

# Product Registration and Limited Warranty

**1. Product registration card or form:**

The enclosed product registration card must be completed and returned within 45 days of original purchasing date by retail buyer. Copy of proof of original purchasing date must be sent in with the warranty card. The customer may register online with attached proof of original purchasing date via the Internet ([www.takagi.com/warranty](http://www.takagi.com/warranty)). **THE CARD OR FORM IS FOR PRODUCT REGISTRATION. FAILURE TO COMPLETE AND RETURN THE CARD OR FORM DOES NOT DIMINISH YOUR WARRANTY RIGHTS.**

**2. General terms of limited warranty:**

This limited warranty gives you specific legal rights, and you may also have other rights which vary from State to State. The manufacturer, Takagi Industrial Co. USA, Inc., will honor the warranty to the original retail buyer at the original location only, and it is not transferable. **THIS WARRANTY COVERS ONLY FAILED MECHANICAL AND ELECTRICAL PARTS DUE TO FACTORY DEFECTS UNDER NORMAL USAGE FOR THE PRODUCT'S INTENDED PURPOSES AND WITHIN THE APPLICABLE PERIOD SPECIFIED IN THE TABLES IN SECTION 6. ONLY DIRECT DAMAGES SHALL BE RECOVERABLE BY A CLAIMANT UNDER THIS LIMITED WARRANTY AND, IN NO EVENT, WHETHER AS A RESULT OF BREACH OF CONTRACT, BREACH OF WARRANTY, TORT LIABILITY (INCLUDING NEGLIGENCE), STRICT LIABILITY, INDEMNITY OR OTHERWISE WILL TAKAGI BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR INDIRECT CONSEQUENTIAL DAMAGES INCLUDING PROPERTY DAMAGE, PERSONAL DAMAGES, LOSS OF USE, OR INCONVENIENCE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

**3. THIS WARRANTY WILL NOT COVER THE FOLLOWING:**

- Any Takagi product that is not installed by a licensed plumber, gas installer, or contractor.
- Damages due to accidents, abuse, misuse, improper installation, misapplication, or incorrect sizing.
- Damages due to fires, flooding, freezing, electrical surges, or any Acts of God.
- Damages due to unauthorized alterations, attachments, and/or repairs.
- Damages due to a lack of maintenance (e.g. water filter, water treatment system, vent blockage, etc.)
- Any Takagi product installed in an improper environment (e.g. corrosive, dusty, chemically contaminated, excessive lint, etc.)
- Freeze damage that occurs without taking proper preventive measures as described in the installation manual
- Condensate damage due to improperly installed or lack of a condensate trap (drain).
- Any Takagi product not installed in compliance with all applicable local & state codes, ordinances, and good trade practices.
- Any Takagi product sold to or installed in areas outside of the fifty states (and the District of Columbia) of the United States of America and Canada.
- Any Takagi product installed in applications that cause the water heater to activate more than 300 times per day (this averages to an activation every 5 minutes in a 24-hour period).
- Any failures that are not due to defects in materials or workmanship (mechanical and/or electrical parts).
- Damages due to improper installation:
  - Gas: incorrect gas pipe sizing, incorrect gas meter sizing, incorrect gas type, and/or gas pressures that fall outside the product's specified range.
  - Water: incorrect water pipe sizing, water pressures that fall outside the product's specified range, recirculation flow rates that fall outside the product's specified range (air removal), and/or lack of proper methods of air removal in a closed-loop, circulation system (see installation manual for details).
  - Electric: supply power voltages that fall outside the product's specified range.
- Damages due to water quality:
  - Introduction of liquids other than potable water or potable water / glycol mixtures into the product.
  - Introduction of pool water, spa water, or any chemically treated water into the product
  - Introduction of hard water measuring more than 7 grains per gallon (120 ppm) for single family domestic applications or more than 4 grains per gallon (70 ppm) for all other types of applications into the product
  - Introduction of untreated or poorly treated well water into the product
  - Introduction of water with pH levels less than 6.5 and greater than 8.5 into the product.

**4. Repair, Replacement or Refund:**

The manufacturer or its authorized Service Representative will, at its sole discretion, repair or replace any failed or defective mechanical or electrical parts, or components thereof, or, if the manufacturer or its authorized Service Representative cannot replace said parts, and repair is not commercially practicable, the manufacturer or its authorized Service Representative will refund the purchase price. The manufacturer or its authorized Service Representative may, at its sole discretion, use new, refurbished or reconditioned parts.

