

## REVOLUTION CONDENSING HEATING BOILERS

# User Manual

Model

VRB-110 VRB-130

Keep this manual near this boiler for future reference  
whenever maintenance or service is required.



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### For Your Safety

**WARNING: If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury, or death.**

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- WHAT TO DO IF YOU SMELL GAS
  - Do not try to light any appliance.
  - Do not touch any electrical switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or the gas supplier.

### WARNING

Improper installation, adjustment, alteration, service or maintenance can cause property damage, personal injury (exposure to hazardous materials)\* or loss of life. Refer to the user's information manual provided with this boiler. Installation and service must be performed by a qualified installer, service agency or the gas supplier (who must read and follow the supplied instructions before installing, servicing, or removing this boiler. This boiler contains materials that have been identified as carcinogenic, or possibly carcinogenic, to humans).

This boiler must be installed in accordance with local codes. In the absence of local codes, it must be installed in compliance with The Federal Manufactured Home Construction and Safety Standard Title 24 CFR, part 3280 or CAN/CSA Z240 MH series, mobile home. In the absence of such standard, The Standard for mobile Homes (ANSI/NFPA No. 601B-1977).

The installation must conform with local codes or, in the absence of local codes, the National Fuel Gas Code, ANSI Z223.1/NFPA 54 and/or CAN/CSA B149.1, Natural Gas and Propane Installation Code.

# Safety Information

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The following safety symbols are used in this manual for user's safety. Read this manual carefully and follow all instructions to avoid property damage, fire, explosion, personal injury, or death.



## **Danger**

Indicates an imminently hazardous situation which, if not avoided, will result in severe injury or death.



## **Warning**

Indicates a potentially hazardous situation which, if not avoided, will result in injury or death.



## **Caution**

Indicates a potentially hazardous situation which, if not avoided, could result in property damage.



## **Danger**

### **If you smell gas:**

- Do not try to light any appliance.
- Do not touch any electrical switches or use landline phones.
- From a neighbor's phone, call your gas provider and follow their instructions.
- If you cannot reach your gas provider, call the fire department.

### **Do not use or store flammable products, such as gasoline, solvents, or adhesives in the same room or area as the boiler.**

- Vapors from flammable liquids can explode and/or catch fire causing death or severe burns.
- Keep flammable products far away from the boiler and store them in approved containers. Keep the containers tightly closed and out of the reach of children.
- The boiler has a main burner flame that can come on at any time and will ignite flammable vapors.
- Vapors cannot be seen and are heavier than air. They can travel long distances along the ground and can be carried from other rooms to the boiler's main burner flame by air current.



## Warning

- **Do not store combustibles, such as papers or laundry, near the boiler or venting system.**  
Failure to do so may result in fire or explosion.
- **Do not store or use gasoline or other flammable liquids near this boiler.**  
Failure to do so may result in fire or explosion.
- **Do not store or use compressed gases, such as hair sprays or spray paints, near the boiler or venting system, including the vent termination.**  
Failure to do so may result in fire or explosion.
- **Do not remove the front cover unless the power to the boiler is turned off or disconnected.**  
Failure to do so may result in electric shock.
- **Do not touch the internal components of the boiler or the power cord with wet hands.**  
Failure to do so may result in electric shock.
- **Do not operate the boiler with the front cover opened.**  
Failure to do so may result in fire or carbon monoxide (CO) poisoning, which may result in property damage, personal injury, or death.
- **Do not operate the boiler without proper venting.**  
Failure to do so may result in fire or carbon monoxide (CO) poisoning, which may result in property damage, personal injury, or death.
- **Shut off the gas supply if the boiler is damaged.**  
Have your installer or plumber show you the location of the gas shut off valve and demonstrate how to close the valve. If the boiler is damaged as a result of overheating, fire, flood, or any other reason, close the manual shut off valve and do not operate the boiler again until it has been inspected by a qualified technician.
- **Should overheating occur or the gas supply fails to shut off, do not turn off or disconnect the electrical supply to the pump. Instead, shut off the gas supply at a location external to the application.**
- **Do not use this boiler if any part has been under water. Immediately call a qualified service technician to inspect the boiler and to replace any part of the control system and any gas control which has been under water.**



## Caution

- **Do not use the boiler for anything other than its intended purpose, as described in this manual.**  
Failure to do so may result in property damage, personal injury, or death.
- **Do not turn on the boiler unless the water and gas supplies are fully opened.**  
Failure to do so may damage the boiler.
- **Do not use unapproved replacement or accessory parts.**  
Failure to do so may result in improper or dangerous operation and will void the manufacturer's warranty.
- **When servicing the controls, label all wires prior to disconnecting them.**  
Failure to do so may result in wiring errors,
- **Do not place anything in or around the vent terminals that could obstruct the air flow in or out of the boiler.**  
Failure to do so may result in fire or carbon monoxide (CO) poisoning, which may result in property damage, personal injury, or death.
- **Do not attempt to repair or replace any part of the boiler, unless it is specifically recommended in this manual.**  
For all other service, contact an authorized technician or licensed professional. Improper adjustments, alterations, service, or maintenance may lead to property damage, personal injury, or death and will void your warranty.
- **Do not operate the boiler if you suspect something might be wrong with it.**  
Doing so may result in product damage or personal injury.
- **Do not allow children to operate or have access to the boiler.**  
Doing so may result in product damage or personal injury.
- **Do not use this appliance if any part has been immersed in water.**  
Immediately call a qualified service technician to inspect the appliance and replace any part of the control system and/or any gas control which has been immersed in water.
- **This boiler has been approved for use in the USA and Canada only.**  
Using the boiler in any other country will void the manufacturer's warranty.

