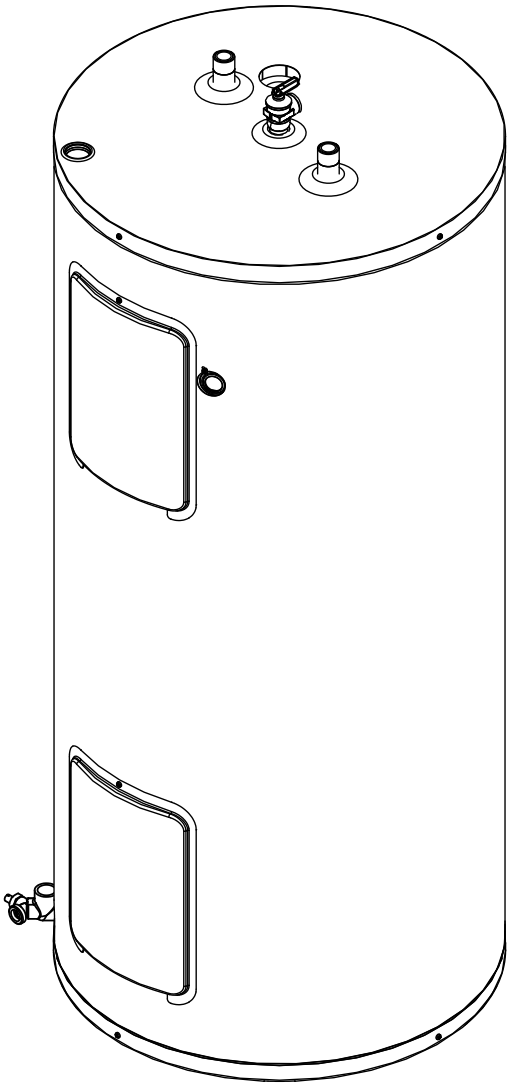
RESIDENTIAL STORAGE TANK OWNER'S MANUAL
INSTALLATION AND OPERATING INSTRUCTIONS



⚠ WARNING

If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury, or death.

- **DO NOT** remove the access panel before the power to the storage tank is turned **"OFF"**.
- **DO NOT** attempt to repair or replace any of the electrical components installed on the storage tank before the power to the storage tank is turned **"OFF"**.
- **DO NOT** use the storage tank on a voltage other than that specified on the rating plate.
- **DO NOT** connect the power supply wiring to anywhere other than the main power connection on the storage tank.
- **DO NOT** turn on the power to the storage tank unless it is completely filled with water.
- **DO NOT** drain the storage tank unless the power to the storage tank has been turned **"OFF"**.
- **DO NOT** store or use gasoline or other flammable vapours and liquids in the vicinity of this or any other appliance.

WHAT TO DO IF YOU SMELL SMOKE

- Immediately turn **"OFF"** the power to the storage tank.
- If after turning **"OFF"** the power the smoke continues, call your local fire department.
- When the smoke has stopped, call a qualified service technician to identify and repair the problem.

IMPORTANT

READ THESE INSTRUCTIONS CAREFULLY BEFORE BEGINNING THE INSTALLATION. PROPER INSTALLATION WILL PROVIDE SAFE AND EFFICIENT SERVICE, AND AVOID NEEDLESS EXPENSE NOT COVERED BY THE WARRANTY. READ THE PRODUCT WARRANTY CONTAINED IN THIS MANUAL AND REMEMBER TO FILL OUT AND RETURN TO THE MANUFACTURER ALL RELEVANT WARRANTY CARDS AND CERTIFICATES. SHOULD YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR LOCAL DEALER.

SAVE THIS MANUAL FOR FUTURE REFERENCES.

For your records, write the model and serial number here:

Model # _____

Serial # _____

54000084
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SAFETY INFORMATION

Your safety and the safety of others is extremely important during the installation, operation, and servicing of this storage tank. Many safety-related messages have been provided in this manual and on your storage tank. Always read and obey all safety messages. These messages will point out the potential hazard, tell you how to reduce the risk of injury, and tell you what will happen if the instructions are not followed.

This is the safety alert symbol. This symbol alerts you to potential hazards that can kill or hurt you and others. All safety messages will follow the safety alert symbol and either the word “DANGER” or “WARNING”.

⚠ DANGER — Serious injury or death can occur if you do not follow the instructions immediately.

⚠ WARNING — Serious injury or death can occur if you do not follow the instructions.

⚠ WARNING

DO NOT use this storage tank if any part has been under water. Immediately call a qualified service technician to inspect the storage tank and to replace any part of the control system which has been under water. Failure to follow this instruction can result in property damage, personal injury, or death.