**WARRANTY REGISTRATION**

To ensure your warranty protection you must complete and return this card to TAKAGI Industrial Co. USA, Inc. within 45 days after date of purchase.

**Try on-line registration at [www.takagi.com/warranty](http://www.takagi.com/warranty)**

**Model** \_\_\_\_\_ **Gas Type:** Natural / LP **Serial Number #** \_\_\_\_\_

**Purchaser** \_\_\_\_\_

**Company** \_\_\_\_\_

**Address** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**Phone** \_\_\_\_\_ **Fax** \_\_\_\_\_ **E-Mail** \_\_\_\_\_

**Dealer (Company)** \_\_\_\_\_

**Address** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**Phone** \_\_\_\_\_ **Fax** \_\_\_\_\_ **E-Mail** \_\_\_\_\_

**Installer (Company)** \_\_\_\_\_

**Address** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**Phone** \_\_\_\_\_ **Fax** \_\_\_\_\_ **E-Mail** \_\_\_\_\_

**Date of Purchase**      /      /

PLACE  
STAMP  
HERE

**Service Department**

**TAKAGI Industrial Co.  
USA, Inc.**

**5 Whatney  
Irvine, CA 92618**

5. Limitation on Duration of Implied Warranties:  
**ANY IMPLIED WARRANTIES ARISING UNDER STATE LAW, INCLUDING THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY, SHALL IN NO EVENT EXTEND PAST THE EXPIRATION OF ANY WARRANTY PERIOD HEREUNDER. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

6. Warranty for models: T-M50 (ASME), T-M32 (ASME), T-K3-Pro, T-H2-DV, T-H2-OS [Unit: Year]

Application		HX <sup>(1)</sup>	Parts	Labor
Single Family Domestic Hot Water	No Recirculation	10	5	1 <sup>(3)</sup>
	On-Demand Recirculation <sup>(2)</sup>			
	w/ Standard Recirculation	Aquastat Control	5	
		Takagi Pump Control		
		Timer Only	3	
No Pump Control (24 hr.)	3			
Commercial or Multi-Family Domestic Hot Water	No Recirculation	5	5	1 <sup>(3)</sup>
	On-Demand Recirculation <sup>(2)</sup>			
	w/ Standard Recirculation	Aquastat Control		
		Takagi Pump Control		
		Timer Only	3	
No Pump Control (24 hr.)	3			
Heating <sup>(4)</sup>	All Types	5	5	1 <sup>(3)</sup>

Warranty for models: T-K3, T-K3-OS, T-K3-SP [Unit: Year]

Application		HX <sup>(1)</sup>	Parts	Labor
Single Family Domestic Hot Water	No Recirculation	10	5	1 <sup>(3)</sup>
	On-Demand Recirculation <sup>(2)</sup>			
	w/ Standard Recirculation	Aquastat Control	3	
		Takagi Pump Control		
		Timer Only	1	
No Pump Control (24 hr.)	1			
Multi-Family Domestic Hot Water	No Recirculation	3	3	1 <sup>(3)</sup>
	On-Demand Recirculation <sup>(2)</sup>			
	w/ Standard Recirculation	Aquastat Control		
		Takagi Pump Control		
		Timer Only	1	
No Pump Control (24 hr.)	1			
Heating <sup>(4)</sup>	All Types	1	1	1 <sup>(3)</sup>
Commercial	All Types	1	1	1 <sup>(3)</sup>

(1) Heat exchanger

(2) An on-demand recirculation system is a system that utilizes either a push-button or other type of manual activation (as opposed to automatic activation with a temperature sensor or timer) to activate the circulation pump. An on-demand recirculation system can use either the existing cold water line as the return line or have its own dedicated return line.

(3) Limited Labor Coverage

- Takagi will provide for reasonable labor charges associated with warranty repairs or replacements within one (1) year from the date of purchase. Takagi will only pay directly to the service provider.
- Warranty service must be performed by an authorized Takagi Service Representative. A list of authorized Takagi Service Representatives is available upon request.
- All warranty claims and warranty service must be authorized and approved by Takagi.

(4) Includes dual-purpose applications (combination heating and domestic).

**TAKAGI Industrial Co. USA, Inc.**

5 Whatney, Irvine, CA 92618

**Toll Free: (888) 882-5244 Fax: (949) 770-3171**