

## WHAT TO DO ON WARRANTY CLAIMS ON HEATERS

Giant Factories Inc. warrants each residential electric and gas water heater for six (6) full years (six (6) full years for oil-fired) and each commercial electric and gas water heater for three (3) full years against “inner tank leakage only” from the date of installation. If a water heater is proven to be leaking in the 1<sup>st</sup> year, it must be returned (freight collect by an authorized Giant carrier) to 313 Broadway Avenue, Montreal-East, QC, H1B 5A5 for inspection and testing with its serial plate still affixed. Water heaters **must not** be returned on pallets. A completed warranty claim form with a Return Goods Authorization Number (RGA) **must** accompany the water heater. To obtain an RGA number, please contact our Warranty Claims Department at #1-800-363-9354, option #1. If a water heater is returned without the serial plate, warranty claim form, or an RGA number, credit will **not** be issued. Normally only the serial plate attached to a completed warranty claim form with RGA number must be returned to Giant Factories Inc. for water heaters that have been installed for more than one (1) year. Please note that Giant Factories Inc. reserves the right to ask for the return of any water heater, claimed to be defective which has been installed for more than one (1) year, for verification purposes. **BEFORE DISPOSING OF ANY WATER HEATER YOU MUST** contact the Warranty Claims Department at #1-800-363-9354, option #1. After inspection and testing at the factory, if a water heater has been found to have a manufacturing defect, a credit note will be issued promptly to the distributor for 100% of their purchase price. No re-installation charges will be considered on water heaters, which have been installed for more than three (3) months. *Less than 2% of all water heaters/parts returned to Giant for inspection and testing are found to be defective.*

## WHAT TO DO ON WARRANTY CLAIMS ON COMPONENT PARTS

Giant Factories Inc. warrants all water heater components for their replacement value only, up to 1 year from date of installation. Any parts claimed to be defective, which are guaranteed for 1-year, **must** be returned to the factory for inspection and testing before Giant will acknowledge or consider a labour claim. If elements, thermostats, gas controls, etc. are found to be defective within the 1-year warranty period due to a manufacturing defect, Giant may consider paying a reasonable labour claim depending on the circumstances.

## ELECTRIC WATER HEATERS “PROBLEMS”

If a customer claims to be having “problems” with their Giant electric water heater, the first thing to do is to find out what the model number is, what the serial number is, and what the date of installation was; then, try to find out exactly what the “problem is”. When a customer claims that their water heater won’t heat properly, doesn’t work right, etc..., it is not a valid reason for the water heater to be replaced or returned. 98% of all water heaters serviced in the field or returned as defective are OK and the real problem is due to a faulty installation, usually made by a Do-It-Yourself individual and not a licensed plumber. The most common problem being a “Dry-Fired” element. This is caused when power is connected to the water heater and turned on before the water heater has had a chance to fill completely with water. The immersion element is exposed to the air and when heated, burns out within a few seconds. You can identify a “Dry-Fired” element, as it will be soft, usually cracked and will bend easily. This is the most common non-warranty problem with electric water heaters. Other non-warranty problems are: loose nipple, wrong size fuses, an element gasket needing replacement, anodes/dip tubes removed or broken because the water heater was transported on its side, etc... Most of the reported “problems” can be easily solved either by telephone or in the field, by calling one of our local sales agents who have the expertise to either solve the problem themselves or get someone to do so. Please refer to the **TROUBLE SHOOTING guide** (contained in this

binder) entitled “*Common Problems for Electric Models*” which outlines *Conditions, Causes & Remedies*. Getting to know this information may save you a lot of time and aggravation. Also, feel free to call your local sales representative (refer to Directory – first page of this binder) or our Customer Service Department at the factory at 1-800-363-9354, option #1.

## **GAS WATER HEATERS “PROBLEMS”**

If a customer claims to be having “problems” with their Giant gas water heater, the first thing to do is to find out what the model number is, what the serial number is, and what the date of installation was; then, try to find out exactly what the “problem is”. Common complaints are: the relief valve is leaking, the pilot light won’t remain lit, insufficient hot water, a small amount of water on the floor, etc... All of these complaints and many more are not necessarily the fault of the water heater and can be easily solved.

Some examples are a surge in water pressure or restriction in the cold water line (such as a check valve) which causes the relief valve to do its job (i.e.: relieve the pressure). Most often when the pilot light won’t stay lit, it is caused by cold down drafts, a poorly adjusted gas control valve which may cause either not enough hot water or extremely high temperature hot water, etc... etc... Most of the reported “problems” can be easily solved either by telephone or in the field, by calling one of our local sales agents who have the expertise to either solve the problem themselves or get someone to do so. Please refer to the **TROUBLE SHOOTING guide** (contained in this binder) entitled “*Common Problems for Gas Models*” which outlines *Conditions, Causes & Remedies*. Getting to know this information may save you a lot of time and aggravation. Also, feel free to contact your local sales representative (refer to Directory – first page of this binder) or our Customer Service Department at the factory at 1-800-363-9354, option #1.

## **RECAP OF WARRANTY CLAIM PROCEDURES**

Again, the first step when a customer claims there is a problem with their water heater is to contact your local sales representatives or Giant Factories Inc. immediately, with the model number and serial number from the water heater. If the water heater is less than 6-years old and leaking, it will be replaced as outlined above. If the water heater is not working due to an electrical or gas control problem, Giant Factories Inc. reserves the right (at their discretion) to send out an unbiased, licensed plumber/gas fitter to inspect the water heater. If a component part is proven to have a manufacturing defect, and is under 1-year old, a replacement part will be supplied at no charge to your store. If the water heater does not work due to negligence or lack of expertise when making the installation, the customer will be billed for the service call and any new parts required. Your employee making the service request (and/or your customer) will be notified of this policy before any work is done so that there will be no question or confusion as to who will be liable for the service call and repair, based on the findings of our plumber/gas fitter.

**No one likes to be out of hot water!** This warranty procedure has been provided to help handle each claim as quickly and efficiently as possible. If you have any questions or concerns, please contact your local sales representative (refer to Directory – first page of this binder) or our Customer Service Department at the factory at 1-800-363-9354, option #1.