IMPORTANT

These instructions have been written as a guide for the proper installation and operation of your storage tank, and the manufacturer of this storage tank will not accept any liability where these instructions have not been followed. However, for your safety and to avoid damage caused by improper installation, this storage tank must be installed by a Certified Licensed Professional, and meet all local codes or, in the absence of local codes, CSA C22.1 Canadian Electrical Code, in Canada, and/or the National Electrical Code, ANSI/NFPA 70, in the United States.

Before proceeding with the installation instructions:

1) Inspect the storage tank and its component parts for possible damage. **DO NOT** install or attempt to repair any damaged component parts. If you detect any damage, contact the dealer where the storage tank was purchased or the manufacturer listed on the warranty card.

2) Verify that the voltage being supplied corresponds to that which is marked on the storage tank rating plate.

This series of storage tanks are available in 30, 40, or 60 gallon sizes.They have been designed to supply hot water for domestic use when combined with a tankless coil boiler or other water heating source. Each storage tank comes with a factory installed thermostat. The thermostat is pre-wired for connection to a circulator pump which does not come with the unit. Use only a bronze body model pump rated for 110 or 120 volts. The pump must be installed in accordance with the pump manufacturer instructions.

Location

This storage tank should be located as close as possible to a power supply and to the main use of hot water. This location must not be subject to freezing temperatures. The storage tank should be positioned so that the access panels can be removed for inspection, adjustment, and servicing of the thermostats. The drain valve must also be accessible. The storage tank must be located close to a suitable free-flowing floor drain. Where a floor drain is not adjacent to the storage tank, a suitable drain pan must be installed under the storage tank. This drain pan should be at least two (2) inches (5.0 cm) larger than the diameter of the water heater, and at least three (3) inches (7.5 cm) deep providing access to the drain valve. This pan must be piped to a suitable drain to prevent damage to property in the event of a water leak from the piping, the relief valve, or the storage tank.

Sooner or later, all storage tanks leak. The manufacturer, based on national building codes has given the necessary advice to prevent damage to the building. Under no circumstances is the manufacturer to be held liable for any water damage in connection with this storage tank.

Should this storage tank be installed on carpeting, such carpeting must be protected by a wood or metal panel beneath the storage tank. This panel must extend at least three (3) inches (7.6 cm) beyond the width and depth of the storage tank. Should the storage tank be installed in an alcove or closet, the entire floor area must be covered by the panel.

Water Piping

Refer to **Figure 1** for a typical single storage tank piping layout and **Figure 2** for a typical multiple storage tank piping layout. Use of these layouts should provide a trouble free installation for the lifespan of the storage tank. Before making the plumbing connections, locate the **COLD** water inlet and the **HOT** water outlet. These fittings are both 3/4" NPT male thread. Female NPT fittings must be used during the installation. Make sure that the dip tube is installed in the cold water inlet. Install a shut-off valve close to the storage tank in the cold water line. It is recommended that unions be installed in the cold and hot water lines so that the storage tank can be easily disconnected, if servicing is required.

When assembling the hot and cold piping to the storage tank, use Teflon™ tape and wrap it clockwise around all the threads or a good food grade of pipe joint compound, and ensure all fittings are tight. **DO NOT APPLY HEAT TO THESE FITTINGS** when making sweat connections to the storage tank. Sweat tubing to threaded adaptors before connecting to the storage tank. **IT IS IMPERATIVE THAT NO HEAT BE APPLIED** to the cold water inlet, as it contains a non-metallic dip tube. **This will result in premature failure of the fittings, which is not covered by the warranty**.

⚠ WARNING

The water heating source piping and components connected to the storage tank must be suitable for potable water use. Toxic chemicals such as those used for boiler treatment must not be introduced into the storage tank.

Figure 1

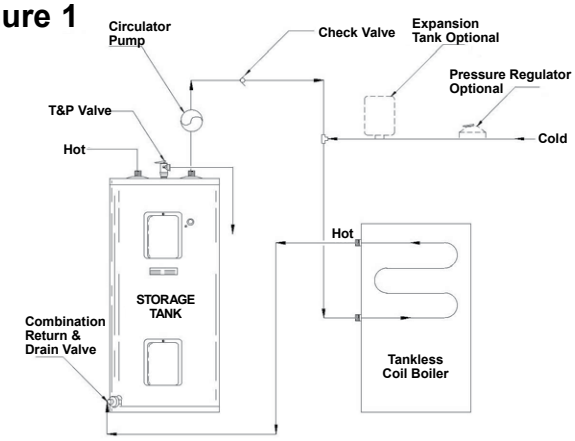
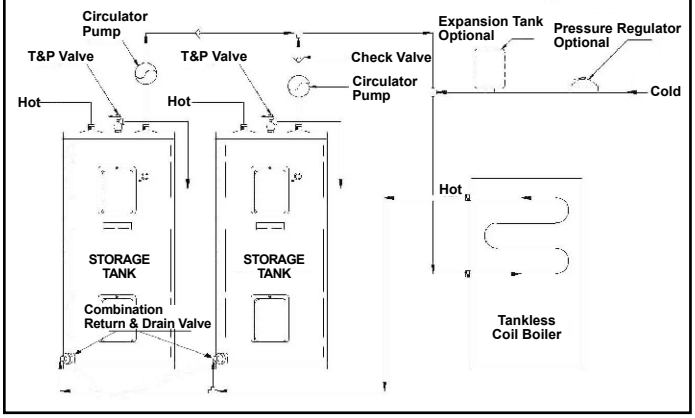


