

20 Year Limited Warranty

HotSpot Energy warrants to the original purchaser that each unit will be free of defects in materials and workmanship for twenty years.

This warranty does not cover damage from misuse, alteration, unauthorized repair, water quality issues, power surge or freezing. In order for the unit to protect itself from freezing, the unit must be connected to a working power source at all times.

If you have water quality issues, you should have a filtering or purification system installed on the cold water supply to your hot water heater to protect your water heater, plumbing pipes, as well as the HotSpot unit. You should protect all of your appliances including the HotSpot unit with a surge protector.

This limited 20 year warranty does not include cosmetics or the easily replaceable pump cartridge which carries a two year replacement warranty.

This warranty extends only to units in which have been installed by a HotSpot authorized technician, and properly operated and maintained. This warranty is nontransferable and applies only to the original owner at the original installed location. HotSpot Energy LLC assumes no liability for indirect or consequential loss or liability of any kind and makes no express or implied warranties other than the warranties contained herein, except as required by law.

For warranty service, contact HotSpot with the following information: Unit model number, serial number (located on the rating plate on the side or base of the unit) – and the date of installation, and a copy of the bill of sale. Warranty does not include labor or other costs, and is limited exclusively to the replacement of defective parts. Presumed defective part(s) must be returned postpaid to HotSpot Energy LLC and replacement parts will, if warranty conditions are met, be provided by HotSpot Energy LLC.

No returns will be accepted without a HotSpot Energy LLC Return Merchandise Authorization (RMA) number. Please contact our customer service department to discuss the issue and request issuance of an RMA number.



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