

## To the Installer:

Please attach these instructions next to the water heater.

## To the Consumer:

Please read these and all component instructions and keep for future reference.



# Indirect Water Heater Instruction Manual

Warranty, Registration Card and Parts List are included.  
Homeowner: Please remember to return the Registration Card!

### WARNING

Improper installation, adjustment, alteration, service or maintenance can cause serious injury or property damage. Refer to this manual. For assistance or additional information, consult a qualified installer or service agency.

### CAUTION

The recommended temperature for normal residential use is 120°F. The dial on the aquastat does not always reflect the outgoing water temperature, which could occasionally exceed 120°F. The variation in outgoing temperature could be based on factors including but not limited to usage patterns and type of installation. Test your water at the tap nearest to the water heater.

### WARNING

Hotter water increases the risk of scald injury. Before adjusting the water temperature setting, read this instruction manual. Temperatures at which injury occurs vary with the person's age and the length of exposure.

The slower reaction time of children, elderly, and physically or mentally challenged persons increases the scalding hazard to them. It is recommended that lower water temperatures be used where these exposure hazards exist. Such households may require a temperature setting less than 120°F to prevent accidental contact with hot water.

To lower water temperature use point-of-use temperature limiting devices.

### WARNING

Water heater blankets are not recommended and will void the warranty.

**THIS MANUAL HAS BEEN PREPARED TO ACQUAINT YOU WITH THE INSTALLATION, OPERATION, AND MAINTENANCE OF YOUR WATER HEATER AND TO PROVIDE IMPORTANT SAFETY INFORMATION.**

### INSTALLER RESPONSIBILITIES

Please read all instructions thoroughly before installing or placing the heater into service. This unit must be installed by licensed or authorized installers, or technical personnel that service water heating equipment. The heater must be installed in accordance with all local codes and ordinances.

These instructions are a guide for the correct installation of the water heater. The manufacturer will not be liable for damages caused by failure to comply with the installation and operating instructions outlined on the following pages.

### CAUTION

The recommended water temperature setting for normal residential use is 120°F/49°C.

### HANDLING

Before uncrating, check for shipping damage. Report any damage to your carrier. Note damage on bill of lading or delivery receipt and file a claim.

**FAILURE TO FOLLOW THESE INSTRUCTIONS OR ALL APPLICABLE BUILDING CODES AND REGULATIONS VOIDS THE WARRANTY ON THIS WATER HEATER.**

Read all instructions thoroughly before attempting installation or operation of your water heater. Keep these instructions for future reference.

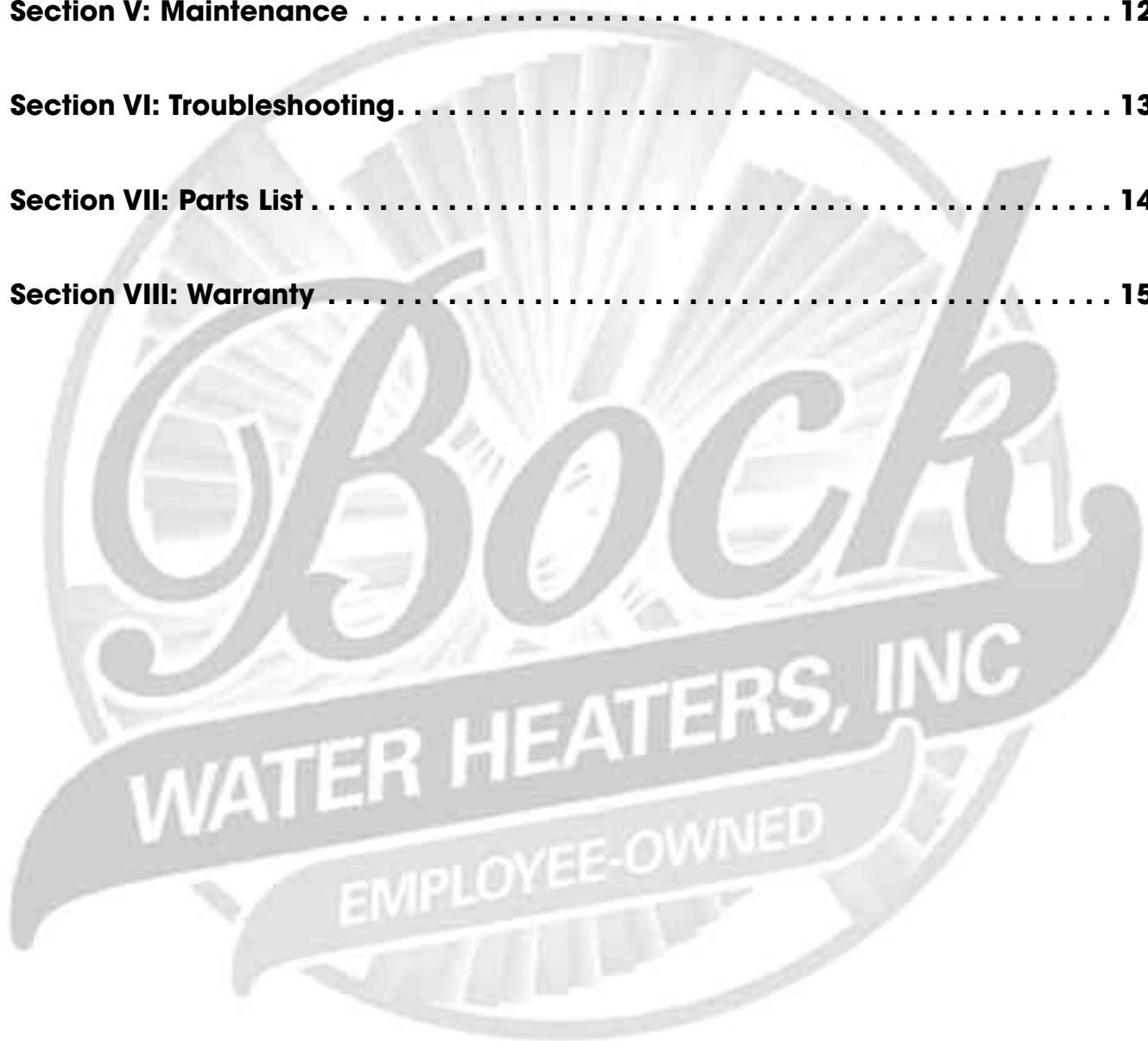
Local plumbing and electrical codes must be followed in the installation of this water heater. In the absence of a local code use the UNIFORM PLUMBING CODE and the NFPA Code. Local codes may supersede instructions in this installation manual.