Figure 2



Temperature and Pressure-Relief Valve

⚠ WARNING

DO NOT plug the temperature and pressure-relief valve or its discharge line. **DO NOT** remove the relief valve. Make sure the relief valve is properly sized for the storage tank. If the relief valve continuously discharges water, call a qualified service technician to correct the problem. Failure to follow these instructions can result in property damage, personal injury, or death.

To protect from excessive pressure and/or temperature, a temperature and pressure-relief valve that meets the requirements of the Standard for Relief Valves and Automatic Gas Shut-Off Devices for Hot Water Supply Systems, CSA 4.4, in Canada, and ANSI Z21.22, in the United States **MUST BE** installed by the installer when it has not been

factory installed. The relief valve should have a maximum set pressure that does not exceed the hydrostatic working pressure of the storage tank (150 psi = 1,035 kPa). It should never be plugged or removed from the opening marked for it on the storage tank.

Should this relief valve need to be replaced, use only a new temperature and pressure-relief valve. Never install an old or existing relief valve, as it may be damaged or inadequate for the working requirements of the new storage tank. This new relief valve must meet all local codes or, at a minimum, the requirements listed above. Never install another type of valve between the relief valve and the storage tank.

A discharge line must be installed into the relief valve. The discharge line:

- Must not be smaller than the outlet pipe size of the relief valve.
- Must not terminate less than six (6) inches (15.2 cm) and not more than twelve (12) inches (30.5 cm) above a floor drain.
- Must not be restricted in any way. Do not thread, cap, or in any way restrict the end of this outlet.
- Must be of a material capable of withstanding 210°F (99°C) without distortion.
- Must be installed to allow complete drainage of the relief valve and discharge line.
- Must terminate over an adequate free-flowing drain.

Pressure Build-up in a Water System

When the storage tank operates, the heated water expands creating a pressure build-up. This is a natural function and is one of the reasons for installing a temperature and pressure-relief valve. If the cold water supply line has a built-in water meter, check valve, or pressure-reducing valve, a suitable expansion tank must be installed to prevent pressure build-up or water hammer effect, otherwise the warranty is void (see **Figure 1 and 2**). An indication of pressure build-up is frequent discharges of water from the relief valve. If the relief valve discharges water on a continuous basis, it may indicate a malfunction of the relief valve, and a qualified service technician must be called to have the system checked, and the problem corrected.

Filling the Storage Tank

⚠ WARNING

NEVER operate the storage tank unless it is completely filled with water. Failure to follow this instruction can result in premature failure of the storage tank and its component parts that is not covered by the warranty.

Check that all of the water piping connections have been made. To fill the storage tank:

1) Make sure that the storage tank drain valve is closed by turning the knob clockwise ↷.
2) Open the cold water supply manual shut-off valve. This valve must remain open, as long as the storage tank is in use. Never operate the storage tank with the cold water supply manual shut-off valve closed.
3) To make sure the storage tank is completely filled with water, open all of the hot water faucets in the house to let the air out of the storage tank and plumbing system. Leave the faucets open until a constant flow of water is obtained.
4) Check all of the plumbing connections to make sure there are no leaks.

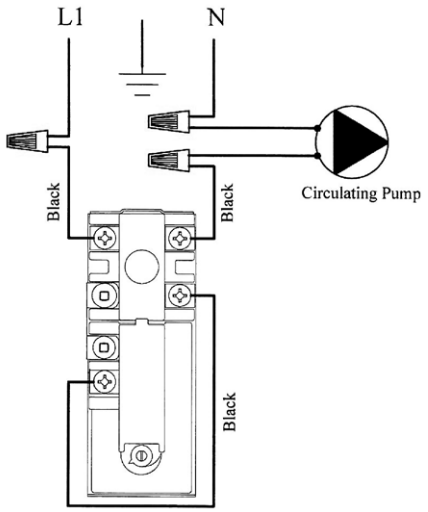
Electrical Connections

⚠ WARNING

This storage tank uses an external electrical source for power. It must be electrically grounded in accordance with all local codes or, in the absence of local codes, CSA C22.1 Canadian Electrical Code, in Canada, and/or the National Electrical Code, ANSI/NFPA 70, in the United States. Failure to properly ground this storage tank can result in property damage, personal injury, or death.

