

# Warranty

**Glow Brand** warrants this product against failure due to defect in materials or workmanship under normal use and maintenance for a period of 60 months (5 years) or 65 months if the date of installation cannot be determined, and commences on the date of installation or commissioning of the appliance. Should any part fail during the applicable warranty period, **Glow Brand** will provide a new or remanufactured part to replace the defective part. Proof of purchase and installation date will be required in order to facilitate the warranty requirements.

All parts claimed under warranty are to be returned to **Glow Brand** for testing and verification. The customer's account will be credited only after the defective part has been examined by **Glow Brand** or the vendor and determined to be defective. The cost of returning the goods to **Glow Brand** is by others. All warranty parts are to be prepaid by the customer. Warranty will not be offered until the equipment is paid for in full. Warranty on all equipment sold to customers may be suspended, at **Glow Brand's** discretion, until the customer's account is in good standing. Warranty covers defective components only. Normal wear and abuse is not covered. This warranty does not cover costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of either failed parts, or replacement parts, or new units.

## SECOND THROUGH THE TENTH YEAR

Limited Warranty for the Stainless-Steel Tube Heat Exchanger

**Glow Brand** warrants its stainless-steel heat exchanger against failure due to defect in materials or workmanship under normal use and maintenance from the date of installation for the second through the tenth year to the original purchaser only. If during such time, any part of the stainless-steel tube heat exchanger is found to be defective, Glow Brand will provide replacement for the original heat exchanger.

## FIRST YEAR (Labor)

Labor Warranty for **Glow Brand Combination Boiler**

**Glow Brand** will provide a predetermined fixed labor amount for the replacement of defective parts for 1 year (12 months) and commences on the initial date of installation or commissioning of the appliance.

Application	Tube Heat Exchanger	Parts	Labor
Residential	10 years	5 years	1 year
Commercial	5 years	3 years	1 year

**Product Improvements** – As Glow Brand Technologies maintains a continuous improvement policy, specifications are subject to change without notice.

## Limitations on Liability

### This Warranty Does Not Cover

1. Installations by other than licensed plumber, gas installer or heating contractor.
2. Commissioning other than by a **Glow Brand** certified contractor.
3. Installations of equipment for other purposes than those intended by the instructions supplied with this equipment.
4. Installations of equipment for purposes other than domestic hot water production and central heating needs if installed.
5. Any product which is improperly installed or moved from its original place of installation.
6. Any product which has been repaired or replaced with other than **Glow Brand** factory parts.
7. Any product modified in any way, misused or damaged or which has been used contrary to the warrantor's written instructions.
8. Introduction of liquids other than potable water into this product.
9. Any damage to the product caused by failure to maintain the unit properly, improper voltage, improper gas pressure, improper water pressure, flood, freezing, electrical surges, fire, lightning, or Acts of God.
10. Nicks, scratches or discoloration of decorative finishes.
11. Installation, plumbing, gas piping and wiring not integral to the product.
12. Any **Glow Brand** product installed in an improper environment (e.g. Corrosive, dusty, and or chemically contaminated).
13. Condensate damage due to improperly installed or lack of a condensate trap (drain).
14. Damages due to accidents, abuse, misuse, improper installations, misapplication or incorrect sizing and lack of regular recommended maintenance.
15. The water heater is installed outdoors.
16. Failures resulting in the **Glow Brand** unit not being properly maintained as per the recommended maintenance.
17. Failures not reported to **Glow Brand** within the time period specified above.
18. Products damaged in shipment or storage or otherwise without fault of **Glow Brand**.
19. The water heater has not been installed in accordance with all applicable local plumbing and/or building code and/or regulations or in their absence with the latest edition of the natural gas and propane installation code and/or the National Electrical Code or Canadian Electrical code.
20. This warranty does not cover any expenses related to the removal or re-installation process. The homeowner will be responsible for the cost of removing and re-installing the alleged defective part or its replacement and all labor and material connected therewith, and transportation to and from **Glow Brand**.
21. The warranty cannot be considered as a guarantee of workmanship of an installer connected with the installation of the condensing water heater or as imposing a liability of any nature for unsatisfactory performance as a result of faulty workmanship in the installation, which liability is expressly disclaimed.

### Exclusion of Incidental and Consequential Damages/ Disclaimers

**Glow Brand** Technologies Inc. will not pay in contract or in tort, consequential or incidental damages under this warranty, both of which are specifically excluded. This means we shall not be responsible for any loss, expense or damage caused by any defect in the water heater, other than the water heater itself. The maximum liability of **Glow Brand** in connection with this limited warranty shall not in any case exceed price of the part claimed to be defective, or price of the water heater if the entire water heater is claimed to be defective. "Incidental" damages include expenses of inspection, obtaining substitute goods, transportation, etc. "Consequential" damages include injury to persons or property inconvenience or other consequential damage resulting from a breach of warranty.

### Owner Responsibilities

This Warranty is issued to the original purchaser only. This product must be used and cared for in accordance with the instruction manual. You are responsible for required periodic maintenance or service. See your instruction manual for details. You must be able to verify the installation date of the product against which you make and warranty claim. The original bill of sale, installer's invoice or other similar document is required to verify warranty. If you cannot show evidence of the actual date of installation, warranty coverage shall be extended to a total of 65 months from when the unit was manufactured. The attached Warranty Registration Form must be filled out completely and returned to **Glow Brand**. Failure to do so will prevent or delay our being able to contact you (or the person residing at this address) in case of a recall or important product safety alert. Your warranty information will be held strictly confidential.



