



- i. The water heater is not operated within the factory calibrated temperature limits; or
  - j. The water heater is supplied or operated with desalinated (deionized) water; or
  - k. The water heater is removed from its original installation location; or
  - l. The water heater is installed outdoors (this water heater is intended only for indoor installation); or
  - m. The water heater is converted, or is attempted to be converted, from one voltage or wattage to another, if an electric water heater, or from one type gas to another, if a gas water heater; or
  - n. The water heater has not been fired at the factory rated input and fuel for which it was factory built; or
  - o. The water heater or any of its component parts fail due to sediment build-up; or
  - p. The water heater does not have installed a temperature and pressure relief valve, certified to ANSI Z21.22 and approved by the American Society of Mechanical Engineers; or
  - q. The water heater or any of its component parts fail because of fire, floods, lightning, or any other act of God; or
  - r. The water heater is installed in a closed system without adequate provision for thermal expansion.
5. Except when specifically prohibited by the applicable state law, the Owner, and not the Manufacturer, shall be liable for and shall pay for all charges for labor or other expenses incurred in the removal, repair or replacement of the water heater or any component part(s) claimed to be defective or any expense incurred to remedy any defect in the product. Such charges may include, but are not necessarily limited to:
- a. All freight, shipping, handling and delivery costs of forwarding a new water heater or replacement part(s) to the owner.
  - b. All costs necessary or incidental in removing the defective water heater or component part(s) and installing a new water heater or component part(s).
  - c. Any material required to complete, and/or permits required for, installation of a new water heater or replacement part(s), and
  - d. All costs necessary or incidental in returning the defective water heater or component part(s) to a location designated by the manufacturer.
6. The terms of this Limited Warranty cannot be modified by any person, whether or not he/she claims to represent or act on behalf of the Manufacturer.

**E. HOW STATE LAW MAY RELATE TO THIS WARRANTY**

Some States do not allow limitations on how long an implied warranty lasts so the above limitation may not apply to you. Similarly, some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Further, this warranty gives you specific legal rights and you may also have other rights, which may vary from State to State.

**F. HOW THE ORIGINAL OWNER CAN MAKE A WARRANTY CLAIM**

- 1. The Owner should submit the warranty claim directly to Manufacturer's Service Department, at the address or phone number listed below, and Manufacturer will arrange for the handling of the claim and if valid, will give the Owner an authorization number which must appear on any document presented for warranty exchange.
- 2. Whenever any inquiry or request is made, be sure to include the water heater's product number, model number, serial number, date of purchase, date of installation, and location of installation.

**FOR TECHNICAL ASSISTANCE, SERVICE OR WARRANTY INFORMATION**

**PHONE TOLL FREE: 1-877-817-6750**

**MONDAY THROUGH FRIDAY**

**8:00 AM to 10:00 PM EASTERN TIME**

**SATURDAY AND SUNDAY**

**9:00 AM - 6:00 PM EASTERN TIME**

**OR**

**Write to:**

**A. O. SMITH WATER HEATER COMPANY**

**ATTN.: PRODUCT SERVICES**

**P.O. BOX 1597**

**JOHNSON CITY, TN 37605-1597**