1) Wire the power supply (110/120 volts / 60 Hz) onto the power supply connection on the side of the storage tank.
2) The thermostat is rated for a maximum inductive current of 7 FLA at 120 VAC. Do not exceed this rating for the circuit.
3) Connect the circulator pump in series with the thermostat as shown in **Figure 3**.
   A ground wire must be supplied from the ground connection at the service panel to the ground screw at the junction box.
4) Do not install or connect any electrical heating elements to this tank.

Figure 3



Insulation Blankets

⚠ WARNING

The manufacturer's warranty does not cover any damage or defect caused by installation, attachment, or use of any type of energy saving or other unapproved devices (other than those authorized by the manufacturer) into, onto, or in conjunction with the storage tank. The manufacturer will not accept any liability for loss or injury resulting from the use of such unauthorized devices. The use of unauthorized energy saving devices may shorten the lifespan of the storage tank and may result in property damage, personal injury, or death.

Insulation blankets for external use on storage tanks are not necessary. If local codes require the application of an external insulation blanket to this storage tank, pay careful attention to the following so as not to restrict the proper function and operation of the storage tank:

DO NOT cover the operating or warning labels attached to the storage tank or attempt to relocate them on the exterior of insulation blanket.

DO NOT cover the access panel or temperature and pressure-relief valve. Inspect the insulation blanket frequently.

Installation Checklist

Location

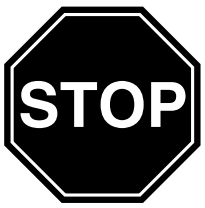
- Is the storage tank located close to the main use of hot water?..... ❑
- Is the storage tank protected from freezing temperatures?..... ❑
- Has a drain pan been installed and piped to a free-flowing drain?..... ❑

Water Piping

- Is the dip tube installed in the cold water inlet?..... ❑
- Has a temperature and pressure-relief valve been installed?..... ❑
- Does this valve have a discharge line installed, and is it piped to a free-flowing drain?..... ❑
- Have all the plumbing connections been properly installed, and are they leak free?..... ❑
- Is the storage tank completely filled with water?..... ❑

Wiring

- Does the power supply voltage match the voltage indicated on the storage tank rating plate?..... ❑
- Has the correct size of wire and fusing or circuit breaker been used to supply the storage tank with power?..... ❑
- Is the storage tank electrically grounded?..... ❑
- Have the electrical connections been checked, and are they secure ?..... ❑



Starting the Storage Tank

Before turning on the power to your storage tank, make sure that you have read and understood all of the instructions and warnings in this manual and on your storage tank. If you have any questions about turning on your storage tank, immediately contact a qualified installer, service agency, or the local electric utility.

⚠ WARNING

DO NOT turn **"ON"** the power to this storage tank if:

- It is not completely filled with water.
- The power supply voltage does not match the voltage listed on the rating plate.
- Gasoline or other flammable vapours and liquids have been stored in the vicinity of the storage tank.

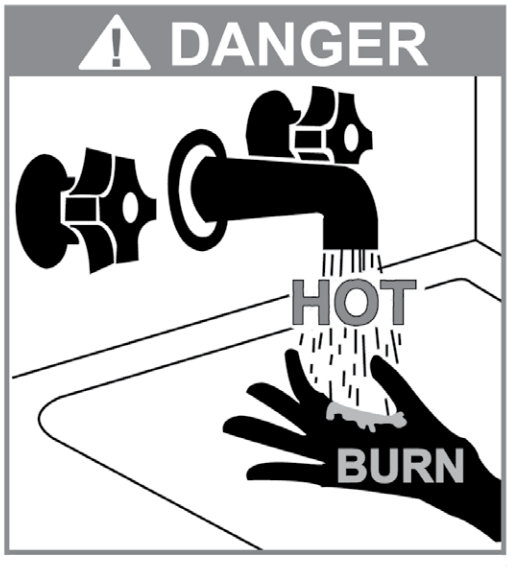
Failure to follow these instructions can result in property damage, personal injury, or death.

Start-up Procedure

1) Have you filled out the installation checklist?
2) Is the thermostat adjusted to your desired temperature (factory set at 140°F [60°C])?
3) Turn on the breaker at the main service panel.
4) Make sure that the fuse box (if one exists) next to the storage tank is pushed to **"ON"**.
5) If you smell smoke, refer to above smoke warning.
6) Wait one (1) hour. At this time, hot water should be available at the faucet.
7) If after one (1) hour you do not have any hot water, check that all fuses and breakers are in working condition and the boiler is operational.
8) Wait for another hour. If at this time you still do not have any hot water, call a qualified service technician.

