

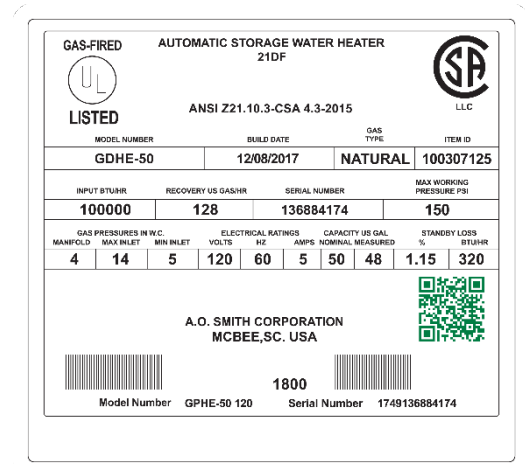
QR Code Program FAQs

Where is the QR code to scan?

The QR Code is available for most units manufactured after 2014. It's on the rating plate of the unit, usually located towards the bottom and looks like the image to the right.

How do I scan the code?

Open the camera app on your Android or iPhone and point at the QR code. A link should appear. Tap the link, and the page will load for your heater.



What resources can I find?

More materials are being added every day. Not every resource is available for every single product. Based on the availability, you can find:

- ✓ Warranty status
- ✓ User manual
- ✓ Troubleshooting videos
- ✓ Registration
- ✓ Technical support
- ✓ Contractor locator
- ✓ Service parts

Do I have to download anything?

No. Scanning the code opens a mobile web app, with no app download required.

Is this faster than calling?

In many cases, you can find the answer or help you needed right on the webpage. When you do need to call for more help, filling out the 'Contact Technical Support' form will reduce the time on the phone by providing the agent with the identifying information they need to begin your case.



What do I need to do if I create a troubleshooting case?

Fill out all the required information and submit the case, make note of the case number that is displayed along with the phone number to call. Call the technical support line and provide the case number.

Are you tracking my usage of the site?

No. No tracking cookies are used. The only information retained is information you provide if you fill out a form, such as troubleshooting or registration.

Who can see what I filled out on my registration or troubleshooting form?

Our support center staff can look up your info when you call in and provide your case number. This prevents you from having to take time on the call to provide your contact information.

Will this add me to any kinds of mailing lists?

No. Your email is only required to be able to map your contact information for our call centers. The email serves as the unique ID, where occasionally a name might be a duplicate.