



Navien Accessory Warranty Policy

What is covered?

This Limited Warranty is for Navien Accessories (“accessory” or “accessories”) that are meant to be used in conjunction with Navien Water Heaters, Combi Boilers, and/or Boilers.

How long does coverage last?

Warranty periods vary from accessory to accessory. Please visit <https://www.navieninc.com/accessories> to locate a specific accessory and its correlating warranty period. The warranty period begins on the date of purchase, whether or not installed on that date. In order to obtain warranty coverage, purchase of accessories must be from a Navien Inc. authorized wholesaler or dealer and installed by a Navien-authorized installer. Navien's warranty is strictly limited to replacement of the accessory at issue. It specifically excludes any and all labor associated with the removal and replacement of the accessory or accessories, as well as any damage that may be caused to the unit during or as a result of accessory removal and replacement.

Coverage outside of Navien

Warranty coverage may also be provided by a parts manufacturer if an accessory is not manufactured by Navien. Not all accessories for the Navien units are manufactured directly by Navien, Inc. In these instances, you may pursue a warranty claim through either Navien or the accessory manufacturer, but not both. You may not stack benefits. Note that Navien’s warranty procedure may differ from a manufacturer’s procedure for making a warranty claim. Please review the warranty literature of the specific accessory for more information.

What will Navien do?

Navien will replace any accessory that is defective in materials or workmanship for the length of that accessory’s warranty period. Warranty periods can be located at <https://www.navieninc.com/accessories>.

How do I get service?

0-30 days after purchase:

Any accessory furnished by Navien Inc., installed and determined to be defective for up to 30 days must be returned to the wholesaler where purchased. Wholesaler shall handle the return through Sales Orders at orders@navien.com. A sales return authorization (SRA), purchase order copy and proper documentation will be required in order to receive a refund. Only approved credit will be issued.



31-365 days after purchase:

Accessories installed for 31 days up to one year will require a Returned Goods Authorization (RGA) obtained by Navien's technical support team at 800-519-8794, option 2. An RGA number will be issued for shipping a replacement part or wholesaler pick up. Proof of purchase may be required based on product part value.

What is not covered?

All accessories are subject to the Warranty Exclusions listed in the Warranty of the water heater or boiler unit in which the accessories are being installed. Warranty exclusions vary by unit. You must refer to the Warranty of your specific unit for the full list of exclusions. In addition, each accessory may also include its own warranty requirements and/or exclusions. Please review the warranty literature of the specific accessory for more information.

Limitation on warranties

No one is authorized to make any other warranties, representations or guarantees on behalf of Navien. Except as expressly provided herein, there are no other warranties, express or implied, including, but not limited to warranties of merchantability or fitness for a particular purpose, which extend beyond the description of the Warranty herein. Navien shall not be liable for any indirect, incidental, special, consequential or other similar damages that may arise from the use, installation, service or replacement of any accessories, or from this Warranty itself, including, without limitation, lost profits, injury to person or property in any degree, loss of use, diminished value, or inconvenience. Some states do not allow the exclusion or limitation of incidental or consequential damages. Accordingly, the foregoing limitation may not apply to you.

Any implied warranties of merchantability and fitness arising under state law are limited in duration to the period of coverage provided by this limited Warranty, unless the period provided by state law is less. Some states do not allow limitations on how long an implied Warranty lasts. Therefore, the foregoing limitation may not apply to you.

This Limited Warranty gives you specific legal rights and you may also have other rights which vary from state to state.