NOTE: If after one (1) hour you receive only a very small amount of hot water, check that the plumbing connections are not reversed.

Water Temperature Regulation



⚠ WARNING

The higher the setting, the greater the risk of scalding. Hot water can cause third degree burns in under one (1) second at 160°F (71°C), in five (5) seconds at 140°F (60°C), and in thirty (30) seconds at 130°F (54°C). In households where there are children, physically challenged individuals, or elderly persons, mixing valves for point of use are necessary as means of reducing the scalding potential of hot water.

The thermostat is factory set at 140°F (60°C) for Canadian models and 125°F (52°C) for US models.

To adjust the temperature on the thermostat:

1) Turn **"OFF"** the power to the storage tank.
2) Remove the access panel and the insulation. On US models **DO NOT** remove the thermostat protective cover.
3) Using a small flat-head screwdriver, turn the thermostat dial to the desired temperature.
4) Replace the insulation and the access panel before turning **"ON"** the power to the storage tank.

Condensation

Condensation can form on the surface of the storage tank:

1) When the storage tank is filled with cold water for the first time.
2) If the storage tank has been undersized.
3) When large amounts of hot water are drawn from the storage tank in a short period of time, and the refill water is very cold.

This condition is not uncommon and must never be misinterpreted as a leaking tank. It will disappear once the water becomes heated.

Because of the large amounts of water that can condense, it is very important that a drain pan be installed under the storage tank. **Under no circumstances is the manufacturer to be held liable for any water damage, in connection with this storage tank.** If the problem does not go away and water continues to drip after the storage tank has heated up, check all of the plumbing connections to make sure they are not leaking.

Thermostat Replacement

⚠ WARNING

Before attempting to repair or replace any of the electrical components on this storage tank, turn **"OFF"** the power to the storage tank. Failure to do so could result in electrical shock and/or property damage, personal injury, or death.

Replacing the Thermostat

1) Turn **"OFF"** the power to the storage tank.
2) Remove the lower access cover and the insulation.
3) Disconnect the wires from the thermostat terminals.
4) Lift the thermostat bracket arms and slide the thermostat up to remove it.
5) Replace the thermostat with a new one of the same manufacturer and type.
6) Reconnect the wires on the thermostat terminals referring to the corresponding wiring diagram in **Figure 3**.
7) Set the thermostat to the desired temperature (see **Water Temperature Regulation**).
8) Replace the insulation and access panel before turning **"ON"** the power to the storage tank.

Temperature and Pressure-Relief Valve

Manually operate the temperature and pressure-relief valve at least once a year, standing clear of the outlet to avoid being burned. Lift and release the operating lever on the valve to make it operate freely. If, after manually operating the valve, it fails to completely reset itself and continues to discharge water, replace it with a new one.

Anode

This storage tank is equipped with a magnesium anode that is designed to prolong the life of the glass-lined tank. The anode is slowly consumed, protecting the glass-lined tank from corrosion. The anode should be inspected every two (2) years. If more than half of the anode has been consumed, it should be replaced. Instructions on how to change the anode can be obtained from the manufacturer.

The life expectancy of the storage tank is reduced where a water softener is introduced to fight hard water. The sodium salts added by a softener make the water extremely conductive, therefore, the anode is consumed more rapidly. Under these conditions, the anode should be inspected every year.

In certain water conditions, the anode will react with the water, producing discoloured or smelly water. The most common complaint is hot water that smells like rotten eggs. This phenomenon is the result of the reaction between the anode and hydrogen sulfide gas dissolved in the water, which occurs frequently in well systems. This problem can usually be eliminated or reduced by changing the anode to a type more suitable for these conditions (aluminum anode) and by chlorinating the storage tank and plumbing system. If the problem persists, special filtration equipment may be required. Under no circumstances is the anode to be removed from the storage tank on a permanent basis. Removal of the anode will lead to premature failure of the storage tank and will void the warranty.

⚠ WARNING

Hydrogen gas can be produced in a hot water system that has not been used for a long period of time (generally two [2] weeks or more). **HYDROGEN GAS IS EXTREMELY FLAMMABLE**. It is highly recommended to open the hot water faucet in the kitchen for several minutes before you use any electrical appliances connected to the hot water system, such as a dishwasher or washing machine. If hydrogen gas is present, there will be an unusual sound, such as air escaping through the pipe, as the hot water faucet is opened. **DO NOT** smoke or introduce an open flame near the faucet when it is opened.

