



WARRANTY APPLICATION FORM 100

A. O. SMITH ENTERPRISES INC
599 Hill Street West, Fergus, ON N1M 2X1

www.eportal.hotwater.com

Tech Support Line: 888-479-8324

Fax: 519-787-5508

Wholesaler/Retailer: (Required information)	Address:	Prov.	Postal Code	Phone:
				Email:
Contractor/Installer:	Address:	Prov.	Postal Code	Phone:
Owner:	Address:	Prov.	Postal Code	Phone:

Please include rating plate + debit note and mail it to A. O. Smith.

A. Complete Water Heater Replacement															
Original Model #	S/N		Date Installed:												
			<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px;">D</td><td style="width: 20px;">D</td> <td style="width: 20px;">M</td><td style="width: 20px;">M</td> <td style="width: 20px;">Y</td><td style="width: 20px;">Y</td> </tr> <tr> <td style="height: 20px;"></td><td></td> <td></td><td></td> <td></td><td></td> </tr> </table>	D	D	M	M	Y	Y						
D	D	M	M	Y	Y										
Replacement Model #	S/N		Date Replaced:												
			<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px;">D</td><td style="width: 20px;">D</td> <td style="width: 20px;">M</td><td style="width: 20px;">M</td> <td style="width: 20px;">Y</td><td style="width: 20px;">Y</td> </tr> <tr> <td style="height: 20px;"></td><td></td> <td></td><td></td> <td></td><td></td> </tr> </table>	D	D	M	M	Y	Y						
D	D	M	M	Y	Y										
Extended Warranty #			Serial Number info:												
			Between Jan. 2008 to 2017 = 11 digits After 2017 = 13 digits												
Reason for replacement (describe failure as fully as possible)															

Parts claims can be faxed to 519-787-5505 or Email to warrantycanada@hotmail.com

B. Parts & Component Replacement Only															
Serial # of heater part failed on:			Date Installed of heater:												
			<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px;">D</td><td style="width: 20px;">D</td> <td style="width: 20px;">M</td><td style="width: 20px;">M</td> <td style="width: 20px;">Y</td><td style="width: 20px;">Y</td> </tr> <tr> <td style="height: 20px;"></td><td></td> <td></td><td></td> <td></td><td></td> </tr> </table>	D	D	M	M	Y	Y						
D	D	M	M	Y	Y										
Failed Part #	Replaced With #	Date Replaced													
Reason for replacement:															

Name of Applicant

Company

Date Submitted

Please note:

1. A. O. Smith reserves the right to require the return of any product or component being claimed under warranty.
2. A. O. Smith reserves the right to invoice customers for replacement products or parts when received goods are tested and found not to be defective or when products or parts are not returned as required.
3. A. O. Smith will not credit returned goods for which an RGA has not been issued by A. O. Smith. Destructive research may be necessary to determine cause. The sender understands and agrees that goods may not be able to be returned if credit is denied.
4. For heater claims the original data plate from the failed heater must be attached to this form.
5. All claims must be submitted within 30 days to be considered.