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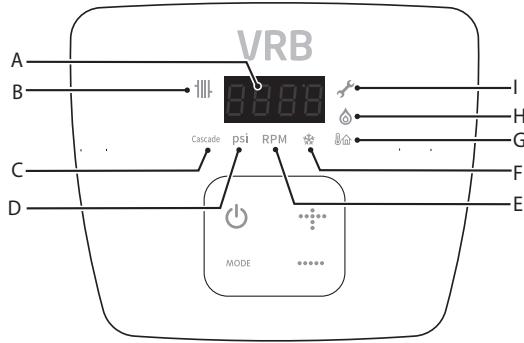
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# Front Panel

## Digital Display and Icons

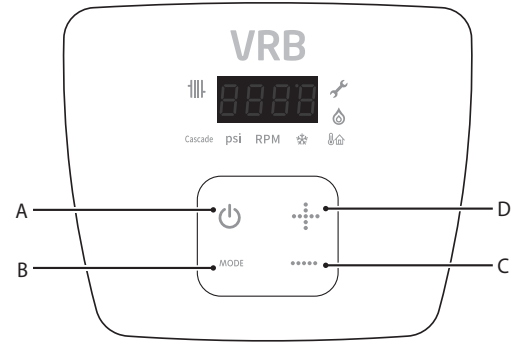
The digital display and icons on the front panel provide important information required for the operation of the boiler. Refer to the table below for detailed information.



	Icon	Description
A		<b>Digital display</b> Displays water temperature, error codes, etc.
B		<b>Space heating mode</b> Indicates space heating mode operation.
C	Cascade	<b>Cascade mode</b> Indicates cascade mode operation.
D	psi	<b>Pressure</b> Indicates the pressure in the boiler.
E	RPM	<b>RPM</b> Indicates revolutions per minute (RPM).
F		<b>Freeze protection mode</b> Indicates freeze protection mode operation.
G		<b>Outdoor reset mode</b> Indicates ambient temperature sensor operation.
H		<b>Combustion</b> Indicates gas burner operation.
I		<b>Error</b> Indicates error.

## Buttons


Using the buttons on the front panel, you can turn the boiler on or off, adjust the water temperature, and change modes to monitor the operation status. Refer to the table below for detailed information.

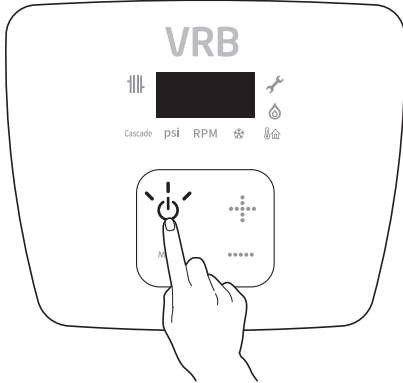


	Button	Description
A		<b>Power</b> Turns the boiler on or off.
B	MODE	<b>Mode</b> Changes the mode.
C		<b>UP</b> Increases the temperature.
D		<b>Down</b> Decreases the temperature.

# Operating the Boiler

## Turning the Boiler On or Off

To turn the Boiler on or off, press the  button.




When the boiler is on, the water temperature which has been set recently will appear on the digital display.

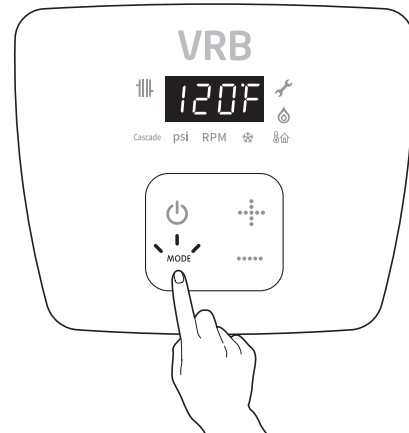
## Setting the Space Heating Temperature





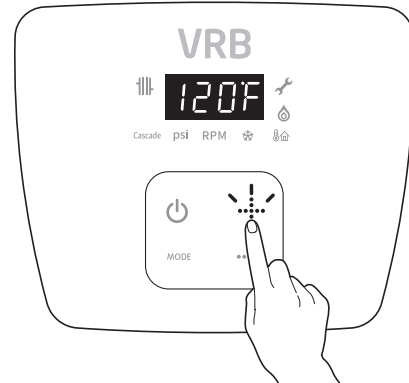
If your household includes children, or elderly or disabled individuals, consider using a lower temperature setting.

To set the space heating water temperature.

- 1 Press the MODE button until the  icon turns on.




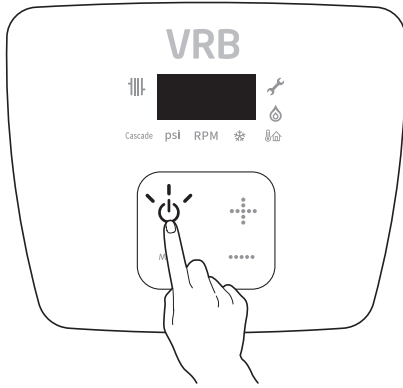
- 2 Press the  or  buttons until the desired temperature appears on the digital display.