Draining the storage tank
Drain a pail of water through the drain valve at least once a year. This will remove excess sediment from the bottom of the tank. This sediment, if allowed to accumulate, will reduce the efficiency and the lifespan of the tank.

To completely drain the storage tank:
1) Turn **"OFF"** the power to the storage tank.
2) Close the cold water supply manual shut-off valve.
3) Connect one end of a garden hose to the storage tank drain valve and put the other end next to a free-flowing drain.
4) Open the drain valve by turning the knob counterclockwise ↶ .
5) Open a hot water faucet to allow air into the system.

Vacation
If you are planning a vacation or other prolonged absence, it is essential to turn "**OFF**" the power to the storage tank and the cold water supply to the storage tank. This preventive action will save energy, protect against property damage in the event the storage tank leaks, and prevent the build-up of hydrogen gas. If the storage tank and piping are exposed to freezing temperatures, they should both be drained.

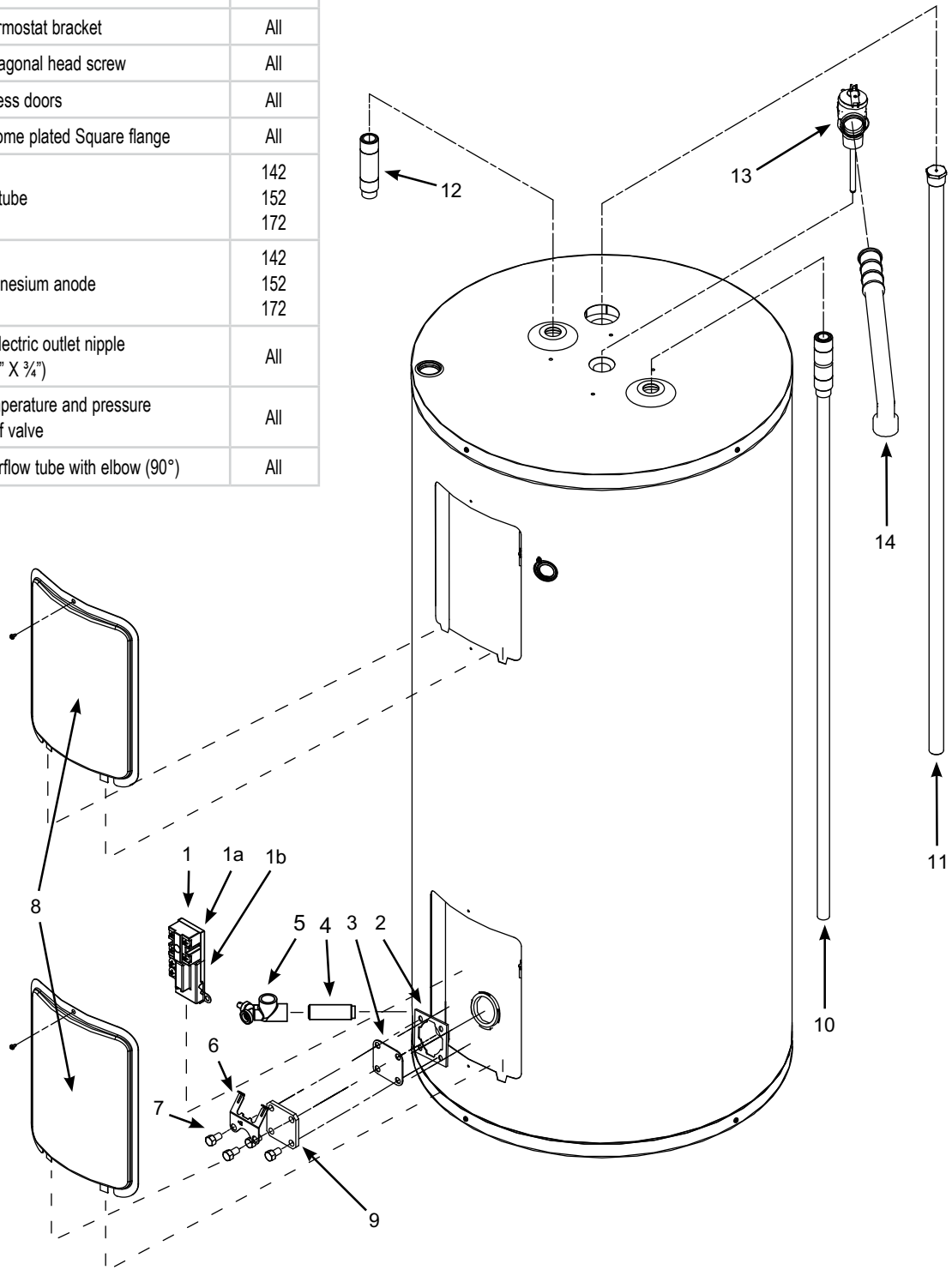
Remember to check the storage tank thoroughly after it has been shut off for an extended period of time before putting it back in operation. Make sure that the storage tank is completely full of water, and that the cold water supply manual shut-off valve is open, before turning **"ON"** the power to the storage tank.

