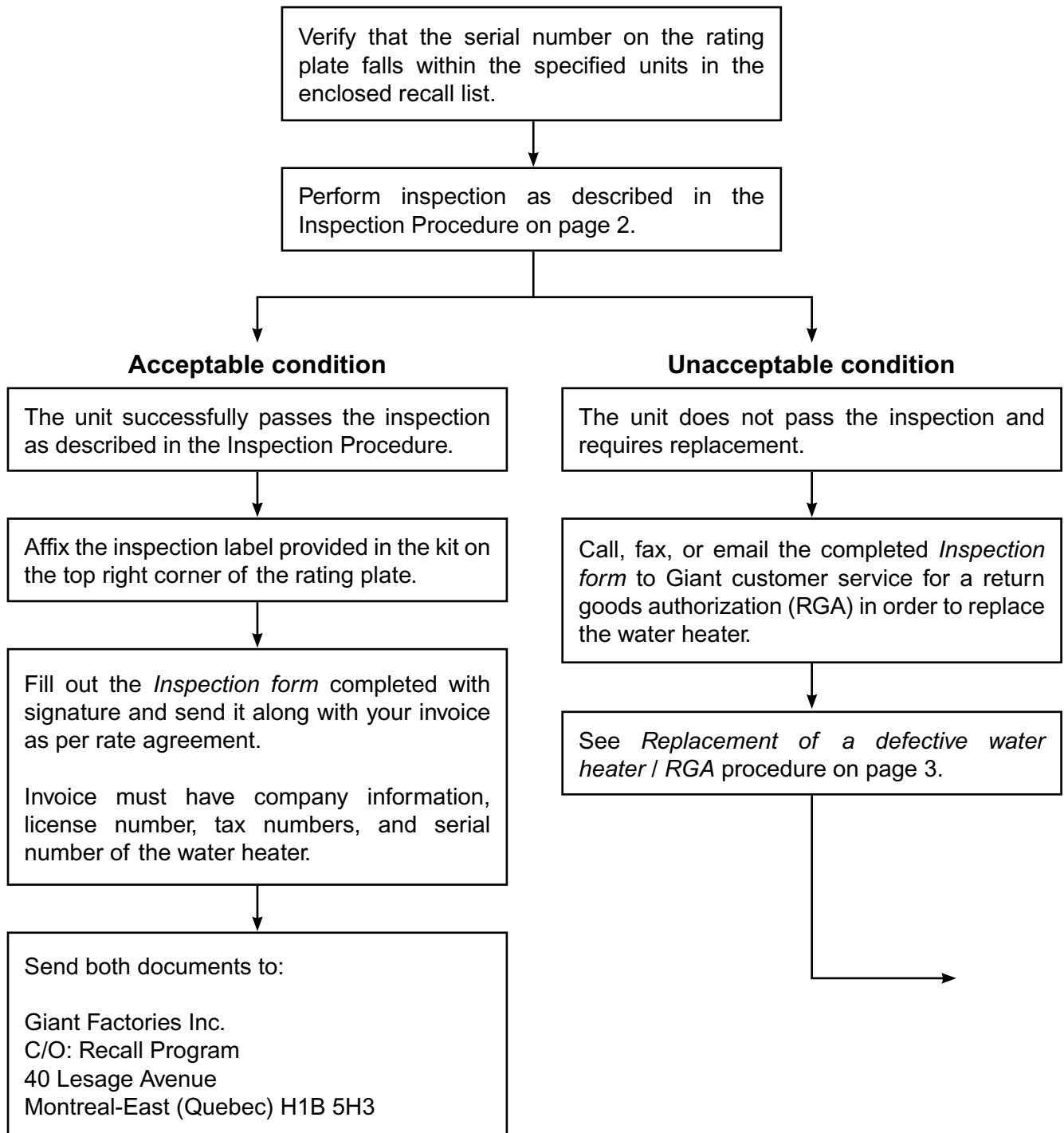
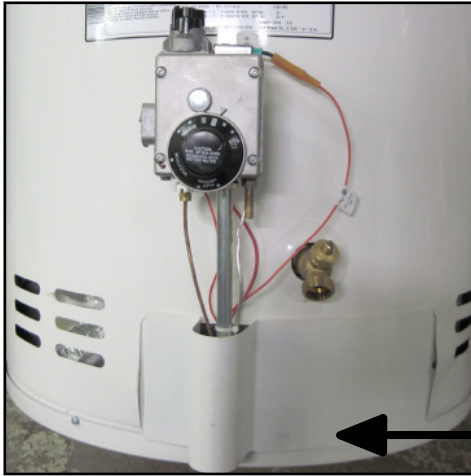


