

A.O. Smith

Water Heaters

Instruction Manual

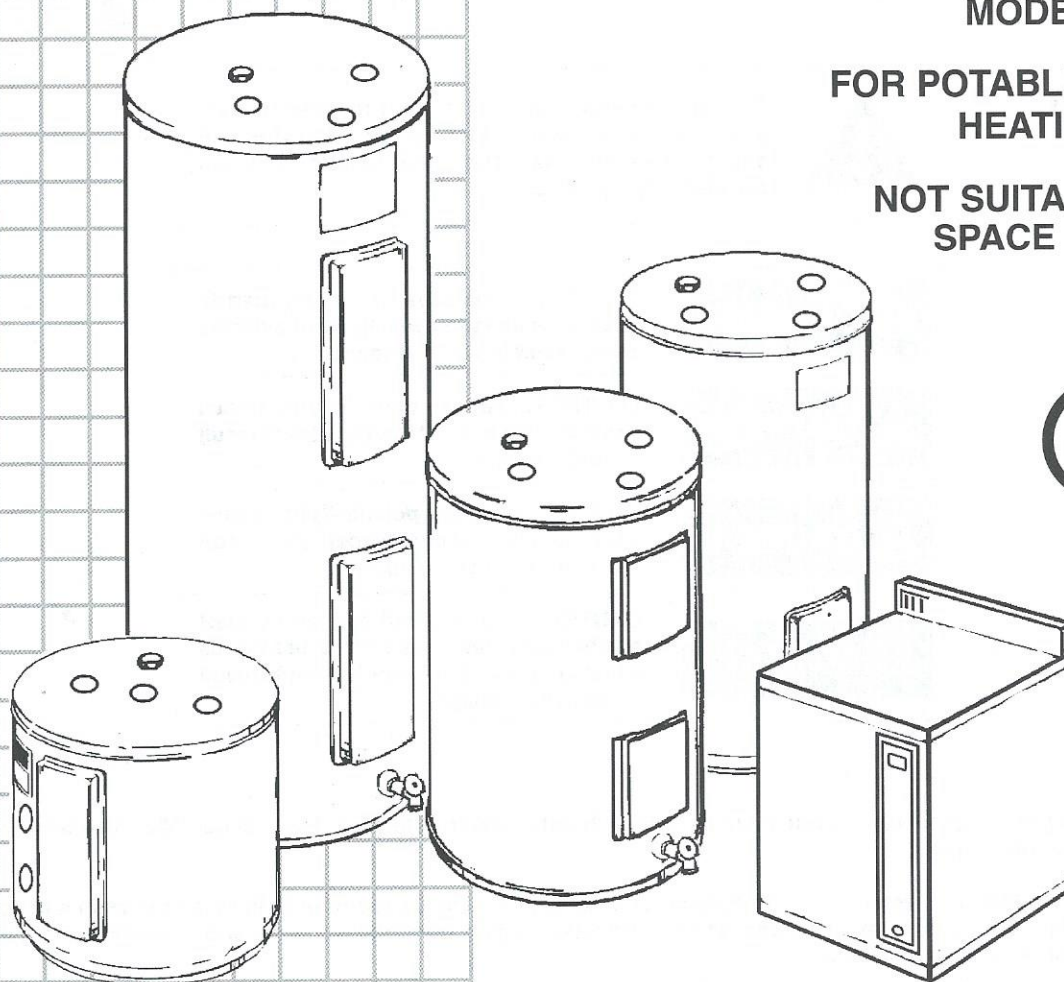
RESIDENTIAL ELECTRIC

WATER HEATERS

MODELS 6-120

FOR POTABLE WATER
HEATING ONLY

NOT SUITABLE FOR
SPACE HEATING



GAMA certification applies to all residential electric water heaters with capacities of 20 to 120 gallons. Input rating of 12 Kw or less.

A silhouette of a person sitting and reading a book or manual.

⚠ WARNING

Read and understand this instruction manual and safety messages before installing, operating, or servicing this water heater.

Failure to follow these instructions and safety messages could result in death or serious injury.

This manual must remain with water heater.

ALL TECHNICAL AND WARRANTY QUESTIONS: SHOULD BE DIRECTED TO THE LOCAL DEALER FROM WHOM THE WATER HEATER WAS PURCHASED. IF YOU ARE UNSUCCESSFUL, PLEASE WRITE TO THE COMPANY LISTED ON THE RATING PLATE ON THE WATER HEATER.

**KEEP THIS MANUAL IN THE POCKET ON HEATER FOR FUTURE REFERENCE
WHEN EVER MAINTENANCE ADJUSTMENT OR SERVICE IS REQUIRED.**

GENERAL SAFETY

⚠ WARNING



Read and understand this instruction manual and safety messages before installing, operating, or servicing this water heater.

Failure to follow these instructions and safety messages could result in death or serious injury.

This manual must remain with water heater.

CAUTION

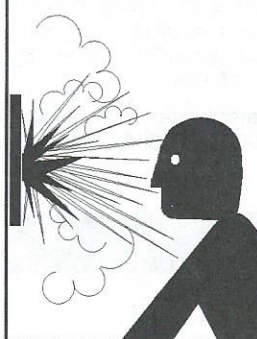
Improper installation and use may result in property damage.

- Do not operate water heater if flood damaged.
- Inspect and replace anode.
- Install in location with drainage.
- Fill tank with water before operation.
- Be alert for thermal expansion.

Refer to this manual for installation and service.

⚠ WARNING

Explosion Hazard



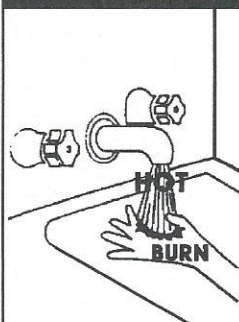
- Overheated water can cause watertank explosion.
- Properly sized temperature and pressure relief valve must be installed in opening provided.

⚠ WARNING



- Before removing any access panels or servicing the water heater, make sure the electrical supply to the water heater is turned "OFF."
- Failure to do this could result in death, serious bodily injury, or property damage.

⚠ DANGER



Water temperature over 125°F (52°C) can cause severe burns instantly resulting in severe injury or death.

Children, the elderly, and the physically or mentally disabled are at highest risk for scald injury.

Feel water before bathing or showering.

Temperature limiting valves are available.

Read this instruction manual for safe temperature setting.