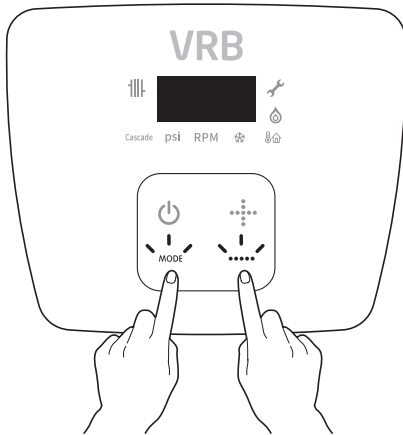
Temperature range	Adjusting the water temperature
82–180°F (Fahrenheit mode) 27–82°C (Celsius mode)	2°F increments 1°C increments

## ■ Viewing Basic Information

To turn the boiler on, press the  button.



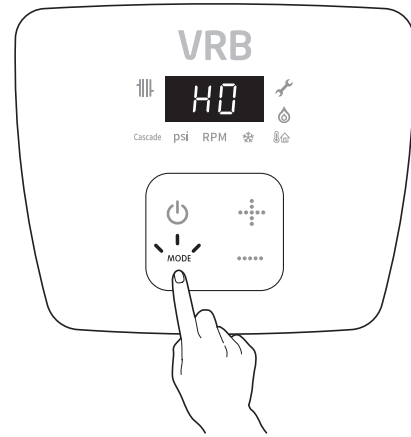
To view information about the boiler, press the MODE and  buttons for 5 seconds.



Press the MODE button to switch between the information types.

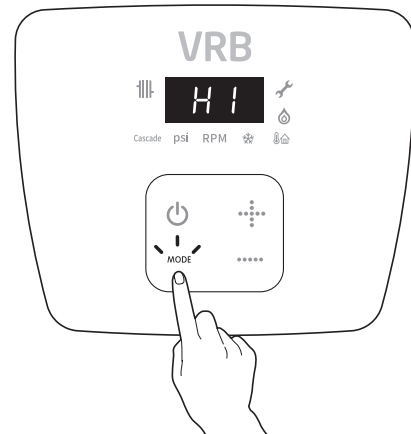
## ● H0

- This is the mode for checking the previous error.
- H0 and the previous error (example: A6) will be displayed repeatedly on the screen.



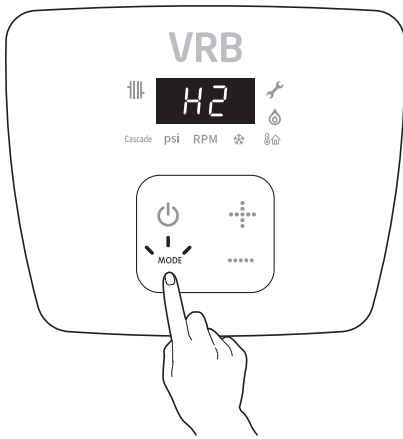
## ● H1

- This is the mode for checking the most recent error.
- H1 and the most recent error (Example : A2) will be displayed repeatedly on the screen.



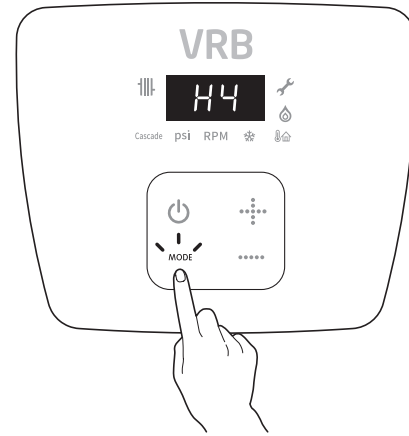
## H2

- This is the mode for checking the current error.
- H2 and the current error (Example : A3) will be displayed repeatedly on the screen.



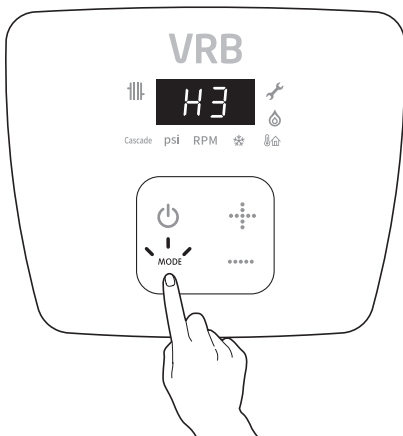
## H4

- This is the mode for checking the current number of revolutions of the fan.
- H4 and the current number of revolutions of the fan (Example : 3600) will be displayed repeatedly on the screen.
- The unit is rpm.



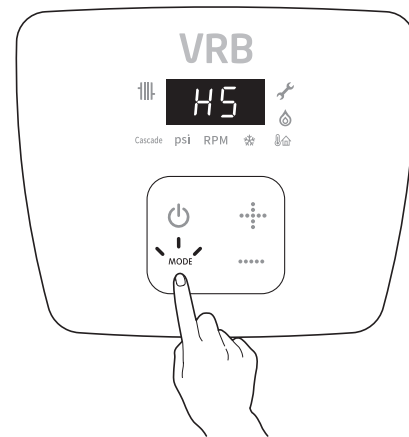
## H3

- This is the mode for checking the current pressure in the system.
- H3 and the current pressure in the boiler (Example : 25) will be displayed repeatedly on the screen.
- The pressure unit is PSI.



