranty, except that the applicable warranty periods shall be reduced by the amount of time the warranty claimant owned the product prior to submitting notification of the warranty claim.

The following Pure Pro products are subject to the warranty time period listed below, from the date of purchase, unless otherwise specified:

PRODUCT	MODELS	DURATION
Plug N' Go Indirect Heaters	All	Six (6) Year Limited Warranty: Upgradeable to limited Lifetime Warranty
Pipe N' Go Indirect Heaters	All	Six (6) Year Limited Warranty: Upgradeable to limited Lifetime Warranty

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