These instructions are a guide for the correct installation of the water heater. The manufacturer will not be liable for damages caused by failure to comply with the installation and operating instructions outlined on the following pages.

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# SECTION I: SPECIFICATIONS

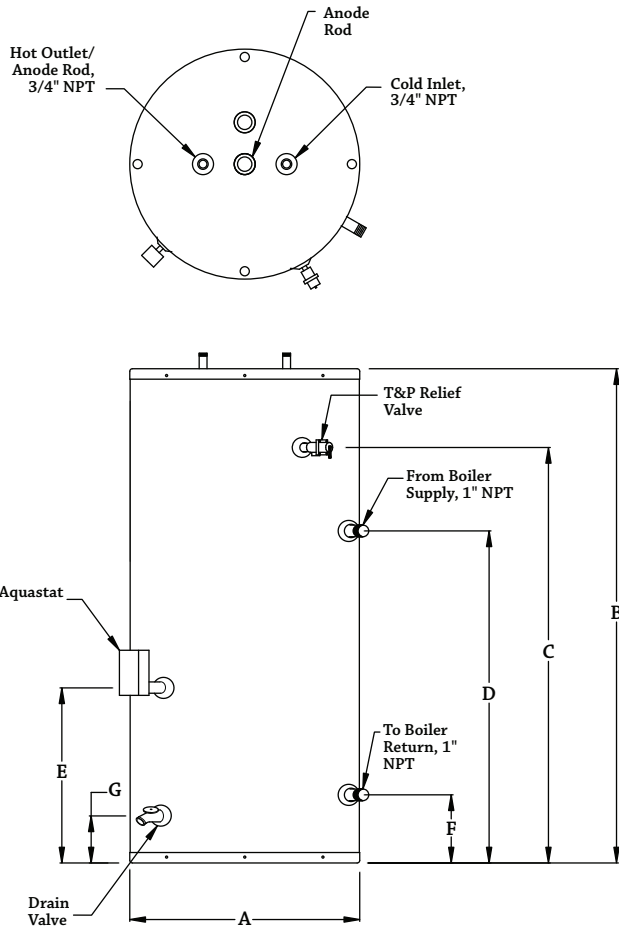


Figure 1: 30SK, 40SK, 50SK

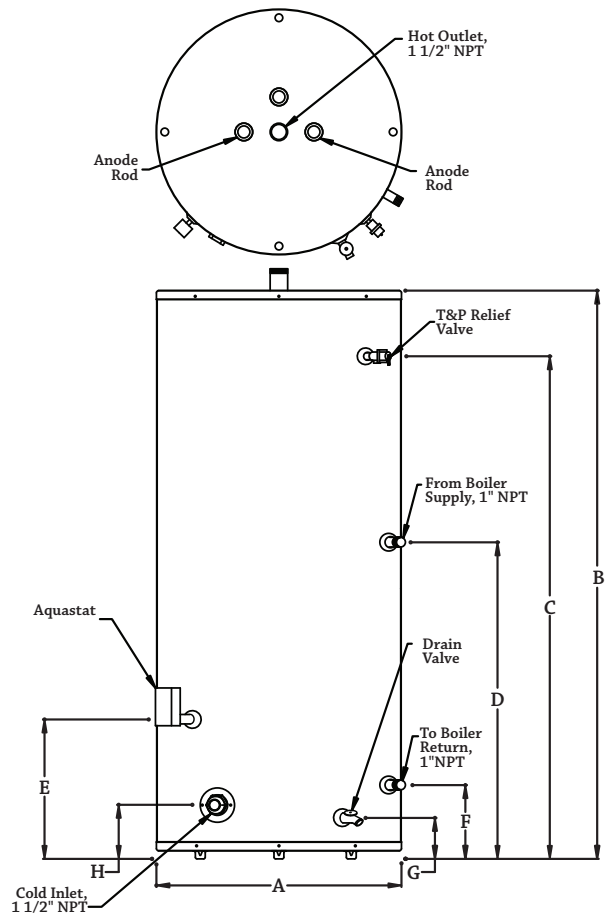


Figure 2: 80SK, 119SK

Table 1: Dimensions

Model	Dimensions							
	A	B	C	D	E	F	G	H
30SK	22"	35 1/4"	27 3/4"	19 1/2"	11 3/4"	6 1/2"	4 1/2"	n/a
40SK	22"	42 1/4"	34 3/4"	31 1/2"	16 3/4"	6 1/2"	4 1/2"	n/a
50SK	22"	48 1/4"	39 3/4"	31 1/2"	16 3/4"	6 1/2"	4 1/2"	n/a
80SK	24"	64"	57 1/8"	33"	19 1/4"	8"	5"	5"
119SK	28"	65"	57 3/4"	33 3/4"	16 1/4"	8 3/4"	5"	6 1/2"

Foam insulation standard on Indirect models. **Pressures, all:** Test pressure, 300 PSI Working pressure, 150 PSI

Standard voltage, all: 120V, 60Hz, 1P. **T&P valve installed;** nipples supplied for top connection.

**WARNING:** Installation should be in accordance with all national and/or local codes.

**CAUTION:** The recommended water temperature setting for normal residential use is 120°F. Bock recommends a tempering valve or anti-scald valve be installed and used according to the manufacturer's directions to prevent scalding.



## SECTION I: SPECIFICATIONS (cont.)

**Table 2: Capacity & Performance**

Model	Capacities		Performance					
	Actual Tank Volume (gal)	Coil Volume (gal)	First Hour Rating (gal)*	Continuous Draw Rating (GPH)*	First Draw Rating (gal)*	Minimum Coil Output (BTU/Hr)**	Standby Loss Rating (°F/hr)	Heat Source Friction Loss (ft. w.c.)
30SK	30	1.4	119	92	27	59,000	1.5	2.3
40SK	38	2.3	198	165	33	105,000	1.5	3.4
50SK	45	2.3	205	165	40	105,000	1.1	3.4
80SK	75	2.8	259	189	70	120,000	0.8	3.5
119SK	110	2.8	291	189	102	120,000	1.2	3.5

**NOTES:**

\* Based on 77°F rise with 58°F potable water inlet temperature at 14 GPM heat source flow rate. Heat source temperature was 180°F.

