

Installation & Operation Manual

Carbon Block Water Filtration System

Getting Service

If your water treatment requires service:

- Request for your installer or any licensed professional to contact Technical Support at 1-800-519-8794 Option 2 once at the installation site: www.navieninc.com.
- A short list of independent service providers in your area can be found on the website: www.navieninc.com/installers.

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

- Model number
- Serial number
- Date purchased
- Installation location
- Installation Date

Version: 1.0 (March, 2025)

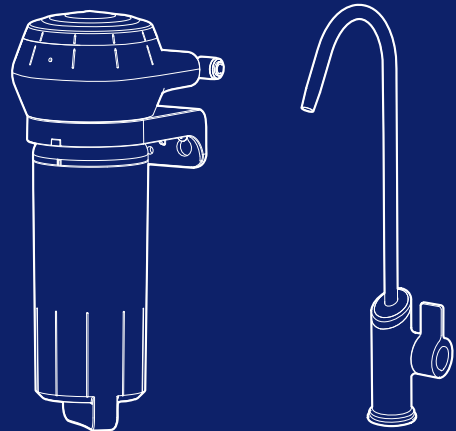


800.519.8794 | www.navieninc.com
20 Goodyear Irvine, CA 92618

Installation & Operation Manual

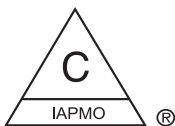
Carbon Block Water Filtration System

Model | WUA500



Tested and Certified by NSF International against NSF/ANSI Standard 42, 53, 401 for the reduction of the claims specified on the Performance Data Sheet and NSF/ANSI Standard 372 for lead free compliance in model WUA500-05GND.

The system conforms to NSF/ANSI 53 for the specific performance claims verified and substantiated by test data.



- Faucet Tested and Certified by IAPMO against NSF/ANSI/CAN 61, 372 for lead free compliance.
- Valve Tested and Certified by IAPMO against NSF/ANSI/CAN 372 for lead free compliance.

Faucet and Valve are not certified by NSF.

WARNING

- To prevent **PROPERTY DAMAGE**, please, read, understand, and follow the warnings and instructions in this manual.
- Be sure to check and follow the applicable plumbing codes and ordinances when installing this product. Check with your public works department for applicable local plumbing and sanitation codes. Follow local codes if they differ from the standards used in this manual.
- Keep this manual near the product for future reference whenever maintenance or service is required.

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Important Safety Information

Contact Information

Web site : www.navieninc.com/contact

Call : 1-800-519-8794 → Option 2

Before you install and operate the WUA500, read this manual to become familiar with the device and its capabilities.

Navien will not be responsible for any damages caused by installer failure to comply with the precautions of this manual.

Please carry out installation, maintenance including filter replacement in strict accordance with the requirements of this manual to avoid damage to equipment or property.

Given the unique characteristics of water treatment products, all components comprised in this product have a limited service life. Detailed recommendations for key components are provided throughout this manual.



The Safety Alert Symbols are used in this manual to alert you to potential personal injury hazards. Obey all safety messages that follow these symbols to avoid possible damage, serious injury, or death.

The following signal words are used in this manual:

WARNING

Indicates a hazardous situation that if not avoided could result in death or serious injury.

CAUTION

Indicates a potentially hazardous situation that if not avoided could result in minor or moderate injury.

NOTICE

Indicates information considered important but not hazard-related (such as property damage).

Initial installation

NOTICE

- Do not install the product outdoors. Avoid installation in direct sunlight and outdoor places. Exposure to sunlight will accelerate the aging of the unit shell and affect the safety performance of the unit.
- Do not install the product near an electric heater.
- Do not install or expose the product to the environment below 32 °F (0 °C), to avoid the rupture of the internal pipeline due to the freezing.
- The system and installation must comply with state and local laws and regulations.

NOTICE

- Use the genuine components, cartridge filter provided by Navien to ensure the proper functioning of the product.
- Do not apply excessive force or impact to the product.
- Do not store any objects on the top of the product.
- When the product is not used or left unattended for more than 3 days, disconnect the power and water source to prevent the “water hammer” impact caused by unstable water pressure, causing damage or gushing of the product. When you use it again, it is recommended that the drinking water produced in the first few minutes be discharged, otherwise it will affect the taste.

When using the product

⚠ CAUTION

- Keep out of reach of children.
- If the product breaks down or produces a strange sound / burning smell / smoke / water leak, unplug the power cord from the outlet, then contact Navien Technical Support at 800-519-8794 or an authorized Navien distributor.
- Do not disassemble the product unless authorized by Navien.

⚠ WARNING

Cancer and Reproductive Harm -
www.P65Warnings.ca.gov.

1. About the WUA500

This product utilizes a high-quality carbon block to provide filtered water by removing organic compounds and bad water taste.

Filtered Water for Improved Taste and Smell

This product has a compressed carbon block filter with better water purification performance than a general extruded carbon block filter. In the process of passing through this filter, harmful substances such as residual chlorine, organic compounds, and heavy metals in the water are removed. However, beneficial minerals are preserved and you will notice an improvement in the taste and smell of your sink water.

Simple and Easy Maintenance

The indicators on the product and faucet make it easy to know when to replace the filter. The filter can be easily replaced.

This product is equipped with an automatic shut-off valve.

Efficient Use of Space

The Carbon Block Water Filtration System (WUA500) provides continuous water supply without requiring a separate storage tank, and its compact design saves space.

1.1 Specification

Note

To achieve optimal performance, it is highly recommended that the system be used only within these operational parameters.

Items		Description
Model		WUA500-05GND (GWUA50005GND0001)
Filter Cartridge		WUA500-05GND-CB (30035169*)
Filter Lifespan**		500 Gallons (1,800 Liters) / 6 months
Flow Rate		0.5 GPM (1.89 LPM)
Dimensions (W x D x H)		Φ3.4 x 4.8 x 11.1 in. (Φ87.2 x 122.0 x 283.3 mm)
Batteries		3 AA Alkaline batteries required
Feedwater Requirement		Municipal tap water
Feedwater Pressure		30-125 psi (207-862 kPa)
Feedwater pH		6.5-8.5
Feedwater Temperature		40-100°F (4-38°C) (COLD WATER ONLY)
Relative Humidity		≤90% (Indoor)
Certification	Head & Filter	NSF42, NSF53, NSF372, NSF401
	Smart Faucet	NSF61, NSF372 (certified by IAPMO)
	Inlet T-Valve	NSF372 (certified by IAPMO)

** Filter replacement schedule may vary depending on local water conditions and water usage. When water usage is high or local water condition is bad (high sediment, chlorine, turbidity, or hardness levels), filter replacement may be required sooner than the recommended filter replacement schedule.

1.2 Certification

WUA500-05GND Tested and Certified by NSF International against NSF/ANSI Standard 42, 53, 401 for the reduction of the claims specified on the Performance Data Sheet and NSF/ANSI Standard 372 for lead free compliance.

- Faucet Tested and Certified by IAPMO against NSF/ANSI/CAN 61, 372 for lead free compliance.
- Valve Tested and Certified by IAPMO against NSF/ANSI/CAN 372 for lead free compliance.

