

QHT INC

3560 Lafayette Road – Bldg#2, Unit A

Portsmouth, NH 03801

Telephone: 603-334-6400

Fax: 603-334-6401

☐ Parts Return ☐ Warranty Request**Return Material / Warranty Request Form**

Date of Request _____

Wholesaler Information					
Wholesaler *			Contact Name		
Street Address					
City		State		Zip	
Phone Number			Email		
Boiler/Burner/Control Information * REQUIRED					
Boiler Make *		Model # *		Serial # *	
Burner Make *		Model # *		Serial # *	
Hydrolevel Date Code *					
Contractor Information					
Contractor Name *			Phone		
Install Date *			Failed Date *		
Purchase Order/Debit Memo * REQUIRED					
Debit Purchase Order (parts return) *					
Replacement Purchase Order (warranty parts) *					
Our policy is to replace defective parts. A purchase order is required.					
Parts Information					
Part Number	Qty	Reason for Return ("defective" is not acceptable)		Original PO/Inv *	

Returned Goods are subject to QHT "Terms and Conditions of Sale" and "Returned Goods" policy. (see page 2)

Please email to warranties@dandavissales.com

QHT, Inc Return Material Authorization/Warranty Procedure Terms and Conditions.

1. All warranty and return authorization requests must be initiated by the selling Distributor.
2. Unused items purchased over 180 days, cannot be returned.
3. Special order items are non-returnable. Special order item are considered any item not normally carried in stock. This includes the custom color option on panel radiators.
4. A 20% Restocking Fee will apply on parts and equipment unless previous authorization has been granted to waive said fees.
5. All claims for shortages and damages must be reported within 5 days. QHT, Inc shall not be liable for return freight and/or damages that occur while in the possession of the selling distributors.
6. The Return Material/Warranty Request Form must be filled out in its entirety and faxed or emailed to QHT, Inc.
7. Once the Return Material/Warranty Request form is received by QHT, Inc, A Return Material Authorization Number will be generated and sent to the email or fax provided on the request form.
8. Returns will not be accepted without a copy of the Return Material Authorization form. Items must be unopened and in the same condition in which they were delivered. Damaged, scratched, and open items will not be accepted. QHT, Inc is not liable for damaged sustained while in the possession of the distributors or their contractors. QHT, Inc does not recommend returning radiator panels via UPS as the packaging is insufficient for protection during ground transportation.
9. It is QHT, Inc policy is to replace defective parts via a Return Sales Order. This Sales Order will reflect the replacement items being shipped as well as the items being returned.
 - a. A Purchase Order must be issued for replacement parts.
 - b. If replacement parts have already been ordered, a Debit PO is required.
 - c. RMA will not be processed without this information.
10. Return items must be received by QHT, Inc within 45 days of the Return Material Authorization date. If items are not received within the allotted time frame, the request will be closed an no credit issued.
11. Once returned items are received, they will be inspected and validated for credit status. Once validated, a credit will be issued on the Return Sales Order. If items are not received within 45 days as mentioned above or fail warranty validation, the Sales Order for replacement items will be considered collectable.
12. QHT, Inc will notify Distributor on the returned items validation status. Items that fail validation are considered property of the Selling Distributor. It is the sole responsibility of the Selling Distributor to make the necessary arrangements for the return of these items. QHT, Inc will hold items that fail warranty validation for 30 days, after which time, items will be disposed of.
13. Items not manufactured by Biasi and/or Purmo are subject to the original Manufacturer's warranty policy and procedures. Ie. Burners and controls. Serial numbers and date codes required.

QHT, Inc Warranty Schedule

- **Boiler Blocks Residential**, Limited lifetime warranty, terms & conditions apply. **
- **Boiler Blocks Commercial**, 20-year warranty, terms & conditions apply. **
- **Boiler Casings**, 1 year warranty from install.
- **Boiler parts**, 1-year warranty from install.
- **DHW coils**, 1-year warranty from install.
- **Hydrolevel controls & sensors**, 2-year warranty from manufacture date or 1 year from install, whichever occurs first. Date code off controls is required.
- **Riello Residential Oil Burners**, 60 months from install or 66 months from manufacture, whichever occurs first. Parts only. Burner serial number required for claims.
- **Riello Residential Gas Burners**, 12 months from install or 18 months from manufacture, whichever occurs first. Parts only. Burner serial number required for claims.
- **Riello Commercial Burners**, 1-year warranty from manufacture date, Parts only. Burner serial number required for claims.
- **Carlin Residential Burners**, 5-year warranty from date of manufacture, Parts only, Burner serial number required for claims.
- **Carlin Commercial Burners**, 1-year warranty from manufacture date, Parts only. Burner serial number required for claims.
- **Beckett Residential Burners**, 5-year warranty from manufacture date, Parts only. Burner serial number required for claims.
- **Beckett Commercial Burners**, 1-year warranty from manufacture date, Parts only. Burner serial number required for claims.
- **Riva Wall hung Boilers**, 2-year warranty from install date, 10-year on stainless heat exchanger.
- **Riva Wall Hung Parts**, 1-year from install date.
- **Purmo Panel radiators**, 10-year warranty from purchase date.
- **Ecostyle Towel Warmers**, 5-year warranty from purchase date.
- **VIDO fan Convectors**, 1-year on package, 2-year on electronic controller, 3-year on fan motor, 5-year on coils.
- **Kickspace Heaters**, 10-year warranty from purchase date.

Warranty to cover manufacturing defects only. Misuse, mishandling, or improper application will not be covered. Damages that occur while in the possession of the selling distributor or their contractors will not be considered a warranty condition.

Biasi warrants that the cast-iron sections and nipples of the boilers are free from defects in material and workmanship for the lifetime of the original purchaser in a single-family home installation or 20 year in a commercial application. If the boiler block is then found to be defective, QHT, Inc and Biasi will replace the original cast iron boiler block. Gaskets and refractories will be covered for the first year after install.

** Warranty registration required with owner information, installing contractor information. boiler serial number.
<https://qhtinc.com/warranty-registration/>
QHT, Inc reserves the right to deny any boiler or panel claim where the hydronic water quality fails to meet the requirements below.

* Total chlorides & sulfate shall NOT exceed 50 mg/l /50ppm.

* Total dissolved oxygen shall NOT exceed 0.1mg/l /0.1ppm.

* Water PH level should be in the range of 6.3 to 7.7.

* Water hardness should NOT exceed 4.0 mval/l /220.17ppm.