

Max-Ox™ Warranty Registration Form

All Max-Ox™ products must be registered to activate the warranty,
and we encourage you to send this registration form back to us within 10
days of installation.

Please mail or fax the completed Max-Ox™ Warranty Registration
Form to:

Max-Ox, LLC Fax: (717) 464-0491

Mail: Max-Ox, LLC
481 Millwood Road
Willow Street, PA 17584

Customer Name: _____

Address: _____

Phone: _____ Fax: _____

E-mail: _____

Sales Representative Name: _____

Model Number: _____ Serial Number: _____

Installation Date: _____

Customer Signature: _____

Date: _____

Certificate of Limited Warranty

Max-Ox™ Wood Chip-Fired Hydronic Boilers

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General

This Limited Warranty is only available to the original owner of this Max-Ox™ Wood-chip fired Hydronic Boiler (Unit). It is not transferable. Max-Ox, LLC (Max-Ox) warrants this Max-Ox™ Wood-chip fired Hydronic Boiler, and its component part(s), to be free from defects in materials and workmanship, under normal use and service, for the Applicable Warranty Periods. At its option, Max-Ox will repair or replace defective Max-Ox™ Wood-chip fired Hydronic Boiler, or defective component part(s), in accordance with the terms of the Limited Warranty, if it fails in normal use and service during the Applicable Warranty Periods.. Any replacement components or replacement part(s) must be Max-Ox authorized component or part(s). The replacement unit or part(s) will be warranted only for the unexpired portion of the Unit's Applicable Warranty Periods.

Effective Date:

The Effective Date of the commencement of warranty coverage (or the beginning of the Applicable Warranty Periods) is the date of installation of the Unit, provided the installation, operation, and maintenance of the Unit conforms to the instructions in the Max-Ox™ MX-900B Operators Manual, applicable Federal, State, and Local codes, Customer's Insurance Underwriter requirements, and good plumbing, electrical, and HVAC (Heating, Ventilation, Air Conditioning) trade practices. Otherwise, the Effective Date of the commencement of warranty coverage is the date of the manufacture of the Unit plus ninety (90) days.

Applicable Warranty Periods

Whetted hydronic heat exchanger components: Three (3) years
Cast refractory on stoker doors and combustion chamber: Three (3) years
Steel fabrications, mechanical components, thermal insulation: One (1) year
Electrical, electro-mechanical, and electronic components: One (1) year
Plumbing components (pump, valves, fittings, manifolds): One (1) year

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Applicable Warranty Periods (continued)

During the Applicable Warranty Periods, Max-Ox will pay a pro-rated share of the cost of a defective item. For example, in the first year Max-Ox will pay 100% of the cost of any failed item; in the second year Max-Ox will pay 100% less 33.3% of the whetted hydronic heat exchanger components and cast refractory components (3 year pro-rated); and so on until the end of the Applicable Warranty Periods.

Warranty Exclusions

This Limited Warranty will not cover:

1. Damages to the fuel in-feed system components or fuel feed auger train components or ash auger train components or stoker head assembly components caused by non-wood materials present in the fuel that are large enough to result in jams, such as metals, rocks, masonry, fabrics, rope, stringy plant fibers.
2. Damages to the fuel in-feed system components or fuel feed auger train components or ash auger train components or stoker head assembly components caused by materials other than approved fuels. Approved Fuels are specified as follows:
 - a. wood chips < 1.5” maximum dimension
 - b. wood dust briquettes < 2” maximum dimension
 - c. wood shavings
 - d. wood construction / demolition waste < 1.5” maximum dim.
3. Whetted hydronic heat exchanger component leak failure due to contaminated or corrosive water-based heat transfer fluid or make-up water.
4. Whetted hydronic heat exchanger component leak failures due to Customer’s failure to follow a bi-annual (every 6 months) commercial boiler water chemistry program for boiler water chemical analysis, chemical treatment, boiler water blow-down, and boiler water make-

up water addition for an open-system (non-pressurized) hydronic heating boiler.

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Warranty Exclusions (continued)

5. Service trips to your facility for instruction on how to install, operate, or maintain the Unit, or to bring the Unit into compliance with local codes or insurance underwriter requirements.
6. Units removed from the original installation location.
7. Damages, malfunctions, or failures resulting from failure to install the Unit per applicable codes, or good plumbing, electrical, or HVAC trade practices.
8. Damages, malfunctions, or failures resulting from failure to install, operate, or maintain the Unit in accordance with the Max-Ox™ MX-900B Operators Manual.
9. Damages, malfunctions, or failures resulting from over-firing the Unit on combustible materials other than Approved Fuels.
10. Damages, malfunctions, or failures caused by abuse, accident, fire, flood, freezing, lightning, or acts of God.
11. Damages, malfunctions, or failures resulting from failure to operate the Unit without sufficient heat transfer fluid.
12. Cracks in the cast refractory that can be repaired with high-temperature refractory joint compound.
13. Performance problems caused by improper sizing of the Unit, improper sizing of the flue gas vent, or improper sizing of the combustion make-up air opening requirements.

Labor, Shipping, and Processing Costs

This Limited Warranty does not cover any labor expenses for service, repairs, reinstallation, permits, or removal and disposal of a failed Unit or its defective component part(s). All such expenses are the owner's responsibility.

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Labor, Shipping, and Processing Costs (continued)

Max-Ox, LLC will pay for delivery of an “in-warranty” replacement Unit or component part(s) to a location at or near the original point of delivery. The Owner is responsible for any additional local delivery, equipment rigging, and reinstallation charges. The owner is also responsible for freight costs incurred in the return of a defective Unit or component part(s) to the point of purchase.

Activation of Warranty

All Max-Ox™ products must be registered to activate the warranty, and we encourage you to send this registration form back to us within 10 days of installation. The Warranty Registration Form is located on page 7 of this manual.

Please mail or fax the completed **Max-Ox™ Warranty Registration Form** to:

Max-Ox, LLC; fax: (717) 464-0491

Mail: Max-Ox, LLC
481 Millwood Road
Willow Street, PA 17584

How to Obtain Warranty Claim Assistance

Warranty Claims must be made promptly to your factory authorized Sales Representative. Your Sales Representative will assist you through the claim process with costs apportioned as described elsewhere in this Limited Warranty.

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How to Obtain Warranty Claim Assistance (continued)

Max-Ox, LLC reserves the right to inspect, or require the return of, a failed Unit for defective part(s). If requested items are not returned, or are returned without all of the component parts intact, Max-Ox, LLC reserves the right to invoice the Owner for the replacement Unit or part(s).

Exclusive Warranty – Limitation of Liability

This Limited Warranty is the only Warranty for this Unit given by Max-Ox, LLC. No one is authorized to make any other warranties for the Unit or its component part(s) on behalf of Max-Ox, LLC.

ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, FOR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS. THE SOLE LIABILITY OF MAX-OX, LLC, WITH RESPECT TO ANY DEFECT, SHALL BE AS SET FORTH IN THIS LIMITED WARRANTY, AND ANY CLAIMS FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGE FROM WATER LEAKAGE) ARE EXCLUDED. Some states do not allow limitations on how long an implied warranty lasts, or for the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

This Limited Warranty gives you specific legal rights, which vary from state to state.