\*\* Minimum Coil output based on continuous boiler operation over 30 minutes. See Section III for additional considerations.

All data obtained through testing in accordance with GAMA INDIRECT-FIRED WATER HEATER TESTING STANDARD IWH-TS-1\_MARCH 2003

**Table 3: Performance (cont.)**

Model	FIRST HOUR RATING (gal) @ Coil Output (Btu/hr)						
	180°F 8 GPM*	180°F 10 GPM*	180°F 12 GPM*	200°F 8 GPM*	200°F 10 GPM*	200°F 12 GPM*	200°F 14 GPM*
30SK	115 @ 56,000	117 @ 57,000	118 @ 58,000	138 @ 71,000	144 @ 75,000	149 @ 78,000	154 @ 81,000
40SK	173 @ 89,000	183 @ 96,000	191 @ 101,000	214 @ 115,000	226 @ 123,000	235 @ 129,000	243 @ 134,000
50SK	180 @ 89,000	190 @ 96,000	198 @ 101,000	221 @ 115,000	233 @ 123,000	242 @ 129,000	250 @ 134,000
80SK	233 @ 104,000	245 @ 111,000	254 @ 117,000	277 @ 132,000	292 @ 141,000	304 @ 149,000	314 @ 155,000
119SK	265 @ 104,000	277 @ 111,000	286 @ 117,000	309 @ 132,000	324 @ 141,000	336 @ 149,000	346 @ 155,000

**NOTES:**

First Hour Rating = First Draw + Continuous Draw

\* Coil Input (temperature, flow rate). Ratings based on 77°F rise with 58°F inlet potable water.

All data obtained through testing in accordance with GAMA INDIRECT-FIRED WATER HEATER TESTING STANDARD IWH-TS-1\_MARCH 2003



## SECTION II: GENERAL INFORMATION

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### LOCATION

The indirect water heater should be located in a central location to the piping system, as close as practical to the boiler and in an area not subject to freezing temperatures. Leave sufficient space for servicing and maintaining the heater.

**Note:** Long heating supply runs can lengthen recovery times.

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### WATER TREATMENT/FILTRATION

In areas where poor water conditions are suspected (i.e. lime, iron, and other minerals), it is essential that the water be tested and appropriate action taken to prevent damage to the indirect heater and ensure the quality of the water.

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### TEMPERATURE CONTROL

Water temperature from the heat source / boiler to the indirect water heater is controlled by an immersion aquastat. This control operates the circulator, and provides limited control for domestic hot water temperature. The proper temperature setting for domestic hot water use is 120°F/49°C. If hotter water is required a tempering device or anti-scald device must be installed at the domestic hot water outlet of the heater or at the point of use.

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**CAUTION: Hot water in excess of 120°F  
can cause scalding!**

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**Bock recommends** a tempering valve or anti-scald valve be installed and used according to the manufacturer's directions to prevent scalding. Many state and local codes now require installation of these devices. The tempering valve or anti-scald valve will ensure potable water temperatures at the desired set point with a higher degree of accuracy.

APPROXIMATE TEMPERATURE/TIME RELATIONSHIPS TO SCALDING	
120°F	More than 5 minutes
125°F	1 ½ to 2 minutes
130°F	About 30 seconds
135°F	About 10 seconds
140°F	Less than 5 seconds
145°F	Less than 3 seconds
150°F	About 1 ½ seconds
155°F	About 1 second



## SECTION II: GENERAL INFORMATION (cont.)

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### **ANODE RODS**

The anode rod is used as a sacrificial element within the volume of the storage tank. The purpose of the magnesium anode rod is to protect the inside of the tank against corrosion. Anode rods should be inspected twice in the first year and at least yearly once a time interval for inspection has been developed. Water conditions can influence the consumption rate of the anode rods. Please see the Maintenance section of this manual for instructions on how to change the anode rods in your Bock water heater.

**CAUTION:** *Hydrogen gas is produced in a hot water system served by this heater that has not been used for a long period of time (2 weeks or more). Hydrogen gas is extremely flammable. To reduce the risk of injury under these conditions, it is recommended that the hot water faucet be opened for several minutes at the kitchen sink before using any electrical appliance connected to the hot water system. When hydrogen is present, there will probably be an unusual sound such as air escaping through the pipe as the water begins to flow. There should be no smoking or open flame near the faucet at the time it is open (UL 174).*

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### **TEMPERATURE AND PRESSURE RELIEF VALVE (T&P)**

The T&P valve is factory installed. A discharge drain tube must be installed (responsibility of the installer) and shall terminate plain, not threaded, 6 inches above the floor drain. The drain tube material must be approved for temperatures of 120°F or greater, and a pressure of 150 PSI or greater.

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### **BACK-FLOW PREVENTER (CLOSED LOOP SYSTEM)**

Some local municipal codes and ordinances require the use of these devices on potable (domestic) water lines. Where back-flow preventers are required, it will be necessary to install a **thermal expansion tank** (designed for used with potable water) in order to prevent pressure build up in the indirect heater and associated piping, which could cause the T&P valve to discharge. Follow the expansion tank manufacturer's recommendations when selecting a tank for your hot water system.

**Note: Working pressure of the water heater is 150 PSI. Do not exceed 150 PSI.**



## SECTION III: PRE-INSTALLATION

### BOILER AND CIRCULATOR SIZING

The ratings published in this manual for your Bock indirect water heater can be obtained through proper selection of boiler output and circulator capacity. As noted, the ratings in Table 2 are based on a 77°F rise with 58°F potable water inlet temperature at a circulator pump flow rate of 14 GPM. The boiler was set at 180°F. See Table 3 for additional first hour ratings at pump flow rates of 8, 10, 12 and 14 GPM with 180°F and 200°F boiler water.

To determine the appropriate circulator for your system, follow these three steps:

- 1) Calculate the pressure drop of all straight pipe and fittings on the supply and return at the desired flow rate.
- 2) Add the pressure drop from Step 1 to the pressure drop through the indirect coil tank water heater coil (see Table 2 for friction loss) to obtain a total pressure drop.
- 3) Select a circulator pump that will provide adequate flow at the total pressure drop.

