

Water Heater/Parts Claim Form



Authorization # \_\_\_\_\_

**THIS WARRANTY CLAIM FORM MUST BE COMPLETED BEFORE A REQUEST FOR CREDIT IS PROCESSED**

Distributor \_\_\_\_\_ Dealer/Installer \_\_\_\_\_

Address \_\_\_\_\_ Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Acct. # \_\_\_\_\_ Phone # ( ) \_\_\_\_\_ Acct. # \_\_\_\_\_ Phone # ( ) \_\_\_\_\_

Homeowner's Name \_\_\_\_\_ Phone ( ) \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Type of Installation:  Single Family  Multi-Family  Commercial

**REQUIRED WATER HEATER DATA**

Serial No. \_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_ Model No. \_\_\_\_\_

Installation Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Failure Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Failure Information (Be specific): \_\_\_\_\_

List Parts Replaced: \_\_\_\_\_

**REPLACEMENT WATER HEATER INFORMATION**

Serial No. \_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_ Model No. \_\_\_\_\_

All future correspondence must reference the above serial number

I hereby certify that the above information is correct, and give permission to **AMERICAN WATER HEATER COMPANY** or their Agent to verify these claims independently.

Authorized Signature \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**REQUIREMENTS NECESSARY FOR ANY CREDIT REQUEST**

- All information on this form is required to submit a warranty claim.
- Claims must be submitted within 30 days of failure date to be considered.
- Claims will not be processed without the water heater owner's pertinent information.
- Requests for credit will be validated by the water heater's serial number located on the data plate of the unit.
- A "proof of purchase" must be supplied when the serial number of the water heater indicates it is out of warranty.
  - 04: The first two digits of the serial number represent the year of manufacturing.
  - 01: The second two digits represent the week of manufacturing.
- To obtain credit for a failed water heater, the failed unit must be replaced by an American Water Heater.
- Commercial heaters require a leak verification form be filled out and returned with this claim form.
- Labor reimbursement will be processed for residential units installed/operational for 1 year or less.
  - \$70.00** Maximum labor credit for part(s) replacement.
  - \$135.00** Maximum labor credit for complete residential water heater replacement.
- Labor reimbursement will be processed for commercial units installed/operational for 1 year or less.
  - \$95.00** Maximum labor credit for part(s) replacement.
  - \$150.00** Maximum labor credit for complete commercial water heater replacement.
- The data plate from a failed water heater must be affixed to the reverse side of this form.
- A request for labor reimbursement must be submitted to AWHC on a professional contractor's invoice which must include pertinent customer information, model/serial number, reason for service and explanation of service performed or parts replaced.
- All warranty claims will be audited. Fraudulent claims will be denied.

**SEE REVERSE SIDE FOR ADDITIONAL INSTRUCTIONS**

**NO CREDIT WILL BE ISSUED FOR THE FOLLOWING**

- PROBLEMS RESULTING FROM AN INCORRECT INSTALLATION
- LEAKS AT PLUMBING CONNECTIONS (WATER, GAS OR VENT)
- INCORRECT GAS SUPPLY (SIZE OR TYPE) TO WATER HEATER
- CONDENSATION
- DRY FIRED ELEMENTS
- INCORRECT ELECTRICAL SUPPLY (VOLTAGE, WIRE SIZE OR BREAKER)
- INSUFFICIENT HOT WATER DUE TO UNDERSIZED WATER HEATER
- FAILURE DUE TO MISAPPLICATION
- FAILURE DUE TO LIME OR SEDIMENT ACCUMULATION
- ACTS OF NATURE (POWER OUTAGE, HIGH WINDS, FLOODING ETC.)
- WATER TEMPERATURE ADJUSTMENTS
- FAILURE DUE TO EFFECTS OF WATER HAMMER (PULSATION)
- PROBLEMS ASSOCIATED WITH THERMAL EXPANSION
- FAILURE TO INSTALL AN APPROVED T & P VALVE
- INSUFFICIENT INFORMATION ON REVERSE SIDE

**DATA PLATE MUST BE ATTACHED HERE  
WHEN NOT AUTHORIZED TO RETURN COMPLETE WATER HEATER**

**ATTENTION:**

**COMPLETE WATER HEATER(S) RETURNED WITHOUT PRIOR  
AUTHORIZATION FROM AMERICAN WILL NOT BE ACCEPTED OR CREDITED.**

MAIL TO: AMERICAN WATER HEATER COMPANY  
WARRANTY & SERVICE SUPPORT  
P.O. BOX 1597  
JOHNSON CITY, TN 37605-1597

SHIP TO: AMERICAN WATER HEATER COMPANY  
PARTS DEPARTMENT WAREHOUSE #574  
202 DALEWOOD AVE.  
JOHNSON CITY, TN 37601

TELEPHONE NUMBER: 1-800-999-9515  
FAX: 1-800-999-5210