Note Faucet and Valve are not certified by NSF.

NSF/ANSI 42 - Aesthetic Effects (2)

Contaminant	Influent Challenge Concentration	Max. Effluent Concentration	Percent Reduction
Chlorine Taste & Odor	2.0 mg/L	≥50%	>97.4%
Nominal Particulate Class 1, ≥0.5 to < 1.0 µm	At least 10,000 & particles/mL	≥85%	99.9%

NSF/ANSI 53 - Health Effects (18)

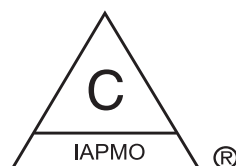
Contaminant	Influent Challenge Concentration	Max. Effluent Concentration	Percent Reduction
Atrazine	0.009 mg/L	0.003 mg/L	>94.7%
Benzene	0.015 mg/L	0.005 mg/L	>96.3%
Cyst*	Minimum 50,000 cysts/L	99.95%	>99.99%
Lead @ pH 6.5	0.15 mg/L	0.005 mg/L	>99.7%
Lead @ pH 8.5	0.15 mg/L	0.005 mg/L	>99.6%
Lindane	0.002 mg/L	0.0002 mg/L	>99%
Mercury @ pH 6.5	0.006mg/L	0.002 mg/L	96.2%
Mercury @ pH 8.5	0.006 mg/L	0.002 mg/L	92.2%
Turbidity	11 NTU	0.5 NTU	99%
2,4 -D	0.21 mg/L	0.07 mg/L	99.9%
Asbestos	10 to 10 fibers/L	99%	>99%
P-dichlorobenzene	0.225 mg/L	0.075 mg/L	>99.8%
Carbofuran	0.08 mg/L	0.04 mg/L	>98.7%
Chlorobenzene	2 mg/L	0.1 mg/L	>99.9%
Endrin	0.006 mg/L	0.002 mg/L	>96.8%
Ethylbenzene	2.1 mg/L	0.7 mg/L	>99.9%
O-dichlorobenzene	1.8 mg/L	0.6 mg/L	>99.8%
Tetrachloroethylene	0.015 mg/L	0.005 mg/L	>96.7%

Contaminant	Influent Challenge Concentration	Max. Effluent Concentration	Percent Reduction
Toxaphene	0.015 mg/L	0.003 mg/L	>93%
1,2,4-Trichlorobenzene	0.21 mg/L	0.07 mg/L	>99.8%

* The values are based on the use of *Cryptosporidium parvum* oocysts. Systems certified for cyst reduction may be used with disinfected water that may contain filterable cysts.

Standard 401 - Emerging Contaminants (15)

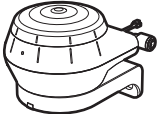
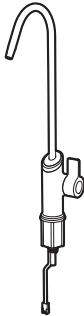
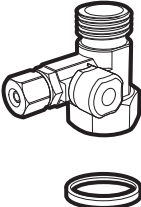
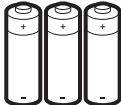
Contaminant	Influent Challenge Concentration	Max. Effluent Concentration	Percent Reduction
Atenolol	200 ng/L	30 ng/L	94.9%
Bisphenol A	2000 ng/L	300 ng/L	>99%
Carbamazepine	1400 ng/L	200 ng/L	>98.6%
DEET	1400 ng/L	200 ng/L	>98.8%
Estrone	140 ng/L	20 ng/L	>96.4%
Ibuprofen	400 ng/L	60 ng/L	>94.9%
Linuron	140 ng/L	20 ng/L	>96.8%
Meprobamate	400 ng/L	60 ng/L	>94.8%
Metolachlor	1400 ng/L	200 ng/L	>98.7%
Naproxen	140 ng/L	20 ng/L	>96.5%
Nonylphenol	1400 ng/L	200 ng/L	>96.1%
Phenytoin	200 ng/L	30 ng/L	>95.5%
TCEP	5000 ng/L	700 ng/L	>98.3%
TCP	5000 ng/L	700 ng/L	>98.1%
Trimethoprim	140 ng/L	20 ng/L	>96.8%
Microplastic	At least 10,000 & particles/mL	≥85%	99.9%



All the stated parameters related to the performance of this product are based on results derived from testing under standard laboratory conditions; actual performance may vary.

1.3 Included Items

Refer to the below to check that the product and various parts are properly packaged, and prepare the necessary tools for installation.

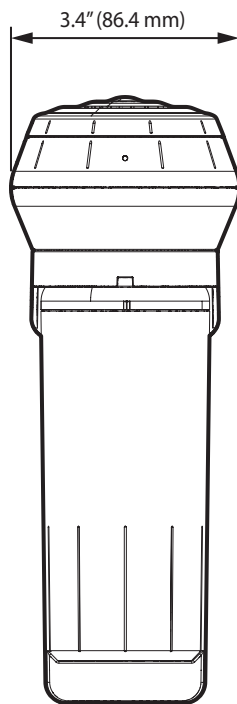
		
System Head	Filter Cartridge (Part No.: 30035169*)	Smart Faucet (1 set)
		
Installation & Operation Manual	1/4" Tubing Hose (Length: 6' 6", 2 m) (1ea)	Inlet T-Valve (1ea) (Gasket Included)
		
Inlet T-Valve Adapter (3/8" Compression to 1/2") (1ea)	1/4" I-Type Fitting (1ea)	AA Batteries (3ea)
		
0.6" (16 mm) Screws (2ea)		

1.4 Required Tools

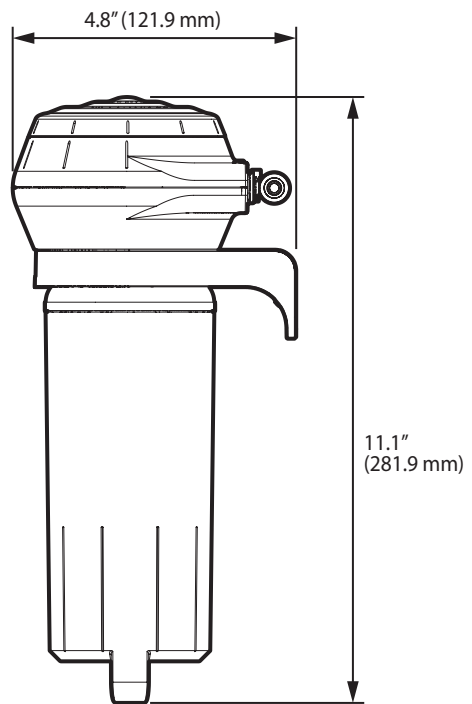
The following list is the required tools for the water filtration system.