Getting service for your storage tank
1) Contact the installer of the storage tank.
2) Contact the manufacturer's Customer Service Department by e-mail at **service@giantinc.com** or by telephone at 1-800-363-9354 (option 1). To help serve you in a quick and efficient manner, **always have the following information ready**:

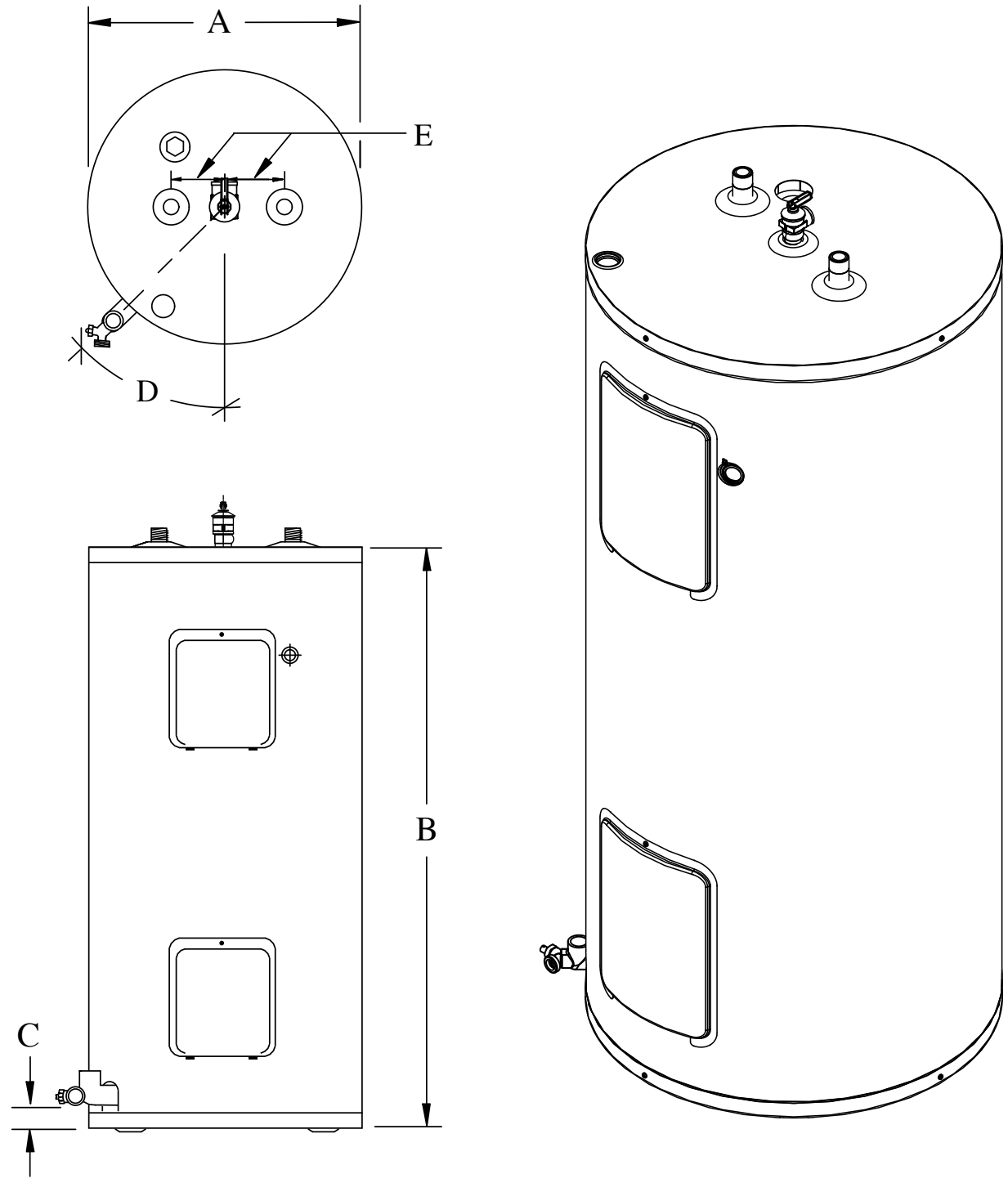
   a) Model number.
   b) Serial number.
   c) Date of installation.
   d) Where the storage tank was purchased.
   e) Complete address where the storage tank is installed.
   f) A description of the problem.

