



# LIMITED RESIDENTIAL ELECTRIC WARRANTY

THIS WARRANTY IS APPLICABLE TO THE ORIGINAL OWNER ONLY. If the glass lined tank in this water heater shall prove upon examination by A. O. Smith Corporation (the warrantor) to have leaked during the warranty period in normal use, due to natural corrosion from potable water therein, the warrantor will furnish the ORIGINAL OWNER a replacement A. O. Smith water heater of equivalent size and current model, or a replacement part for any component part which fails in normal use, in accordance with the warranty terms and conditions specified below. Anode rods are consumable maintenance parts and are excluded from warranty coverage.

THE A. O. SMITH REPLACEMENT MODEL OR PART WILL BE WARRANTED FOR ONLY THE UNEXPIRED PORTION OF THE ORIGINAL WARRANTY. The warranty period will be determined by the original installation date of the water heater. PROOF-OF-PURCHASE AND PROOF-OF-INSTALLATION ARE NECESSARY TO VALIDATE THIS WARRANTY. This warranty is not transferable and applies to models listed in Table 1 and Table 2. See the rating label on the water heater for model information.

**TABLE 1**

SINGLE FAMILY RESIDENTIAL WARRANTY		
MODEL	WARRANTY PERIOD	
	TANK	PARTS
SUN-65	6 YEARS	6 YEARS
SUN-80	6 YEARS	6 YEARS
SUN-120	6 YEARS	6 YEARS
SUNX-80	6 YEARS	6 YEARS
SUNX-120	6 YEARS	6 YEARS

**TABLE 2**

COMMERCIAL APPLICATION WARRANTY		
MODEL	WARRANTY PERIOD	
	TANK	PARTS
SUN-65	3 YEARS	1 YEAR
SUN-80	3 YEARS	1 YEAR
SUN-120	3 YEARS	1 YEAR
SUNX-80	3 YEARS	1 YEAR
SUNX-120	3 YEARS	1 YEAR

When the water heater has been used for other than single family residential application the warranty periods in Table 2 for commercial applications shall apply as follows: 1. The tank warranty shall be reduced to 3 years. 2. The parts warranty shall be reduced to 1 year for all models.

Returned parts which meet any of the following conditions are not covered by this warranty: 1) improper installation or removal; 2) damaged by other than normal wear; 3) replaced for cosmetic purposes; or 4) returned with defaced date codes.

### CONDITIONS AND EXCEPTIONS

This warranty shall apply only when the water heater is installed and operated in accordance with: 1) all local fire codes and plumbing codes, ordinances and regulations; 2) the

printed instructions provided with it; 3) good industry practices; and 4) proper safety practices such as but not limited to a properly sized drain pan if installed in an area where leakage from connections of the tank would result in damage to the area adjacent to the heater. In addition, a new temperature and pressure relief valve, certified to ANSI Z21.22 must have been properly installed and piped to the nearest drain.

This warranty shall apply only when the water heater is:

- owned by the original purchaser;
- used at temperatures not exceeding the maximum calibrated setting of its thermostat;
- not subjected to excessive water pressure fluctuations and not subject to an operating pressure greater than 150 PSI.;
- filled with potable water, free to circulate at all times and with the tank free of damaging water sediment or scale deposits;
- used in a non-corrosive and non-contaminated atmosphere;
- used with factory approved anode(s) installed;
- in its original installation location;
- in the United States, its territories or possessions, and Canada;
- sized in accordance with proper sizing techniques for residential water heaters;
- bearing a rating plate which has not been altered, defaced or removed except as required by the warrantor;
- used in an open system or in a closed system with a properly sized and installed thermal expansion tank;
- operating at proper voltage and wattage;
- maintained in accordance with the instructions printed in the manual included with the heater.
- installed with no attempted, nor actual modification or alteration of the water heater's design in any way, including but not limited to, the attachment of non-company approved appliances or equipment, including any additional aftermarket equipment introduced into the sealed system.