A pump performance curve should accompany every circulator pump. Figures 3-5 contain performance curves for Taco and Grundfos circulator pumps, recommended by Bock.

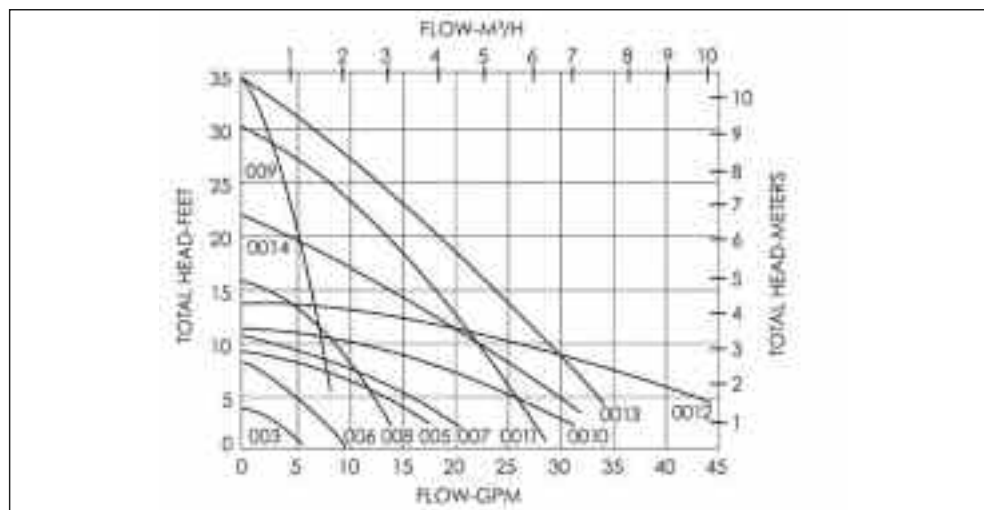
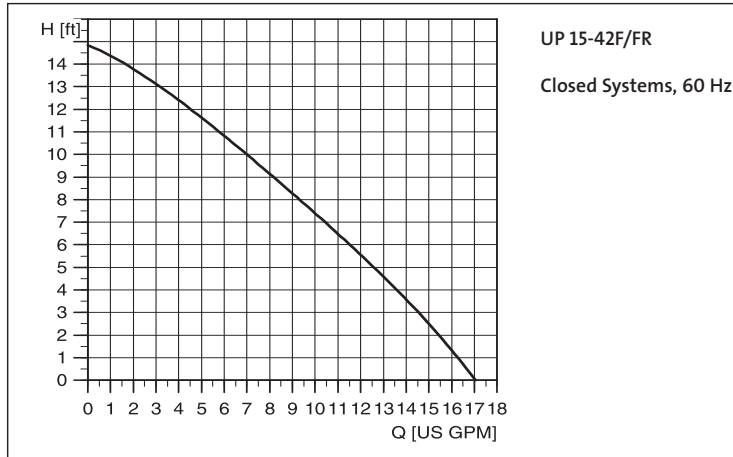


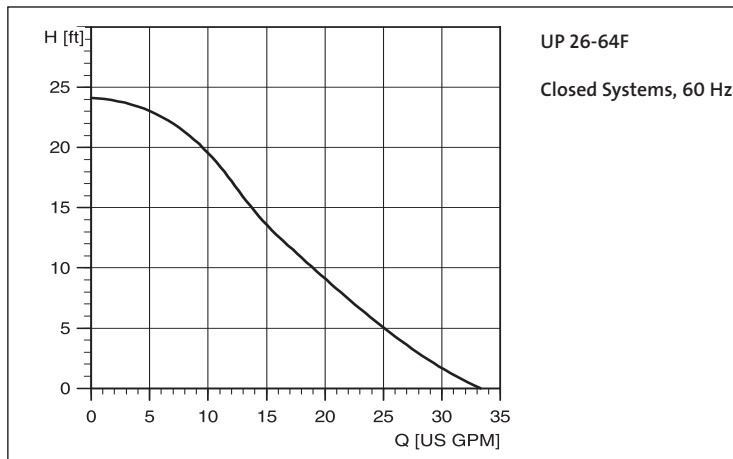
Figure 3: Taco 00 Series performance curves



## SECTION III: PRE-INSTALLATION (cont.)



**Figure 4:** GRUNDFOS UP 15-42F performance curve



**Figure 5:** GRUNDFOS UP 26-64F performance curve

**Note:** Zone valves on the heat source supply to the indirect heater are not recommended and will drastically reduce performance.

System performance can also vary based on the heating capacity of the boiler. If the minimum coil output (assume coil output = boiler output) listed in Tables 2 and 3 is not met, the output (first hour rating) of the water heater will not be met at the selected flow rate. To approximate the reduction in first hour rating as a result of low boiler capacity, use the following formula:

$$\text{New first hour rating} = (\text{First hour rating}) * (\text{Actual boiler output}) / (\text{Minimum coil output})$$

For example, the first hour rating of a 50SK at a 77°F rise with an 14 GPM heat source flow rate using a boiler having a DOE heating capacity (output) of 60,000 BTU/Hr would be:

$$\text{New first hour rating} = (205 \text{ gal}) * (60,000 \text{ BTU/Hr}) / (94,000 \text{ BTU/Hr}) = 131 \text{ gal}$$





## SECTION IV: INSTALLATION

### WATER CONNECTIONS

All piping between the boiler and the indirect heater should be new copper with a minimum size of 3/4" ID for models 30SK, 40SK, and 50SK. Use 1" minimum copper for models 80SK and 119SK. Elbows should be minimized. A flow check valve must be installed on the return line.

All piping to the inlet (cold) and outlet (hot) domestic water connections should be new copper with a minimum size of 1/2" ID for models 30SK, 40SK, and 50SK. Use 3/4" ID minimum for models 80SK and 119SK.

All piping should conform to local codes and ordinances. At a minimum, refer to IHLR 84 code if local codes are not in place. It is recommended that all piping be adequately insulated with approved material to ensure minimum heat loss. If a re-circulation line is used for domestic water, be certain that all lines are well insulated and the circulator is temperature controlled. Install isolation valves to permit proper servicing. It is also recommended to install a union on the domestic outlet to facilitate replacement of the hot outlet / anode nipple on models 30SK, 40SK, and 50SK.

See Figures 6 and 7 for proper water connection installation.

