



## Trade Price Book - 2021

Effective 1/1/21



**Affordable Heating and Hot Water Solutions**



Manufactured by:  
ECR International Inc.  
2201 Dwyer Avenue, Utica, NY 13501  
Tel. 800 325 5479  
[www.ecrinternational.com](http://www.ecrinternational.com)  
PN 240011138 REV. H [01/01/2021]

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### CUSTOMER SERVICE:

Phone: (800) 325-5479 option #2  
Fax: (315) 724-9319  
Email Purchase Orders: [ecrorderentry@ecrinternational.com](mailto:ecrorderentry@ecrinternational.com)  
Email Inquiries: [customerservice@ecrinternational.com](mailto:customerservice@ecrinternational.com)

### TECHNICAL SUPPORT:

Phone: (800) 253-7900  
Fax: (866) 432-7329  
Email: [technical.support@ecrinternational.com](mailto:technical.support@ecrinternational.com)

### MARKETING SUPPORT:

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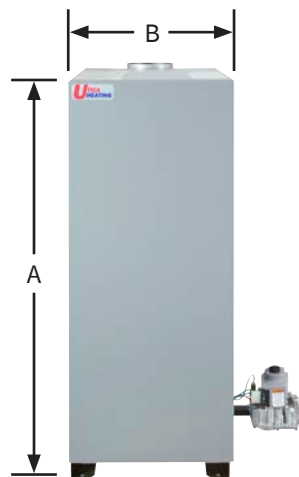
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# 15B-K Cast Iron Chimney Vented Boilers

- MBH Input 59 - 235 (CH)
- 84% AFUE
- Dependable Cast Iron Heat Exchanger
- Honeywell Control
- Digital temperature display and diagnostics
- Built-In Low Water Cut-Off (LWCO)
- Control monitors water temperature and delays burner start until residual heat has been transferred to the system for maximum efficiency.
- Low Profile draft hood diverter



General Information (See IOM for Complete Instructions)							
Model	UH15B-060K	UH15B-095K	UH15B-120K	UH15B-150K	UH15B-175K	15B-205K	15B235K
Water Return/Supply	1 1/4" NPT						
Gas	1/2" NPT				3/4" NPT		
Electrical	120 Volts AC, 60 hertz, 1 phase, less than 12 amps (15 amp circuit recommended)						
Water Content (Gallons)	1.9	2.3	2.8	3.2	3.7	4.1	4.6
A-Height	32 1/8"	32 1/8"	32 1/8"	32 1/8"	32 1/8"	32 1/8"	32 1/8"
B-Width	13 3/8"	13 3/8"	16 1/4"	19"	21 7/8"	27 1/2"	27 1/2"
C-Depth	24 1/8"	24 1/8"	24 1/8"	24 1/8"	24 1/8"	24 1/8"	24 1/8"
Weight	215	250	295	335	385	420	465