- Variable speed drill
- $\frac{3}{4}$ " Step drill bit or hole saw (for faucet hole)
- Phillips screwdriver
- Adjustable wrench
- Utility knife or scissors
- Towel
- Flashlight
- Safety glasses

1.5 Dimensions

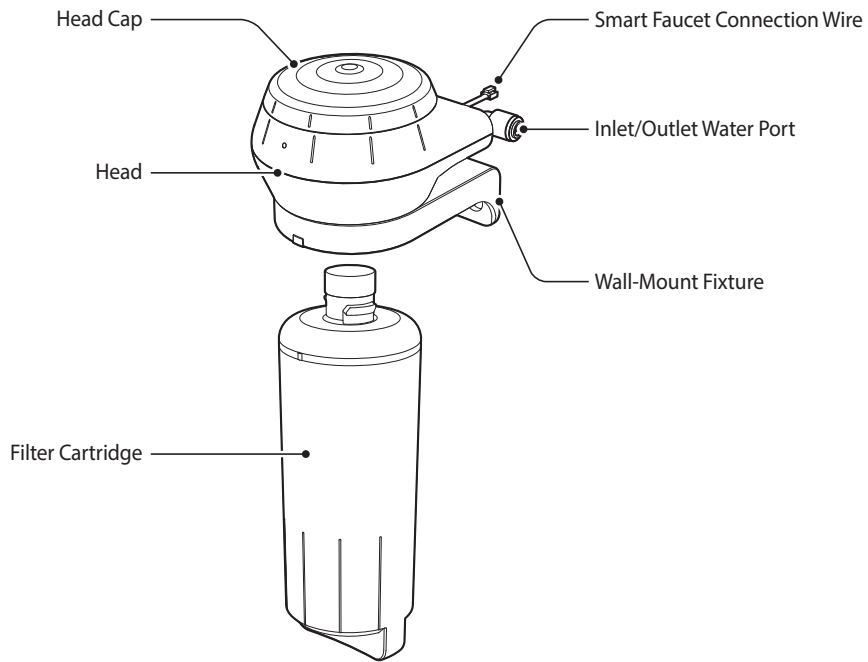


Front View

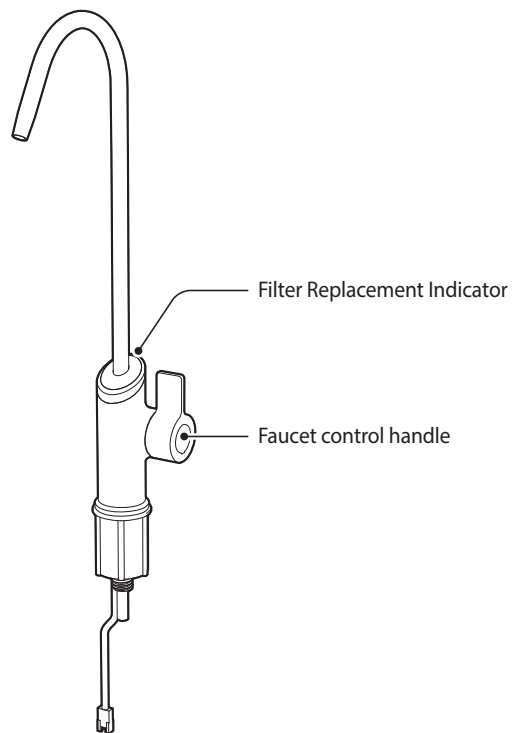


Side View

1.6 Components



Water Filtration System



Smart Faucet

2. Installing the WUA500

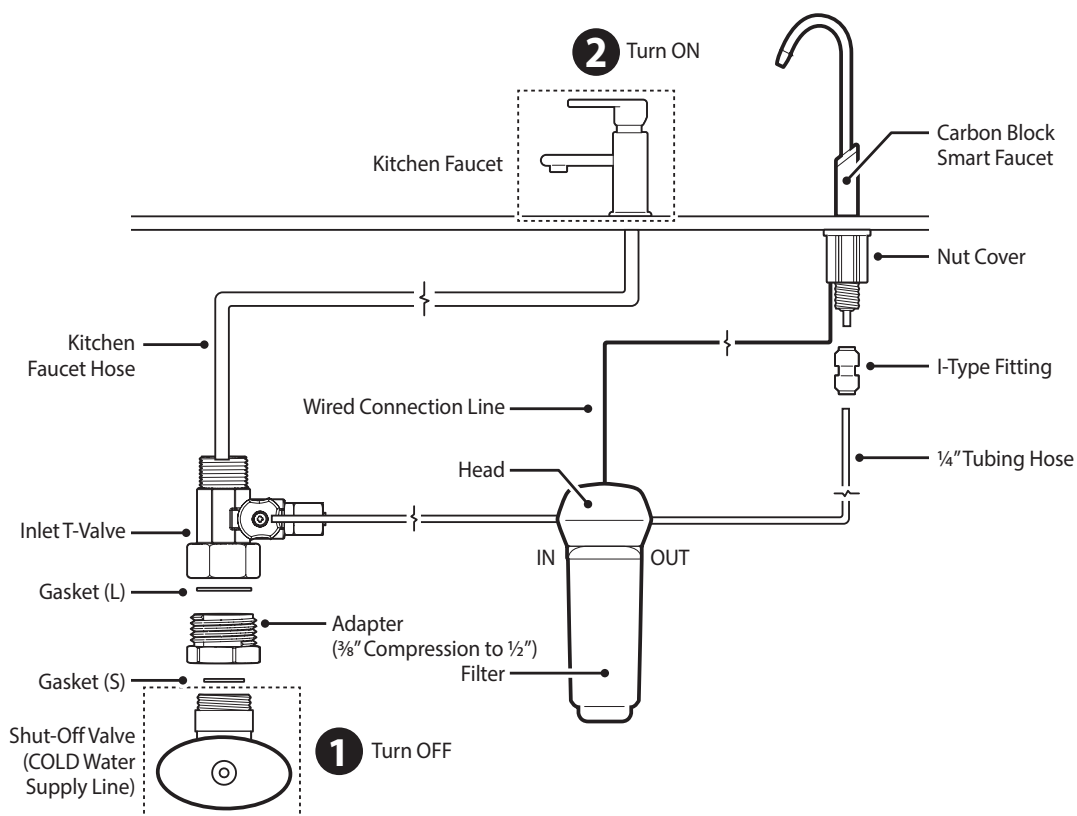
2.1 Preparing for Installation

Note Basic plumbing knowledge is recommended prior to installing this system. We recommend hiring a professional if plumbing changes or drilling is required.

1. Turn OFF the shut-off valve of the COLD water supply line and turn ON the kitchen faucet to release pressure. When no more water is coming out of the kitchen faucet, turn OFF the kitchen faucet.