⚠ WARNING

Fire Hazard / Electric Shock Hazard

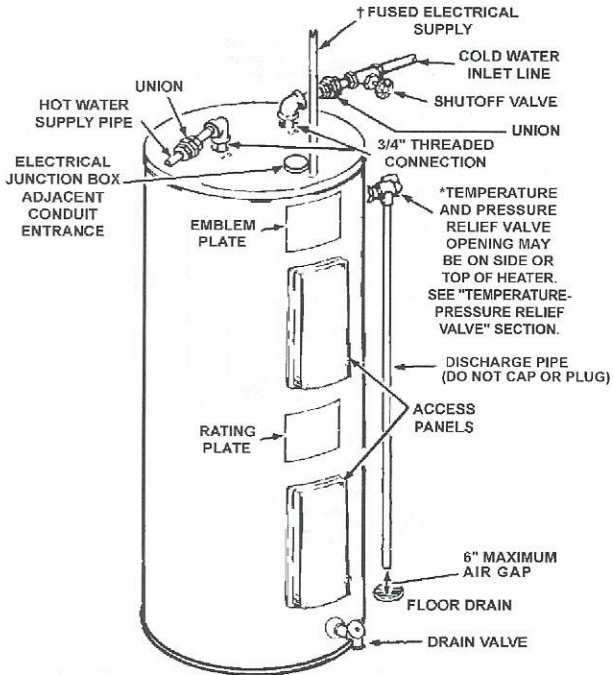


- Do not use this water heater with any voltage other than shown on the model rating plate.
- Failure to use the correct voltage shown on the model rating plate could result in death, serious bodily injury, or property damage.

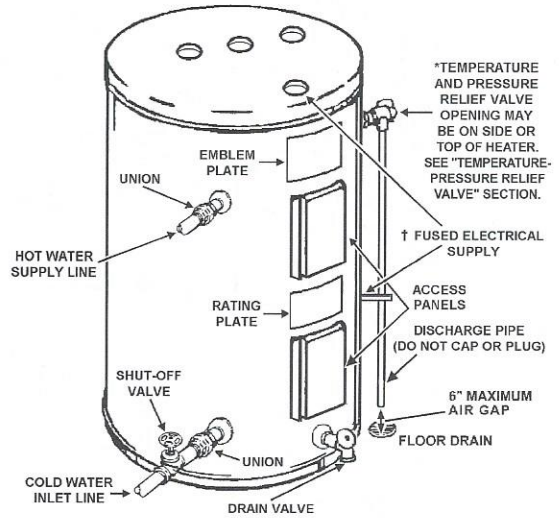


TYPICAL INSTALLATION

UPRIGHTS/LOWBOYS

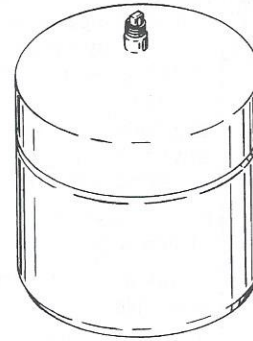
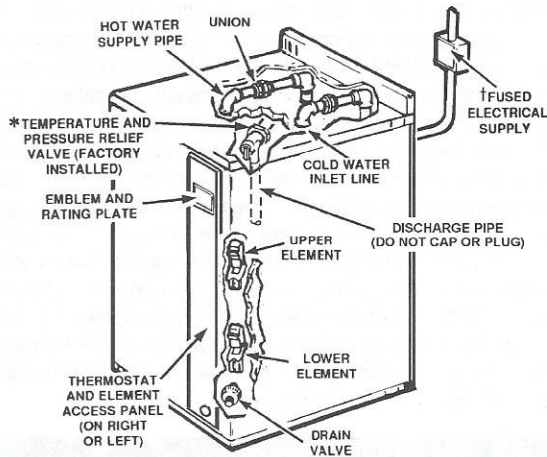


COMPACTS

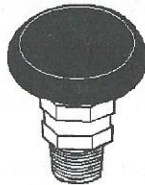


†ELECTRICAL CONNECTIONS MAY BE LOCATED ON THE TOP OR SIDE, REFER TO YOUR UNIT. ACTUAL MODEL AND ILLUSTRATION MAY VARY DEPENDENT ON MODEL CAPACITY AND TYPE. SOME MODELS HAVE ALTERNATE INLET, OUTLET AND T&P VALVE LOCATIONS. THESE ALTERNATE LOCATIONS ARE IDENTIFIED BY THE LABELING ON THE UNIT.

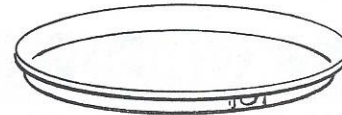
TABLE TOPS



INSTALL THERMAL EXPANSION TANK OR DEVICE IF WATER HEATER IS INSTALLED IN A CLOSED WATER SYSTEM.



INSTALL VACUUM RELIEF IN COLD WATER INLET LINE AS REQUIRED BY LOCAL CODES.



INSTALL SUITABLE DRAIN PANS UNDER HEATERS TO PREVENT DAMAGE DUE TO LEAKAGE. REFER TO WATER HEATER LOCATION, SEE "INSTALLING THE NEW WATER HEATER" SECTION.

FIGURE 1.

3. The water heater should be located so it is not subject to physical damage by moving vehicles or area flooding.

Installation of the water heater must be accomplished in such a manner that if the tank or any connections should leak, the flow will not cause damage to the structure. For this reason, it is not advisable to install the water heater in an attic or upper floor. When such locations cannot be avoided, a suitable drain pan should be installed under the water heater. Drain pans are available from your local plumbing contractor. Such a drain pan must have a minimum length and width of at least 2 inches (51 mm) greater than the water heater dimensions and must be piped to an adequate drain.

Water heater life depends upon water quality, water pressure and the environment in which the water heater is installed. Water heaters are sometimes installed in locations where leakage may result in property damage, even with the use of a drain pan piped to a drain. However, unanticipated damage can be reduced or prevented by a leak detector or water shut-off device used in conjunction with a piped drain pan. These devices are available from some plumbing supply wholesalers and retailers, and detect and react to leakage in various ways:

- Sensors mounted in the drain pan that trigger an alarm or turn off the incoming water to the water heater when leakage is detected.
- Sensors mounted in the drain pan that turn off the water supply to the entire home when water is detected in the drain pan.