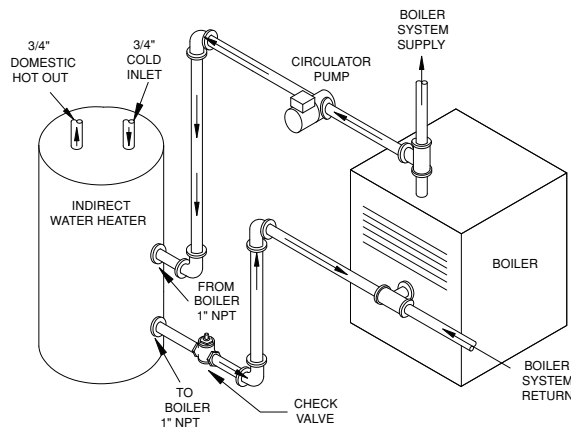


Figure 6: 30SK, 40SK, 50SK water connections

**Note:** Indirect may be connected to a steam boiler provided that all piping to and from the boiler are below the water line of the boiler. Boiler must also be protected by a low water cut off safety device.

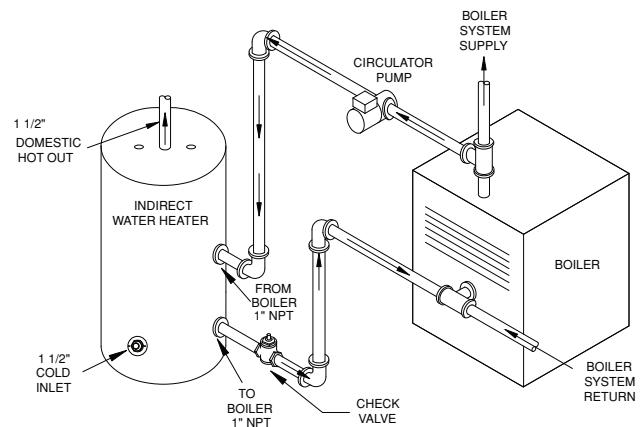


Figure 7: 80SK, 119SK water connections



## SECTION IV: INSTALLATION (cont.)

See Figure 8 for piping your Bock indirect water heater to a low-mass boiler (diagram recommended by boiler manufacturer).