FRONT



RIGHT SIDE

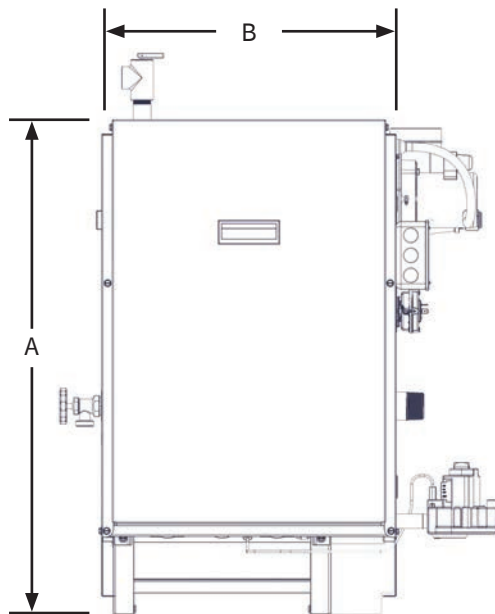
<b>15B-K - Cast-Iron Chimney Vented Boilers Honeywell with Hydrolevel LWCO Control</b>									
<b>Model</b>	<b>Item Number</b>	<b>Input MBH</b>	<b>Htg. Cap. MBH</b>	<b>AHRI Net MBH</b>	<b>AFUE</b>	<b>Pump</b>	<b>Fuel</b>	<b>Ship Wgt. lbs</b>	<b>Trade Price</b>
UH15B-060K	15B306003710309	59	50	43	84.0%	TACO	GAS	215	\$2,117
UH15B-095K	15B409503710309	92.5	78	68	84.0%	TACO	GAS	245	\$2,318
UH15B-120K	15B512003710309	120	101	88	84.0%	TACO	GAS	305	\$2,491
UH15B-150K	15B615003710309	149	125	109	84.0%	TACO	GAS	335	\$2,782
UH15B-175K	15B717503710309	175	148	129	84.0%	TACO	GAS	395	\$3,063
UH15B-205K	15B820503710309	205	172	150	84.0%	TACO	GAS	435	\$3,441
UH15B-235K	15B923503710309	235	197	172	84.0%	TACO	GAS	465	\$3,745
UH15B-060K	15B306003720309	59	50	43	84.0%	GRUNDFOS	GAS	215	\$2,117
UH15B-095K	15B409503720309	92.5	78	68	84.0%	GRUNDFOS	GAS	245	\$2,318
UH15B-120K	15B512003720309	120	101	88	84.0%	GRUNDFOS	GAS	305	\$2,491
UH15B-150K	15B615003720309	149	125	109	84.0%	GRUNDFOS	GAS	335	\$2,782
UH15B-175K	15B717503720309	175	148	129	84.0%	GRUNDFOS	GAS	395	\$3,063
UH15B-205K	15B820503720309	205	172	150	84.0%	GRUNDFOS	GAS	435	\$3,441
UH15B-235K	15B923503720309	235	197	172	84.0%	GRUNDFOS	GAS	465	\$3,745
UH15B-060K	15B306013710309	59	50	43	84.0%	TACO	LP	215	\$2,175
UH15B-095K	15B409513710309	92.5	78	68	84.0%	TACO	LP	245	\$2,400
UH15B-120K	15B512013710309	120	101	88	84.0%	TACO	LP	305	\$2,550
UH15B-150K	15B615013710309	149	125	109	84.0%	TACO	LP	335	\$2,813
UH15B-175K	15B717513710309	175	148	129	84.0%	TACO	LP	395	\$3,100
UH15B-205K	15B820513710309	205	172	150	84.0%	TACO	LP	435	\$3,449
UH15B-235K	15B923513710309	235	197	172	84.0%	TACO	LP	465	\$3,753
UH15B-060K	15B306013720309	59	50	43	84.0%	GRUNDFOS	LP	215	\$2,175
UH15B-095K	15B409513720309	92.5	78	68	84.0%	GRUNDFOS	LP	245	\$2,400
UH15B-120K	15B512013720309	120	101	88	84.0%	GRUNDFOS	LP	305	\$2,550
UH15B-150K	15B615013720309	149	125	109	84.0%	GRUNDFOS	LP	335	\$2,813
UH15B-175K	15B717513720309	175	148	129	84.0%	GRUNDFOS	LP	395	\$3,100
UH15B-205K	15B820513720309	205	172	150	84.0%	GRUNDFOS	LP	435	\$3,449
UH15B-235K	15B923513720309	235	197	172	84.0%	GRUNDFOS	LP	465	\$3,753
<b>15B-K (Use Parts Multiplier for All of the Following)</b>									
<b>Model</b>	<b>Item Number</b>	<b>Description</b>							<b>Trade Price</b>
UH15B-K	550003778	NATURAL GAS TO LP GAS CONVERSION KIT							\$74
UH15B-K	550003884	LP GAS TO NATURAL GAS CONVERSION KIT							\$81

# SW Cast-Iron Induced Draft Chimney/Side Wall Vented Boilers

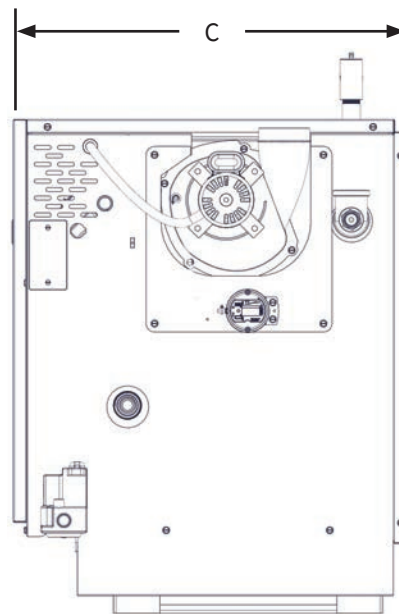
- MBH Input 42.5 - 187.5 (CH)
- Up to 84.4% AFUE
- Dependable Cast Iron Heat Exchanger with Cast Iron Push Nipples
- Honeywell High Limit/Electronic Ignition Control
  - Recessed under the boiler's protective jacket
  - Digital Temperature display and diagnostics
  - Plug in connection for the inducer fan
  - Plug in connection for the system pump
- Induced Draft Fan



