

### WARRANTY CLAIM PROCEDURES

Any warranty claim must be forwarded to *Giant Factories Inc.* within a maximum of thirty (30) days of discovery defect. Failure to provide written notice to the manufacturer within the prescribed time limit shall void this warranty. Any warranty service claim must be forwarded to your authorized wholesaler or retailer through which you purchased your equipment. In return, the authorized wholesaler or retailer will contact the manufacturer. If this procedure cannot be applied, please contact an authorized wholesaler or retailer in your area that distributes our products.

Should the original model be unavailable, for any reason, including but not limited to changes in government standards, the manufacturer undertakes to supply a replacement unit or part with comparable characteristics. If the requirements of government regulations or industry standards require the replacement unit to have different characteristics of the unit or a defective part, the owner will pay the price difference associated with these new features. If the latter pays the price difference for these additional features, it will benefit from a new comprehensive limited base warranty on replacement equipment.

*Giant Factories Inc.* reserves the right, at its discretion, to send a plumber or technician to inspect the water heater. If the water heater or part has been damaged, due to negligence or lack of expertise during installation, the customer will then be charged for the service as well as for the parts replaced.

### CLAIM PROCEDURES STEP BY STEP

Please have on hand the water heater serial and model number. It is located on the manufacture serial plate of your equipment. You can validate the warranty on our website by following this link: <https://giantinc.com/validation/>

- 1- a) For a tank of less than one year, make sure that the customer contacts us, since in the first year we offer as a courtesy, to the extent possible, the replacement service.  
  
b) For a tank of more than one year, make sure that the customer has contacted us before, to validate the serial number and warranty of the product.

Please note that no authorization number will be given to the customer.

- 2- To validate the warranty and obtain a return authorization number, contact **Customer Service at 514-645-8893** or toll free at **1-800-363-9354**, option 1. You can also contact your assigned representative.

If you are outside of our office hours, you will be unable to obtain an authorization. In this case, you can propose to the customer to buy a new water heater while waiting for the return authorization. You can then follow up on the next business day and credit the customer's purchase.

- 3- Always take the replacement water heater manufacture serial number and return number and write it on the defective water heater.
- 4- Should you be informed that the situation has caused damages to a property, you must advise us before discarding the water heater or any parts related to the claim.
- 5- When you receive your authorization, by fax or email, the status of the credit will be indicated. It may or may not be subject to inspection. In the event that the credit is subject to inspection, we suggest that you charge the customer for the replacement water heater, because if after the

inspection, the problem proves not to be covered by said guarantee, no credit will be issued. If the inspection results in a manufacturing defect, you will be credited and will in turn refund your customer.

**N.B.: The inspection of the unit is destructive rendering it unrecoverable for the customer.**

### REQUEST FOR RETURN AUTHORIZATION

If a water heater is leaking during the first (1<sup>st</sup>) year, the tank must be returned to us (port paid by a carrier that we provide) for inspection of the product as well as all water heaters in the last year of warranty within Montreal area (**4 hours**) drive at the following address:

***Giant Factories Inc.***  
313 Broadway Avenue  
Montreal-East (Quebec) H1B 5A5.

Follow the instructions on your authorization form and use the carrier indicated, if not you will be responsible for transportation fees. Water heaters must not be returned on pallets. **The Serial Plate must always remain attached to the tank.** A completed authorization form and the serial number of the replacement item must always be sent with the tank. If a water heater is returned to us without a serial number plate, the claim form or return authorization number, no credit will be granted.

Usually, for any water heater that has been installed for more than a year, we only ask for the Serial Number Plate along with the claim. The use of a heat gun might be needed to remove the Serial Number Plate from the old water heater tank. We recommend taking a photo of the plate for your own records and send the original to our offices.

*Giant Factories Inc.* keeps the right to claim the water heater at any time to analyse and verify the product. **You must always call the Warranty Claim Department before disposing of the tank** at 514-645-8893 or toll free at 1-800-363-9354, option 1. If inspection and factory checks detect a manufacturing defect, a credit will be granted to the distributor very quickly, for 100% of the value of the product. Call a metal recuperator for the non-returned water heater, most of the time they will come and get it for you.

Please be aware that *Giant Factories Inc.* will not accept any return of water heaters that are not leaking, except those that have been dented or damaged in transport (provided by *Giant Factories Inc.*), that have not been installed.

### WATER HEATER COMPONENTS

*Giant Factories Inc.* will replace all defective water heaters components with equal value components during the first year of installation. Any defective part during the first year of manufacture and that is still under warranty will have to be returned to us for inspection before we consider granting labour charges as a courtesy. Following the inspection, if a component is found to be defective, *Giant Factories Inc.* will agree to pay a reasonable fee, if applicable.