



LIMITED WARRANTY  
FOR  
AMERICAN STANDARD  
RESIDENTIAL HEAT PUMP WATER HEATER

**IMPORTANT!**  
**THIS IS A LIMITED WARRANTY!**  
**READ, COMPLETE INFORMATION**  
**REQUIRED AND KEEP**  
**IN YOUR POSSESSION!**

**FILL IN AND RETAIN**  
**(REGISTRATION IS NOT A CONDITION OF THIS WARRANTY)**

MODEL No.:

SERIAL No.:

DATE OF INSTALLATION

DATE: \_\_\_\_\_

MONTH: \_\_\_\_\_

YEAR: \_\_\_\_\_

OWNER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

INSTALLATION ADDRESS: \_\_\_\_\_

\_\_\_\_\_

DEALER'S NAME: \_\_\_\_\_

\_\_\_\_\_

THIS COMPLETED LIMITED WARRANTY SHOULD BE PRESENTED TO THE AUTHORIZED  
AMERICAN STANDARD WATER HEATERS REPRESENTATIVE AT THE TIME OF SERVICE  
OR REPLACEMENT OF THE TANK OR COMPONENT PARTS IS REQUIRED.

*American Standard*<sup>®</sup>

WATER HEATERS

AMERICAN STANDARD WATER HEATERS  
561 NEW YORK DRIVE,  
POMONA, CA 91768  
USA 1-800-900-9063 Ext. 2



**LIMITED WARRANTY  
AMERICAN STANDARD WATER HEATERS  
RESIDENTIAL HEAT PUMP WATER HEATER  
LIMITED WARRANTY COVERAGE IN GENERAL**

AMERICAN STANDARD WATER HEATERS will furnish a replacement water heater in the event of tank failure and will furnish a replacement for any other component part which fails during the normal use and service within the pertinent periods below. In accordance with the terms of this warranty the AMERICAN STANDARD WATER HEATERS replacement water heater or component part will be warranted for only the unexpired portion of the original warranty.

**THE INNER GLASS-LINED TANK**

If the inner glass-lined tank fails within Ten (10) years after the original installation and operation as a result of defects in material and/or workmanship, AMERICAN STANDARD WATER HEATERS will furnish a replacement water heater. If an exact replacement is not available for any reason, AMERICAN STANDARD WATER HEATERS reserves the right to provide a comparable model water heater.

**COMPONENT PARTS OTHER THAN TANK**

If any other part fails within Ten (10) years after original installation and operation AMERICAN STANDARD WATER HEATERS will furnish a replacement part.

**OTHER WATER HEATER COMPONENTS**

The water heater may be installed with other components not manufactured by AMERICAN STANDARD WATER HEATERS ("Other Components"). Other Components are warranted by the manufacturer.

**THIS WARRANTY DOES NOT COVER:**

- a) Defects or malfunctions resulting from failure to properly install, operate or maintain the unit in accordance with the printed instructions provided.
- b) Damage from abuse, accident, fire, flood, freezing and/or similar occurrences.
- c) Any damages or failures caused by operating with the anode rod removed or with either the temperature sensor rod or overheat sensor is removed or T&P obstruction.
- d) Any damages or failures resulting from operation with an empty or partially empty tank (also known as "dry firing").
- e) ANY EVENT WHEREBY TANK FAILURE OCCURS DUE TO THE WATER HEATER BEING OPERATED IN A CORROSIVE ATMOSPHERE OR AT WATER TEMPERATURES EXCEEDING THE MAXIMUM SETTINGS OF THE OPERATING INSTRUCTIONS AND/OR HIGH LIMIT CONTROL OR THE WATER HEATER IS NOT SUPPLIED WITH POTABLE WATER AND FREE TO CIRCULATE AT ALL TIMES. THE TANK MUST NOT BE SUBJECTED TO PRESSURES OR FIRING RATES GREATER THAN THOSE SHOWN ON THE RATING PLATE, WHICH MUST NOT BE ALTERED, DEFACED OR REMOVED.
- f) Defects or damages caused by the use of any item attached to the water heater, including any energy saving device that is not authorized by AMERICAN STANDARD WATER HEATERS.
- g) Units installed outside the 50 United States or the District of Columbia, or not in accordance with applicable local codes, ordinances and/or good trade practices.
- h) THE UNIT HAS BEEN REMOVED FROM ITS ORIGINAL INSTALLATION LOCATION.
- i) Tank failure due to operation of water heater in a closed system in which any backflow device is not compensated for with a thermal expansion tank and of proper size.
- j) Development of noise, taste, odors, discoloration or rusty water.
- k) Failure resulting from metal fatigue due to excessive amounts of sediment, lime or other scale deposits to be allowed to accumulate.
- l) Failure of water heater and/or any component part due to improper installation and/or in violation of relevant state, local plumbing and/or building codes.
- m) Tank failures (leaks) caused by operating the water heater in a corrosive or contaminated atmosphere.
- n) Tank failures caused by operating the water heater when it is not supplied with potable water, free to circulate at all times.
- p) Damages, malfunctions or failures caused by subjecting the tank to pressures, or firing rates, greater than those shown on the rating label.
- r) Units that have had their rating labels removed. A water heater should not be operated if the rating label is removed.
- s) Installation in any building other than a single family residence dwelling, unless individual Water Heaters are installed for each dwelling unit.