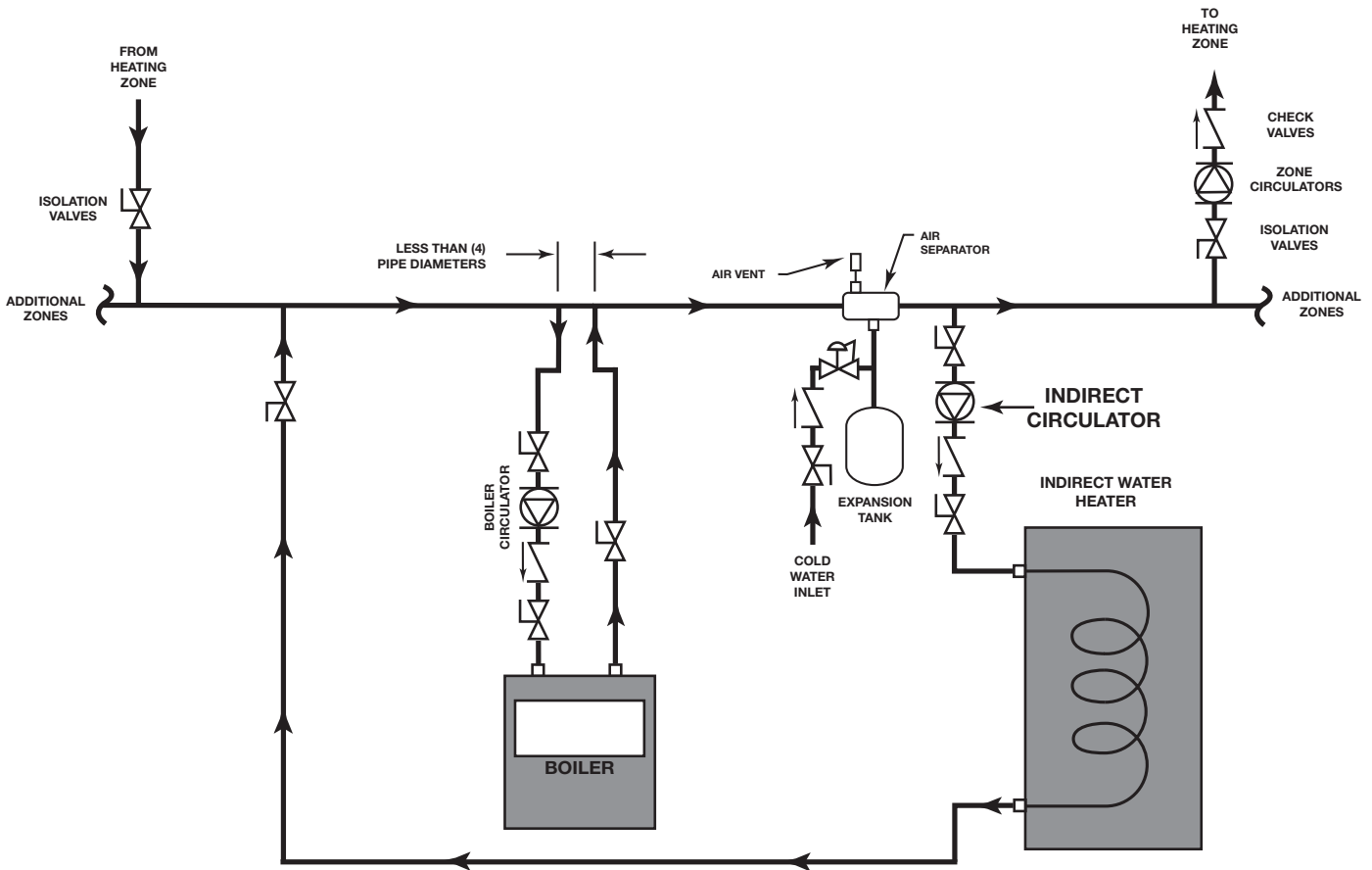


Figure 8: Bock Indirect with Low-Mass Boiler



# SECTION IV: INSTALLATION (cont.)

## ELECTRICAL CONNECTIONS

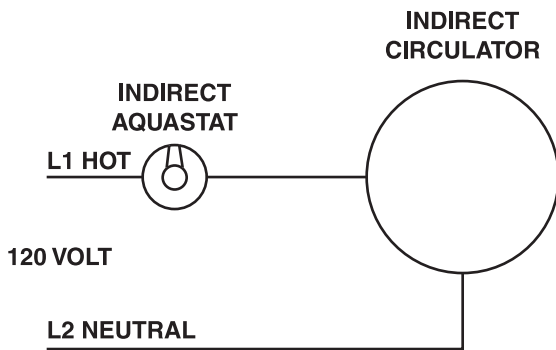


Figure 9: Boiler Maintaining 180°F

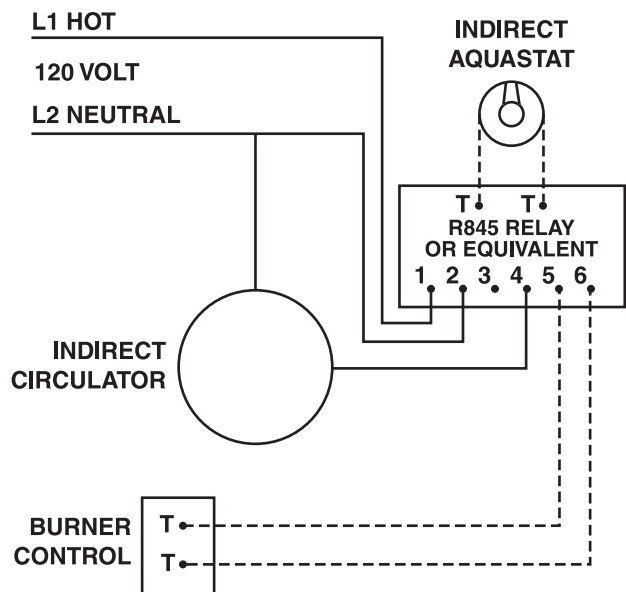


Figure 10: Cold Start Boiler

Figures 9 and 10 are general wiring diagrams. For a maintaining temperature boiler, Figure 9 should closely match your system. For cold start boilers your wiring may resemble Figure 10, but will vary depending on the boiler type and controls or relays used. It is not possible to list all wiring variations here. When connecting to a cold start boiler, always remember that in principle an indirect coil tank heater operates as another heating zone. The difference is when the indirect calls for heat, the indirect coil tank heater circulator must start rather than opening a zone valve; the system circulator stays off; and the boiler must light to reach high limit.

### WIRING NOTES:

1. Dashed lines indicate low voltage (24 VAC)
2. Use jumper wire between terminals #1 and #3 on R845 relay

### THERMOSTAT SPECIFICATIONS:

Thermostats can operate at low or line voltages.

24 volt	N/A
120 volt	8 amp
240 volt	5 amp

This equipment must be properly grounded to prevent a potential shock hazard, and to reduce deterioration of the anode due to electrolysis. Refer to local electrical codes and ordinances.



## **SECTION V: MAINTENANCE**

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### ***WATER PIPING***

On an annual basis, all piping should be checked for leakage at joints, shut-off valves, and unions.

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### ***T&P RELIEF VALVE***

On an annual basis, the temperature and pressure relief valve should be checked for proper operation. First, attach a drain line to the valve to direct the water discharge to an open drain. This is very important because the temperature of the discharge could be very hot. Second, lift the lever at the end of the valve several times. The valve should operate freely and return to its original position properly. If water does not flow out of the valve, remove and inspect for corrosion or obstructions. Replace with a new valve if necessary. Do not repair the faulty valve as this may cause improper operation.

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### ***ANODE RODS***

Anode rods should be inspected twice in the first year and at least yearly once a time interval for inspection has been developed. It is recommended to check the rod(s) six months after the heater is installed. If the anode rod had reduced in size by two-thirds of its original diameter of 3/4" or shows signs of pitting, it is time for replacement. Take the following steps when changing the anode rod(s):

1. Shut off water supply.
  2. Open any faucet to relieve tank pressure.
  3. Remove caps on water heater top; push insulation aside.
  4. Use a 1 1/16" six-sided socket wrench and a breaker bar. Snap hard to break the anode rod seal.
  5. Remove rod(s) and replace with new rod(s).
  6. Turn water supply back on and leave faucet open until air is out of line.
  7. Turn faucet off and check that new rod(s) doesn't leak.
  8. Snap caps back into place.
- 

### ***FLUSH THE TANK***

The indirect water heater is glass lined. Elements in the water such as lime, iron and other minerals may accumulate in the heater. It is recommended that the tank be drained and flushed thoroughly once a year to prevent buildup in the tank.