FLOW CHART / PROCESS



COMBUSTION CHAMBER INSPECTION PROCEDURE

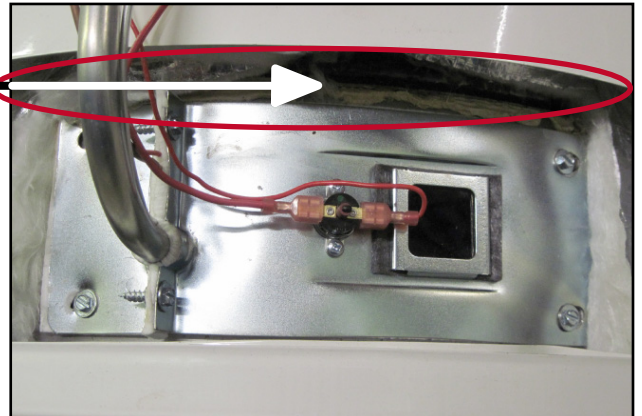


As a follow-up to our voluntary product recall on residential atmospherically vented gas fired water heaters, we developed the following inspection procedure in order to identify a defective seal in combustion chambers that may represent a safety concern in the unlikely presence of flammable vapors in the vicinity of the water heater. The following procedure applies to any residential gas fired water heaters listed on our recall notice.

1. Verify that the serial number on the rating plate corresponds to one of the serial numbers linked to the targeted water heaters.
2. Remove the outer access door.

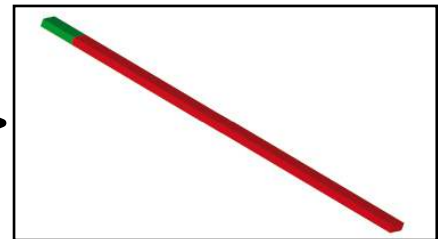
OUTER ACCESS DOOR

JOINT BETWEEN THE INNER TANK AND THE COMBUSTION CHAMBER



3. Visually inspect the joint between the inner tank and the combustion chamber, where there is no insulation.

INSPECTION TOOL



4. Search for any gap between the inner tank and the combustion chamber by using the inspection tool supplied in the kit. Firmly push the tool tip (green end) into the joint, along the seal at different angles, in order to try and insert it into the combustion chamber. Make sure that the inspection tool is clean and not damaged, scarred or scratched before using. Otherwise, use a new tool.

Acceptable condition:

If the inspection tool cannot be inserted deeper than the green section on the tool, into the joint between the combustion chamber and the tank, the water heater is safe. The outer access door must be repositioned. Affix the inspection label provided in the kit, on the top right corner of the rating plate, with the initials of the inspector and the inspection date.

SAFETY CHECK	
BY	DATE

Unacceptable condition:

If the inspection tool can be inserted deep enough to cover a portion of the red section of the tool, into the joint between the combustion chamber and the tank (i.e. to the point where the green is not visible on the tool), the water heater needs to be replaced with an equivalent model.

REPLACEMENT OF A DEFECTIVE WATER HEATER / RGA PROCEDURE

Upon receipt of a completed inspection form, Giant will issue the RGA number (Return Goods Authorization) as soon as possible, and inform you regarding the next steps.

CONTRACTOR (INSPECTOR)

You can either contact your distributor / retailer or Giant directly to obtain a RGA number.

Once the replacement unit is installed, the contractor must send the *Inspection form* with an invoice as per the rate agreement to Giant with the following information:

- Complete Installer information: Contact, company name, license number, address, tax numbers with defective and replacement water heater serial numbers.

Payment will be issued directly to the installer for replacement of the water heater.

HOW TO OBTAIN A RETURN GOODS AUTHORIZATION (RGA)

All claims for the replacement of a defective water heater after inspection must be accompanied by a return goods authorization number (RGA) that can be obtained by:

1. PHONE

- By calling the Giant customer service department at 1-800-363-9354, #1 or extension #239 (Monday through Friday) for complete instructions;

2. FAX

- By sending the *Inspection form* by fax at 1-514-640-0969 with complete information requested:
 - Date
 - Defective (Failed) water heater: Serial number, model number.
 - Complete Installer information: Contact, company name, telephone, fax, email
 - Wholesale or store information: Contact, branch name, number, telephone, fax
 - Complete Homeowner information

3. EMAIL

- By emailing the *Inspection form* at: recall@giantinc.com

RETURN OF DEFECTIVE PRODUCT BY THE DISTRIBUTOR / RETAILER

Giant will request the return of any defective water heater, freight collect by an authorized Giant carrier, from the distributor or retailer to our factory. A credit will be issued promptly and directly to the appropriate branch that has supplied and returned the completed RGA document with the serial number of the replacement water heater.

WATER HEATER RECALL INSPECTION PROGRAM Inspection Form

Control number: _____

For individual use

This form must be completed during the inspection of the water heater

Product information			
Model Number		Serial Number	
Contractor Information			
Contractor Name	City	Phone Number	Contact Name
Distributor / Retailer Information			
Branch Name	City	Phone Number	Contact Name
Homeowner Information			
Name	Address	Province or State	Postal Code

Check List		
	YES	NO
Did the unit pass the inspection?		
Did you affix the sticker on the unit?		
Did you return the defective unit to the distributor / store?		

Details required on your invoice:

Company name, address, province, postal code, license number, tax numbers, and total amounts as per rate agreement.

Signature: _____ Date: ____/____/____



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 General fax: (514) 640-0969 Customer - Service fax: (514) 645-8413

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