General Information (See IOM for Complete Instructions)						
Model	UHSW42	UHSW75	UHSW112	UHSW150	UHSW188	
Water Return/Supply	1 1/4" NPT					
Gas	1/2" NPT					
Electrical	120 Volts AC, 60 hertz, 1 phase, less than 12 amps (15 amp circuit recommended)					
Water Content (Gallons)	1.75	3.00	4.25	5.50	6.75	
Dimensions	A-Height	29"	29"	29"	29"	
	B-Width	11"	14 1/4"	17 1/2"	20 3/4"	24"
	C-Depth	23 1/4"	23 1/4"	23 1/4"	23 1/4"	23 1/4"
Weight	215 lbs.	265 lbs.	322 lbs.	370 lbs.	431 lbs.	



FRONT



RIGHT SIDE

**SW - Cast-Iron Induced Draft Chimney/Side Wall Vented Boilers**

Model	Item Number	Input MBH	Htg. Cap. MBH	AHRI Net MBH	AFUE	Fuel	Pump	Ship Wgt.	Trade Price
UHSW42	FSB204203110309	42.5	36	31	84.4%	GAS	TACO	225	\$2,181
UHSW75	FSB307503110309	75	63	55	84.0%	GAS	TACO	265	\$2,460
UHSW112	FSB411203110309	112.5	95	82	84.0%	GAS	TACO	322	\$2,713
UHSW150	FSB515003110309	150	127	109	84.0%	GAS	TACO	370	\$3,036
UHSW188	FSB618703110309	187.5	158	135	84.0%	GAS	TACO	431	\$3,555
UHSW42	FSB204203120309	42.5	36	31	84.4%	GAS	GRUNDFOS	225	\$2,181
UHSW75	FSB307503120309	75	63	55	84.0%	GAS	GRUNDFOS	265	\$2,460
UHSW112	FSB411203120309	112.5	95	82	84.0%	GAS	GRUNDFOS	322	\$2,713
UHSW150	FSB515003120309	150	127	109	84.0%	GAS	GRUNDFOS	370	\$3,036
UHSW188	FSB618703120309	187.5	158	135	84.0%	GAS	GRUNDFOS	431	\$3,555
UHSW42	FSB204213110309	43	36	31	84.4%	LP	TACO	225	\$2,234
UHSW75	FSB307513110309	75	63	55	84.0%	LP	TACO	265	\$2,510
UHSW112	FSB411213110309	113	95	82	84.0%	LP	TACO	322	\$2,766
UHSW150	FSB515013110309	150	127	109	84.0%	LP	TACO	370	\$3,089
UHSW188	FSB618713110309	188	158	135	84.0%	LP	TACO	431	\$3,609
UHSW42	FSB204213120309	43	36	31	84.4%	LP	GRUNDFOS	225	\$2,234
UHSW75	FSB307513120309	75	63	55	84.0%	LP	GRUNDFOS	265	\$2,510
UHSW112	FSB411213120309	113	95	82	84.0%	LP	GRUNDFOS	322	\$2,766
UHSW150	FSB515013120309	150	127	109	84.0%	LP	GRUNDFOS	370	\$3,089
UHSW188	FSB618713120309	188	158	135	84.0%	LP	GRUNDFOS	431	\$3,609

**SW (Use Parts Multiplier for All of the Following)**

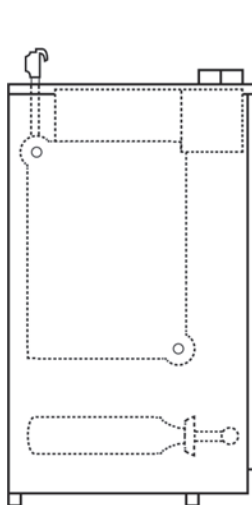
Model	Item Number	Description	Trade Price
UHSW	550002722	NATURAL GAS TO LP GAS CONVERSION KIT (ALL SIZES)	\$91
UHSW	43300660	LP GAS TO NATURAL GAS CONVERSION KIT (ALL SIZES)	\$100
(42-150)	14629010	TJERNLUND VH-1-3" SIDE WALL VENT HOOD (UHSW 42-150)	\$253
UHSW187	14629011	TJERNLUND VH-1-3" SIDE WALL VENT HOOD (UHSW 187)	\$301

