

# LIMITED WARRANTY

## RESIDENTIAL GAS TANKLESS TYPE WATER HEATER

When referencing the water heater for service or warranty, please refer to the model number printed on the data plate. Use the table below to determine the warranty term.

MODEL NUMBER EXAMPLE:

GT15-240-NI

    └─ Warranty Code

Warranty Code	Warranty Term by Application Type	Heat Exchanger	Parts	Labor
15	Single Family Domestic Hot Water	15 years <sup>(*)</sup> (‡)	5 years	1 year
	Residential Combination Heating and Domestic Hot Water	10 years <sup>(*)</sup> (‡)		

### A. WHO IS COVERED

A. O. SMITH WATER HEATER COMPANY AND ITS SUPPLIERS, (herein collectively referred to as "Manufacturer") warrants only to the original consumer purchaser (hereinafter "Owner") of the water heater so long as he or she continuously occupies the dwelling in which this water heater is initially installed for the period specified above. This warranty is not transferable. The warranty is restricted to the water heater used in the United States of America. This warranty is reduced to one year if the water heater is used in a commercial, or industrial application, or if the water heater is used to supply more than one dwelling unit.

### B. WHEN IT IS COVERED

The water heater is warranted only when it is installed, operated and maintained in accordance with the printed instructions accompanying the water heater. A water heater should be installed in such a manner that, if the heater or any connection thereto should leak, the resulting flow of water will not cause damage to the area in which it is installed. A water heater's pressure relief valve must be piped to the nearest drain to avoid damage in the event the valve is actuated. For detailed instructions read the manual accompanying the water heater and review drawings in the manual. Any replacement product will carry the remainder of the original warranty.

### C. WHAT THE MANUFACTURER WILL DO AND THE PERIOD OF COVERAGE

- The Heat Exchanger and Component Parts – If the heat exchanger or any component part proves to the Manufacturer's satisfaction to be defective in material or workmanship within the warranty period listed, the Manufacturer will furnish the Owner with a replacement for the defective part(s). The warranty periods are subject to:
  - \* Includes recirculation and storage tank applications with proper circulation pump control (e.g. aquastat and/or timer). Lack of a proper pump control will reduce the Heat Exchanger and Parts warranty to 3 years.
  - ‡ In all applications, the total length of operation time must be:
    - Less than 3,000 hours for 110U, 310U, 110C, 310C, 240, and 340 models.
    - Less than 5,000 hours for 510U, 510C, 540, and 540P models.
- If the Manufacturer cannot replace said part, the Manufacturer will furnish a new water heater of Manufacturer's then prevailing comparable model. If industry standards, product improvements or product obsolescence prohibit Manufacturer from furnishing an identical model replacement water heater under this warranty, the Owner will be furnished with a new water heater of comparable capacity and functionality; however, the Owner will be charged for the additional value of the item(s) which Manufacturer has incorporated in the replacement water heater. A prior authorization number must be obtained from the Manufacturer before replacing the water heater.
- Return of Defective Water Heater and Component Parts – Manufacturer reserves the right to examine the alleged defect in the water heater or component part(s), and it will be the Owner's obligation (See paragraph D.5) to return the water heater and/or component part(s) to the Manufacturer.
  - When returning a water heater it must include all component parts and the data plate label.
  - When returning component part(s), they must be individually tagged and identified with the water heater's product number, model number, serial number, date of purchase and date of installation.
- Labor – You must first contact our Customer Support Group at the number below to determine if service is necessary. An allowance for labor will be provided if the service provider that we referred to you determines that the warranty claim is due to a defect in materials or workmanship. If it is determined that the product or part is not defective, that it was installed incorrectly or not properly maintained, labor and service are not covered and are your responsibility.

### D. WHAT THIS WARRANTY DOES NOT COVER

- THE LIMITED WARRANTY STATED HEREIN IS IN LIEU OF ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED (WHETHER WRITTEN OR ORAL), INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
- MANUFACTURER SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR CONTINGENT DAMAGES OR EXPENSES, ARISING, DIRECTLY OR INDIRECTLY, FROM ANY DEFECT IN THE WATER HEATER OR THE USE OF THE WATER HEATER.
- Manufacturer shall not be liable for any water damage arising, directly or indirectly, from any defect in the water heater or component part(s) or from its use.
- Manufacturer shall not be liable under this warranty and this warranty shall be void and have no effect if the following events occur:
  - The water heater is not installed by a licensed plumber, gas installer, or contractor; or
  - The water heater or any of its component parts have been subject to misuse, misapplication, improper sizing, alteration, neglect or accident; or
  - The water heater has not been installed in accordance with the applicable local plumbing and/or building code(s) and/or regulations or in their absence, with the latest issue of the National Fuel Gas Code Z223.1, and/or National Electric Code; or
  - The water heater is not installed, operated and maintained in accordance with the printed Manufacturer's instructions, including if the water heater has any additional aftermarket equipment introduced into the sealed system not approved by the manufacturer; or
  - The water heater or any part has been under water; or

- f. The water heater is exposed to highly corrosive atmospheric conditions; or
  - g. The water heater replacement is requested for reasons of noise, taste, odor, discoloration and/or rust; or
  - h. The water heater is not operated within the factory calibrated temperature limits; or
  - i. The water heater is removed from its original installation location; or
  - j. The water heater or any of its component parts fail because of fire, floods, lightning, freezing, electrical surges or any other act of God; or
  - k. The water heater is installed in a closed system without adequate provision for thermal expansion; or
  - l. The water heater is installed in an application that causes the water heater to activate more than 300 times per day; or
  - m. Freeze damage to the water heater or part(s) without taking proper preventive measures as described in the installation manual; or
  - n. Condensate damage due to improperly installed or lack of a condensate trap or drain; or
  - o. Damages to the water heater or any part due to improper installation:
    - Gas: incorrect gas pipe sizing, incorrect gas meter sizing, incorrect gas type, and/or gas pressures that fall outside the product's specified range; or
    - Water: incorrect water pipe sizing, water pressures that fall outside the product's specified range, recirculation flow rates that fall outside the product's specified range, and/or lack of proper methods of air removal in a closed-loop circulation system; or
    - Electric: supply power voltages that fall outside the product's specified range;
  - p. Damages to the water heater or any part due to water quality:
    - Introduction of liquids other than potable water into the water heater; or
    - Introduction of pool water, spa water, or any chemically treated water into the water heater; or
    - Introduction of hard water measuring more than 7 grains per gallon (120 ppm) for single family domestic applications or more than 4 grains per gallon (70 ppm) for all other types of application into the water heater; or
    - Introduction of untreated or poorly treated well water into the water heater; or
    - Introduction of water with pH levels less than 6.5 or greater than 8.5 into the water heater
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 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 parts(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**

Use the contact information below whenever any inquiry or request is made. Be sure to include the water heater's serial number, model number, product number, location of installation, date of installation, and a copy of the proof of purchase.

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

**PHONE TOLL FREE: 1-877-737-2840**

**EMAIL: [help@hotwater.com](mailto:help@hotwater.com)**

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

**ATTN: TANKLESS GAS PRODUCT SUPPORT**

**500 TENNESSEE WALTZ PARKWAY**

**ASHLAND CITY, TN 37015**