NOTICE

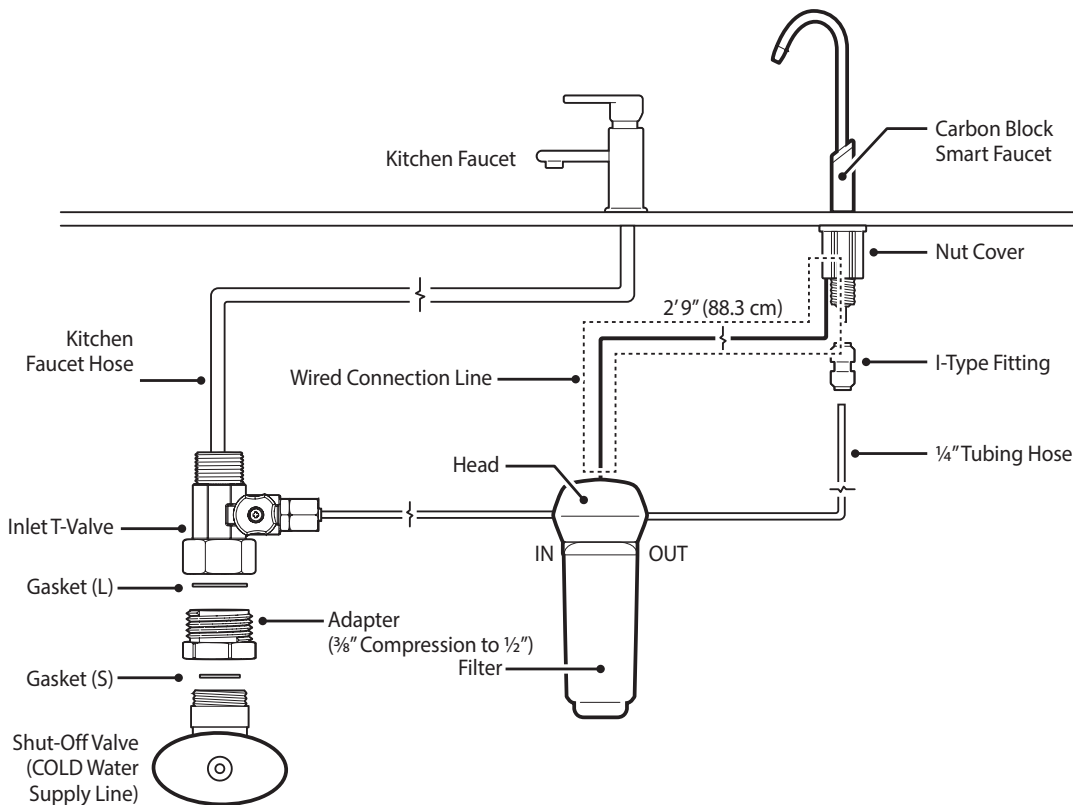
Do not connect this system to a hot water supply line. The water supply to the system MUST be from the COLD water supply line. Using hot water will severely damage your filter.



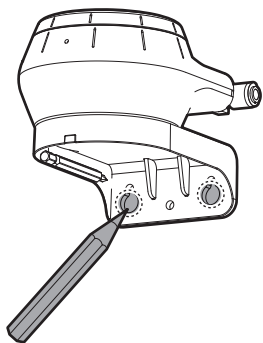
2. Temporarily, place the WUA (System Head and Filter Cartridge) into the under-sink cabinet or desired location to ensure adequate space and proper positioning.

Note

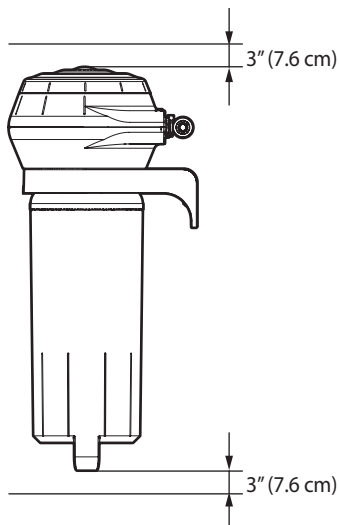
- The enclosed $\frac{1}{4}$ " tubing is approximately 6' 6" (2 m) in total length. Consider the total length of the tubing to ensure proper system positioning.
- The wire connecting the Smart Faucet to the system head is 2' 9" (83.8 cm) long, so take that into account when positioning your system.



3. Mark the screw points for fastening the system head to the wall.

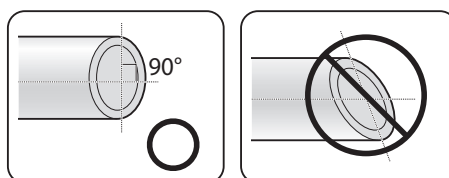
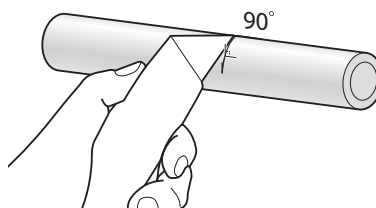


Note Ensure that mounting location provides at least 3 in. (7.6 cm) above for battery replacement, and 3 in. (7.6 cm) below for filter replacement.



4. Measure the length from where the Smart Faucet will be installed to the OUT port on the system head. Cut the 1/4" tubing to the measured length.

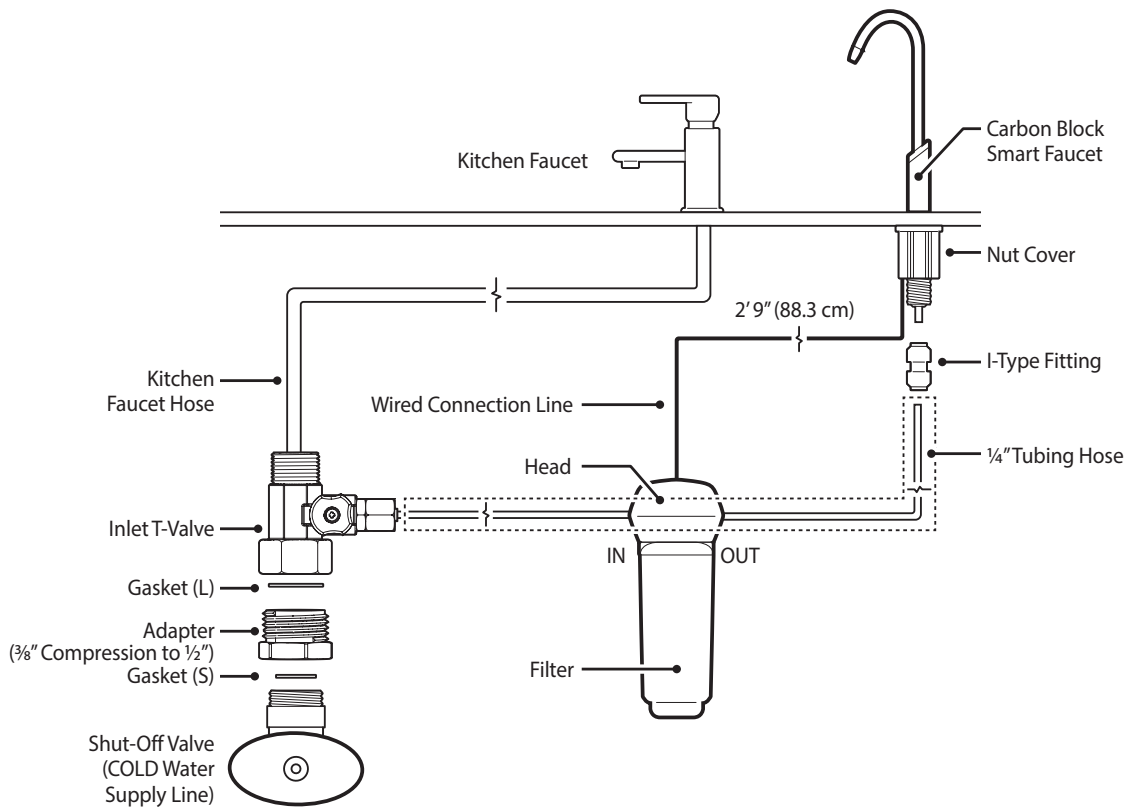
Note When cutting the tubing, be sure to cut it so that the cross-section is vertical, otherwise leaks can occur.



