



## STANDARD BASIC LIMITED WARRANTY

ON RESIDENTIAL ELECTRIC, GAS-FIRED WATER HEATERS AND STORAGE TANKS  
(Hereunder referred to as "Unit" or "Equipment")

### GENERAL

The manufacturer warrants that, subject to verification of your warranty claim within the warranty period described below, the necessary corrective actions will be taken to either repair or replace the defective unit or component part subject to the terms and conditions outlined in this document. Furthermore, any replacement unit or component part supplied under warranty will carry only the warranty remaining portion, based on the original unit installation date. However, the warranty is limited to one (1) replacement unit. If due to some unusual circumstance, a replacement unit or component part is found to be defective by our inspection department, another unit or component part will be provided in order to fulfill the obligation of the original warranty. This warranty applies only to the original owner that purchased the unit, to the unit original installation location, and it is not transferable. In order to benefit from this warranty, the warranty reply card must be completed and sent back to GIANT within forty-five (45) days of the unit purchase date, otherwise the warranty will be as follows: SIX (6) years (for a residential water heater in a family dwelling), FIVE (5) years (for a storage tank in a family dwelling) and ONE (1) year (for any installation other than a family dwelling) from the manufacturing date, without exception.

### THE INNER TANK

If the warranty card is returned within the applicable time frame and the inner tank leaks within the shorter of the two following periods: SIX (6)<sup>1</sup> years after the original installation date or NINETY (90)<sup>2</sup> months after the manufacturing date, whichever comes first, a replacement unit will be provided to the original unit owner. Use of the equipment for purposes other than for a family dwelling limits the warranty to ONE (1) year.

#### Exceptions:

- <sup>1</sup> : Or FIVE (5) years for storage tanks
- <sup>2</sup> : Or SEVENTY-EIGHT (78) months for storage tanks

### COMPONENT PARTS

If any component part is found to be defective within ONE (1) year from the original installation date, provided said defective part is an in-house factory made piece or an original factory approved OEM piece, the manufacturer will provide a replacement part after the receipt and testing of such part.

### 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 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 CSA-C22.1 (*Canadian Electrical Code*), 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 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 CSA-C191, 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 tank<sup>3</sup> 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<sup>3</sup> being installed.  
<sup>3</sup> : 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 inlet and outlet "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 diagnostic, service, removal, or re-installation of a replacement unit. All such expenses are the responsibility of the unit owner.

### SHIPPING COSTS

If a unit or component part is deemed to be replaced, the manufacturer will pay the transportation costs to ship said replacement unit or part to a convenient authorized distributor or retailer of our choice. The unit owner must pay for any local cartage including the cost of returning the replaced unit or component part to the authorized distributor or retailer.

### CLAIM PROCEDURE

Any claim covered by the warranty must be made to GIANT within a maximum of thirty (30) days from the date the defect is first discovered. Failure to provide a written notice for such defect to the manufacturer within the allocated time frame will void the warranty. Any claim for warranty service should be made with your contractor, wholesaler, or retailer from whom the unit was purchased. In turn, said contractor, wholesaler, or retailer will contact the manufacturer. If this procedure cannot be followed, please contact a local contractor, wholesaler, or retailer distributing our products. For further warranty information, please call our customer service department at (514) 645-8893 or 1-800-363-9354, option 1. In order to answer your call promptly, prior to calling the factory, please make sure to have handy the unit model and serial number that is found on the rating plate, on the side of the unit. Proof of purchase showing the date and name of the business from whom the unit was purchased is mandatory if the manufacturing date goes beyond the warranty period offered by the manufacturer.

If an exact replacement unit is unavailable for whatever reason such as, but not limited to, changes in government standards, the manufacturer agrees to provide a unit or component part with comparable features. If government regulations or industry standards require the replacement unit or component part to have features not found on the defective unit or component part, the unit owner will be charged the difference in price associated with these required features. If such owner pays the difference in price for these required features, they will benefit from a complete new Standard Basic Limited Warranty for the replacement unit.

### MISCELLANEOUS

No one is authorized to modify any conditions of this actual warranty. The manufacturer will not honour any other warranty of any kind other than what is offered. No claims for incidental or consequential damage (including damage from leakage) will be accepted. If the warranty card is not returned to us, a proof of purchase showing the name, date, and location of the original point of purchase is mandatory to process any warranty claim. Failure to provide such documentation will result in the lesser of the warranty periods being offered, as stated in the "GENERAL" section. **In order to avoid any confusion and/or disputes, we suggest that the warranty card be completed and returned to us no later than forty-five (45) days after installation.**

### EXTENDED WARRANTY

For information concerning options for additional warranties on our residential electric, gas-fired water heaters and storage tanks, contact your local licensed plumber, an authorized retailer, or GIANT.