REPLACEMENT PARTS

I.D.	Part #	Description	Use with Models
1	TH30X006	Thermostat / High limit assembly	All
1a	TH3ZX001	High limit with manual reset	All
1b	TH3ZX004	Thermostat	All
2	99001204-A	Twist-Lock Flange	All
3	18G0003	Square flange gasket	All
4	16000011-A	Inlet nipple	All
5	DV3Z5000	Brass combination Inlet / Drain valve	All
6	18G0001	Thermostat bracket	All
7	45000026-A	Hexagonal head screw	All
8	99000061-A	Access doors	All
9	99001203-A	Chrome plated Square flange	All
10	22002280-A 22001405-A 22001525-A	Dip tube	142 152 172
11	MS145280 MS145410 MS145510	Magnesium anode	142 152 172
12	16000015-A	Di-electric outlet nipple (3½" X ¾")	All
13	SV0Z4220	Temperature and pressure relief valve	All
14	19000009-A	Overflow tube with elbow (90°)	All



MODELS DIMENSIONS



DIMENSIONS inches (cm)					
Models	A	B	C	D	E
142ETE-9G7M	22 (56)	36¼ (92)	2⅛ (5)	45°	4 (10)
152ETE-9G7M	22 (56)	49¼ (125)	2⅛ (5)	45°	4 (10)
172ETE-9G7M	24 (61)	60 (152)	2⅛ (5)	45°	4 (10)

STANDARD BASIC LIMITED WARRANTY

ON RESIDENTIAL ELECTRIC, GAS-FIRED WATER HEATERS AND STORAGE TANKS

(Hereunder referred to as "Unit" or "Equipment")

GENERAL

The manufacturer warrants that, subject to verification of your warranty claim within the warranty period described below, the necessary corrective actions will be taken to either repair or replace the defective unit or component part subject to the terms and conditions outlined in this document. Furthermore, any replacement unit or component part supplied under warranty will carry only the warranty remaining portion, based on the original unit installation date. However, the warranty is limited to one (1) replacement unit. If due to some unusual circumstance, a replacement unit or component part is found to be defective by our inspection department, another unit or component part will be provided in order to fulfill the obligation of the original warranty. This warranty applies only to the original owner that purchased the unit, to the unit original installation location, and it is not transferable. In order to benefit from this warranty, the warranty reply card must be completed and sent back to GIANT within forty-five (45) days of the unit purchase date, otherwise the warranty will be as follows: SIX (6) years (for a residential water heater in a family dwelling), FIVE (5) years (for a storage tank in a family dwelling) and ONE (1) year (for any installation other than a family dwelling) from the manufacturing date, without exception.

THE INNER TANK

If the warranty card is returned within the applicable time frame and the inner tank leaks within the shorter of the two following periods: SIX (6)[1] years after the original installation date or NINETY (90)[2] months after the manufacturing date, whichever comes first, a replacement unit will be provided to the original unit owner. Use of the equipment for purposes other than for a family dwelling limits the warranty to ONE (1) year.

Exceptions:

[1] : Or FIVE (5) years for storage tanks

[2] : Or SEVENTY-EIGHT (78) months for storage tanks

COMPONENT PARTS

If any component part is found to be defective within ONE (1) year from the original installation date, provided said defective part is an in-house factory made piece or an original factory approved OEM piece, the manufacturer will provide a replacement part after the receipt and testing of such part.

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 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 CSA-C22.1 *(Canadian Electrical Code)*, 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 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 CSA-C191, 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 tank[3] 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[3] being installed.

    [3] : Or 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 inlet and outlet "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.

If an exact replacement unit is unavailable for whatever reason such as, but not limited to, changes in government standards, the manufacturer agrees to provide a unit or component part with comparable features. If government regulations or industry standards require the replacement unit or component part to have features not found on the defective unit or component part, the unit owner will be charged the difference in price associated with these required features. If such owner pays the difference in price for these required features, they will benefit from a complete new Standard Basic Limited Warranty for the replacement unit.

MISCELLANEOUS

No one is authorized to modify any conditions of this actual warranty. The manufacturer will not honour any other warranty of any kind other than what is offered. No claims for incidental or consequential damage (including damage from leakage) will be accepted. If the warranty card is not returned to us, a proof of purchase showing the name, date, and location of the original point of purchase is mandatory to process any warranty claim. Failure to provide such documentation will result in the lesser of the warranty periods being offered, as stated in the "GENERAL" section. **In order to avoid any confusion and/or disputes, we suggest that the warranty card be completed and returned to us no later than forty-five (45) days after installation.**

EXTENDED WARRANTY

For information concerning options for additional warranties on our residential electric, gas-fired water heaters and storage tanks, contact your local licensed plumber, an authorized retailer, or GIANT.

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