- Water supply shut-off devices that activate based on the water pressure differential between the cold water and hot water pipes connected to the water heater.

INSULATION BLANKETS

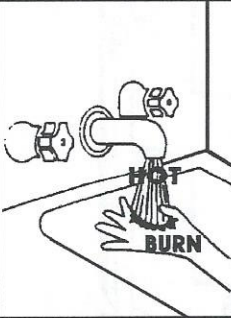
Insulation blankets are available to the general public for external use on electric water heaters but are not necessary with this product. The purpose of an insulation blanket is to reduce the standby heat loss encountered with storage tank heaters. Your water heater meets or exceeds the National Appliance Energy Conservation Act standards with respect to insulation and standby loss requirements, making an insulation blanket unnecessary.

Should you choose to apply an insulation blanket to this heater, you should follow these instructions below. Failure to follow these instructions can result in fire, serious personal injury, or death.

- Do not cover the temperature and pressure relief (T & P) valve with an insulation blanket.
- Do not cover the instruction manual. Keep it on the side of the water heater or nearby for future reference.
- Do obtain new warning and instruction labels for placement on the blanket directly over the existing labels.

INSTALLING THE NEW WATER HEATER

WATER PIPING



⚠ DANGER

Water temperature over 125°F (52°C) can cause severe burns instantly resulting in severe injury or death.

Children, the elderly, and the physically or mentally disabled are at highest risk for scald injury.

Feel water before bathing or showering.

Temperature limiting valves are available.

Read this instruction manual for safe temperature setting.

HOTTER WATER CAN SCALD:

Water heaters are intended to produce hot water. Water heated to a temperature which will satisfy space heating, clothes washing, dish washing, cleaning and other sanitizing needs can scald and permanently injure you upon contact. Some people are more likely to be permanently injured by hot water than others. These include the elderly, children, the infirm, or physically/mentally disabled. If anyone using hot water in your home fits into one of these groups or if there is a local code or state law requiring a certain temperature water at the hot water tap, then you must take special precautions. In addition to using the lowest possible temperature setting that satisfies your hot water needs, a means such as a mixing valve should be used at the hot water taps used by these people or at the water heater. Valves for reducing point of use temperature by mixing cold and hot water are also available.

Consult a Qualified Installer or Service Agency. Follow manufacturer's instructions for installation of the valves. Before changing the factory setting on the thermostat, read the "Temperature Regulation" section in this manual.

⚠ WARNING

Toxic Chemical Hazard

- Do not connect to non-potable water system.

This water heater shall not be connected to any heating systems or component(s) used with a non-potable water heating appliance.

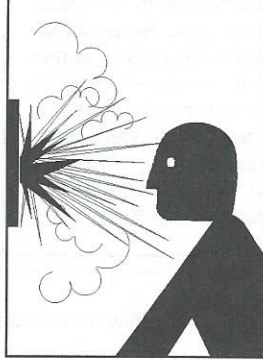
Use properly sized water heaters for spa or hot tub use.

Toxic chemicals, such as those used for boiler treatment shall not be introduced into this system.

Water supply systems may, because of such events as high line pressure, frequent cut-offs, the effects of water hammer among others, have installed devices such as pressure reducing valves, check valves, back flow preventers, etc. to control these types of problems. When these devices are not equipped with an internal by-pass, and no other measures are taken, the devices cause the water system to be closed. As water is heated, it expands (thermal expansion) and closed systems do not allow for the expansion of heated water.

The water within the water heater tank expands as it is heated and increases the pressure of the water system. If the relieving point of the water heater's temperature-pressure relief valve is reached, the valve will relieve the excess pressure. **The temperature-pressure relief valve is not intended for the constant relief of thermal expansion.** This is an unacceptable condition and must be corrected. It is recommended that any devices installed which could create a closed system have a by-pass and/or the system have an expansion tank or device to relieve the pressure built by thermal expansion in the water system. Expansion tanks are available for ordering through a local plumbing contractor. Contact the local water supplier and/or a service agency for assistance in controlling these situations.

TEMPERATURE-PRESSURE RELIEF VALVE



! WARNING

Explosion Hazard

- Temperature-pressure relief valve must comply with ANSI Z21.22 and ASME code.
- Properly sized temperature-relief valve must be installed in opening provided.
- Can result in overheating and excessive tank pressure.
- Can cause serious injury or death.

This heater is provided with a properly certified combination temperature - pressure relief valve by the manufacturer.

The valve is certified by a nationally recognized testing laboratory that maintains periodic inspection of production of listed equipment of materials as meeting the requirements for Relief Valves for Hot Water Supply Systems, ANSI Z21.22 • CSA 4.4, and the code requirements of ASME.

If replaced, the valve must meet the requirements of local codes, but not less than a combination temperature and pressure relief valve certified as indicated in the above paragraph.

The valve must be marked with a maximum set pressure not to exceed the marked hydrostatic working pressure of the water heater (150 psi = 1,035 kPa) and a discharge capacity not less than the water heater input rate as shown on the model rating plate.

For safe operation of the water heater, the relief valve must not be removed from its designated opening nor plugged.

The temperature-pressure relief valve must be installed directly into the fitting of the water heater designed for the relief valve. Position the valve downward and provide tubing so that any discharge will exit only within 6 inches (153 mm) above an adequate drain, or external to the building or structure. Be certain that no contact is made with any live electrical part. The discharge opening must not be blocked or reduced in size under any circumstances. Excessive length, over 30 feet (9.14 m), or use of more than four elbows can cause restriction and reduce the discharge capacity of the valve.

No valve or other obstruction is to be placed between the relief valve and the tank. Do not connect tubing directly to discharge drain unless a 6 inch air gap is provided. The relief valve must be allowed to discharge water in sufficient quantities, should circumstances demand, to prevent bodily injury, hazard to life, or property damage. If the discharge pipe is not connected to a drain or other suitable means, the water flow may cause property damage.

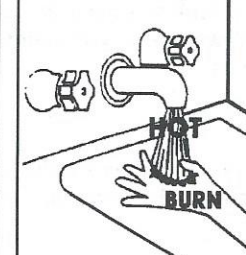
CAUTION

Water Damage Hazard

- Temperature-pressure relief valve discharge pipe must terminate at adequate drain.

