



## WARRANTY APPLICATION FORM

A. O. SMITH WPC CANADA

599 Hill Street West, Fergus, ON N1M 2X1

Validate & check the status  
of your claim on-line @

[www.hotwaterhelp.net](http://www.hotwaterhelp.net)

Enquiry Line: 888-479-8324

Fax: 519-787-5500

Validation / RGA # (if applicable) \_\_\_\_\_

Distributor: (Required information)	Address:	Prov.	Postal Code	Phone:
				Fax:
Contractor/Installer:	Address:	Prov.	Postal Code	Phone:
Owner:	Address:	Prov.	Postal Code	Phone:

### A. Complete Water Heater Replacement

\* All tanks within the first year must be returned unless authorised

Original Model # S/N

Date Installed:

DD MM YY

Replacement Model # S/N

Date Replaced:

Serial # before 2008 = 10 digits. After Jan. 2008 = 11 digits

Extended Warranty #

Reason for replacement (describe failure as fully as possible)

### B. Parts & Component Replacement Only

Serial # of heater part failed on:

Failed Part #	Replaced With #	Date Replaced	Part Returned	Yes	No

Reason for replacement:

Name of Applicant

Company

Date Submitted

#### Please note:

1. A.O. Smith reserves the right to require the return of any product or component being claimed under warranty.
2. A. O. Smith reserves the right to invoice customers for replacement products or parts when received goods are tested and found not to be defective or when products or parts are not returned as required.
3. A. O. Smith will not credit returned goods for which an RGA has not been issued by A. O. Smith. Destructive research may be necessary to determine cause. The sender understands and agrees that goods may not be able to be returned if credit is denied.
4. For heater claims the original data plate from the failed heater must be attached to this form.
5. All claims must be submitted within 30 days to be considered.