

Prime Warranty Registration **FAQ**

What is Prime warranty?

July 1, 2017, Viessmann Canada introduced new extended warranties on all gas-fired condensing boilers up to 300,000 Btu. input in single family residential application.

What boilers do Prime warranty cover?

Prime warranty covers the following boiler series:

- Vitodens 100-W
- Vitodens 200-W
- Vitodens 222-F
- Vitocrossal 300, CU3A

All single family residential applications of Viessmann gas-fired condensing boilers up to 300,000 Btu.

Labour warranty may also be purchased through Prime for years 1 through 5.

How do I contact Prime warranty?

There are two ways to contact Prime Warranty.

Phone: 1-855-595-6302, Monday to Friday, 8:30 am to 5:00 pm EST
Email: info@primewarranty.ca

How do I register my boiler with Prime warranty?

Go to the Viessmann website at: www.viessmann.ca/en/services/warranties.html
The standard Viessmann 2-year parts warranty does not require registration. Registration is only required if you wish to extend this warranty for an additional 3 years.

When and who do I contact for warranty questions?

During the first 2 years you will contact Viessmann for your warranty questions. After 2 years, you will contact Prime warranty, provided you have registered your Viessmann boiler for the extended warranty.

How and when does my Prime warranty begin?

Prime warranty begins after two years from the initial date of installation and after the standard Viessmann 2-year warranty ends.

How do I receive the Viessmann warranty?

The Viessmann standard manufacturer's warranty automatically begins on the date of installation.

The extended warranty begins on the first day of the third year when registered with Prime Warranty.

What does Prime warranty cover?

Prime warranty covers parts for years 3, 4 and 5 after you register your boiler **within 60 days** from the original date of installation (*some exceptions will apply; please contact Prime Warranty for details*).

Labour warranty may also be purchased through Prime for years 1 through 5.

Does Prime warranty cover labour?

Yes, Prime warranty does cover labour when the labour warranty is purchased within 60 days from the original date of installation.

What is the cost of Prime warranty to cover labour?

If you are a **homeowner**, please contact your contractor.

If you are a **contractor**, please contact your local Sales rep.

Where can I get more information on Prime warranty?

Visit: <http://viessmann.primewarranty.ca/> for more information.

Is the Prime Warranty contract transferable?

Yes, the Prime Warranty contract is transferable for a fee of \$30.