The Discharge Pipe:

- Shall not be smaller in size than the outlet pipe size of the valve, or have any reducing couplings or other restrictions.
- Shall not be plugged or blocked.
- Shall be of material listed for hot water distribution.
- Shall be installed so as to allow complete drainage of both the temperature-pressure relief valve, and the discharge pipe.
- Shall terminate at an adequate drain.
- Shall not have any shut-off valve between the relief valve and tank nor in the discharge pipe.



! DANGER

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Feel water before bathing or showering.

Temperature limiting valves are available.

Read this instruction manual for safe temperature setting.

The temperature-pressure relief valve must be manually operated at least once a year. Caution should be taken to ensure that (1) no one is in front of or around the outlet of the temperature-pressure relief valve discharge line, and (2) the water manually discharged will not cause any bodily injury or property damage because the water may be extremely hot.

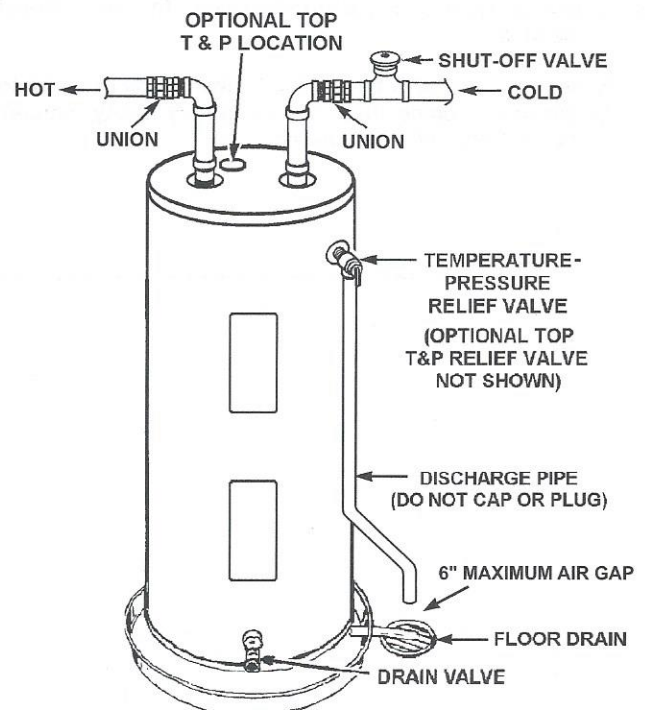


FIGURE 4.

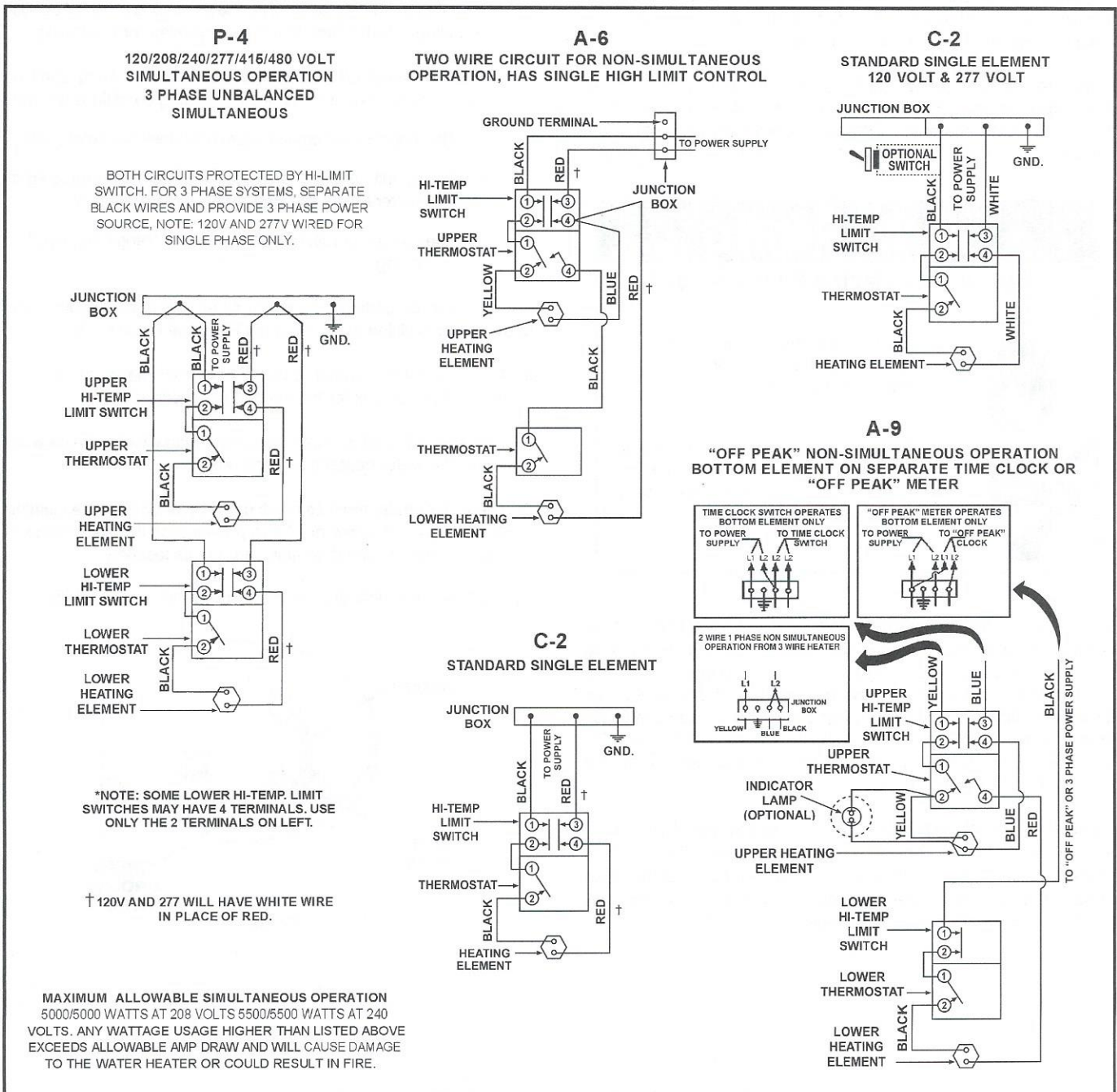
WIRING DIAGRAMS



⚠ WARNING

- Before removing any access panels or servicing the water heater, make sure the electrical supply to the water heater is turned "OFF."
- Failure to do this could result in death, serious bodily injury, or property damage.

