



















Warranty Information Guide (Parts/Heat Exchanger)

RESIDENTIAL							
WATER				STEAM			
OIL				GAS			
TOBAGO TWC		FREEPORT FWC		KINGSTON KSC		BERMUDA 2	
							
Warranty (Heat Exchanger)	20 years*	Warranty (Heat Exchanger)	20 years*	Warranty (Heat Exchanger)	12 years*	Warranty (Heat Exchanger)	12 years*
Warranty (Parts)	1 year	Warranty (Parts)	1 year	Warranty (Parts)	1 year	Warranty (Parts)	1 year

RESIDENTIAL			
WATER			
GAS			
NON-CONDENSING			
ARUBA 6		BALI 3	
			
Warranty (Heat Exchanger)	20 years*	Warranty (Heat Exchanger)	20 years*
Warranty (Parts)	1 year	Warranty (Parts)	1 year

RESIDENTIAL							
WATER							
GAS							
CONDENSING							
PHANTOM II COMBI		PHANTOM II HEAT ONLY		PHANTOM-X		RAPTOR	
							
Warranty (Heat Exchanger)	7 years*	Warranty (Heat Exchanger)	7 years*	Warranty (Heat Exchanger)	7 years*	Warranty (Heat Exchanger)	7 years*
Warranty (Parts)	5 years	Warranty (Parts)	5 years	Warranty (Parts)	5 years	Warranty (Parts)	5 years

RESIDENTIAL/COMMERCIAL			
INDIRECT WATER HEATERS			
MEGA-STOR II		BUFFER TANK	
			
Warranty (Heat Exchanger and Tank)	8 years**	Warranty (Tank)	5 years
Warranty (Parts)	1 year	Warranty (Parts)	1 year

COMMERCIAL													
WATER				STEAM		WATER/STEAM		WATER					
NON-CONDENSING						GAS							
CONDENSING						CONDENSING							
SERIES 16G		SERIES 49		SERIES 25		RAPTOR-X		PHANTOM-X		PHANTOM XL		PHANTOM XL WH	
													
Warranty (Heat Exchanger)	10 years*	Warranty (Heat Exchanger)	10 years*	Warranty (Heat Exchanger)	10 years*	Warranty (Heat Exchanger)	5 years*	Warranty (Heat Exchanger)	5 years*	Warranty (Heat Exchanger)	10 years*	Warranty (Heat Exchanger)	10 years*
Warranty (Parts)	1 year	Warranty (Parts)	1 year	Warranty (Parts)	1 year	Warranty (Parts)	1 year	Warranty (Parts)	1 year	Warranty (Parts)	1 year	Warranty (Parts)	1 year

* Boiler Heat Exchanger warranty covers manufacturing defects to the original owner only. A proof of original purchase will be required. For full and pro-rated terms, please go to; <https://www.velocityboilerworks.com/support/product-warranties/>

** Limited Lifetime Warranty for Residential Installations for the Heat Exchanger and Tank cover manufacturing defects to the original owner only. A proof of original purchase will be required. For complete details please go to; <https://www.velocityboilerworks.com/support/product-warranties/>