

WARRANTY APPLICATION FORM 100

FOR WHOLESALERS & RETAILERS USE ONLY

HOMEOWNERS & CONTRACTORS CANNOT SUBMIT WARRANTY CLAIMS DIRECTLY

Please contact original purchase location for warranty claims.

A. O. SMITH ENTERPRISES LTD.

599 Hill Street West, Fergus, ON N1M 2X1

Tech Support Line: 888-479-8324

Fax: 519-787-5508

www.eportal.hotwater.com

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:
Replacement Model #	S/N	Date Replaced:
Extended Warranty #		Serial Number info:
Reason for replacement (describe failure as fully as possible)		Between Jan. 2008 to 2017 = 11 digits After 2017 = 13 digits

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:	
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.