# 16 Cast-Iron Steam Boilers

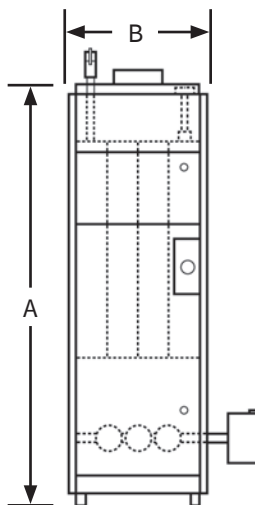
- MBH Input 75 - 299 (CH)
- Up to 82.7% AFUE
- 7 Sizes Available
- Dependable Cast-Iron Heat Exchanger
- Electronic Ignition System
- Automatic Vent Damper
- LWCO (Probe Type) externally mounted for quick access
- Pressure High Limit Control with Pressure Gauge and Gauge Glass
- Stainless Steel Burners
- Easy Serviceability



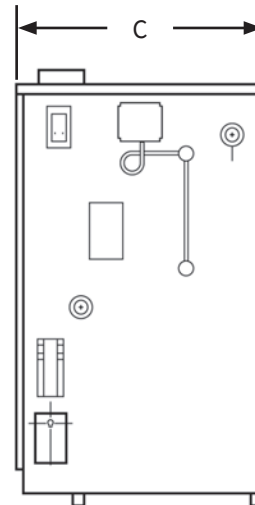
General Information (See IOM for Complete Instructions)							
Model UH	1603HSID	1604HSID	1605HSID	1606HSID	1607HSID	1608HSID	1609HSID
Steam Return/Supply	2 1/2" NPT						
Electrical	120 Volts AC, 60 hertz, 1 phase, less than 12 amps (15 amp circuit recommended)						
A-Height	36.375"	36.375"	36.375"	36.375"	36.375"	36.375"	36.375"
B-Width	11 1/4"	14 1/2"	17 3/4"	21"	24 1/4"	27 1/2"	30 3/4"
C-Depth	26 1/2"	26 1/2"	26 1/2"	26 1/2"	26 1/2"	26 1/2"	26 1/2"
Weight	297 lbs.	368 lbs.	440 lbs.	512 lbs.	584 lbs.	659 lbs.	736 lbs.



LEFT SIDE



FRONT



RIGHT SIDE



**16 - Cast-Iron Steam Boilers**

Model	Item Number	Input MBH	Htg. Cap. MBH	AHRI Net MBH	AHRI Net SQ. FT. Steam	AFUE	Fuel	Control	Ship Wgt.	Trade Price
UH1603HSID	16B307503100209	75	62	47	196	82.7%	GAS	CYCLEGUARD LWCO	297	\$2,546
UH1604HSID	16B411203100209	112	91	68	183	82.0%	GAS	CYCLEGUARD LWCO	368	\$2,848
UH1605HSID	16B515003100209	150	122	92	383	82.0%	GAS	CYCLEGUARD LWCO	440	\$3,182
UH1606HSID	16B618703100209	187	153	115	479	82.0%	GAS	CYCLEGUARD LWCO	512	\$3,637
UH1607HSID	16B722503100209	225	183	137	571	82.0%	GAS	CYCLEGUARD LWCO	584	\$4,061
UH1608HSID	16B826203100209	262	214	161	671	82.0%	GAS	CYCLEGUARD LWCO	659	\$4,487
UH1609HSID	16B929903100209	299	245	184	767	82.0%	GAS	CYCLEGUARD LWCO	736	\$4,780