## H5

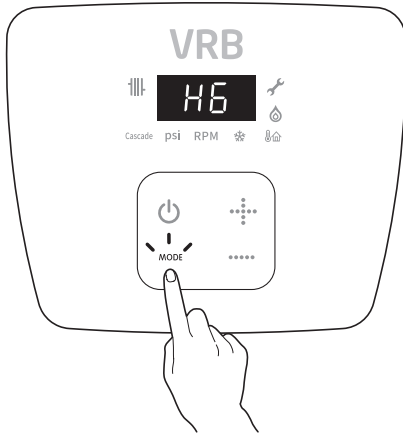
- This is the mode for checking the output voltage of the fan.
- H5 and the output voltage (Example : C5) will be displayed repeatedly on the screen.





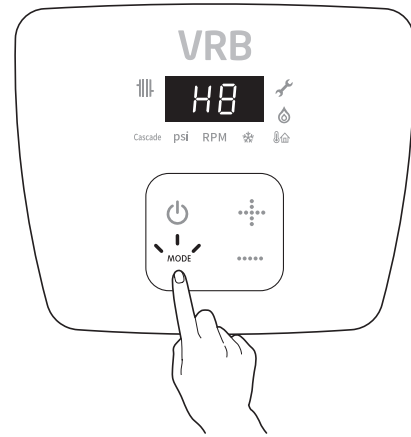
## H6

- This is the mode for checking the current exhaust gas temperature.
- H6 and the current exhaust gas temperature (example: 120) will be displayed repeatedly on the screen.
- The unit is °F.



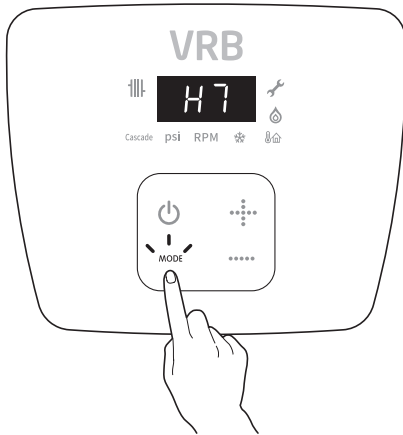
## H8

- This is the mode for checking the current ambient temperature.
- H8 and the current ambient temperature (example: 25) will be displayed repeatedly on the screen.
- The unit is °F.



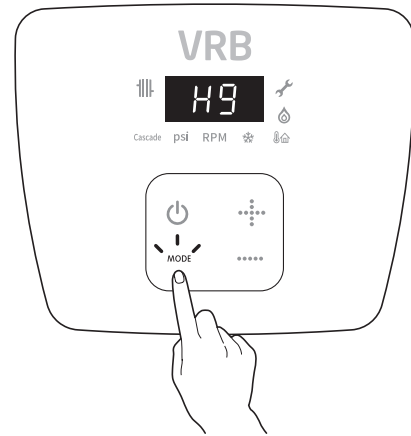
## H7

- This is the mode for checking the current hot water temperature.
- H7 and the hot water temperature (example: 00) will be displayed repeatedly on the screen.
- The unit is °F.
- If using the VRB boiler, 00 will be displayed.



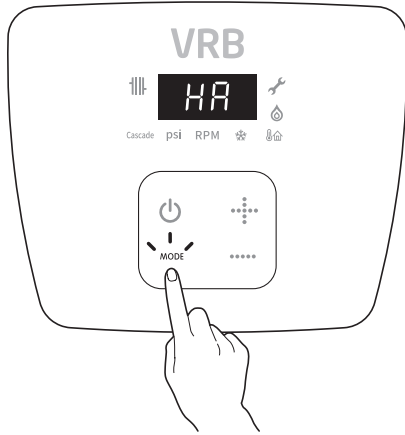
## H9

- This is the mode for checking the return temperature of the boiler.
- H9 and the return temperature (example: 120) will be displayed repeatedly on the screen.
- The unit is °F.



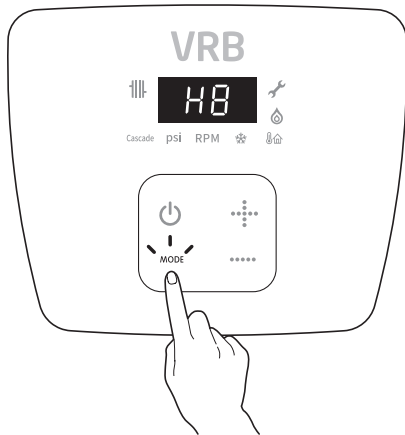
## HA

- This is the mode for checking the hot water and heating modes.
- HA and the heating mode or the hot water mode (example: FF or 00) will be displayed repeatedly on the screen.
- FF is the current hot water mode, and 00 is the heating mode.



## HB

- This is the mode for checking the current PCB version (example: 1.0).
- HB and the PCB version will be displayed repeatedly on the screen.