! WARNING

Be careful not to cut yourself when using sharp tools.

5. Measure the length from where the inlet T-valve will be installed to the IN Port on the system head and cut the $\frac{1}{4}$ " tubing to that length.



6. Remove the WUA500 (System Head and Filter Cartridge) from under your sink to begin installation.

2.2 Installing the Smart Faucet

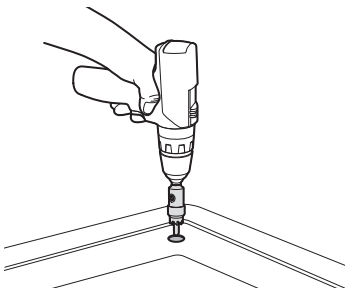
2.2.1 Drilling a Hole in the Sink

Note If a mounting hole ($\frac{3}{4}$ ") is already in place, refer to "2.2.2 Installing a Smart Faucet" on page 15.

CAUTION

- Before drilling a hole, wear safety glasses to protect your eyes.
- Do not use a hammer drill on natural stone, glass, or ceramic, especially with a porcelain sink, which can easily chip.

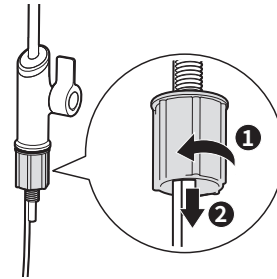
1. Draw a line on your sink or countertop where you want the hole to be located. Then, drill the hole to match the diameter of the circle on the line.
2. To help guide the bit make an indent with a center punch on a stainless-steel sink before drilling.
3. Apply downward pressure firmly on the bit until you break through the surface.
4. Starting at the lowest speed, hold the variable speed drill with a step drill bit or hole saw ($\frac{3}{4}$ ") straight with firm pressure to prevent the bit from walking on the counter.



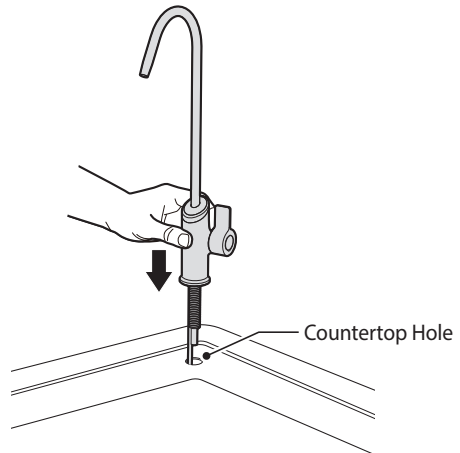
5. Once you break through the surface, swirl the drill a little to apply pressure in a circle evenly.

2.2.2 Installing a Smart Faucet

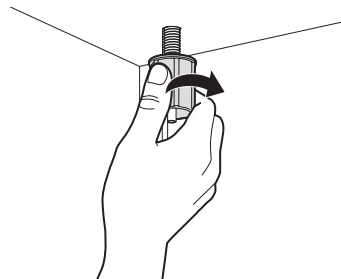
1. Unscrew the nut on the bottom of the faucet clockwise.



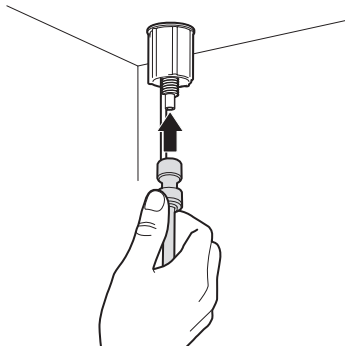
2. Insert the faucet body (and stem) and wire into the hole in the countertop.



3. Under the sink, tighten the nut on the bottom of the faucet counterclockwise until the faucet is fixed firmly in the countertop without any wiggling.



4. Fasten the I-type fitting on the tubing hose. And connect it to the bottom of the faucet.



Note When connecting the tubing to the I-type fitting, push the tubing all the way in until you hear a click.

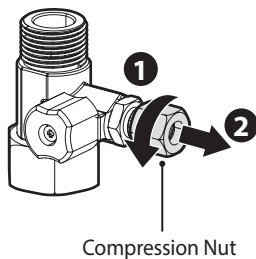


2.3 Installing the Inlet T-valve

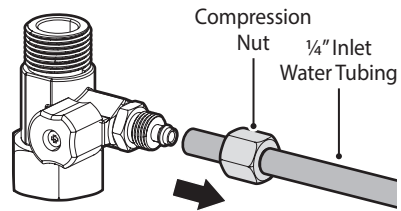
NOTICE

Do not connect this system to a hot water supply line. The water supply to the unit **MUST** be from the cold water supply line. Using hot water will severely damage your filters.

1. Remove the compression nut from the enclosed inlet T-valve by turning it counterclockwise.

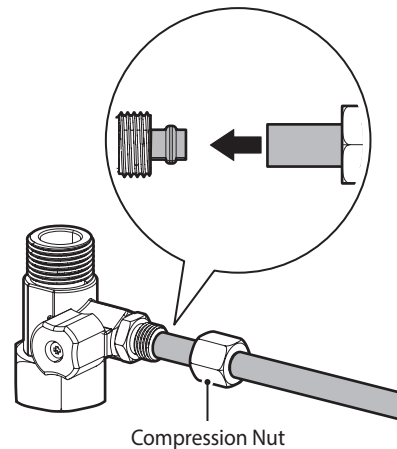


2. Place the compression nut on the end of the tubing.



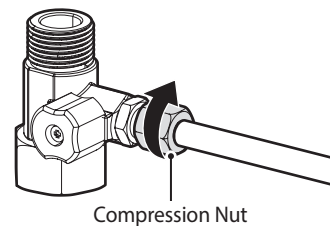
Note Use cut tubing from the inlet T-valve to the IN port on the system head.

3. Insert the end of the tubing fully into the inlet T-valve.

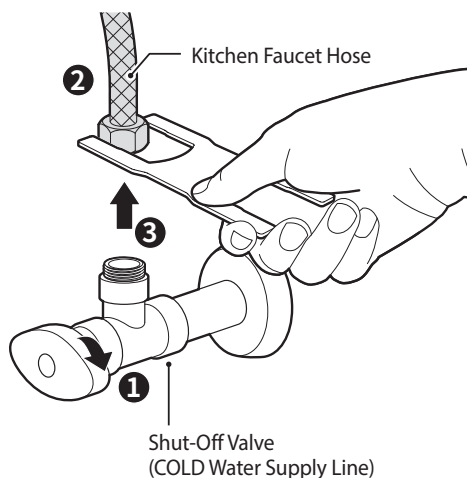


Note Failure to insert the tubing fully, or failure to properly tighten the nut will result in leakage and possible property damage.