**16 (Use Parts Multiplier for All of the Following)**

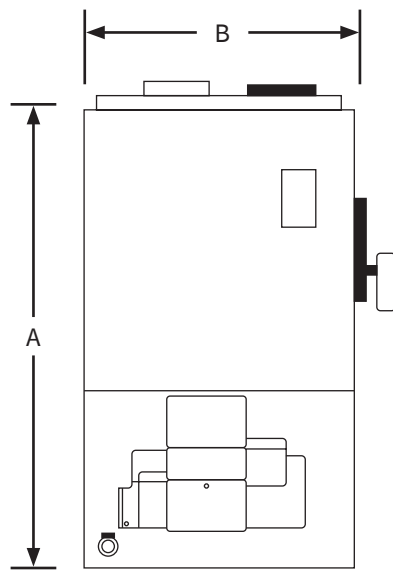
Model	Item Number	Description	Trade Price
UH1603HSID	43300723	3 SECTION NATURAL GAS TO LP GAS CONVERSION KIT	\$54
UH1604HSID	43300724	4 SECTION NATURAL GAS TO LP GAS CONVERSION KIT	\$54
UH1605HSID	43300725	5 SECTION NATURAL GAS TO LP GAS CONVERSION KIT	\$54
UH1606HSID	43300726	6 SECTION NATURAL GAS TO LP GAS CONVERSION KIT	\$64
UH1607HSID	43300727	7 SECTION NATURAL GAS TO LP GAS CONVERSION KIT	\$64
UH1608HSID	43300728	8 SECTION NATURAL GAS TO LP GAS CONVERSION KIT	\$64
UH1609HSID	43300729	9 SECTION NATURAL GAS TO LP GAS CONVERSION KIT	\$64
UH1604HSID	43300632	4 SECTION LP GAS TO NATURAL GAS CONVERSION KIT	\$202
UH1605HSID	43300633	5 SECTION LP GAS TO NATURAL GAS CONVERSION KIT	\$205
UH1606HSID	43300634	6 SECTION LP GAS TO NATURAL GAS CONVERSION KIT	\$200
UH1607HSID	43300635	7 SECTION LP GAS TO NATURAL GAS CONVERSION KIT	\$202
UH1608HSID	43300636	8 SECTION LP GAS TO NATURAL GAS CONVERSION KIT	\$203
UH1609HSID	43300637	9 SECTION LP GAS TO NATURAL GAS CONVERSION KIT	\$203
	1630001	WF2 WATER FEEDER USED WITH PS802 LWCO	\$512

# KWC Cast-Iron Chimney Vented Boilers

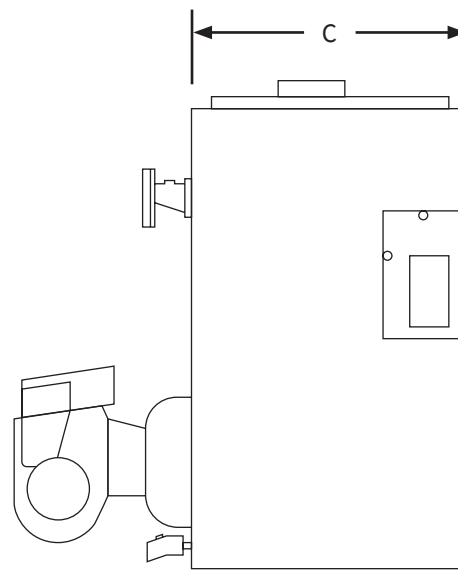
- MBH Input 112 - 217
- Up to 86.2% AFUE
- Advanced High Efficiency Heat Exchanger Design
- Control:
  - Hydrolevel 3250: with digital display and diagnostics; adjusts the water temperature based on your heating system demand which further reduces your heating costs. It also features a built-in low water cut-off (LWCO) to protect the boiler from potentially dangerous low water conditions.
- Compact Footprint
- Easy Serviceability



General Information (See IOM for Complete Instructions)				
Model		UH3KWC	UH4KWC	UH5KWC
Water Return/Supply		1 1/4" NPT		
Drain Valve		3/4" NPT		
Electrical		120 Volts AC, 60 hertz, 1 phase, less than 12 amps (15 amp circuit recommended)		
Water Content (Gallons)		9.6	11.6	13.7
Dimensions	A-Height	36"	36"	36"
	B-Width	19 1/2"	19 1/2"	19 1/2"
	C-Depth	14 1/2"	17 3/4"	21"
Weight		470 lbs.	545 lbs.	630 lbs.