# Maintaining the Boiler




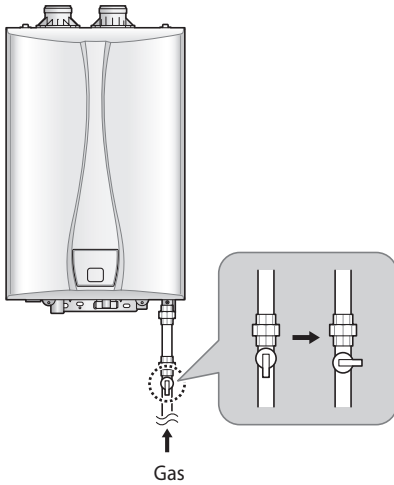
Before cleaning the boiler, make sure the boiler is turned off and the power supply is disconnected. The boiler may remain hot for few minutes after it is turned off. Wait until the boiler has cooled down before cleaning to prevent burns.

## Draining the Boiler

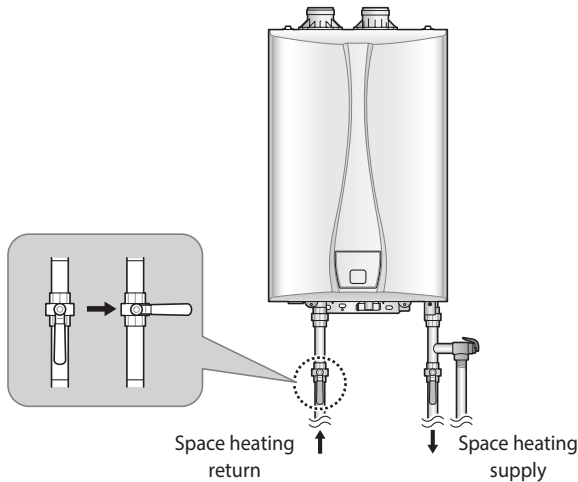
To perform maintenance tasks or to prevent the boiler from freezing when it will not be used for an extended period, the boiler must be drained.

To drain the boiler:

- 1 Press the  button to turn off the boiler.
- 2 Disconnect the power supply to the boiler.
- 3 Turn of the gas valve.




- 4 Turn off the water supply valve on space heating return to the boiler.

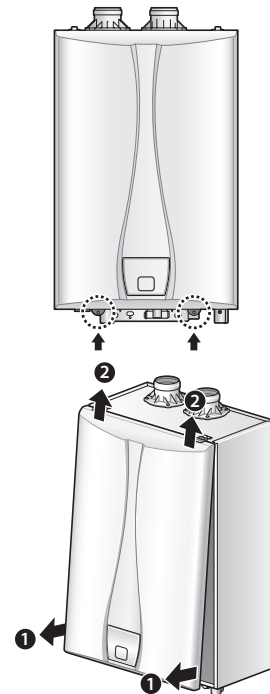


## Cleaning the Air Intake Filter

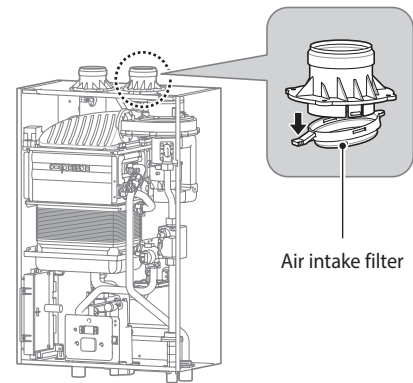
To maintain the boiler properly, clean the air intake filter every 2–3 months. If the air intake filter is clogged by dust or lint, the boiler will cease to operate or error can occur.

To clean the air intake filter:

- 1 Press the  button to turn off the boiler.
- 2 Disconnect the power supply to the boiler.
- 3 Remove the boiler front cover by loosening the 2 Phillips screws securing it to the case.



- 4 Remove the air intake filter located under the air intake connector.



- 5 Rinse the air intake filter with clean running water.
- 6 Dry the air intake filter completely.
- 7 Reinsert the air intake filter.
- 8 Replace the front cover.

## ■ Protecting the Boiler from Freezing



### Caution

- To protect the boiler from freezing, recommend the use of a direct vent exhaust and intake system. Ensure that the exhaust vent pipe and the air intake pipe are both connected directly from the collars on the top of the boiler to the outdoors. This type of vent system minimizes air movement within the boiler.
- Freezing damage usually occurs due to back-drafting caused by negative pressure in the building. This is not a manufacturing defect, and therefore, VST will not warrant any damage due to freezing. The installer is responsible for ensuring that there is sufficient make-up air to avoid such a situation, and the owner is responsible for ensuring protection against freezing.

To protect the boiler from freezing, follow these guidelines:

- Do not unplug the power supply cord, except for routine maintenance. The boiler has a freeze protection function that warms up the boiler. The freeze protection function will operate regardless of whether or not the front panel is turned on or off, as long as the power supply is still connected.
- If the power or gas supply must be disconnected for an extended period, drain the boiler.
- Protect and insulate all water pipes, including the condensate trap drain line, from freezing.
- If the boiler will not be used for an extended period of time, drain the boiler.



### Notice

If you suspect that the boiler is frozen, contact an authorized technician or licensed professional.

## Maintenance Schedules



Caution

A qualified technician should inspect the boiler at the beginning of every heating season and/or when there is a problem.

### Owner maintenance

#### Daily

- Check that the area where the boiler is installed is free of combustible/flammable material and air-contaminants.
- Visually inspect the exterior of the boiler.