4. Thread the nut securely onto the valve by turning it clockwise until it is firmly in place.

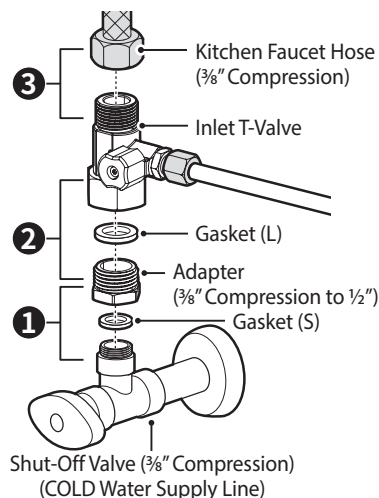


5. Place a towel under the shut-off valve of the COLD water supply line to catch any dripping water.
6. Disconnect the kitchen faucet hose from the shut-off valve of the COLD water supply line.



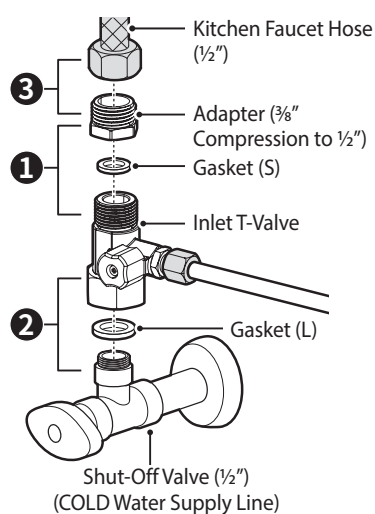
Note Be sure to turn OFF from the shut-off valve of the COLD water supply line before disconnecting the kitchen faucet hose from it (refer to "2.1 Preparing for Installation" on page 11).

7. Connect the included adapter into the shut-off valve (with its gasket).
8. Connect the inlet T-valve into the adapter (with its gasket).
9. Connect the kitchen faucet hose connector into the inlet T-valve (with its gasket).



Note If your home's shut-off valve is 1/2" in diameter, assemble the inlet T-valve and adapter as shown in the following illustration.

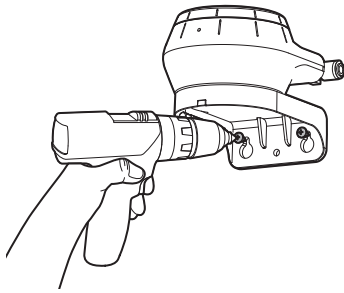
1. Connect the included adapter into the inlet T-valve (with its gasket).
2. Connect the inlet T-valve into the shut off valve of the COLD water supply line (with its gasket).
3. Connect the kitchen faucet hose connector into the inlet T-valve (with its gasket).



Note Be sure to check the gasket. Water leaks occur when there is no gasket.

2.4 Placing the System and Connecting the Tubing

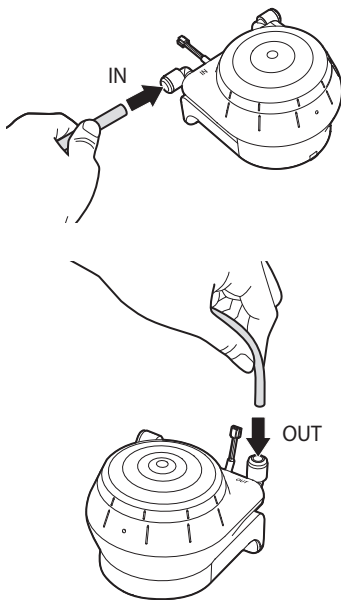
1. Properly secure the system head to a vertical surface using the appropriate mounting hardware. The included screws may be substituted with alternative screws or anchors based on mounting requirements.



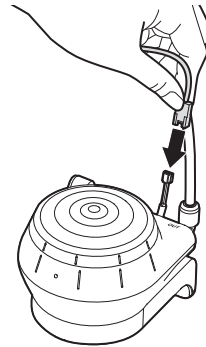
Note

Ensure that mounting location provides at least 3 in. (7.6 cm) above for battery replacement, and 3 in. (7.6 cm) below for filter replacement.

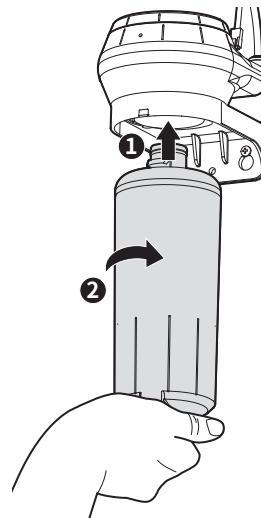
2. Connect the tubing hose connected to the inlet T-valve and the bottom of the faucet to the system head's IN & OUT port.



3. Connect the head connection wire and faucet connection wire.

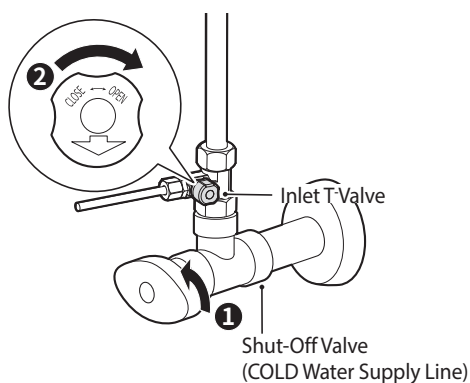


4. Open the cap and insert the AA batteries. For more information, refer to "3.5 Replacing the Batteries (AA)" on page 21.
5. Insert the filter cartridge into the head (1), turn counterclockwise to tighten (2) and arrange the tubing hose.



2.5 Starting up the System

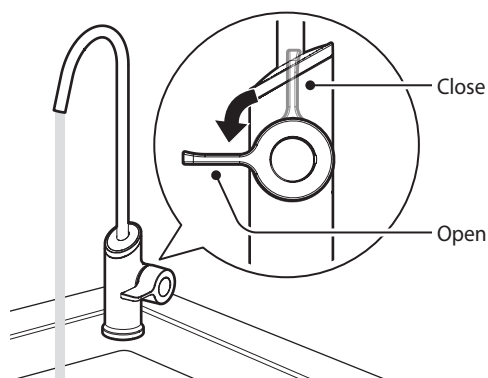
1. Turn ON the shut-off valve of the COLD water supply line (1) and inlet T-valve (2). Check for any leaks in the system.



Note Be sure to carefully check the tightness of each part of the system while flushing. Check and ensure that all tubing is installed correctly and completely. Make sure there are no leaks at the joints, fittings, valves, or tubing connections.

2. Turn ON the Smart Faucet to let system flushing for 15 minutes to wash the filter cartridge. This process is essential to remove impurities that may be included in the product manufacturing process.

Note Do not drink the water when the system is flushing. During flushing, the water may contain fine carbon. Fine carbon is harmless to humans, but it is not recommended for consumption.

