

# Homepage

<https://warranty.ariston.com>

## Warranty Wizard

Welcome to the Ariston USA Warranty Wizard

Please select an action below and follow the prompts.

Note: Only authorized distributors will be able to begin a claim

**Begin Here**



Claim History



Authorization  
Code



Get Help

Select products now require pre-authorization before a claim can be filed.

This impacts most Commercial and Lifetime warranty products.

> **More Information**

## Begin Here:

*if your product has been registered, the page looks like below:*

Begin Here

1. Registration Status
2. Warranty Duration- calculated by provided registration information
3. Claims History
4. Replacement Scenario for Discontinued Products
5. Authorization Code Notification, if product requires one
6. Applicable Next Step buttons.

*\*not all items display on every page, only what is applicable will be displayed.*

The screenshot shows a warranty management interface. A large, light pink house-shaped graphic is overlaid on the page, with its roof pointing to the 'Product Information' section, its main body to the 'Warranty Information' section, and its base to the 'Claims History' table. Three blue arrows with white numbers point to specific elements: Arrow 1 points to the 'Serial Number' field, Arrow 2 points to the 'Warranty Expiration Date' field, and Arrow 3 points to the 'New Tank / Heat Exchanger Leak Claim' button.

**Product Information**

Model Number: ENS40H-6 240V 6000W

Serial Number: A22-24689

Date of Manufacture: 1/15/2022  
Installation Date: 6/11/2025  
Installation Type: Residential  
Owner: Jason Alpert  
Installation Zip Code:  
Contractor Company: Test Account

**Warranty Information**

Residential Parts Warranty: 6 years  
Residential Leak Warranty: 6 years  
Replaced Unit Serial Number: replacedTestUnit  
Original Claim: CR2506139115

Warranty Expiration Date (Based on Installation Date)  
06/10/2031  
06/10/2031

**Claims History**

Claim Request Number	Status	Date Opened	Detailed Description	Claim Disposition	Claim Feedback
<input type="radio"/> CR2505139108	Awaiting HTP	May 27, 2025	test		
<input type="radio"/> CR2505139109	Replacement Information N...	May 27, 2025	test		test

Please use one of the applicable next step buttons below.

[Warranty Home](#) [New Parts / Blower Claim](#) [New Tank / Heat Exchanger Leak Claim](#) [Clone Selected Claim](#) [Get Help](#)

## Begin Here:

If your product is **not** registered the page will look like this:

Begin Here

1. Registration Status Notification
2. Warranty Duration, traffic light and calculated expiration date
3. Claims History
4. Replacement Scenario for Discontinued Products
5. Link to products literature, proration schedule, warranty manual
6. Authorization Code Notification, if one is required for product
7. Applicable Next Step buttons

\*not all items display on every page, only what is applicable will be displayed.

HTP PHE199-119

Please use the information below to gauge the remaining warranty for the product in question.

A green light indicates the product is within that eligible warranty period.  
A yellow light indicates the product is within that eligible warranty period, but a proration (reduction) to the warranty applies.  
A red light indicates the product is outside that eligible warranty period.

Serial Number: 031820D1056700

Please register this product to calculate warranty duration based on the installation date.

Date of Manufacture: 3/18/2020

Warranty Expiration Date (Based on Manufacture Date + 30 days)

Residential Parts Warranty: 1 year  
Residential Blower Motor Warranty: 1 year  
Residential Leak Warranty: 12 years  
Commercial Parts Warranty: 1 year  
Commercial Blower Motor Warranty: 1 year  
Commercial Leak Warranty: 5 years

04/15/2021  
04/15/2021  
04/15/2032  
04/15/2021  
04/15/2021  
04/15/2025

Please see the following list of products for our recommended replacement scenario  
EFTU-199WBN, GL-119

Replacement Product Name	Replacement Product Family	Replacement Ariston Stock Code
EFTU-199WBN	Elite FT Ultra	2260032
GL-119	Glass Lined Storage Tank	2250009

Proration may apply for leaks based on the age of the installation, for more information view the warranty here: <http://www.htproducts.com/literature/lp-225.pdf>

> Owner - Next Steps  
> Contractor - Next Steps  
> Distributor - Next Steps

This product requires authorization by Ariston to submit a Tank / Heat Exchanger Leak claim.  
Please use one of the applicable next step buttons below.

Please use one of the applicable next step buttons below:

Warranty Home Register Product Get Help

# Claim History:

*Expanded options for searching claim history*



Claim History

\* Pick an option

1 ☐ Enter serial number to see all claims for a specific product

2 ☐ Enter claim number to see an specific claim

3 ☐ Enter email address of a claim submitter

## Search Claim History by:

1. *Serial Number*
2. *Claim Request Number*
3. *Submitters Email address*



## Claim History by Submitter's Email

Search

Claim Number ↑	Serial Number	Model Number	Status	Claim Type	Open Date ↑	Closed Date	Customer Reference Number
CR2505139109	A22-24689	ENS40H-6 240V 6000W	Replacement Information Needed	Parts	5/27/2025		
CR2505139108	A22-24689	ENS40H-6 240V 6000W	Awaiting HTP	Parts	5/27/2025		
CR2505139098	3251200U4241030000112	ELV055C2X055N	Awaiting HTP	Parts	5/14/2025		

Warranty Home



Page 1 out of 1 || Total Records: 3 (1 - 3)

## Authorization Code:

*Some products and parts will require an authorization code prior to submitting a warranty claim*



1. **REQUEST**- Also notifies if product or part requires an authorization code before submitting a request.
2. **VALIDATE**- Check Serial Number and Authorization Code: red text = one or both items incorrect. Green text = valid

Authorization Code

\* Pick an option

☐ Request Authorization Code

☐ Validate Authorization Code

Authorization Code

Please enter your Authorization Code & Serial Number

Serial Number:

\* Pick an option

☐ This is for a part

☐ This is for a leak

Request Authorization Code

Authorization Code

Please enter your Authorization Code & Serial Number

Serial Number:

A22-24689

\* Pick an option

☐ This is for a part

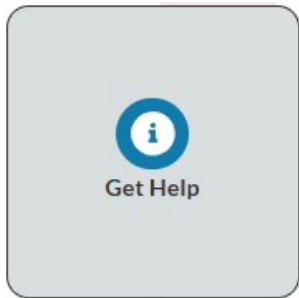
☒ This is for a leak

An authorization code for a leak claim is not required for this unit.

Warranty Home Continue Get Help

# Get Help:

*FAQ's and inquiries for help*



**1. Frequently Asked Questions and Answers-** *linked to helpful resources, providing quick solutions.*

**2. Contact Us-** *Submit an inquiry to one our Warranty Team members.*