### ADDITIONAL CONDITIONS AND EXCEPTIONS FOR SUNX MODELS

This warranty shall apply only to SUNX-80 and SUNX-120 models when these additional conditions are met:

- the single wall indirect heat exchanger coil is used in closed loop systems.
- the single wall indirect heat exchanger coil is filled with a mixture of distilled or de-mineralized water and propylene glycol containing corrosion inhibitors (such as Dowfrost™) with a 50% by volume maximum dilution rate.
- the single wall indirect heat exchanger coil IS NOT filled with a toxic liquid.
- the single wall indirect heat exchanger coil is used with any heat transfer fluid other than that specified.

Any accident to the water heater or any part thereof (including freezing, fire, floods, or lightning), any misuse, abuse or alteration of it, any operation of it in a modified form, or any attempt to repair tank leaks or parts, will void this warranty.

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## SERVICE AND LABOR RESPONSIBILITY

UNDER THIS LIMITED WARRANTY, THE WARRANTOR WILL PROVIDE ONLY A REPLACEMENT WATER HEATER OR PART THEREOF. THE OWNER IS RESPONSIBLE FOR ALL OTHER COSTS.

Such costs may include but are not limited to:

- a. Labor charges for service, removal, or reinstallation of the water heater or part thereof.
- b. Shipping and delivery charges for forwarding the new water heater or replacement part from the nearest distributor and returning the claimed defective heater or part to such distributor except in the state of California where such charges are the manufacturer's responsibility.
- c. All cost necessary or incidental for handling and administrative charges, and for any materials and/or permits required for installation of the replacement heater or part.

## LIMITATION ON IMPLIED WARRANTIES

Implied warranties, including any warranty of merchantability imposed on the sale of this heater under state law are limited to one year duration for the heater or any of its parts. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

## CLAIM PROCEDURE

Any claim under this warranty should be initiated with the dealer who sold the heater, or with any other dealer handling the warrantor's products. If this is not practical, the owner should contact:

A. O. Smith Water Products Company, 500 Tennessee Waltz Parkway, Ashland City, TN 37015. Phone: 1-800-527-1953 or visit our website: [www.hotwater.com](http://www.hotwater.com).

Canadian customers should contact A. O. Smith Enterprises, Ltd., P.O. Box 310-768 Erie Street, Stratford, Ontario N5A 6T3, (800) 265-8520.

The warrantor will only honor replacement with identical or similar water heater or parts thereof which are manufactured or distributed by the warrantor.

Dealer replacements are made subject to in-warranty validation by warrantor.

PROOF-OF-PURCHASE AND PROOF-OF-INSTALLATION DATES ARE REQUIRED TO SUPPORT WARRANTY FOR CLAIM FROM ORIGINAL OWNER. THIS FORM DOES NOT CONSTITUTE PROOF-OF-PURCHASE OR PROOF-OF-INSTALLATION.

## DISCLAIMERS

NO EXPRESS WARRANTY HAS BEEN OR WILL BE MADE IN BEHALF OF THE WARRANTOR WITH RESPECT TO THE MERCHANTABILITY OF THE HEATER OR THE INSTALLATION, OPERATION, REPAIR OR REPLACEMENT OF THE HEATER OR PARTS. THE WARRANTOR SHALL NOT BE RESPONSIBLE FOR WATER DAMAGE, LOSS OF USE OF THE UNIT, INCONVENIENCE, LOSS OR DAMAGE TO PERSONAL PROPERTY, OR OTHER CONSEQUENTIAL DAMAGE. THE WARRANTOR SHALL NOT BE LIABLE BY VIRTUE OF THIS WARRANTY OR OTHERWISE FOR DAMAGE TO ANY PERSONS OR PROPERTY, WHETHER DIRECT OR INDIRECT, AND WHETHER ARISING IN CONTRACT OR IN TORT. THE LIMITED WARRANTY IS VOIDED IF THE MAINTENANCE PROCEDURES LISTED IN THE OWNER'S INSTRUCTION MANUAL ARE NOT FOLLOWED.

Some states do not allow the limitation or exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Fill out the information below and keep with water heater.

## IMPORTANT INFORMATION

Model Number _____
Serial Number _____
Installation Information:
Date Installed _____
Company's Name _____
Street or P.O. Box _____
City, State, and Zip Code _____
Phone Number _____
Plumber's Name _____