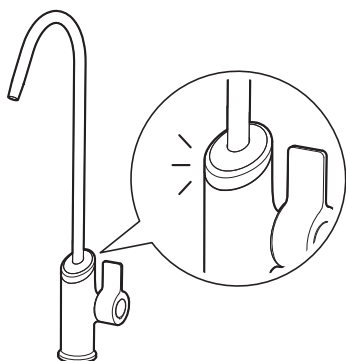


3. Maintaining the WUA500

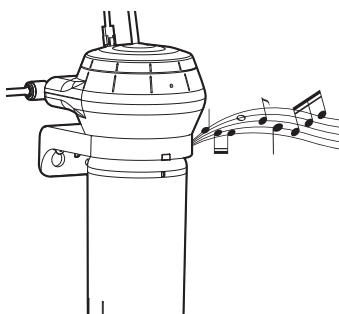
3.1 Filter Replacement Schedule

The filter is designed to purify up to 1,800 liters (500 gallons) of water. Replace it promptly when the indicator light shifts to red (at 6 months of filter use) or if you observe significant decrease in water flow or encounter any operational issues.

3.2 Notifications



Light notification



Sound notification

Indicator	Status
Blue light	Normal
Red light	Filter change
Blue/Red light & sound notification	Battery change
Red light & Sound notification	Filter replacement time elapsed

Note An alarm sounds from the head under the sink.

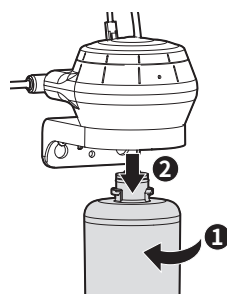
3.3 Replacing the Filter

NOTICE

You must use a genuine Navien filter cartridge for replacement. Using any other cartridge will void the limited warranty from Navien.

Note The WUA500 is equipped with an auto shut-off valve, eliminating the need to lock the inlet T-valve when changing filters.

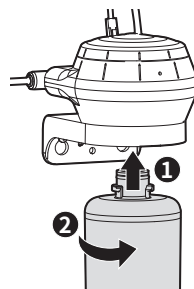
1. Hold the head with one hand and the filter body with the other hand, then turn it clockwise to separate it.



2. Remove the filter cap from the new filter cartridge.

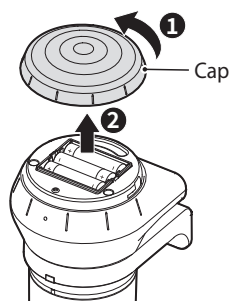


3. Insert the filter cartridge into the head (1), then turn it counterclockwise to secure it in place (2).

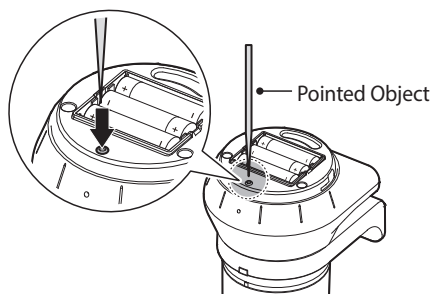


3.4 Initializing the Filter Replacement Schedule

1. Turn the system head cap counterclockwise to open it.



2. Press the initialization button in the center hole for 3 seconds with a pointed object.



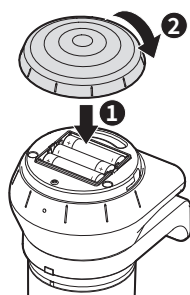
WARNING

Handle pointed objects with care to avoid injuries to yourself or others.

NOTICE

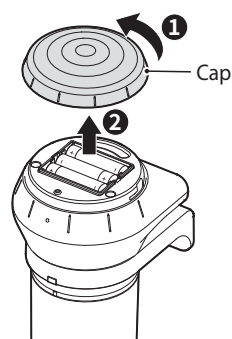
Do not let water come into contact with the batteries, as this may damage the product.

3. Turn the system head cap clockwise to close it.

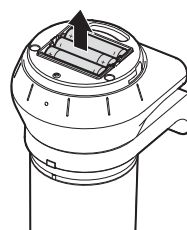


3.5 Replacing the Batteries (AA)

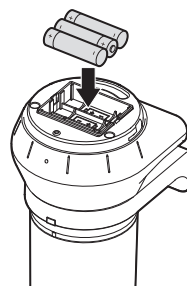
1. Turn the head cap counterclockwise to open it.



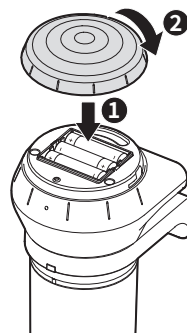
2. Remove the three batteries from the head.



3. Insert three new batteries in the head ensuring the positive and negative terminals of the batteries are properly aligned.



4. Turn the head cap clockwise to close it.



4. Troubleshooting

Note

If the problem is not resolved by the methods below, please contact Navien technical support team.

Website: www.navieninc.com/contact # Call: 1-800-519-8794 → Option 2

Situation		Recommended Actions
Faucet is not producing water.	Filter has expired	Check if the filter life indicator is red to identify if the filter cartridge requires replacement and proceed to replace it promptly.
	Low water pressure	Check and confirm the water pressure is between 30-125 psi (207-862 kPa).
	Water supply is off	Turn on the shut-off valve of the COLD water supply line and inlet T-valve.
	A tubing is crimped	Check all tubing and remove any crimps.
Low water flow from faucet	Filter has expired	Check the filter indicator to see if a filter needs to be replaced and replace it immediately.
	Low water temperature	Be sure to use the system with a water temperature of between 40-100°F (4-38°C).
	Crimped tubing or leak at tubing connection	Check to ensure all tubing is installed correctly and completely and that there are no crimps.
	The filter is clogged	If your water source contains an excess of particles and you have not yet installed a pre-filter system, the filter may become obstructed. It is essential to ensure that your water passes through a pre-filter system. Failure to do so may result in large particles in the water blocking the filter, thereby reducing its operational lifespan.
Tiny black powder comes out with water	Flushing wasn't performed after product installation	Refer to "2. Installing the WUA500" on pages 11. After installing the product, before using it, you must perform a flushing process by running water for 15 minutes. Through this process, impurities that may occur during the manufacturing process can be removed.
	The carbon block in the filter is broken	Replace the filter immediately.
Water leakage		a. Turn off the inlet T-valve immediately. b. Check all joints, fittings, and tubing connections to locate the leakage. c. Make sure the filter is properly installed.
Unusual taste from filtered water	Incorrect tubing installation	Verify proper water connection, and water supply source.
	The carbon block in the filter is broken	Replace the filter immediately.
Unusual odor from filtered water	Filter has expired	Check the filter indicator to see if a filter needs to be replaced and replace it immediately.
	The filter is clogged	In cases of excessive particulate matter in untreated feedwater, filter clogging may occur. Ensure the feedwater undergoes pre-filtration to prevent this issue. Neglecting pre-filtration may lead to large particles in the incoming water clogging the filter and reducing its lifespan. It is especially important in regions with high well water turbidity or areas where filtration systems are not commonly employed.

5. Limited Warranty

Congratulations on the purchase of your Navien WUR Series or WUA Series.

Navien, Inc. warrants that the Products identified below are free from manufacturing defects.