FRONT



RIGHT SIDE

**KWC - Cast-Iron Chimney Venter Boilers with Beckett Burner**

Model	Item Number	Input MBH	Htg. Cap. MBH	AHRI NET MBH	AFUE	Pump	Tank less Coil	Tankless gpm	Firing Rate	Ship Wgt.	Trade Price
UH3KWC0.80	KWC308031210109	112	98	85	86.0%	TACO	LESS	N/A	0.80	470	\$2,507
UH4KWC1.00	KWC410031210109	140	122	106	86.2%	TACO	LESS	N/A	1.00	545	\$2,600
UH4KWC1.25	KWC412531210109	175	152	132	86.0%	TACO	LESS	N/A	1.25	545	\$2,600
UH5KWC1.55	KWC515531210109	217	189	164	86.0%	TACO	LESS	N/A	1.55	630	\$3,575
UH3KWC0.80	KWC308031220109	112	98	85	86.0%	GRUNDFOS	LESS	N/A	0.80	470	\$2,507
UH4KWC1.00	KWC410031220109	140	122	106	86.2%	GRUNDFOS	LESS	N/A	1.00	545	\$2,600
UH4KWC1.25	KWC412531220109	175	152	132	86.0%	GRUNDFOS	LESS	N/A	1.25	545	\$2,600
UH5KWC1.55	KWC515531220109	217	189	164	86.0%	GRUNDFOS	LESS	N/A	1.55	630	\$3,575
UH3KWC0.80T	KWC308032210109	112	98	85	86.0%	TACO	COIL	3.05	0.80	470	\$2,832
UH4KWC1.00T	KWC410032210109	140	122	106	86.2%	TACO	COIL	3.25	1.00	545	\$3,010
UH4KWC1.25T	KWC412532210109	175	152	132	86.0%	TACO	COIL	3.50	1.25	545	\$3,010
UH5KWC1.55T	KWC515532210109	217	189	164	86.0%	TACO	COIL	3.80	1.55	630	\$3,980
UH3KWC0.80T	KWC308032220109	112	98	85	86.0%	GRUNDFOS	COIL	3.05	0.80	470	\$2,832
UH4KWC1.00T	KWC410032220109	140	122	106	86.2%	GRUNDFOS	COIL	3.25	1.00	545	\$3,010
UH4KWC1.25T	KWC412532220109	175	152	132	86.0%	GRUNDFOS	COIL	3.50	1.25	545	\$3,010
UH5KWC1.55T	KWC515532220109	217	189	164	86.0%	GRUNDFOS	COIL	3.80	1.55	630	\$3,980

**KWC (Use Parts Multiplier for All of the Following)**

Model	Item Number	Description	Trade Price
UH4KWC1.25	550002647	4 SECTION RE-RATE KIT 4100/4125	\$26
UH3KWC0.80	14624002	FILL-TROL #110 FOR WATER BOILERS 150 MBH OR LESS	\$321
UH4KWC1.00 / UH4KWC1.25 / UH5KWC1.55	14624003	FILL-TROL #111 FOR WATER BOILERS OVER 150 MBH	\$445

## H2O GL Single Coil Glass Lined Indirect Water Heaters

- 31 - 106 Gallon Capacities
- Easy to Install
- Low Pressure Drop
- Magnesium Anode Rod Corrosion Protection
- Enameled Coated Steel Tank and Coil
- Minimal Standby Losses
- Flexible Scratch Resistant Jacket
- Aquastat Sensor Well
- Temperature Pressure Relief Valve



(H2O40GL Model Shown)

General Information (See IOM for Complete Instructions)					
Maximum Working Pressure: 150 psi for all Capacities					
Model	Piping Connections NPT		Dimensions		
	Domestic Water In/Out	Boiler Water In/Out	Diameter	Height	Weight
H2O 30 GL	1"	1"	24"	33"	119 lbs
H2O 40 GL	1"	1"	24"	45"	180 lbs
H2O 50 GL	1"	1"	24"	51"	200 lbs
H2O 80 GL	1"	1"	30"	48"	243 lbs
H2O 105 GL	1"	1"	30"	62"	393 lbs

**H2O GL - Single Coil Glass Lined Indirect Water Heaters**

Model	Item Number	Storage Capacity gal	Max First Hour Rating gal/hr @ 115° F	Continuous Rating gal/hr @ 115° F	Boiler Output Req. BTU/hr	Ship Wgt. lbs	Trade Price
H2O 30 GL	H2OIG30UH	31	155	124	100,000	119	\$1,032
H2O 40 GL	H2OIG40UH	42	256	220	120,000	180	\$1,053
H2O 50 GL	H2OIG50UH	53	310	268	140,000	200	\$1,199
H2O 80 GL	H2OIG80UH	79	346	281	180,000	243	\$1,663
H2O 105 GL	H2OIG105UH	106	440	345	220,000	393	\$2,601