FOR ACTUAL WIRING CIRCUIT OF UNIT - REFERENCE CIRCUIT TYPE LISTED ON RATING PLATE.

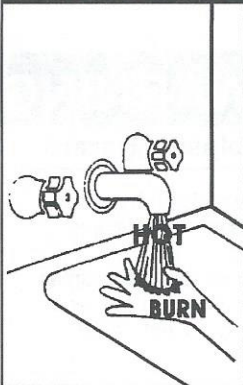


MAXIMUM ALLOWABLE SIMULTANEOUS OPERATION
5000/5000 WATTS AT 208 VOLTS 5500/5500 WATTS AT 240 VOLTS. ANY WATTAGE USAGE HIGHER THAN LISTED ABOVE EXCEEDS ALLOWABLE AMP DRAW AND WILL CAUSE DAMAGE TO THE WATER HEATER OR COULD RESULT IN FIRE.

FIGURE 6.

TEMPERATURE REGULATION

⚠ DANGER



Water temperature over 125°F (52°C) can cause severe burns instantly resulting in severe injury or death.

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Never allow small children to use a hot water tap or to draw their own bath water. Never leave a child or handicapped person unattended in a bathtub or shower.

It is recommended that lower water temperatures be used to avoid the risk of scalding. It is further recommended, in all cases, that the water temperature thermostat be set for the lowest temperature which satisfies your hot water needs. This will also provide the most energy efficient operation of the water heater. Thermostat(s) are factory set at 120°F (49°C) unless specified differently by state requirements.

KEEPING THE THERMOSTAT SETTING AT 120°F (49°C) WILL REDUCE THE RISK OF SCALDS.

Figure 8 shows the approximate time-to-burn relationship for normal adult skin.

TEMPERATURE ADJUSTMENT

⚠ WARNING



• Before removing any access panels or servicing the water heater, make sure the electrical supply to the water heater is turned "OFF."

• Failure to do this could result in death, serious bodily injury, or property damage.

To change the temperature setting:

NOTE: It is not necessary to adjust the upper thermostat. However, if it is adjusted above the factory set point (120°F (49°C)) it is recommended that it not be set higher than the lower thermostat setting.

1. Turn off the heater electrical supply. Do not attempt to adjust thermostat with power on.
2. Remove the thermostat access panels and covers from the thermostats. Do not remove the plastic personnel protectors covering the thermostats.
3. Using a flat tip screwdriver, rotate the adjustment knob to the desired temperature setting.
4. Replace the covers and access panels and turn on heater electrical supply.

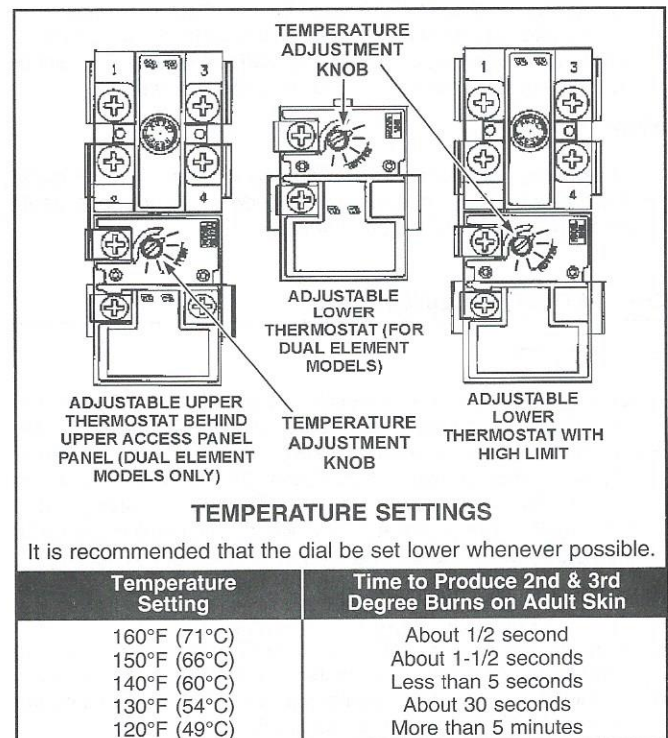


FIGURE 8.

PERIODIC MAINTENANCE

ANODE ROD INSPECTION

CAUTION

Property Damage Hazard

- Avoid water heater damage.
- Inspection and replacement of anode rod required.

The anode rod is used to protect the tank from corrosion. Most hot water tanks are equipped with an anode rod. The submerged rod sacrifices itself to protect the tank. Instead of corroding the tank, water ions attack and eat away the anode rod. This does not affect the water's taste or color. The rod must be maintained to keep the tank in operating condition.

NOTE: Artificially softened water is exceedingly corrosive because the process substitutes sodium ions for magnesium and calcium ions. The use of a water softener may decrease the life of the water heater tank.

Anode deterioration depends on water conductivity, not necessarily water condition. A corroded or pitted anode rod indicates high water conductivity and should be checked and/or replaced more often than an anode rod that appears to be intact. Replacement of a depleted anode rod can extend the life of your water heater. Inspection should be conducted by a qualified technician, and at a minimum should be checked every three years. Typical (but not all) signs of a depleted anode rod are as follows:

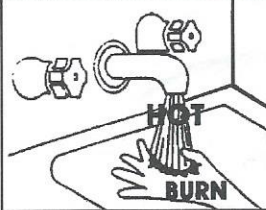
- The majority of the rod's diameter is less than 3/8"
- Significant sections of the support wire (approximately 1/3 or more of the anode rod's length) are visible.

If the anode rod shows signs of either or both it should be replaced.

NOTE: Whether re-installing or replacing the anode rod, check for any leaks and immediately correct if found.

TEMPERATURE-PRESSURE RELIEF VALVE OPERATION

⚠ DANGER



- Burn hazard
- Hot water discharge.
- Keep clear of relief valve discharge outlet.

The temperature-pressure relief valve must be manually operated at least once a year.

When checking the temperature-pressure relief valve operation, make sure that (1) no one is in front of or around the outlet of the temperature-pressure relief valve discharge line, and (2) that the water discharge will not cause any property damage, as the water may be extremely hot, see Figure 9.

