

GENERAL

This document forms part of the Standard Basic Limited Warranty (henceforth to be referred to as the Standard Warranty) which is found in the Owner's Manual provided with each water heater. Further, this document is an extension to the length of time as outlined in the Standard Warranty. Also, all of the terms & conditions as outlined in the Standard Warranty prevail over this document. Any GIANT replacement water heater or component part supplied under warranty will carry only the unexpired portion of the original water heater's warranty. The number of replacement water heaters is limited to ONE (1) per original unit purchased. If due to some unusual circumstances, a replacement water heater or component part is proved to be defective, another heater or component part will be supplied to fulfill the obligation of the length to the warranty of the original water heater. This extended limited warranty covers only the models listed in this certificate and is ONLY applicable when the water heater is installed by a licenced plumber or professional installer, otherwise this extended warranty will vary as indicated below.

THE INNER TANK

If the inner tank on any of the listed water heater models fails within EIGHT (8) years after the date of the original installation, GIANT will provide a replacement water heater to the party from whom the unit was originally purchased. As noted in our Standard Warranty, if the heater is installed in other than a single family dwelling the tank warranty is limited to ONE (1) year from the date of installation. If an exact replacement is not available for any reason, GIANT reserves the right to provide a comparable model water heater; however, a surcharge will be applied for any additional component(s) incorporated in the replacement water heater. Once again, please remember that this special EIGHT (8) year limited warranty is available to the home owner ONLY when the water heater has been installed by a licensed plumber or professional installer. If an inner tank leakage occurs with any of the listed water heater models and the unit has NOT been installed by a licensed plumber or professional installer, our standard SIX (6) years limited warranty will apply.

COMPONENT PARTS

If any component part is found to be defective within EIGHT (8)¹ years from the date of original installation, provided said defective part is a GIANT in-house factory made piece or an original factory approved OEM piece, GIANT will furnish a replacement part after the receipt and testing of the part claimed to be defective. If a component part failure occurs with any of the listed water heater models and the unit has NOT been installed by a licensed plumber or professional installer, our standard ONE (1) year limited warranty will apply after the receipt and testing of the part claimed to be defective. ¹ONE (1) year on the anode on all models.

THIS WARRANTY DOES NOT APPLY IN THE FOLLOWING CASES:

- 1) To defects or malfunctions resulting from failure to properly install, operate, or maintain the unit in accordance with the Owner's Manual.
- 2) If the installation does not comply with CSA Standards, in particular, but not limited to, the existing CAN/CSA-C652 Standard (*Installation of Electric Storage Tank and Heat Pump Water Heaters for Residential Use*), CSA-B149.1 (*Natural gas and propane installation code*) as well as any other existing codes or standards, local regulations, and good practices.

- 3) To any damage or failure caused by abuse, fire, floods, freezing, or other acts of God.
- 4) To any damage or failure caused by operating the unit without an approved temperature & pressure-relief valve having been installed.
- 5) To any damage or failure caused by powering any energy source while the equipment is empty or partially empty or contains sediment build-up resulting in dry firing of the heating elements.
- 6) To any damage or failure caused by connecting the unit to any other source of energy not approved by GIANT or by operating the equipment for other use than with potable water without any additives such as salt, chlorine, or chemicals other than those added for the purpose of rendering the water fit to drink.
- 7) To any damage or failure caused by the removal of the anode and/or by not assuring that there is a working anode in the unit at all times. **"All anodes must be checked at least once every TWO (2) years & replaced, if necessary"**. The installation of an anode that does not comply with the requirements of the existing CAN/CSA-C309 Standard (*Performance Requirements for Glass-Lined Storage Tanks for Household Hot Water Service*), particularly in regards to the manufacturing, installation, and composition of the replacement anode, will instantly void the warranty. The same applies, but is not limited to, the non-compliance of the CAN/CSA-C191, CAN/CSA-C22.2, and CSA-B149.1 Standards.
- 8) To any damage or failure caused by the use of the unit with a water softener if the magnesium anode has not been replaced by an aluminum anode approved by GIANT, as well as the addition of zinc pellets.
- 9) To any damage or failure caused by having affixed to the unit any non-factory made or factory approved replacement part(s), such as elements, controls, dip-tubes, anode, induced-current anode, relief valves, etc.
- 10) To any damage caused by not having the unit installed adjacent to a free-flowing drain or in a pan or basin connected to such free-flowing drain.
- 11) For all equipment operated at water temperatures exceeding the maximum operating setting of the thermostat and/or the high limit control, at a pressure exceeding the one listed on the rating plate, for equipment subject to a water-hammer effect that reverses the bottom of the tank, units that are installed in a closed-looped system without any adequate expansion tank² being installed as well as equipment installed in a system equipped with a backflow preventer, a pressure-reducing valve, or any other device, such as a check valve, without an adequate expansion tank being installed. ²Or any other method accepted by the competent authority.
- 12) To any unit drained for wintering purposes.
- 13) To any performance issue caused by the poor selection of equipment, power supply, wiring, or fuse / breaker.
- 14) To any unit from which the rating plate has been removed or altered.
- 15) To any break or damage caused by a water-hammer effect coming from, but not limited to, a quick-closing valve, a solenoid valve, or any other valves without an adequate pre-fabricated expansion tank being installed in compliance with existing codes, standards, and good practices.
- 16) To any issue caused by the installation of water connections not compatible with the equipment input and output "NPT" connections.
- 17) To any unit installed outside of Canada or the United States.

