



RESIDENTIAL SPLIT HEAT PUMP WATER HEATER SYSTEM WARRANTY

State Industries, LLC Limited Warranty – Indoor Storage Tank Residential Split Heat Pump Water Heater System

SCAN THE QR CODE FOUND ON BOTH THE HEAT PUMP UNIT AND/OR INDOOR STORAGE TANK DATA PLATE TO REGISTER FOR THE PRODUCT WARRANTY.

GENERAL TERMS AND CONDITIONS

State Industries, LLC. (“State”) extends the following LIMITED WARRANTY to the original owner of this residential split heat pump water heater system subject to the terms, conditions and disclaimers herein. State warrants this **Indoor Storage Tank** to be free from defects in materials and workmanship, under normal use and service, for the applicable warranty periods listed above. This Limited Warranty applies only to products installed and operated in the United States and Canada, in accordance with applicable plumbing and electrical codes, and State’s installation instructions, provided the product remains at its original place of installation. This warranty is not transferable.

WARRANTY PERIOD

- Tank: Ten (10) years from the date of installation against leakage caused by defects in materials or workmanship.
- Parts: Ten (10) years from the date of installation.
- Labor: One (1) year from the date of installation, for authorized labor only.

Indoor Storage Tank Series Models	Tank	Parts	Labor
SXST-50*, SXST-66*, SXST-80*	10-year	10-year	1-year

If the date of original installation cannot be verified, warranty coverage will begin ninety (90) days after the date of manufacture.

WHAT IS COVERED

If a defect in materials or workmanship is found during the warranty period, State will provide a replacement tank or part, or at its discretion, a comparable replacement model. Replacement parts or tanks will be warranted only for the remaining unexpired portion of the original warranty period.

WHAT IS NOT COVERED

This Limited Warranty does not cover:

- Damage, failure, or malfunction due to failure to follow instructions, including improper installation, operation, maintenance, or operation outside specified conditions as defined in the Heat Pump Unit, and the Outdoor Split Heat Pump Water Heater System Installation Instructions and Use and Care Guides.
- Damage caused by freezing, corrosive or contaminated water, scale buildup from hard water, or water pressure exceeding specifications as defined in the Heat Pump Unit, and the Outdoor Split Heat Pump Water Heater System Installation Instructions and Use and Care Guides.
- Damage, leakage of, or failure associated with the interconnecting water lines between the indoor tank and outdoor heat pump unit, including but not limited to freezing, corrosion, scale buildup from hard water, foreign contaminants in the water, water line deterioration due to exposure to sun and outdoor elements, or improper installation.
- Use of the tank with any heat source other than the designated State outdoor heat pump unit.
- Alteration, misuse, neglect, accident, fire, flood, or other acts of nature.
- Labor, shipping, or service not authorized by State.
- Units installed outside the United States or Canada or relocated from the original installation site.
- Replacement parts after the expiration of this warranty.

OWNERS’ RESPONSIBILITIES

Owners are responsible for:

- All labor, shipping, delivery, installation, and handling costs associated with the repair and/or replacement, including removal cost, of the product.
- All cost necessary or incidental for any materials and/or permits required for installation of the replacement heater or part.
- Selecting a qualified service provider by visiting www.hotwater.com for a list of service providers in your area.
- Following all instructions provided with the product.
- Retaining all bills of sale or receipts for proof of installation.
- Providing copies of all service and maintenance records.
- Contacting your installer or dealer as soon as any problem or defect is noticed.

WARRANTY SERVICE

For warranty service, the owner should contact the dealer or contractor who installed the unit, or if this is not feasible, contact State directly. Proof of purchase, model number, and serial number are required. Service must be performed by an authorized State service provider.

LIMITATION OF LIABILITY

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY MADE BY STATE. ALL OTHER WARRANTIES, INCLUDING A WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED. STATE SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO WATER DAMAGE, LOSS OF USE, INCONVENIENCE, OR COST OF REPLACEMENT INSTALLATION. TOTAL LIABILITY ARISING AT ANY TIME SHALL NOT EXCEED THE PURCHASE PRICE PAID WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY.

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply. This warranty gives you specific legal rights, and you may have other rights which vary by state or province.

CLAIM PROCEDURE

Any claim under this warranty should be initiated with the dealer who sold the water heater, or with any other dealer handling the warrantor's products. If this is not practical, the owner should contact: State Industries, LLC, Address: 500 Tennessee Waltz Parkway, Ashland City, TN 37015. Phone: 1-877-737-2840 or visit our website: www.statewaterheaters.com.

Replacement Parts may be ordered through authorized servicers or distributors. Refer to your local Yellow Pages for where to call or contact: State Industries, LLC, 500 Tennessee Waltz Parkway, Ashland City, TN 37015. Phone(Parts): 1-800-821-2017 or visit our website: www.statewaterheaters.com.

The warrantor will only honor replacement with identical or similar water heater or parts thereof which are manufactured or distributed by the warrantor.

Dealer replacements are made subject to in-warranty validation by warrantor.

PROOF OF PURCHASE AND PROOF OF INSTALLATION DATE ARE REQUIRED TO SUPPORT WARRANTY CLAIM FROM ORIGINAL OWNER. THIS FORM DOES NOT CONSTITUTE PROOF OF PURCHASE OR PROOF OF INSTALLATION.

DISCLAIMERS

NO EXPRESSED WARRANTY HAS BEEN OR WILL BE MADE IN BEHALF OF THE WARRANTOR WITH RESPECT TO THE MERCHANTABILITY OF THE WATER HEATER OR THE INSTALLATION, OPERATION, REPAIR OR REPLACEMENT OF THE WATER HEATER OR PARTS. THE WARRANTOR SHALL NOT BE RESPONSIBLE FOR WATER DAMAGE, LOSS OF USE OF THE UNIT, INCONVENIENCE, LOSS OR DAMAGE TO PERSONAL PROPERTY, OR OTHER CONSEQUENTIAL DAMAGE. THE WARRANTOR SHALL NOT BE LIABLE BY VIRTUE OF THIS WARRANTY OR OTHERWISE FOR DAMAGE TO ANY PERSONS OR PROPERTY, WHETHER DIRECT OR INDIRECT, AND WHETHER ARISING IN CONTRACT OR IN TORT.

Should governmental regulations or industry standards prohibit the Manufacturer from furnishing a comparable model replacement under this warranty, the Owner will be furnished with the closest comparable water heater meeting the then current governmental regulations and industry standards. A supplementary fee may be assessed to cover the additional cost associated with the changes made to meet applicable regulations and standards. The warranty may not apply if there is a failure to follow the maintenance instructions.

The terms of this warranty may not be varied by any person, whether or not purporting to represent or to act on behalf of the warrantor.

IMPORTANT INFORMATION

Model Number _____

Serial Number _____

INSTALLATION INFORMATION

Date Installed _____

Company's Name _____

Street or P.O. Box _____

City, State, and Zip Code _____

Phone Number _____

Plumber's Name _____