Effective Limited Warranty Coverage

Navien products include a limited warranty covering parts, starting from the original purchase date. This limited warranty covers manufacturing defects when installed by authorized professionals and operated according to the Installation & Operation Manual, as specified in the limited warranty document. Improper installation or use will void this limited warranty. The original purchase date must be submitted to Navien, and proof of the date must be provided upon request.

This limited warranty runs from date of purchase. However, the limited warranty is not valid if the product is moved by anyone not authorized by Navien.

What's Covered

Subject to the foregoing terms, Navien will repair or replace the covered product, any part, or component that is defective in manufacturing during the limited warranty period(s). Under this limited warranty, Navien will furnish a replacement part(s) for installation by authorized professionals at no charge for the part(s) to replace any product part that fails due to a manufacturing defect under normal use and maintenance. The end-user must pay for any and all shipping and handling charges and other costs of limited warranty service for the replacement part(s). Navien will repair or replace the covered product or any part or component (at its discretion.), that is defective in manufacturing for a period of up to two (2) years for parts and up to a limited warranty, subject to terms. If the product part is not available, Navien will, at its option, a) provide a suitable part or b) provide a credit in the amount of the then factory selling price for a new suitable substitute part to be used by the end-user towards the retail purchase price of a new Navien product. Any new product purchase shall be at the sole expense of the end-user including, but not limited to, all shipping, removal, and installation costs and expenses.

All repair parts must be genuine Navien parts unless otherwise authorized by Navien. All repairs and replacements must be performed by authorized professionals or service companies.

During the limited warranty period, replacement of the product, parts, or components must be approved by Navien. Navien does not authorize any person or company to assume any obligation or liability in connection with approving replacement of the product, parts, or components on behalf of Navien. The replacement component, part, or product will be warranted only for the unexpired portion of the limited warranty period for the original component or product.

Limited Warranty Periods

Product	Parts	
	Non-Registered	Registered
WUR Series / WUA Series (Excludes Cartridge Filter)	1 year	2 years

If the product is registered within sixty (60) days from the date of installation, the base limited warranty term shall be extended from "Non-Registered" to "Registered" terms in the table above. Any product not properly registered within sixty (60) days of the purchase shall be subject to the "Non-Registered" base limited warranty. To register the unit online, go to: <https://www.navieninc.com/register> to complete product registration and receive an email confirmation for your records. Or fill out, stamp, and mail, the attached warranty registration card.

How to Get Service

You can contact the original installer of your product. Your installer will need to contact Navien to report the issue. If the original installer cannot be identified or you no longer choose to use that service provider, you may choose any service provider who is authorized to complete the necessary repair. Your service provider will need to contact Navien's Technical Support team at 800-519-8794 or an authorized Navien distributor prior to commencing any warranty service.

The installer and/or service provider must comply with Navien's limited warranty service and return policy procedures as available on the Navien website.

Proof of the date of installation must be provided to Navien. At Navien's request, the defective product or part must be returned to Navien. If proof of the installation date is unavailable, then six months after the unit manufacture date will be used.

Additional terms and conditions are continued on the reverse side.

Customer Name :	
Customer Address :	
Telephone :	Fax :
Email :	
Installer Name :	License No :
Installer Address :	
Place of Purchase :	
Model No :	
Serial No :	
Date of Purchase :	

SKIP THE STAMP!



Use your camera to scan this QR code and register your unit online.

PLACE
STAMP
HERE

Navien, Inc.

20 Goodyear, Irvine, CA 92618

Tel : 1-800-519-8794

Fax : 949-420-0430

www.navieninc.com

For instant limited warranty registration, please register your product online at navieninc.com

What's Not Covered

Navien's Limited Warranty shall be void in the event of an occurrence of any of the following:

- Improper installation, failure to install in strict compliance with the Installation Manual procedures, installation by non-authorized professionals, and installation in violation of applicable rules, laws, or building codes.
- Product purchased through the internet, other e-commerce channels, or any installer that obtained the product from a supplier or distributor not authorized by Navien.
- Failure to perform regular maintenance, misuse, operation at settings other than those recommended or specified, and non-compliance with instructions or guidelines set forth in the User's Information Manual.
- Modification or alteration of the product in any manner, including but not limited to, removal of any component or part, addition of any nonapproved components, relocating or moving the product from its original installation site, or any accidental or intentional damage to the product.
- Installation for non-recommended uses.
- Any damage caused by local adverse conditions including but not limited to water conditions (feed water requirement).
- Damage or problems caused by water pressure issues, electrical surges, direct sunlight, flooding, fire, extreme external temperatures, and any other cause of damage not directly caused by a manufacturing defect.
- Installer failure to fully comply with the Warranty Service and Return Policy procedures as is available on the Navien website. Such policies include but are not limited to the Installer's failure to first contact Navien Technical Support while in front of the product for purposes of troubleshooting the identified problem or issue.
- Performance issues resulting from incorrect sizing of the WUR or WUA Series, Installation in direct sunlight, water supply line, electric service voltage, wiring, fusing, or any other components, parts, or specifications, any damage, malfunction, or failure caused by abuse, negligence, alteration, accident, fire, flood, freezing, wind, lightning, moisture intrusion, mold or other biological growth, and other acts of God.
- Operating, using, or storing the WUR or WUA Series in a corrosive or contaminated atmosphere or environment.
- Subjecting the WUR or WUA Series to water pressures or water temperatures greater or lesser than those shown on the rating plate.
- Installation at any location outside the United States and Canada.
- Vibration and noise caused by anything other than normal operation of the product.
- If you do not use a genuine Navien filter cartridge for replacement, you will void the limited warranty from Navien.

Warranty Limitations

This Limited Warranty is subject further to the terms and conditions set forth herein and as may be further specified in the Terms and Conditions page located on Navien's website at www.navieninc.com. WITH THE EXCEPTION OF THIS LIMITED WARRANTY, NAVIEN DISCLAIMS ANY OBLIGATION OR LIABILITY WITH RESPECT TO THE PRODUCTS OR THEIR SALE AND USE, AND NAVIEN NEITHER ASSUMES NOR AUTHORIZES THE ASSUMPTION OF, ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THE PRODUCTS. THIS DISCLAIMER INCLUDES ANY OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY RESPECTING THE PRODUCTS OR ANY PARTS OR COMPONENTS THEREOF, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Navien's total liability for any claim arising hereunder shall not exceed the purchase price which you paid for the product. NAVIEN SHALL NOT IN ANY EVENT BE LIABLE FOR INDIRECT, SPECIAL, CONSEQUENTIAL OR LIQUIDATED DAMAGES OR PENALTIES, INCLUDING CLAIMS FOR LOST REVENUE, PROFITS OR BUSINESS OPPORTUNITIES, EVEN IF NAVIEN HAD OR SHOULD HAVE HAD ANY KNOWLEDGE, ACTUAL OR CONSTRUCTIVE, OF THE POSSIBILITY OF SUCH DAMAGES.

State Law and the Limited Warranty

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damage, so the above limitations or exclusions 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.

Retain this document for future reference.



For instant limited warranty registration, please register your product online at navieninc.com