**OTHER WATER HEATER COMPONENTS**

This warranty does not cover any labor expense for service, material and/or permits required for removal, repair or installation of the replacement water heater or any component part. All such expenses are the owner's responsibility.

**SHIPPING COSTS**

AMERICAN STANDARD WATER HEATERS will pay the transportation costs for the replacement water heater or part to a convenient delivery point selected by AMERICAN STANDARD WATER HEATERS near the place of installation such as a local AMERICAN STANDARD WATER HEATERS distributor. You must pay any and all local shipping including the cost of returning the replaced water heater or part to a convenient shipping location determined by AMERICAN STANDARD WATER HEATERS if required, such as a local AMERICAN STANDARD WATER HEATERS distributor. NOTE: For water heaters installed in California or Oregon the preceding sentence in this paragraph does not apply.

**HOW TO MAKE A WARRANTY CLAIM**

Any claim for warranty service should be made initially to your contractor or dealer from whom the water heater was initially purchased. If this cannot be done, contact any other local contractor or dealer handling AMERICAN STANDARD WATER HEATERS products or the AMERICAN STANDARD WATER HEATERS Warranty Department:

**561 NEW YORK DRIVE,  
POMONA, CA 91768  
USA 1-800-900-9063 Ext. 2**

WHENEVER A WARRANTY INQUIRY OR REQUEST FOR SERVICE IS MADE, ALWAYS PROVIDE THE WATER HEATERS MODEL NUMBER, SERIAL NUMBER, DATE OF THE INSTALLATION, NAME OF DEALER AND THE TYPE OF FUEL USED (natural gas, propane gas or electric fired).

In most cases your contractor should be able to promptly take the necessary corrective action and thereafter notify ASWH of the In-warranty claim. HOWEVER ANY REPLACEMENTS ARE MADE SUBJECT TO VALIDATION BY AMERICAN STANDARD WATER HEATERS OF IN-WARRANTY COVERAGE. The water heater or component part to be replaced must be made available in Exchange for the replacement.

**MISCELLANEOUS**

No one is authorized to make any other warranties on behalf of AMERICAN STANDARD WATER HEATERS. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE SOLE LIABILITY OF AMERICAN STANDARD WATER HEATERS WITH RESPECT TO ANY DEFECT SHALL BE AS SET FORTH IN THIS WARRANTY ANY CLAIMS FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGE FROM WATER LEAKAGE) ARE EXCLUDED. RELATION OF STATE LAWS TO THIS LIMITED WARRANTY

**RELATION OF STATE LAWS TO THIS LIMITED WARRANTY**

Some states do not allow:

- a) Limitations on the duration of a limited warranty and/or
- B Limitations on incidental or consequential damages. THUS, the above limitations or exclusions may not apply to you. This warranty provides the owner specific legal rights and the owner may also have other rights which vary from state to state.

**IMPORTANT**

COMPLETE AND SUBMIT THIS WARRANTY CERTIFICATE (WHICH INCLUDES DATE OF INSTALLATION) AND RETAIN A COPY. THE EFFECTIVE DATE OF THIS WARRANTY SHALL BE THE DATE OF INSTALLATION, PROVIDED EVIDENCE OF THAT DATE HAS BEEN PRESENTED. OTHERWISE, THE EFFECTIVE DATE SHALL BE THE DATE OF MANUFACTURE PLUS 90 (NINETY) DAYS.

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