**H2O GL (Use Parts Multiplier for All of the Following)**

Model	Item Number	Description	Trade Price
30-105 GAL.	240010926	T & P VALVE 3/4, 100XL-8	\$47
30-105 GAL.	AQ-020.01	AQUASTAT WELL	\$32
30-105 GAL.	240009521	AQUASTAT L4080B1352	\$130
30-50 GAL.	240012211	PLASTIC TOP CAP	\$26
80-105 GAL.	240012239	PLASTIC TOP CAP	\$36
40-105 GAL.	240012212	PLASTIC FRONT CAP	\$8
30 GAL.	550003640	ANODE KIT MAGNESIUM (INCLUDES ANODE, GASKET & BUSHING)	\$34
40-50 GAL.	550003505	ANODE KIT MAGNESIUM (INCLUDES ANODE, GASKET & BUSHING)	\$34
80-105 GAL.	550003527	ANODE KIT MAGNESIUM (INCLUDES ANODE, GASKET & BUSHING)	\$66
30 GAL.	550003693	ANODE KIT ALUMINUM (INCLUDES ANODE, GASKET & BUSHING)	\$33
40-50 GAL.	550003694	ANODE KIT ALUMINUM (INCLUDES ANODE, GASKET & BUSHING)	\$34
80-105 GAL.	550003695	ANODE KIT ALUMINUM (INCLUDES ANODE, GASKET & BUSHING)	\$66
30-50 GAL.	240012250	FLANGE CAP	\$36
80-105 GAL.	240012251	FLANGE CAP	\$13
30-50 GAL.	240012210	FLANGE GASKET	\$2
80-105 GAL.	240012238	FLANGE GASKET	\$4
40-50 GAL.	550003510	HARDWARE KIT (INCLUDES BOLTS & NUTS FOR FLANGE CAP)	\$4
80-105 GAL.	550003525	HARDWARE KIT (INCLUDES BOLTS & NUTS FOR FLANGE CAP)	\$4
H2O 30 GL	240012474	OUTSIDE TANK COVER	\$96
H2O 40 GL	240012329	OUTSIDE TANK COVER	\$97
H2O 50 GL	240012330	OUTSIDE TANK COVER	\$104
H2O 80 GL	240012331	OUTSIDE TANK COVER	\$113
H2O 105 GL	240012332	OUTSIDE TANK COVER	\$127
30-50 GAL.	240012483	TEMPERATURE GAUGE	\$14
80-105 GAL.	240012484	TEMPERATURE GAUGE	\$21

## TERMS & CONDITIONS OF SALE - GENERAL TERMS

**PRICES & SPECIFICATIONS:** All pricing and specifications subject to change without notice. The prices herein supersede all prior quotations.

**ORDERS:** Orders will be accepted based on prices in effect at the time the order is received. No order or contract will become an obligation on our part until accepted by the General Sales Department. ECR International shall not be liable for any delay or failure in the delivery or shipment of goods due to any cause or causes beyond its control.

**TAXES:** Add to the prices and terms quoted any manufacturers' or sales tax payable on the transaction under any effective statute.

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### SHIPMENTS

**TRUCKLOADS:** \$40,000 Net Order Value - Freight Prepaid. Indirect Water Heaters and Commercial Boiler lines can be added to any residential order for freight purposes. Authorized Distributors can combine Argo, Airco, Dunkirk, EMI, Olsen, Pennco, Utica Boilers and Utica Heating on one purchase order to earn free freight.

Stop off charges of \$150 will apply to stop off locations within 100 miles of final destination. Please call for pricing for stop off special handling for a location further than 100 miles or for special handling pricing for services such as lift gate, unloading assistance, etc.

**LESS THAN TRUCKLOAD SHIPMENT: F.O.B. ECR INTERNATIONAL - FACTORY OR WAREHOUSE**

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### SALES ORDER INFORMATION CHECK LIST

The following information must be included on equipment or parts orders to insure proper shipment & invoicing:

- |  |  |
|--|--|
| 1) Purchase Order Number                       | 7) Pricing   |
| 2) Bill to Address                             | 8) Product Description (Model, Size, etc.)   |
| 3) Ship to Address                             | 9) Fuel Type (Oil, Natural Gas, Propane)   |
| 4) Method of Shipment (trailer load, UPS)      | 10) Electrical (Operating Voltage, Cycles, Phases, etc.)   |
| 5) Requested Ship Date                         | 11) Non-Standard Equipment (Indicate "Optional" when substituted for standard equipment at extra cost listed. Indicate added to standard equipment.) |
| 6) Special Instructions ("Carrier to call...") | 12) Kits or Parts (Orders for kits or parts must indicate equipment size and series.)  |

Send orders to:

