www.eportal.hotwater.com

WARRANTY APPLICATION

FOR WHOLESALERS & RETAILERS USE ONLY
HOMEOWNERS & CONTRACTORS CANNOT SUBMIT WARRANTY CLAIMS DIRECTLY
Please contact original purchase location for warranty claims

Authorization Number #: _____

Contact Information

Wholesaler/Retailer: _____ Phone #: _____

Full Address: _____ Email: _____

Contractor/Installer: _____ Phone #: _____

Full Address: _____ Email: _____

Owner: _____ Phone #: _____

Full Address: _____ Email: _____

Please include rating plate, replacement serial number and debit note, tank claims can be emailed to warrantycanada@hotwater.com

A. Complete Water Heater Replacement - Rating plate & debit note can be emailed to warrantycanada@hotwater.com

Original Model #: _____ Serial #: _____ Date Installed (DD/MM/YY): _____

Replacement Model #: _____ Serial #: _____ Date Replaced (DD/MM/YY): _____

Extended Warranty Purchased: ☐ YES ☐ NO

Reason for replacement (describe failure as fully as possible): _____

_____

_____

_____

B. Parts & Component Replacement Only - Debit memo & parts claim can be emailed to warrantycanada@hotwater.com

Serial # of the heater part failed on: _____ Date Installed (Heater) (DD/MM/YY): _____

Failed Part #: _____ Replaced With #: _____ Date Replaced (DD/MM/YY): _____

Reason for replacement (describe failure as fully as possible): _____

_____

_____

_____

Name of Applicant: _____ Company: _____ Date Submitted (DD/MM/YY): _____

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 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.
3. For heater claims, the original serial sticker/rating plate must be included with the claim.
4. All claims must be submitted within 30 days to be considered.

Tech Support Line: 888-479-8324 | **Email:** warrantycanada@hotwater.com

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A. O. Smith | www.hotwatercanada.ca | 888-599-2837 Toll-free Canada | 599 Hill Street West | Fergus, ON N1M 2X1