

GENERAL INFORMATION BULLETIN

MEMO: TO OUR VALUED GIANT CUSTOMERS
DATE: MARCH 17TH, 2014
FROM: FRÉDÉRIC PERRIN – NATIONAL SALES DIRECTOR
SUBJECT: WARRANTY POLICY ON OUR RESIDENTIAL ELECTRIC
CASCADE AND SUPER CASCADE WATER HEATERS*

Please note that the duration of our warranty for Giant residential electric Cascade water heaters against inner tank leakage is now eight (8) years from the date of installation and five (5) years on parts. For our Super Cascade water heaters, the new warranty against inner tank leakage is now ten (10) years from the date of installation and five (5) years on parts. This applies to all water heaters sold as of April 1st, 2014. In the event that a water heater would be manufactured on or before March 31st, 2014, and sold after that date, the client should retain his/her original invoice to benefit from this new warranty.

The water heater models affected by this new warranty include:

Serie	Warranty	
	Inner tank	Parts
152B - Cascade	8 years	5 years
152E - Super Cascade	10 years	5 years
172B - Cascade	8 years	5 years
172BPS - Cascade - ECOPEAK [®]	8 years	5 years
172E - Super Cascade	10 years	5 years
172EPS - Super Cascade - ECOPEAK [®]	10 years	5 years

If you have any questions regarding this memo, please do not hesitate to contact our sales representative, our Customer Service department, or myself.

Thank you for your continued loyal support of our Proudly Canadian manufactured products.

Best Regards,



Frédéric Perrin, P. Eng.
National Sales Director

*Excluding Newfoundland