

GENERAL

This document forms part of the Standard Basic Limited Warranty (henceforth to be referred to as the Standard Warranty) which is found in the Owner’s Manual that comes with the water heater. Further, this document is an extension to the length of time as outlined in the Standard Warranty. Also, all of the terms & conditions as outlined in the Standard Warranty prevail over this document. Any GIANT replacement water heater or component part supplied under warranty will carry only the unexpired portion of the original water heater’s warranty. If due to some unusual circumstances, a replacement water heater or component part is proved to be defective, another heater or component part will be supplied to fulfill the obligation of the length of the warranty of the original water heater.

THE INNER TANK

If the inner tank of a “SUPER CASCADE” model fails within TEN (10)¹ years after the date of the original installation, EIGHT (8)¹ years on CASCADE models, GIANT will provide a replacement water heater to the party from whom the unit was originally purchased. As noted in our Standard Warranty, if the heater is installed in other than a single family dwelling, the tank warranty is limited to ONE (1) year from the date of installation. If an exact replacement is not available for any reason, GIANT reserves the right to provide a comparable model water heater.

¹ FIVE (5) years on all models in Newfoundland.

COMPONENT PARTS

If any component part is found to be defective within FIVE (5)² years from the date of original installation, provided said defective part is a GIANT in-house factory-made piece or an original factory approved OEM piece, GIANT will furnish a replacement part after the receipt and testing of the part claimed to be defective.

² ONE (1) year on the anode for all models.

THIS WARRANTY DOES NOT APPLY IN THE FOLLOWING CASES:

- 1) To defects or malfunctions resulting from failure to properly install, operate, or maintain the unit in accordance with the Owner’s Manual.
- 2) If the installation does not comply with CSA Standards, in particular, but not limited to, the existing CAN/CSA-C652 Standard (*Installation of Electric Storage Tank and Heat Pump Water Heaters for Residential Use*), CSA-B149.1 (*Natural gas and propane installation code*) as well as any other existing codes or standards, local regulations, and good practices.
- 3) To any damage or failure caused by abuse, fire, floods, freezing, or other acts of God.
- 4) To any damage or failure caused by operating the unit without an approved temperature & pressure-relief valve having been installed.
- 5) To any damage or failure caused by powering any energy source while the equipment is empty or partially empty or contains sediment build-up resulting in dry firing of the heating elements.
- 6) To any damage or failure caused by connecting the unit to any other source of energy not approved by GIANT or by operating the equipment for other use than 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.

- 7) To any damage or failure caused by the removal of the anode and/or by not assuring that there is a working anode in the unit at all times. **“All anodes must be checked at least once every two (2) years & replaced, if necessary”**. The installation of an anode that does not comply with the requirements of the existing CAN/CSA-C309 Standard (*Performance Requirements for Glass-Lined Storage Tanks for Household Hot Water Service*), particularly in regards to the manufacturing, installation, and composition of the replacement anode, will instantly void the warranty. The same applies, but is not limited to, the non-compliance of the CAN/CSA-C191, CAN/CSA-C22.2, and CSA-B149.1 Standards.
- 8) To any damage or failure caused by the use of the unit with a water softener if the magnesium anode has not been replaced by an aluminum anode approved by Giant, as well as the addition of zinc pellets.
- 9) To any damage or failure caused by having affixed to the unit any non-factory made or factory approved replacement part(s), such as elements, controls, dip-tubes, anode, induced-current anode, relief valves, etc.
- 10) To any damage caused by not having the unit installed adjacent to a free-flowing drain or in a pan or basin connected to such free-flowing drain.
- 11) For all equipment operated at water temperatures exceeding the maximum operating setting of the thermostat and/or the high limit control, at a pressure exceeding the one listed on the rating plate, for equipment subject to a water-hammer effect that reverses the bottom of the tank, units that are installed in a closed-looped system without any adequate expansion tank³ being installed as well as equipment installed in a system equipped with a backflow preventer, a pressure-reducing valve, or any other device, such as a check valve, without an adequate expansion tank being installed.
- ³ Or any other method accepted by the competent authority.
- 12) To any unit drained for wintering purposes.
- 13) To any performance issue caused by the poor selection of equipment, power supply, wiring, or fuse / breaker.
- 14) To any unit from which the rating plate has been removed or altered.
- 15) To any break or damage caused by a water-hammer effect coming from, but not limited to, a quick-closing valve, a solenoid valve, or any other valves without an adequate pre-fabricated expansion tank being installed in compliance with existing codes, standards, and good practices.
- 16) To any issue caused by the installation of water connections not compatible with the equipment input and output “NPT” connections.
- 17) To any unit installed outside of Canada or the United States.

SERVICE LABOUR RESPONSIBILITY

This warranty does not cover any labour expense for service, removal, or re-installation of a replacement heater. All such expenses are the responsibility of the water heater original owner.

SHIPPING COSTS

If a water heater or component part is deemed to be replaced, GIANT will pay the transportation costs of the replacement unit to a convenient authorized distributor as selected by us. You must pay any local cartage including the cost of returning the replaced item to the authorized distributor from whom the replacement is coming from.

CLAIM PROCEDURE

Any claim for warranty service should be made to your contractor, distributor, or dealer from whom the water heater was purchased. In turn, said contractor, distributor, or dealer will contact GIANT from whom they purchased the heater. If this procedure cannot be followed, contact any other local contractor handling GIANT water heaters. Also, for warranty information you may call our customer service department at 514-645-8893 or 1-800-363-9354, Option 1. We suggest that prior to calling the factory, you make sure to have the model & serial number that is found on the outside casing of the heater. Proof of purchase showing the date, name, and place of business from whom the water heater was purchased is essential to settle any warranty claim dispute over the length of the period of installation.

MISCELLANEOUS

No one is authorized to make any other warranties on GIANT’s behalf. Any implied warranties of any nature offered by any third party other than the manufacturer will not be honoured. No claims for incidental or consequential damages (including damages from inner tank leakage) will be accepted. We suggest that you immediately complete the information below and return it along with the Standard Limited Warranty card to our warranty department at the address indicated on the card. Further, we suggest that you keep a copy of this extended warranty for your files.



Certificate of Limited Warranty

PREMIUM QUALITY RESIDENTIAL
ELECTRIC EXTRA ENERGY EFFICIENT
WATER HEATERS WITH 2” (5 cm)
GREENFOAM ECO-FRIENDLY INSULATION



| | | |
|----------------------|----------------|-----------------|
| CASCADE SERIES | Nº 152B-3F7M | 41 (Imp. Gals.) |
| | Nº 172B-3F7M | 61 (Imp. Gals.) |
| | Nº 172BPS-3F7M | 61 (Imp. Gals.) |
| SUPER CASCADE SERIES | Nº 152E-3F8M | 41 (Imp. Gals.) |
| | Nº 172E-3F8M | 61 (Imp. Gals.) |
| | Nº 172EPS-3F8M | 61 (Imp. Gals.) |

NB – With the above model numbers, you can replace the suffix “3” (240 Volts) with the number “2” (208 Volts) or “1” (120 Volts).

| |
|----------------------------|
| Homeowner Name |
| Installation Address |
| Telephone Number |
| Water Heater Model Number |
| Water Heater Serial Number |

| |
|---------------------------------|
| Name of Licensed Plumber |
| Business Address |
| Telephone Number |
| Plumber’s I.D. Number (license) |
| Installation Date |