

RenewaBoiler Support & Maintenance

Warranty

RenewaBoiler is covered by a comprehensive 8-year warranty covering **both parts and labor**. This warranty covers the full cost of repairs for the first 2 years after purchase, and a prorated monthly percentage of such costs for the following 6 years.

For instance, a repair required 4 years after installation will have 67% of its parts and labor costs covered by warranty, since it is 33% of the way into its prorated period.

When installed by a Tier 2 installation partner or Tier 3 franchise, the warranty is extended to 3 years full + 7 years prorated.

Reimbursable labor costs for basic repairs will be agreed upon between 2040 Energy and the installation contractor before the labor warranty can be offered to the customer.

Full warranty details and legal agreements will be available upon product release.

Online Monitoring and *RenewaBoiler+*

RenewaBoiler is continuously tracking its performance, detecting and diagnosing potential problems, and reporting this data to 2040 Energy's online servers. This means that when a problem occurs, we can immediately notify the homeowner and the installer of the problem – and in most cases recommend a solution. This online monitoring also eliminates the need for regular on-site inspections.

RenewaBoiler+ is a performance and reliability subscription available to homeowners, in which 2040 Energy guarantees that their heat pump will perform efficiently and without failures. When a system covered by *RenewaBoiler+* experiences an outage, we rely on our installation partners to solve the problem quickly – the same day, if possible. Reimbursable labor costs for these same-day repairs will be increased by 50%.

Homeowners without *RenewaBoiler+* still have access to their heat pump performance data and problem notifications. However, they must schedule their own service appointments when a problem occurs.

Maintenance

The following is a general description of how we intend for RenewaBoiler to be maintained. A complete service manual with diagrams and procedures will be available upon product release.

Refrigeration

RenewaBoiler is a “monobloc” system. This means the refrigeration system is fully sealed, purged, and charged at the factory, and no in-field refrigeration service will be required. It also means that a unit can be easily swapped out for replacement or upgrade. (To make this replacement even easier, the hydronic connections on RenewaBoiler use a circulator-pump-style flange.)

If a problem occurs with the refrigeration system in the field, please contact 2040 Energy. In most cases, we will ask for the heat pump to be replaced, and the original sent back to the factory so our engineers can review the problem in depth.

As we gather data over time, we will develop field service and training procedures for the most common refrigeration problems so they can be repaired on-site.

RenewaBoiler operates with much higher refrigerant pressures than other heat pumps. Do not attempt to service the refrigeration system without R744-specific training and equipment.

Electrical

RenewaBoiler is designed for easy replacement of electrical components prone to failure such as the fan motor, solenoid coils, relays, and capacitors. Failures of this type will be diagnosed by the online monitoring system.

Hydronic

The RenewaBoiler warranty covers only the parts of the hydronic system that were installed along with the heat pump. Problems elsewhere in the system such as failed circulator pumps, zone valves, and backup boilers are not covered.

The online monitoring system will detect flow rate and heat transfer problems with the water/glycol mix flowing through RenewaBoiler.