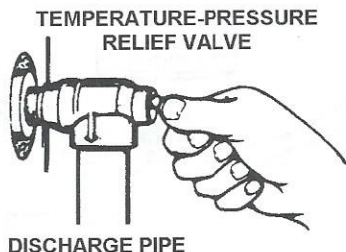


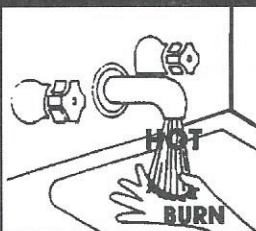
FIGURE 9.

If after manually operating the valve, it fails to completely reset and continues to release water, immediately close the cold water inlet to the water heater, follow the draining instructions, and replace the temperature-pressure relief valve with a new one.

If the temperature-pressure relief valve on the appliance weeps or discharges periodically, this may be due to thermal expansion. You may have a check valve installed in the water line or a water meter with a check valve. Consult your local water supplier or service agency for further information. Do not plug or remove the temperature-pressure relief valve.

DRAINING

⚠ DANGER



- Burn hazard
- Hot water discharge.
- Keep hands clear of drain valve discharge.

The water heater should be drained if being shut down during freezing temperatures. Also periodic draining and cleaning of sediment from the tank may be necessary.

1. Turn electrical supply "OFF".
 2. CLOSE the cold water inlet valve to the water heater.
 3. OPEN a nearby hot water faucet and leave open to allow for draining.
 4. Connect a hose to the drain valve and terminate to an adequate drain.
 5. OPEN the water heater drain valve to allow for tank draining.
- NOTE:** If the water heater is going to be shut down and drained for an extended period, the drain valve should be left open with hose connected allowing water to terminate to an adequate drain.
6. Close the drain valve.
 7. Follow the instructions in the "Filling the Water Heater" section.

THERMOSTAT REMOVAL / REPLACEMENT

⚠ WARNING



- Before removing any access panels or servicing the water heater, make sure the electrical supply to the water heater is turned "OFF."
- Failure to do this could result in death, serious bodily injury, or property damage.

The water passing out of the drain valve may be extremely hot. To avoid being scald, make sure all connections are tight and that the water flow is directed away from any person.

4. Remove the screw(s) securing the outer door, and remove door.

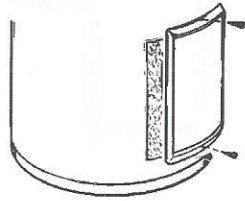


FIGURE 14.

5. Remove or fold up the insulation.

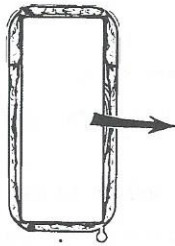


FIGURE 15.

6. A. **Models with lower thermostat without high limit:** Lift out the tab as shown below to unclip the terminal cover from the thermostat. The terminal cover can now be removed from the thermostat.

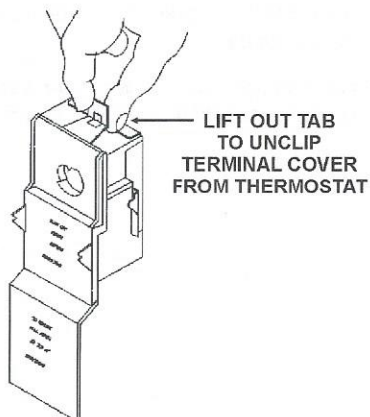
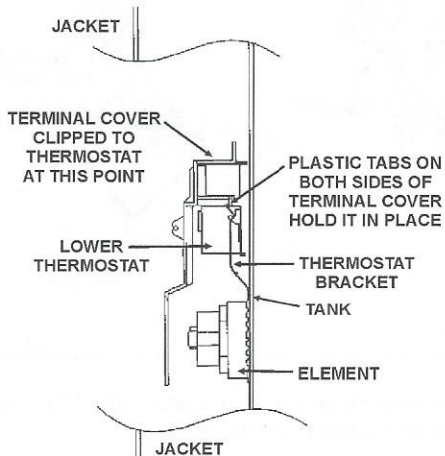


FIGURE 16.

- B. **Models with Upper or Lower Thermostat with High Limit:** Lift out the tab as shown below to unclip the terminal cover from the thermostat. The terminal cover can now be removed from the thermostat.

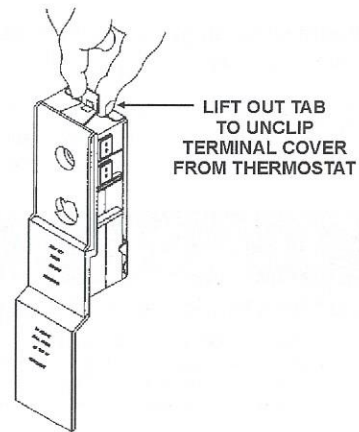


FIGURE 17.

7. Disconnect the two wires on the element and unscrew the old element from the tank.

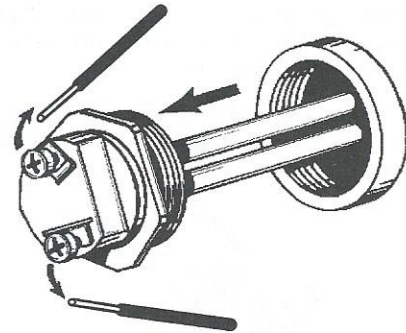


FIGURE 18.

8. Clean the area around the element opening. Remove any sediment from or around the element opening and inside the tank.
9. If you are cleaning the element you have removed, do so by scraping or soaking in vinegar or a deliming solution.

NOTE: Replacement elements must (1) be the same voltage and (2) no greater wattage than listed on the model rating plate affixed to the water heater.

10. A new gasket should be used in all cases to prevent a possible water leak. Place the new element gasket on the threaded side of the cleaned or new element and screw into tank, securing tightly using an element wrench.

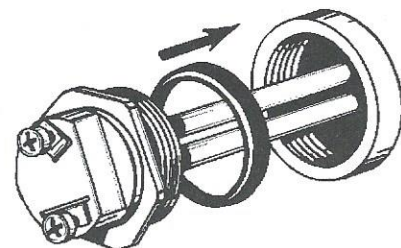


FIGURE 19.