**E-mail: [ecrorderentry@ecrinternational.com](mailto:ecrorderentry@ecrinternational.com)**

**Fax: (315) 724-9319**

Please note the following Remit to Address:

**ECR International, Inc.  
P.O. Box 8000 Department 039  
Buffalo, NY 14267**

## U.S. DISTRIBUTOR - RETURN MATERIAL POLICY

**Prior Approval Required** - All returns for exchange, credit, repair service or warranty claim must be approved by ECR International and require an RMA number prior to return of the material. A request must be completed via the online web portal. Please log on to [www.ecrcustomerportal.com](http://www.ecrcustomerportal.com) to complete your request for return. If you do not already have access to the customer web portal, please contact ECR International Customer Service at 1-800-325-5479 to be set-up.

**Eligibility** – An RMA Request must be received within 60 days from the date of invoice for returns of New & Unused product in original packaging. A restocking fee of 15% will be charged for all new and unused returns that are approved for return. Special Order Products (items not offered as standard in ECR International trade price book) are not eligible for return as new and unused product. Request for Warranty Returns must be made within the period covered by the warranty and must fall under the terms and conditions specified in the warranty.

**Repair Service** - Request for repair or rework of product damaged by customer is classified as Repair Service. Repair Service is billed at \$75.00 per hour for labor and net price for parts used in repair/rework. ECR International's Return Material (RM) department will evaluate the items returned for repair service. The customer will receive an estimate for the dollar amount, determined by ECR International's RM department, required to complete the repairs requested. A Purchase Order (PO) from the customer for that amount will be required before any work is performed.

**RMA Expiration Parts** - Once the RMA number is issued, the product must be returned within 60 days of the RMA date, or the RMA will be canceled. Products approved for return that are received after 60 days from the RMA date will not be accepted.

**Shipping & Packaging** - All returns must have a valid RMA number clearly displayed on the exterior of the package or the package will not be accepted. All returns of new and unused product must be in the original packaging. All returns must be shipped prepaid by the customer unless otherwise directed by ECR as indicated on the RMA Verification. Ship all approved return material to the facility indicated on the approved RMA Request by the date indicated.

**Replacement Product** - If replacement product is desired it must be indicated on the RMA Request. A PO# is required for the replacement shipment and must be indicated on the RMA Request. All replacement products will be invoiced at the time of shipment. ECR will pay the ground freight for all warranty replacements.

**Application of Credit** - Credit for returned product will be applied to the customer's account (less restocking fees for New and Unused returns) only after confirmation of receipt by ECR and inspection of the product. Issuance of a credit for a partial return of product does not relieve the customer from the obligation to remit payment for the merchandise not returned in accordance with the payment terms referenced on the customer's invoice(s). Customer will have the option to have any product that is denied for credit returned at their expense.

**Returning Installed Finished Goods** (Complete boilers, furnaces, A/C units etc.)

- Equipment that is already installed should be repaired not replaced. Exceptions: leaking cast iron boilers in their first year or leaking water tanks. Leaking drain valves on water tanks are replaceable, make sure the leak is not on the valve. Tanks returned with the only leak being on the valve will be denied.
- Cast iron blocks (not complete boilers) older than one year and Indirect tanks that are leaking do not require prior approval. Simply type "Leaking" into the Authorization field and it will be accepted. Complete Cast iron boilers within their first year will still require prior authorization for full boiler replacement.
- Water leaks on copper and condensing boilers are repairable and will require prior authorization for any reason for removal.
- To guarantee credit, if a situation arises where equipment does need to be replaced, **prior authorization** from ECR is required. This will ensure that ECR has visibility to the problem and has had an opportunity to correct it prior to removal. *All equipment considered for removal should first be brought to the attention of Technical Support at 1-800-253-7900.*
- If approved, an authorization number will be given that will need to be entered in the RMA on the Customer Portal.
- For equipment that is removed from service without prior authorization by ECR, contact Customer Service. They will evaluate the circumstance and can issue a conditional RMA. The equipment will be tested in our lab to determine if removal was warranted and if credit will be given.

**RMA Expiration Equipment** - Once the RMA number is issued, the product must be returned within 30 days of the RMA date, or the RMA will be canceled. Products approved for return that are received after 30 days from the RMA date will not be accepted.



2201 Dwyer Avenue, Utica, NY 13501  
Tel. 800 253 7900  
[www.ecrinternational.com](http://www.ecrinternational.com)

All specifications subject to change without notice.  
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PN 240011138 REV. H [01/1/2021]