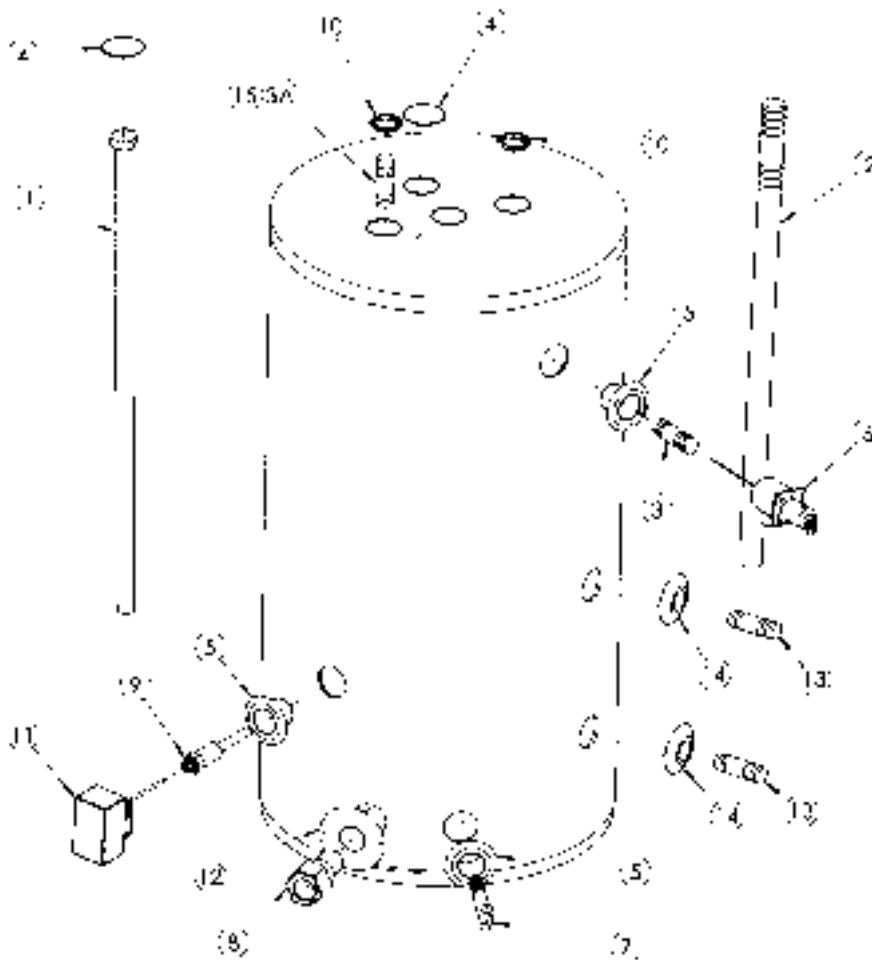


## SECTION VI: TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
No hot water at faucet	Boiler does not operate	Refer to boiler installation instructions
		Check main service switch
		Check fused disconnect
	Circulator does not operate	Check power supply
		Replace as necessary
	Check aquastat setting	
Improper aquastat setting	Turn tank aquastat to safe temperature setting	
Electrical problem (relay, wiring, etc.)	Check fuse and replace	
	Check circuit breaker and reset (if applicable)	
Scale build-up	Check power supply	
Water at faucet too hot	Aquastat set too high	If boiler, circulator, and tank are operating satisfactorily, coil may have scale coating. See Section VI for tank flushing procedure.
		Lower aquastat setting to safe level
	Tempering valve not properly set or defective	Check manufacturers instructions
Insufficient hot water	Aquastat set too low	Raise aquastat setting to safe level. See Section III
	Undersized boiler with no priority to domestic hot water	Rewire for priority
	Peak use of hot water is greater than tank storage capacity	Determine peak usage, compare to tank capacity, and add additional storage (storage tank) if necessary
	Faulty tank aquastat	Replace aquastat
Boiler cycles more than 5 times per day during hottest months	Excessive demand	Reduce demand or consider larger tank
	Faulty aquastat	Replace aquastat
	Boiler high limit set too low	Increase boiler high limit setting
Scale, hard white particles from faucets, popping sound from tank	Lime, water hardness above 7 grains-120ppm	Water treatment; softener; etc.
Rust staining; bad taste and odor in water	Iron/minerals in water supply	Filtration
Rotten egg odor	Hydrogen Sulfide	Flush tank with chlorine solution and install aluminum anode rod(s)
Air from hot water fixture	Electrolysis or air introduced by water supply	Properly ground heater & replace anode rod(s). Check well pump system.
Reduction in recovery	Dip tube broken or compromised by high chlorine in water	Replace dip tube
Inlet/Outlet fitting corrosion	Galvanic corrosion of dissimilar metals	Install dielectric unions
T&P Valve dripping water	Excessive water pressure (above 150 psi)	Check incoming water supply pressure; closed loop system (System Plus) requires expansion tank
T&P gushing water	Excessive water temp. (above 210 °F)	Adjust or replace aquastat and T&P valve



# SECTION VII: PARTS LIST



INDIRECT COIL TANK WATER HEATERS				
30SK, 40SK, 50SK, 80SK, 119SK				
#	Item #	Qty	Description	Applicable Models
1	15005-30	1	Aluminum Anode Rods 3/4" x 30" (optional)	30SK, 40SK, 50SK
1	15005-36	2	Aluminum Anode Rods 3/4" x 36" (optional)	80SK, 119SK
1	15010	1	Magnesium Anode Rod 3/4" x 30"	30SK, 40SK, 50SK
1	15020	2	Magnesium Anode Rod 3/4" x 36"	80SK
1	15040	2	Magnesium Anode Rods 3/4" x 40"	119SK
1	15110	1	Link Rod 3/4" x 30" (optional)	30SK, 40SK, 50SK
1	15120	2	Link Rod 3/4" x 36" (optional)	80SK
1	15140	2	Link Rod 3/4" x 40" (optional)	119SK
2	15345	1	Dip Tube 3/4 x 3 x 33"	30SK
2	15320	1	Dip Tube 3/4 x 3 x 38"	40SK
2	15355	1	Dip Tube 3/4 x 3 x 44"	50SK
3	15370	1	Nipple 3/4 x 3", Hot Out or T&P	80SK, 119SK
3A	15335	1	Nipple, 1 1/2"	80SK, 119SK
4	17560	2	Cap, Magnesium Anode Rod	30SK, 40SK, 50SK, (3) 80SK, (3) 119SK
5	17535	3	Leak Detector Fitting	30SK, 40SK
5	17540	3	Leak Detector Fitting	50SK, 80SK, 119SK
6	21780	1	T&P Relief Valve 3/4" LL100XL	30SK, 40SK, 50SK
6	21790	1	T&P Relief Valve 140X-5 (use with 15370)	80SK, 119SK
7	15590	1	Drain Valve 3/4 x 2 1/4"	30SK, 40SK, 50SK, 80SK, 119SK
8	15315	1	Bottom Inlet, 1 1/2 x 3"	80SK, 119SK
9	21595	1	Well - PNW-3SE 1.5PL (use with 21575)	30SK, 40SK, 50SK, 80SK, 119SK
10	17570	2	Ring, Snap-in	30SK, 40SK, 50SK
11	21575	1	Aquastat L4080B-1352	30SK, 40SK, 50SK, 80SK, 119SK
12	17230	1	Steel Ring 5-3/8"	80SK, 119SK
13	15330	2	Nipple, 1" x 3", plastic lined	30SK, 40SK, 50SK, 80SK, 119SK
14	17520	2	Finish Ring, plastic	30SK, 40SK, 50SK, 80SK, 119SK
15	15015	1	Nipple 3/4 x 3", Hot Out with Anode	30SK, 40SK, 50SK



## SECTION VIII: WARRANTY

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### LIMITED WARRANTY FOR INDIRECT FIRED WATER HEATER

**Bock Water Heaters, Inc.**  
110 S. Dickinson Street  
Madison, WI 53703  
Phone: 608-257-2225

#### ***WHAT DOES THIS LIMITED WARRANTY COVER?***

**This limited warranty applies only to the original consumer purchaser.**

**For water heaters installed in single family dwellings for residential use:**

General Defects and Malfunctions: This warranty covers defections and malfunctions in your new indirect fired water heater for a period of one year from the original installation date. We will repair or replace, at our option, any defective or malfunctioning component of the indirect fired water heater. This limited warranty will terminate if you sell or otherwise transfer the water heater, or the water heater is installed at a location different from its original installation location.

