



# Standard Limited Warranty

*Valid for equipment shipped on or after October 1<sup>st</sup>, 2023*

The official version of this document is stored electronically at [www.miuraboiler.com](http://www.miuraboiler.com).

This document supersedes all previous warranty documents and is valid only for equipment sold by Miura America Co., Ltd. and Miura Canada Co., Ltd.

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**Summary Chart**

<b>Standard Limited Warranty Period</b>					
<b>Customer</b>	<b>Product</b>	<b>Warranty Term</b>	<b>Exclusions</b>	<b>Territory</b>	<b>Required Documentation</b>
End Customer	Miura Boilers	12 months / From Date of Startup; or 21 months from date invoice whichever occurs first	Labor & Shipping Charges	U.S., Canada	Startup Report (<=30 Days from Startup); Daily Water Quality Tests / Water Log
End Customer	Miura Water Quality Management Equipment ( <i>Water Softeners, Colometry, WP2</i> )	12 months / From Date of Startup or 21 months from Date of Invoice; whichever occurs first	Labor & Shipping Charges	U.S., Canada	Startup Report (<=30 Days from Startup); Daily Water Quality Tests / Water Log
End Customer	Other Parts & Equipment sold by Miura	12 months / From Date of System Startup or 21 months from Date of Invoice; whichever occurs first	Labor & Shipping Charges; Does not extend coverage beyond the standard expiration dates ( <i>Examples: BoilerMate, Colometry Cartridges, etc.</i> )	U.S., Canada	Startup Report (<=30 Days from Startup)

**Warranty Terms**

1. All claims shall be presented in writing to Miura for review within 10 days of discovery of any defects.
2. The limited warranty is extended by Miura to the end customer which is registered with Miura only and is not assignable or transferable.
3. This limited warranty is void if any repairs are performed by anyone other than a Miura-authorized technician or if any parts other than Miura-approved parts have been installed.
4. This warranty, as it only applies to boilers and water softeners, does not include labor, shipping or other incidental charges, except for those reimbursed under Miura's Corrective Action Report process. All shipments not utilizing Miura's preferred carriers and shipping accounts will be F.O.B. Origin.
5. This warranty is a complementary document to Miura's General Terms & Conditions (GT&C) and should be interpreted as such. Should there be a conflict of terms, the GT&C shall hold precedence.

**Miura Boilers and Pressure Vessels**

Miura America Co., Ltd. or Miura Canada Co., Ltd., at its sole option, will:

1. Repair or replace any component found defective in workmanship or material within twelve months from the date of commissioning (startup) or twenty-one months from the date of invoice from the Miura factory, whichever is earlier.
2. Longer warranty periods than shown above may only be offered under the terms of separate maintenance agreements signed by Miura in writing. Please ask for more information.

To qualify for this warranty:

1. Miura service personnel or authorized representatives must provide startup, safety check, and instructions to the end customer after installation.
2. Startup reports, dated within 30 days of startup, and documentation acknowledging receipt of instruction by qualified personnel must be signed by the end customer, and must be submitted to Miura prior to any warranty claims.
3. Miura must review and accept the installation and startup reports. A standard template is available upon request.
4. The boiler must be operated in accordance with the conditions of service specified in Miura's installation manuals, operation manuals, and addendums.
5. Water quality must have been checked and recorded daily to meet the standards prescribed in the manuals. A standard water log template is available upon request. Daily water logs must be made available for review by Miura upon request.
6. The product must be installed within the U.S. or Canada. Any locations outside the U.S. or Canada must be approved in writing by Miura America Co., Ltd and/or Miura Canada Co, Ltd.

Any damages due to the presence of, but not limited to oil, grease, scale, or other foreign deposits on the internal surfaces of the boiler; any damages resulting from low water conditions or improper water treatment, such as foaming, corrosion, caustic embrittlement; excessive or insufficient water flow rates outside of the direct control of Miura provided equipment; or any damages during shipment\* will not be covered by this warranty. Feed water and treatment of boiler water are beyond Miura's control and are the sole responsibility of the purchaser.

*\*Unless shipping has been arranged by Miura, using Miura approved freight companies, which provide FOB Destination terms.*

### **Miura Water Quality Management Equipment**

Miura America Co., Ltd. or Miura Canada Co., Ltd., at its sole option, will:

1. Repair or replace any component found defective in workmanship or material within twelve months from the date of commissioning (startup) or twenty-one months from the date of invoice from the Miura factory, whichever occurs first.
2. Offer longer warranty periods than shown above under the terms of separate maintenance agreements. Please ask for more information.

To qualify for this warranty:

1. Miura service personnel or authorized representatives must provide startup, safety check, and instructions to the end user after installation.
2. Startup reports, dated within 30 days of start up, and documentation acknowledging receipt of instruction by qualified personnel must be signed by the end user, and must be submitted to Miura prior to any warranty claims.
3. Miura must review and accept the installation and startup reports. A standard template is available upon request.
4. The water softener must be operated in accordance with the conditions of service specified in Miura's installation manuals, operation manuals, and addendums.
5. Water hardness must have been checked by titration or other reliable and consistent method at least once per week and recorded to ascertain that the softener is working correctly.

### **Other Parts and Equipment sold by Miura**

Miura America Co., Ltd. or Miura Canada Co., Ltd., at its sole option, will repair or replace any component found defective in workmanship or material within twelve months from the date of commissioning (startup) or twenty-one months from the date of invoice from the factory, whichever occurs first. This warranty does not extend coverage beyond the standard expiration dates of items such as Miura provided chemicals and reagents with expiration dates, including, but not limited to BOILERMATE® chemicals and Colormetry cartridges with expiration dates.

To qualify for this warranty:

1. The equipment or parts must be operated in accordance with the conditions of service specified in Miura's installation manuals, operation manuals, and addendums.
2. Related requirements to water and all energy sources, and any other installation specifications must be recorded and verified to ascertain proper installation and usage.