#### Monthly

- Inspect the condensate trap and the PVC fittings.
- Visually inspect the piping (water and gas) for leaks.
- Visually inspect the vent piping for signs of leakage and blockage.

#### Every 6 months

- Inspect the piping (water and gas) for leaks.
- Inspect the vent piping for leakage and blockage.
- Test to make sure the pressure relief valve is operating properly.

### Service technician maintenance

#### Periodically

- Inspect the interior of the boiler.
- Clean the condensate trap and fill with fresh water.
- Clean the air intake filter.
- Check for leaks (gas, water, flue, and condensate).
- Check the system pressure (gas, and water).
- Check ignition and flame rod.
- Check wiring connections.



Caution

- Follow the service and maintenance procedures given throughout this manual and in component literature shipped with the boiler. Failure to perform the service and maintenance could result in damage to the boiler or system.
- Failure to follow the directions in this manual and component literature could result in severe personal injury, death, or substantial property damage.
- The boiler should be inspected annually only by a qualified service technician. In addition, the maintenance and care of the boiler must be performed to assure maximum boiler efficiency and reliability. Failure to service and maintain the boiler and system could result in equipment failure.
- Electrical shock hazard – Turn off power to the boiler before any service operation on the boiler except as noted otherwise in this instruction manual. Failure to turn off electrical power could result in electrical shock, causing severe personal injury or death.

### Addressing the Reported Problems

- Inspect any problems reported by the owner and correct before proceeding.

### Inspecting the Installation Area

- 1 Verify that boiler area is free of any combustible materials, gasoline and other flammable vapors and liquids.
- 2 Verify that air intake area is free of any of the contaminants listed in Installation Manual. If any of these are present in the boiler intake air vicinity, they must be removed. If they cannot be removed, reinstall the air and vent lines per the Installation Manual.

### Inspecting the Boiler Interior

- 1 Remove the front cover and inspect the interior of the boiler.
- 2 Vacuum any sediment from inside the boiler and components. Remove any obstructions.

### **Cleaning the Condensate Trap**

- 1** Inspect the condensate drain line, condensate fittings, and condensate trap.
- 2** Remove any sediment in the trap.
- 3** Fill with fresh water until the water begins to pour out of the drain

### **Checking all Piping for Leaks**

Eliminate all system or boiler leaks. Continual fresh makeup water will reduce boiler life. Minerals can build up in sections, reducing heat transfer, overheating heat exchanger, and causing heat exchanger failure. Leaking water may also cause severe property damage.

- 1** Inspect all water and gas piping and verify to be leak free.
- 2** Look for signs of leaking lines and correct any problems found.

### **Checking the Flue Vent System and Air Piping**

- 1** Visually inspect the entire flue gas venting system and air piping for blockage, deterioration or leakage. Repair any joints that show signs of leakage. Verify that air inlet pipe is connected and properly sealed (if installed).
- 2** Verify that boiler vent discharge and air intake are clean and free of obstructions.



**Caution**

Failure to inspect for the above conditions and have them repaired can result in severe personal injury or death.

# Troubleshooting

## Basic Problems

If there is a problem with the boiler, refer to the following table for possible remedies. For minor problems, turning the boiler off and then turning back on may resolve the situation. If turning the boiler off and on and attempting the remedies suggested below do not resolve the problem, contact an authorized technician, licensed professional, or technical support at 1-800-761-0053.

Category	Problem	Possible Cause(s)	What to Do
Initial operation	Boiler does not ignite.	<ul style="list-style-type: none"> <li>Are the gas and water pipes connected properly?</li> </ul>	<ul style="list-style-type: none"> <li>Check for correct plumbing or crossed piping to the unit.</li> </ul>
	Unit attempts to ignite but fails	<ul style="list-style-type: none"> <li>Is there air in the gas line?</li> <li>Is the gas supply pressure sufficient?</li> </ul>	<ul style="list-style-type: none"> <li>Turn off the boiler and then turn it back on.</li> <li>Have your installing contractor check the gas supply pressure.</li> <li>Ensure the boiler is powered by 120 V-1 PH-60 Hz.</li> </ul>
Temperature	Space heating side malfunction	<ul style="list-style-type: none"> <li>Is the setting temperature too low?</li> </ul>	<ul style="list-style-type: none"> <li>Check the boiler's temperature setting. See <i>"Operating the Boiler"</i> on page 6.</li> </ul>
		<ul style="list-style-type: none"> <li>Is there power to the system, or is the system in stand by?</li> </ul>	<ul style="list-style-type: none"> <li>Make sure the power is on, and plugged into the outlet with the correct voltage. Press the Power button and raise the setting temperature. Make sure the boiler is turned on.</li> </ul>

## Error Codes

If an error code appears on the digital display, refer to the following chart for the reason, and a possible remedy for the situation.