Tank and Heat Exchanger: We also warrant that the tank and heat exchanger will not leak due to defective materials or workmanship during the lifetime of the tank **IF the original owner submits the Limited Warranty Registration Card to manufacturer within 30-days of installation AND submits the original sales receipt as proof of original purchaser at time of warranty service.** If the Limited Warranty Registration Card is not submitted to manufacturer within 30-days of installation and the original sales receipt is not provided when you contact us for service, then the warranty period for the tank or heat exchanger will be limited to seven years from the date of manufacture. If the tank and heat exchanger is leaking and we have verified that the leak is due to a defect in materials and workmanship, we will replace the tank with a tank that is the nearest Bock model available at the time of replacement. This warranty applies only to the originally purchased tank, and does not apply to any replacement tank or subsequently installed tank.

**For all other water heaters, such as commercial use:**

General Defects and Malfunctions: This warranty covers defections and malfunctions in your new indirect fired water heater for a period of one year from the original installation date. We will repair or replace, at our option, any defective or malfunctioning component of the indirect fired water heater. This warranty lasts for one year. Coverage terminates if you sell or otherwise transfer the indirect fired water heater, or the indirect fired water heater is installed in a different location.

Tank and Heat Exchanger: We also warrant that the tank and heat exchanger will not leak due to defective materials or workmanship for three years from the date of original installation or from date of manufacture in the event the Limited Warranty Registration Card was not completed and returned to manufacturer. If the tank and heat exchanger is leaking and we have verified that the leak is due to a defect in materials and workmanship, we will replace the tank with a tank that is the nearest Bock model available at the time of replacement. If a replacement tank is provided, it will remain warranted under this section as if it were the original tank. For example, if we send you a replacement tank under this limited warranty two years after the original installation date, then the replacement tank will remain warranted for the remaining one year after the original installation date.



## **HOW DO YOU GET SERVICE UNDER THE TANK AND HEAT EXCHANGER LIMITED LIFETIME WARRANTY?**

In order to be eligible for service under the limited lifetime warranty for Tank and Heat Exchanger you **MUST** return the warranty registration card attached below within 30 days of purchasing the indirect fired water heater OR register your water heater online at [www.bockwaterheaters.com](http://www.bockwaterheaters.com).

You must have a copy of the original sales receipt at the time you request service.

To get service under this limited warranty you should contact either the dealer or installer. If dealer or installer is unknown you can contact us via e-mail at [service@bockwaterheaters.com](mailto:service@bockwaterheaters.com) or call us Monday through Friday between the hours of 8 o'clock a.m. to 5 o'clock p.m. Central Time at the following number: 1-608-257-2225.

You can also write us at the following address:

Bock Water Heaters, Inc.  
Warranty Support Group  
110 S. Dickinson Street  
Madison, WI. 53703

We will respond not later than ten days after we have received your request for service.

## **WHAT DOES THE LIMITED WARRANTY FOR INDIRECT FIRED WATER HEATER NOT COVER?**

This limited warranty does not cover water heaters that are or were:

- a. Incorrectly installed, especially where the installation violates state or local plumbing, housing or building codes.
- b. Operated at inappropriate settings, excessive pressures or temperatures.
- c. Exposed to adverse local conditions and specifically sediment or lime precipitation in the tank or corrosive elements in the atmosphere or unacceptable water quality.
- d. Installed outside the United States or Canada.
- e. Accidentally damaged.

Also, we will not cover the following charges, costs and losses:

- a. Any freight or delivery charges.
- b. Any removal or installation charges.
- c. Charges to return the water heater or part to the manufacturer.
- d. Water damage, loss or damage to property, inconvenience or loss of use.





## ***WHAT WILL VOID THE LIMITED WARRANTY?***

If you do any of the following, you will void this limited warranty:

- a. Failure to return the warranty registration card within 30 days limits tank and heat exchanger limited warranty to seven-years from date of manufacture when the water heater is installed in a single family dwelling for residential use.
- b. Failure to retain an original copy of your sales receipt limits tank and heat exchanger limited warranty to seven-years from date of manufacture when the water heater is installed in a single family dwelling for residential use.
- c. Fail to retain the actual rating plate from the water heater.
- d. Alter or remove the serial number.
- e. Transfer or sell the water heater.
- f. Remove the water heater from its original location and install it somewhere else
- g. Fail to follow the care and maintenance instructions provided with the water heater.
- h. Remove the anode rods.
- i. Fail to inspect and replace the anode rods (you must retain and present your paid receipts as proof of anode rod replacement).

## ***HOW DOES STATE LAW RELATE TO THIS LIMITED WARRANTY?***

This is a limited warranty. WE MAKE NO OTHER EXPRESS WARRANTIES WITH RESPECT TO THIS INDIRECT FIRED WATER HEATER. We will not assume, nor authorize any person to assume for us any other liability in connection with the sale or operation of this indirect fired water heater. ANY IMPLIED WARRANTIES, INCLUDING MECHANABILITY OR FITNESS FOR A PARTICULAR APPLICATION, IMPOSED ON THIS SALE UNDER THE LAWS OF THE STATE OF SALE ARE LIMITED TO ONE YEAR. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

WE WILL NOT BE RESPONSIBLE FOR WATER DAMAGE, LOSS OF USE OF THE UNIT, INCONVENIENCE, LOSS OR DAMAGE TO PERSONAL PROPERTY, WHETHER DIRECT OR INDIRECT, AND WHETHER ARISING IN CONTACT OR TORT. Some states do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply to you.







**Bock Water Heaters, Inc. • 110 South Dickinson Street • Madison, WI 53703**  
**Telephone: 608-257-2225 • Fax: 608-257-5304**  
**[www.bockwaterheaters.com](http://www.bockwaterheaters.com)**

