

LIMITED WARRANTY FOR PERFORMANCE SERIES UGTC-152, UGTC-199

The manufacturer warrants that, subject to verification of a warranty claim within the warranty period as described below, it will take the necessary corrective action to either repair or replace a water heater or component part which is determined to be defective in material or workmanship, subject to the terms and conditions outlined in this document. Further, any replacement water heater or component part supplied under warranty will carry only the unexpired portion of the original water heater's warranty. The number of replacement water heaters is limited to one (1) per original unit purchased. If due to some extremely unusual circumstances, a replacement water heater or component part is found by our inspection and testing department to be defective, another heater or component part will be supplied to fulfill the obligation of the warranty of the original heater.

What is covered?

The Giant Standard Limited Warranty covers any defects in materials or workmanship when the product is installed and operated according to Giant written installation instructions, subject to the terms within this Limited Warranty document. This Limited Warranty applies only to products that are installed correctly. Improper installation may void this Limited Warranty. Giant strongly suggests that you use a licensed professional who has attended a Giant installation training class before installing this water heater. This Limited Warranty coverage as set out in the table below extends to the original purchaser and subsequent owners, but only while the product remains at the site of the original installation. This Limited Warranty only extends to the first / original installation of the product and terminates if the product is moved or reinstalled at a new location.

THIS WARRANTY WILL NOT APPLY

- 1) To defects or malfunctions resulting from failure to properly install, operate, or maintain the unit in accordance with the printed instructions.
- 2) If the installation does not conform to CSA and/or ETL Standards as well as any applicable national or local building codes.
 - a) Product being installed in a corrosive environment
 - b) Condensate damage
 - c) Improper venting
 - d) Incorrect gas type
 - e) Incorrect gas or water pressure

How long does warranty coverage last?

Period of coverage is reduced to three (3) years from date of purchase when used as a recirculating water heater within a hot water recirculation loop, where the water heater is in series with a recirculation system and all recirculating water flows through the water heater, and where an aquastat / thermostat, timer, or an on-demand recirculation system is not incorporated.

Item	Period of Coverage (from date of purchase)		
	Residential Applications	If used for both residential water heating and space heating purposes	Commercial Applications
Heat Exchanger	12 years (1) (2) (3)	10 years (1) (3)	5 years
All Other Parts and Components		5 years	
Reasonable Labor		1 year	

On-demand recirculation is defined as a hot water recirculating loop or system that utilizes existing hot and cold lines or a dedicated return line, and only activates when hot water is used. It can be activated by a push button, motion sensor, or voice activation but not by a temperature sensor. A timer added to a standard recirculating pump is not considered as on demand.

(1) Period of coverage is reduced to five (5) years from date of purchase if the Giant water heater temperature setting exceeds 160°F (71°C).

NOTE: The integrated controller on indoor models has a one (1) year warranty on parts.

- 3) To any damage or failure caused by abuse, accident, fire, floods, freezing, or other acts of God.
- 4) To any damage or failure caused by operating the heater without an approved temperature and pressure-relief valve having been installed.
- 5) To any damage or failure caused by utilizing the heater in conjunction with any other energy saving device or other source(s) of energy not approved Giant; or for other than use with potable water without any additives such as salt, chlorine, or chemicals other than those added for the purpose of rendering the water fit to drink.
- 6) To any damages or failure caused by having affixed to the heater any replacement part(s) manufactured by another company or replacement part(s) not approved by the manufacturer.
- 7) To any damage caused by not having the water heater installed adjacent to a free-flowing drain in the event of water leakage.
- 8) If the heater is operated at water temperatures exceeding the maximum setting of the operating and/or high limit control or the heater is not supplied with potable water, free to circulate at all times.
- 9) Incorrect sizing.
- 10) Improper maintenance (such as but not limited to scale build-up, freeze damage, or vent blockage).
- 11) Problems or damage due to fires, flooding, electrical surges, freezing or any acts of God.
- 12) If the heater is installed outside of Canada or the United States.

There is no warranty coverage on product installed in a closed loop application, commonly associated with space heating only applications.

Use of an MCC-91-2 controller in a residential dwelling will reduce the warranty coverage to that of a commercial warranty application except when an MCC-91-2 is used with a hydronic air handler for temperatures no higher than 160°F (71°C).

This Limited Warranty does not apply to any product whose serial number or manufacture date has been defaced.

This Limited Warranty does not cover any product used in an application that uses chemically-treated water such as a pool or spa heater.

SHIPPING COSTS

If a water heater or component part is deemed to be replaced, the manufacturer will pay the transportation costs of the replacement unit to a convenient authorized distributor or retailer as selected by us. You must

pay any local cartage including the cost of returning the replaced item to the authorized distributor or retailer from whom the replacement is coming from.

HOW TO MAKE A CLAIM

Any claim for warranty service should be made to your contractor, wholesaler, or retailer from whom the water heater was purchased. In turn, said contractor, wholesaler, or retailer will contact the manufacturer from whom they purchased the heater. If this procedure cannot be followed, you must contact any other local contractor, wholesaler, or retailer handling our water heaters. Also, for warranty information you may call the manufacturer's customer service department at (514) 645-8893 or 1-800-363-9354, option 1. We suggest that prior to calling the factory that you make sure to have the model number and serial number that is to be found on the outside casing of the heater. Proof of purchase showing the date, name, and place of the business from whom the water heater was purchased is essential to settle any warranty claim dispute over the length of the period of installation. If an exact replacement is not available, a current model water heater or component part with comparable operating features will be provided by the manufacturer. If government regulations or industry standards require the replacement model water heater or component part to have features not found on the defective model water heater or component part, you will be charged the difference in price associated with these required features. If you pay the difference in price for these required features, you will receive a complete new Standard Basic Limited Warranty for the replacement water heater.

MISCELLANEOUS

No one is authorized to make any other warranties on the manufacturer's behalf. Any implied warranties of any nature offered by a third party other than what is stated in this Standard Basic Limited Warranty will not be honoured. No claims for incidental or consequential damages (including damages from leakage) will be accepted.

LIMITATION ON WARRANTIES

Giant Factories Inc. shall not be liable for indirect, incidental, special, consequential or other similar damages that may arise, including lost profits, damage to person or property, loss of use, inconvenience, or liability arising from improper installation, service, or use.