Error Code	Cause	Self-diagnosis/Action
A2	Abnormal operation: FAN	<ul style="list-style-type: none"> <li>• Clean the intake air filter.</li> <li>• Check the fan connector.</li> <li>• Contact original installer or licensed professional.</li> </ul>
A3	Abnormal operation: Pump	Contact original installer or licensed professional.
A4	Overheating of heat exchanger	<ul style="list-style-type: none"> <li>• Turn off the system for at least 30 minutes, and then restart it.</li> <li>• Contact original installer or licensed professional.</li> </ul>
A5	Low water pressure	<ul style="list-style-type: none"> <li>• Water supplementation of manual</li> <li>• Contact original installer or licensed professional.</li> </ul>
A6	Ignition error	<ul style="list-style-type: none"> <li>• Ensure that the main gas supply valve is open.</li> <li>• Contact original installer or licensed professional.</li> </ul>
A7	Abnormal operation: gas valve relay "open"	<ul style="list-style-type: none"> <li>• Turn off the main gas valve.</li> <li>• Contact original installer or licensed professional.</li> </ul>
A8	Abnormal operation: flame detection	<ul style="list-style-type: none"> <li>• Turn off the main gas valve.</li> <li>• Contact original installer or licensed professional.</li> </ul>
AA	Overheating	Contact original installer or licensed professional.
AB	Abnormal operation: heat exchanger temperature sensor	Contact original installer or licensed professional.
AD	Clog of condensate trap	Contact original installer or licensed professional.
AE	Blockage of flue Pipe	<ul style="list-style-type: none"> <li>• Clean the vent terminal.</li> <li>• Contact original installer or licensed professional.</li> </ul>
AF	Abnormal operation: cascade communication	• Contact original Installer or licensed professional.
E0	Abnormal operation: Outdoor temperature sensor	<ul style="list-style-type: none"> <li>• Check the outdoor temperature sensor wiring connection.</li> <li>• Contact original installer or licensed professional.</li> </ul>
E1	Abnormal operation: Exhaust temperature sensor	<ul style="list-style-type: none"> <li>• Check the exhaust temperature sensor wiring connection.</li> <li>• Contact original installer or licensed professional.</li> </ul>
E2	Abnormal operation: Exhaust temperature overheating	Contact original installer or licensed professional.
E3	Abnormal operation: Return water temperature sensor	Contact original installer or licensed professional.
E4	Abnormal operation: Pressure sensor	Contact original installer or licensed professional.
E7	Abnormal operation: gas valve relay "Close"	Contact original installer or licensed professional.
EE	Abnormal operation:Data Communication	Contact original installer or licensed professional.
EF	Abnormal operation: eep-rom error	Contact original installer or licensed professional.

Please contact original installer, licensed professional, or VST technical support at 1-800-761-0053



# LIMITED WARRANTY for VST Products

## FOR WARRANTY SERVICE OR REPAIR:

Contact the installer or a VST dealer. You may be able to find the installer's name on the equipment or in your invoice. For further assistance, you may visit our website [www.vestahws.com](http://www.vestahws.com) or call our customer service at 800-761-0053 or write to our address.

VESTA, DS, Inc. 2711 Lyndon B Johnson Freeway Ste 320 Farmers Branch, TX 75234 VESTA, DS, Inc. (hereinafter "VST") warrants this product against failure due to defect in materials or workmanship when the product is installed and operated according to VST's written installation instructions, subject to the terms within this Limited Warranty document.

This Limited Warranty applies only to products that are installed correctly in the United States & Canada. Improper installation may void this Limited Warranty. In order for this warranty to apply, it is required that the subject boilers utilized in heating applications that have been properly installed by qualified professionals based upon the manufacturer's installation instructions. Using the licensed professional who has attended a VST installation training class before installing this boiler is strongly recommended. Proof of purchase is required to obtain warranty service. You may provide proof of purchase with a dated sales receipt, or by registering within thirty (30) days of purchasing the product. This Limited Warranty coverage as set out in the table below extends to the original purchaser and subsequent owners, but only while the product remains at the site of the original installation. This Limited Warranty only extends to the first / original installation of the product and terminates if the product is moved or reinstalled at a new location. It is not transferable.

UNLESS OTHERWISE NOTED THESE WARRANTIES COMMENCE ON THE DATE OF PURCHASE. If at the time of a request for service the owner cannot provide a copy of the original sales receipt or the warranty registration, the warranty period for the boiler shall then be deemed to have commenced thirty (30) days after the date of manufacture of the boiler and NOT the date of installation of the boiler.

Item	Period of Coverage (from date of purchase)	
	Residential Applications	Commercial Applications
Heat Exchanger	15 years	10 years
All Other Parts and Components	5 years	3 years
Reasonable Labor	1 year	1 year

LIMITATIONS OF WARRANTIES: ALL IMPLIED WARRANTIES AND/OR CONDITIONS (INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE) ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES OR PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THE ABOVE MAY NOT APPLY TO YOU.

THE EXPRESS WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHATSOEVER.

The following is Not covered.