LEAKAGE CHECKPOINTS

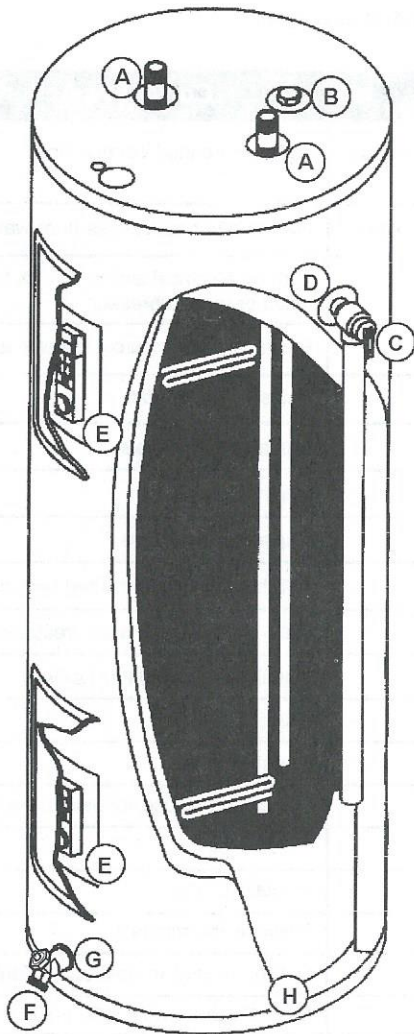


FIGURE 23.

⚠ WARNING



Read and understand instruction manual and safety messages before installing, operating or servicing this water heater.

Failure to follow instructions and safety messages could result in death or serious injury.

Instruction Manual must remain with water heater.

Read this manual first. Then before checking the water heater make sure the electrical power supply has been turned "OFF" before checking the tank for leakage.

- *A. Condensation and dripping may be seen on pipes if the water temperature is low in humid weather or pipe connections may be leaking.
- *B. The anode rod fitting may be leaking.
- C. Small amounts of water from temperature-pressure relief valve may be due to thermal expansion or high water pressure in your area. If the valve is not piped to an open drain the released water could be mistaken for a leaking heater, see "Thermal Expansion" section.
- *D. The temperature-pressure relief valve may be leaking at the tank fitting.
- E. Water on the side of the tank may be condensation due to the panel or insulation not being in place.
- F. Water from a drain valve may be due to the valve being slightly opened.
- *G. The drain valve may be leaking at the tank fitting.
- *H. Water in the water heater bottom or on the floor may be from condensation, loose connections, or the relief valve. DO NOT replace the water heater until a full inspection of all possible water sources is made and necessary corrective steps taken.

Leakage from other appliances, water lines, or ground seepage should also be checked.

- * To check where threaded portion enters tank, insert cotton swab between jacket opening and fitting. If cotton is wet, follow "Draining" instructions in the "Periodic Maintenance" section and then remove fitting. Put pipe dope or teflon tape on the threads and replace. Then follow "Filling the Water Heater" instructions in the "Installing the New Water Heater" section.

⚠ WARNING



- Before removing any access panels or servicing the water heater, make sure the electrical supply to the water heater is turned "OFF."

- Failure to do this could result in death, serious bodily injury, or property damage.

REPAIR PARTS LIST

LOWBOY AND UPRIGHT ELECTRIC MODELS (Single and Dual Element)

Key No.	Part Description
1	Temperature-Pressure Relief Valve
2	Secondary Anode Rod/Nipple w/Heat Trap*
3	Element w/Gasket
4	Element Gasket
5	Lower Outer Door
6	Terminal Cover (Double Element)
7	Upper Thermostat w/Hi Limit (Double Element)
8	Terminal Cover
9	Lower Thermostat w/Hi Limit
10	Terminal Cover
11	Lower Thermostat
12	Thermostat Bracket (ea.)
13	Drain Valve
14	Primary Anode
15	Dip Tube
16	Nipple w/Heat Traps*
17	Upper Outer Door
18	Base Pan w/Side Drain
19	Pipe Insulation*
20	T & P Insulation*
**	Instruction Manual

* If Applicable

** Not Illustrated

Now that you have purchased this water heater, should a need ever exist for repair parts or service, simply contact the company it was purchased from or the manufacturer listed on the rating plate on the water heater.

Be sure to provide all pertinent facts when you call or visit.

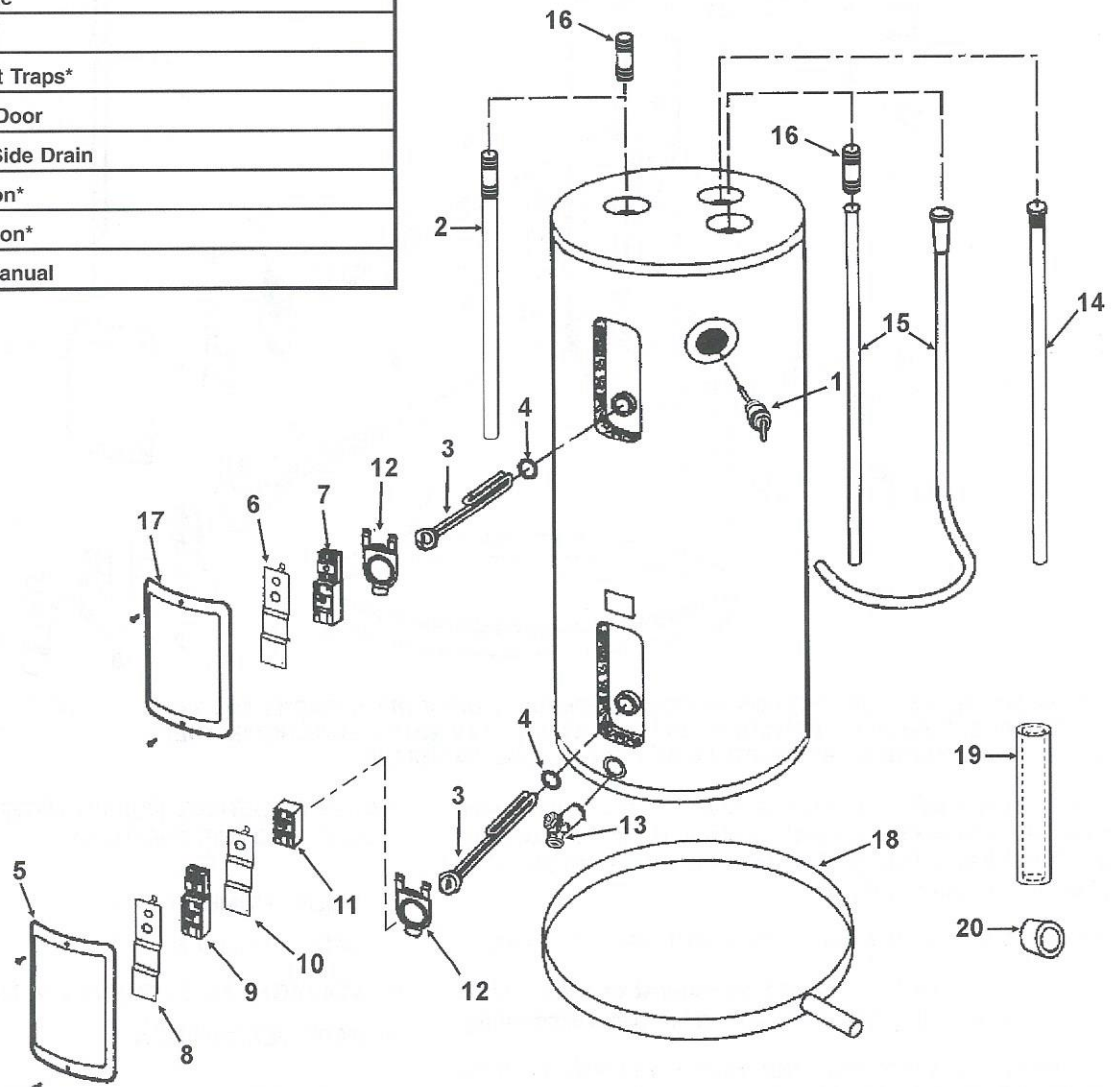
Selling prices will be furnished on request or parts will be shipped at prevailing prices and you will be billed accordingly.