Homeowner Registration Form  
info@glowbrand.ca

PLEASE COMPLETE THE FOLLOWING INFORMATION  
RETURN WITHIN 30 DAYS OF COMMISSIONING THE APPLIANCE

Please Print Clearly

**User Information:**

Homeowner's Name: \_\_\_\_\_

Address: \_\_\_\_\_ Unit #: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone No. \_\_\_\_\_ Fax: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Unit Purchased:**

Unit Model: \_\_\_\_\_ Serial No. \_\_\_\_\_

Date of Purchase: \_\_\_\_\_ Date of Startup: \_\_\_\_\_

**Purchased From:**

Installing Contractor's Name: \_\_\_\_\_

Address: \_\_\_\_\_ Unit #: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone No. \_\_\_\_\_ Fax: \_\_\_\_\_

Email Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please complete and return this form to Glow Brand.  
ATTENTION: Product Registration.



Warranty Part Form  
info@glowbrand.ca

Please complete the following information and return it with the part request

**Contractor / Distributor / Rental Provider Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

\_\_\_\_\_

Address: \_\_\_\_\_ Unit # \_\_\_\_\_

City: \_\_\_\_\_ Prov. \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone # \_\_\_\_\_ Other # \_\_\_\_\_

Email: \_\_\_\_\_

**Homeowner Name:** \_\_\_\_\_

Address: \_\_\_\_\_ Unit # \_\_\_\_\_

City: \_\_\_\_\_ Prov. \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone # \_\_\_\_\_ Other # \_\_\_\_\_

Email: \_\_\_\_\_

**Model Number:** \_\_\_\_\_ **Serial number:** \_\_\_\_\_

**Date installed:** \_\_\_\_\_ **Date Failed:** \_\_\_\_\_ **Date Serviced:** \_\_\_\_\_

**Failed Part Number:** \_\_\_\_\_ **Replacement Part Number:** \_\_\_\_\_

**Failed Part Description:** \_\_\_\_\_

**Reason for Failure:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**“FAILED, NOT WORKING, DEFECTIVE” etc.,  
is not acceptable and will be considered incomplete.  
Incomplete warranty forms will not be accepted or considered. Only a  
detailed explanation will be considered for warranty.  
All parts returned must be accompanied with a completed warranty tag.**



# COMBI BOILER COMMISSIONING SHEET

Model #:

Serial #:

DATE OF INSTALLATION:

BUILDER/SITE NAME:		DATE:
HOMEOWNER NAME:		BLK / LOT #
ADDRESS:		TEL:
CITY:	POSTAL CODE:	CELL:
		OTH:

CONTRACTOR NAME:		TEL:
ADDRESS:		CELL:
CITY:	POSTAL CODE:	CERT#:
TECHNICIAN:	EMAIL:	

**Prior to commencing any commissioning, Hydro, Gas and Water must be available at the appliance.**

PROCEDURE	READING	REMARKS
Verify that the unit being installed matches the work order		
Ensure the venting complies with the installation manual & local codes		
Ensure a minimum 24" clearance from the appliance front is maintained		
Check for correct voltage & polarity		
Verify that all gas and water connections are tight and leak free		
Gas pressure at the appliance is 7" wc NG / 11" wc LP (min. 3.5" NG/8"LP)		
Ensure the pressure relief is properly installed and operating		
Ensure the drain tube and condensate hose are properly installed		
Check that the condensate trap has been primed and is not obstructed		
Inspect and verify the safety components are operating as intended		
Check that both automatic air vents are open		
Bleed all the air from the heating loop / recirculation line if equipped		
Burp circulation pump within the combi		
Ensure parameters are configured to reflect the appliance		
Ensure the installation manual is left with the appliance		
Check the Glow Brand Combi Boiler's CO <sub>2</sub> complies with values listed in the installation manual	(CO <sub>2</sub> %) NG 9.4/ LP 10.5	%
Record the CO measured		PPM

**Check that there is no flammable material or liquids in the immediate vicinity of the appliance**

<b>ADDITIONAL COMMENTS</b>

I confirm that the information listed on this commissioning sheet is a true and accurate account of what has been completed.

TECHNICIAN SIGNATURE: \_\_\_\_\_

209 Citation Drive, Concord Ontario L4K 2Y8. Tel: 905-264-1414, Fax: 905-264-1147

Email: [info@glowbrand.ca](mailto:info@glowbrand.ca)

Website: [www.glowbrand.ca](http://www.glowbrand.ca)



# Glow

## Brand™

### Getting Service

When you contact Technical Support, please have the following information at hand.

1. Model Number
2. Serial Number
3. Date Purchased
4. Installation location and type
5. Error code, if any appears on the front display.

**This appliance may be used for construction heat provided the unit has been commissioned by a certified and licensed technician and/or installer.**

## GLOW BRAND

209 Citation Drive

Concord, ON

L4K 2Y8

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Fax: (905) 264-1147

Email: [info@glowbrand.ca](mailto:info@glowbrand.ca)

Website: [www.glowbrand.ca](http://www.glowbrand.ca)

