

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 refurbished 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 FIFTEENTH 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 fifteenth year to the original purchaser only. If during such time period, 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** Tankless Condensing Water Heater

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		Heat Exchanger	Parts	Labor
Residential	Standard or Controlled Recirculation	15 years	5 years	1 year
	Uncontrolled Recirculation	5 years	3 years	1 year
Commercial	Standard or Controlled Recirculation	5 years	3 years	1 year
	Uncontrolled Recirculation	5 years	3 years	1 year

Standard - The Glow Brand unit is used as intended without the addition of a recirculation system.

Controlled Recirculation - The Glow Brand unit is used in conjunction with a recirculation pump as stated in the manual utilizing an aquastat or timer operating in non-continuous mode.

Uncontrolled Recirculation - The Glow Brand unit is used in conjunction with a recirculation pump as stated in the manual operating in continuous mode or with a heating system (i.e. fancoil).

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

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Warranty Registration Form
info@glowbrand.ca

**PLEASE COMPLETE THE FOLLOWING INFORMATION
RETURN WITHIN 30 DAYS OF COMMISSIONING
THE APPLIANCE (HOT WATER HEATER)**

Please Print Clearly

Sold To:

Homeowner's Name: _____

Address: _____ Unit #: _____

City: _____ Province: _____ Postal Code: _____

Phone No. _____ Fax: _____

Email Address: _____

Item Purchased:

Unit Model: _____ Serial No. _____

Date of Purchase: _____ Date of Startup: _____

Purchased From:

Installing Contractor's Name: _____

Address: _____ City: _____

Phone No. _____ Province: _____ Postal Code: _____

Email Address: _____ Fax: _____

Signature: _____ Date: _____

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



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.**



TANKLESS 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:	FAX:	
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 the automatic air vent is open		
Bleed all the air from the heating loop / recirculation line if equipped		
Ensure parameters are configured to reflect the appliance		
Ensure the installation manual is left with the appliance		
Check the Glow Brand Tankless CO ₂ complies with values listed in the installation manual	(CO ₂ %) NG 9.2/ LP 10.5	%
Record the CO measured		PPM

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

ADDITIONAL COMMENTS

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 Website: 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

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