The model number of your Water Heater will be found on the rating plate located above or adjacent to outer door.

WHEN ORDERING REPAIR PARTS, ALWAYS GIVE THE FOLLOWING INFORMATION:

- MODEL NUMBER
- SERIAL NUMBER
- VOLTAGE AND ELEMENT WATTAGE
- PART DESCRIPTION

THIS IS A REPAIR PARTS LIST, NOT A PACKING LIST.



REPAIR PARTS LIST

TABLE TOP ELECTRIC MODELS

Key No.	Part Description
1	Porcelain Top
2	Temperature and Pressure Relief Valve
3	Primary Anode Rod
4	Upper Thermostat w/Hi Limit
5	Dip Tube
6	Element w/Gasket
7	Element Gasket
8	Thermostat Bracket (ea.)
9	Terminal Cover
10	Outer Door (ea.)
11	Lower Thermostat w/Hi Limit
12	Terminal Cover
13	Lower Thermostat
14	Drain Access Door
15	Drain Valve
16	Toe Panel
**	Instruction Manual

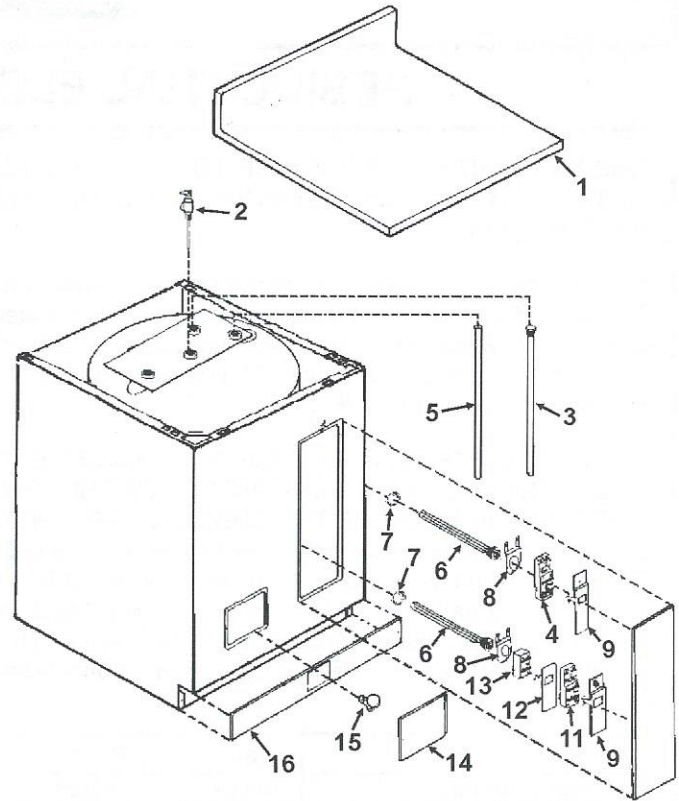
** Not Illustrated

Now that you have purchased this water heater, should a need ever exist for repair parts or service, simply contact the company it was purchased from or the manufacturer listed on the rating plate on the water heater.

Be sure to provide all pertinent facts when you call or visit.

Selling prices will be furnished on request or parts will be shipped at prevailing prices and you will be billed accordingly.

The model number of your Water Heater will be found on the rating plate located under or adjacent to outer door.



WHEN ORDERING REPAIR PARTS, ALWAYS GIVE THE FOLLOWING INFORMATION:

- MODEL NUMBER
- SERIAL NUMBER
- VOLTAGE AND ELEMENT WATTAGE
- PART DESCRIPTION

THIS IS A REPAIR PARTS LIST, NOT A PACKING LIST.

without invalidating the remainder of the affected provision or the other provisions of this warranty.

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.
- 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 Corporation, 500 Tennessee Waltz Parkway, Ashland City, TN 37015. Phone: 1.800.323.2636 or visit our website: www.hotwater.com.

For Canadian customers contact: A.O. Smith Enterprises LTD., P.O. Box 310, 768 Erie Street, Stratford, Ontario N5A6T3 or phone: 1.800.265.8520

Replacement Parts may be ordered through authorized servicers or distributors. Refer to your local Yellow Pages for where to call or contact A.O. Smith Corporation, 500 Tennessee Waltz Parkway, Ashland City, TN 37015. Phone: 1.800.433.2545 or visit our website at: www.hotwater.com/parts.

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

DISCLAIMERS

NO EXPRESSED 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.

Should governmental regulations or industry standards prohibit the Manufacturer from furnishing a comparable model replacement under this warranty, the Owner will be furnished with the closest comparable water heater meeting the then current governmental regulations and industry standards. A supplementary fee may be assessed to cover the additional cost associated with the changes made to meet applicable regulations and standards.

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 _____

A.O. Smith
Water Heaters

www.aosmithwaterheaters.com

NOTES:

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