



King Heating Products Inc. Eco-King™ Boiler Limited Lifetime Warranty

Boilers covered by this warranty – H Series, C Series, Heet 199, CHB Series, HWB Series

Limited Warranty Coverage – Effective May 1, 2026

King Heating Products Inc. (“King Heating”) warrants to the original purchaser that this Eco-King™ condensing boiler and its component parts are free from defects in materials and workmanship, subject to the terms and conditions set forth below. This warranty applies only to products installed in accordance with local codes and the manufacturer’s installation instructions by a qualified professional heating contractor.

Warranty Periods

The warranty period begins on the date of installation. If the date of installation cannot be verified, the warranty period shall be deemed to have commenced ninety (90) days after the date of manufacture. The coverage continues as long as the product remains at the site of the original installation.

Components Covered	Period of Coverage	
	Residential Installations	Commercial Installations
Heat Exchanger	0-5 Years – 100% 6-10 Years – 50% 11 + Years – 25%	0-5 Years – 100% 6-10 Years – 50%
All other components	5 Years	2 Years
Components required for recommended maintenance	Not covered: Igniters, refractory insulation, combustion chamber gaskets	Not Covered Igniters, refractory insulation, combustion chamber gaskets

*Boilers should be registered online at www.ecokingheating.com within 60 days of installation.

- * Residential Installation is defined as a being used for a single-family home serving a single living unit or serving a single living unit in a multi-family building for space heating and/or domestic hot water.
- * Commercial Installation is defined as any installation that does not fall within the definition of Residential Usage.

Manufacturer’s Responsibility

During the applicable warranty period, King Heating will, at its sole discretion:

- Supply New or Remanufactured components to replace any defective component or the boiler itself if found to have failed due to a manufacturer's defect.
- Replacement parts must be installed by a qualified professional who is trained to repair Eco-King products

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Water Chemistry Requirements: For this warranty to remain valid, the hydronic system water and domestic water if equipped to heat domestic water, must be maintained within the following limits:

- **pH Level:** Between 7.0 and 8.5
- **Hardness:** Less than 12 grains per gallon
- **Chlorine:** Less than 150 ppm

Warranty Exclusions

This Limited Warranty does **not** cover:

- **Labour:** All labour charges incurred by any person in connection with the examination or replacement of components claimed to be defective.
- **Improper Installation:** Failures caused by, but not limited to, incorrect gas type, improper venting, improper power supply, inconsistent voltage, inadequate water quality, or failure to install a condensate neutralizer where required.
- **Lack of proper maintenance:** Damage caused by, but not limited to, lack of proper annual maintenance, scale build-up, freezing, improper water quality, misuse, abuse, accident damage, negligence.
- **Environmental Factors:** Damage from contaminated combustion air (e.g., dust, lint, drywall particles, or chemical vapors like chlorine, hairspray, solvents).
- **Glycol:** Use of an unapproved glycol type or a mixture outside of the approved ratio of 40/60 glycol / water
- **Malfunctions from or repairs necessitated by,** flood, fire, wind or lightning, or uses of the Eco King boiler for purposes other than that for which it was designed.
- **Third-Party Components:** Any failure of system components not manufactured by King Heating (e.g., external pumps, expansion tanks, or thermostats).
- **Indirect Damages:** King Heating is not liable for incidental, consequential, or punitive damages, including property damage, lost profits, or loss of use.
- **Boilers installed outside of Canada or the USA.**
- **Any unit purchased from an unauthorized reseller, wholesaler, retailer or any online retailer.**

How to Obtain Service

1. **Contact your Installer:** All warranty claims must be initiated through a licensed heating contractor or an authorized King Heating wholesaler.
2. **Provide Documentation:** You must provide proof of purchase (dated sales receipt) or have a valid warranty registration on file.
3. **Return Parts:** If requested, defective parts must be returned to King Heating (freight prepaid) for evaluation before a credit or replacement is finalized.

Limitation of Liability

The warranties stated herein are exclusive and in lieu of all other warranties, express or implied, including the implied warranties of merchantability and fitness for a particular purpose. No person is authorized to extend or modify these terms on behalf of King Heating Products Inc.

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