SERVICE LABOUR RESPONSIBILITY

This warranty does not cover any labour expense for diagnostic, service, removal, or re-installation of a replacement unit. All such expenses are the responsibility of the unit owner.

SHIPPING COSTS

If a unit or component part is deemed to be replaced, the manufacturer will pay the transportation costs to ship said replacement unit or part to a convenient authorized distributor or retailer of our choice. The unit owner must pay for any local cartage including the cost of returning the replaced unit or component part to the authorized distributor or retailer.

CLAIM PROCEDURE

Any claim covered by the warranty must be made to GIANT within a maximum of thirty (30) days from the date the defect is first discovered. Failure to provide a written notice for such defect to the manufacturer within the allocated time frame will void the warranty. Any claim for warranty service should be made with your contractor, wholesaler, or retailer from whom the unit was purchased. In turn, said contractor, wholesaler, or retailer will contact the manufacturer. If this procedure cannot be followed, please contact a local contractor, wholesaler, or retailer distributing our products. For further warranty information, please call our customer service department at 514-645-8893 or 1-800-363-9354, option 1. In order to answer your call promptly, prior to calling the factory, please make sure to have handy the unit model and serial number that is found on the rating plate, on the side of the unit. Proof of purchase showing the date and name of the business from whom the unit was purchased is mandatory if the manufacturing date goes beyond the warranty period offered by the manufacturer.

MISCELLANEOUS

No one is authorized to make any other warranties on GIANT's behalf. Any implied warranties of any nature offered by any third party other than the manufacturer will not be honored. No claims for incidental or consequential damages (including damages from inner tank leakage) will be accepted. This revised extended limited warranty supersedes all previous extended limited warranties on these SIX (6) year model water heaters. We suggest that you immediately complete the information below and return it along with the Standard Limited Warranty card to our warranty department at the address indicated on the card. Please note that the following information MUST be completed in full to have this special warranty validated. Further, we suggest that you keep a copy of this extended warranty for your files.



Extended Limited Warranty Program

(Not available in Newfoundland)

FOR LICENSED PLUMBING CONTRACTORS AND PROFESSIONAL INSTALLERS ON THE FOLLOWING

RESIDENTIAL ELECTRIC WATER HEATER MODELS:



Model No.	Capacity	Warranty	
		Inner Tank	Parts
142STE-3S8M-E8	30 Imp. Gal.	8 years	8 years
152E-3S8M-E8	40 Imp. Gal.	8 years	8 years
152STE-3S8M-E8	40 Imp. Gal.	8 years	8 years
172E-3S8M-E8	60 Imp. Gal.	8 years	8 years
172STE-3S8M-E8	60 Imp. Gal.	8 years	8 years
172STPS-3S8M-E8	60 Imp. Gal.	8 years	8 years

IN THE ABOVE MODEL NUMBERS, IN THE SUFFIX, A NUMBER "3" (240V) MAY BE SUBSTITUTED FOR THE NUMBER "2" WHICH WILL THEN INDICATE 208V.

AT THE END OF CERTAIN MODEL NUMBERS, YOU MAY FIND TWO LETTERS INDICATING A SPECIFIC ELEMENT WATTAGE.

A. O. Smith Enterprises Ltd.
11021 Notre-Dame East, Montreal-East,
Québec, CANADA H1B 5H3

Homeowner Name

Installation Address

Telephone Number

Water Heater Model Number

Water Heater Serial Number

Name of Licensed Plumber

Business Address

Telephone Number

Plumber's I.D. Number (license)

Installation Date