- Product purchased through the internet, other e-commerce channels, or any installer that obtained the Product from a supplier or distributor not authorized by VST
- Service trips to your home to teach you how to use the product.
- Normal maintenance as outlined in the installation manual or Owner's Manual, including filter cleaning and/or replacement.
- Improper installation (such as but not limited to) • product being installed in a corrosive environment • condensate damage • improper venting • incorrect gas type • incorrect gas or water pressure • absence of a drain pan under the appliance
- Improper delivery or maintenance.
- Failure of the product if it is abused, misused, altered or used for other than the intended purpose.
- Use of this product where water is microbiologically unsafe or of unknown quality, without adequate disinfection before or after the system.
- Replacement of house fuses or resetting of circuit breakers.
- Damage to the product caused by accident, lightning fire, flood or acts of God.
- Incidental or consequential damage caused by possible defects with this appliance, its installation or repair.
- Product not accessible to provide required service in a safe manner. Attic installation must have flooring and accessible stairs.
- This Limited Warranty does not apply to any product whose serial number or manufacture date has been defaced.
- If product removed from original installation location.
- If product or other appliance must be moved for service access.
- Damages, malfunctions or failure caused by the use of repair service not approved by VST.
- Damages, malfunctions or failure caused by the use of unapproved parts or components.
- Damages, malfunctions or failure caused by subjecting the tank to pressure greater than those shown on the rating label.
- Damages, malfunctions or failure caused by operating the boiler with electrical voltage outside the voltage range listed on the rating label.
- Damages, malfunctions, or failure caused by operating the boiler with an empty or partially empty tank ("dry firing"), or failures caused by operating the boiler when it is not supplied with potable water.
- Failure of the heater due to the accumulation of solid materials and lime deposits.
- Boiler failure due to the boiler being operated in a corrosive or contaminated atmosphere.

- Any shipping charges, delivery expenses, or administrative fees incurred by the owner in repairing or replacing the boiler or part(s). This warranty does not extend to labor costs beyond the coverage specified in this warranty document. All such expenses are the owner's responsibility.
- ANY SPECIAL, INDIRECT OR CONSEQUENTIAL PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER.
- Some states or provinces do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.
- If a follow up repair call involves the same problem which Installer had previously repaired within the preceding three (3) month period.
- If the Limited Warranty is void or not applicable for any reason.
- If Installer's request for payment for labor and services rendered is received by VST more than two (2) weeks after the repair or replacement service was completed.
- If it is determined by VST that the claim for payment of labor and services rendered was not for services directly necessary to replace or repair the defective Product such as for maintenance of the Product.
- If a component or product returned to VST is found to be free of defects in material or workmanship; damaged by improper installation, use or operation; or damaged during return shipping.

### Warranty Claim & Return Procedures

To initiate a warranty claim, the homeowner or the end user may contact the original installer, distributor, or VST. If the Installer is notified of the claim directly, Installer shall promptly inspect the Product and installation. If Installer determines in good faith that the warranty may apply, then Installer shall promptly call VST Tech Support at 1-800-761-0053 and provide details of the nature of the claim including the end-user's name, telephone number, address; model and serial numbers, and date of installation. VST reserves the right in its sole discretion to dispatch its own technician or other installer to complete the warranty repair.

No later than two (2) weeks following the completion of the repair, Installer shall transmit a fully completed Labor Claim Supplement form, provided by VST, as follows: By e-mail to [warranty@vestahws.com](mailto:warranty@vestahws.com).

The replacement boiler will be warranted for the unexpired portion of the applicable warranty period of the original boiler. The number of replacement boilers is limited to one (1) per original boiler purchased. Replacement parts will be warranted for 90 days.

This limited warranty is subject to all provisions, conditions, and limitations. VST reserves the right to change specifications or discontinue models without notice.

### Labor Claim is denied

Installer's claim of payment for labor and services rendered may be denied entirely or reduced in the event Installer fails to strictly comply with the requirements set forth in this Agreement and for other applicable reasons including the following:

- If the Installer's claim for payment exceeds the fee or rate specified by VST. VST shall only be obligated to pay the rate or fee previously specified by VST, and Installer shall not look to any other party, including the wholesaler or end-user, for such additional payments. The commencement of work by Installer shall constitute Installer's unequivocal and unconditional acceptance of the fee or rate designated by VST and Installer's acknowledgment and agreement to VST's designated fee or rate.
- If Installer fails to provide all required information including the end-user's name, address and telephone number, model and serial number, date of original installation; if such required information and/or documents are not submitted when requested.
- If the repair or replacement was not properly completed, if the end-user is dissatisfied with the repair, and/or a discrepancy is identified between the repair identified in the Claim Letter and the repair that was actually performed.

## PRODUCT REGISTRATION

Thank you for purchasing VST product. Additional benefits may be offered on registered products. We will use the information provided on this registration to contact you when there is a safety alert or recall for this product. We do NOT sell, rent, or share our personal information.  
 Please fill out online Product Registration or email it to [info@vestahws.com](mailto:info@vestahws.com)

Purchase Date:

Model No:

Natural Gas:

Propane:

Serial No:

Owner Name:

Owner Address:

Owner Phone No:

Owner E-mail:

Installer Name:

Installer Business Name & Address:

Installer Phone No:

Installer E-mail:

### Customer Survey

What made you to select our product?

- Advertising - Newspaper, magazine, brochure, preview
- Friends or Family
- Recommended by installing/service contractor
- Saw it in the store
- Online search
- Other:

Previously owned product

- Tank-type boiler
- Tankless boiler
- Conventional boiler
- Tankless boiler
- Online search

Age of previously owned product

- 1 - 5 yrs
- 6 - 10 yrs
- 11 - 15 yrs
- 16 - 20 yrs
- Online search

How many people living in your house?

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How many bathrooms in you house?

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VESTA. DS, Inc. 401 South Dupont Ave, Ontario, CA 91761 800-761-0053 [www.vestahws.com](http://www.vestahws.com)

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401 South Dupont Ave, Ontario, CA 91761

**For Technical Support**

1-800-761-0053

**[www.vestahws.com](http://www.vestahws.com)**

**Ver. 3.0**