

When referencing the water heater for service or warranty, please refer to the rating plate affixed to the unit.

The Serial Number contains the manufacture date information for the unit as follows:

9999 F999999 Example: 1005 F001234



The warranty period for the unit is as follows:

Model	G6	G9	G12	SS6
Inner Tank Warranty Years	6	9	12	6
Component Part Warranty Years	6	6	6	1
Other Component Part Warranty Years	1	1	1	1

LIMITED WARRANTY

RESIDENTIAL STORAGE TANK TYPE WATER HEATER FOR INSTALLATION IN A SINGLE FAMILY DWELLING

A. WHO IS COVERED.

GSW WATER HEATING AND ITS SUPPLIERS, (herein collectively referred to as "Manufacturer") warrants only to the original consumer purchaser (hereinafter "Owner") of the water heater, within Canada, so long as he or she continuously occupies the single family dwelling in which this water heater is initially installed for the period specified below. This Warranty is not transferable. This Warranty is reduced to one year if the water heater is used in a commercial or industrial application, or if the water heater is used to supply more than one dwelling unit. Consumers must retain point-of-sale proof of purchase to validate warranty entitlement.

B. WHEN IT IS COVERED.

The water heater is warranted only when it is installed, operated, and maintained in accordance with the printed instructions accompanying the water heater. The water heater shall/must be installed in such a manner that, if the tank or any connection thereto should leak, the resulting flow of water will not cause damage to the area in which it is installed. The water heater's temperature and pressure relief valve must be piped to the nearest drain to avoid damage in the event the valve is actuated. For detailed instructions, read the manual accompanying the water heater and review drawings in the manual.

C. WHAT THE MANUFACTURER WILL DO AND THE PERIOD OF COVERAGE.

- The Inner Tank.** If the inner tank leaks within the warranty period shown in the table above after the original installation, the Manufacturer will furnish a new water heater of the Manufacturer's then prevailing comparable model. If industry standards, regulatory changes, product improvements, or product obsolescence prohibits the Manufacturer from furnishing an identical model replacement water heater under this Warranty, the Owner will be furnished with a new water heater of comparable capacity; however, the Owner will be charged for the additional value of the item(s) which the Manufacturer has incorporated in the replacement water heater. A prior authorization number must be obtained from the Manufacturer before replacing the water heater. This Warranty is limited to one replacement water heater at the original installation site.
- Component Part.** If any component, part other than the inner tank, proves to the Manufacturer's satisfaction to be defective in material or workmanship within the warranty period shown in the table above after the original installation, the Manufacturer will furnish the Owner with a replacement for the defective part(s). This Warranty is limited to one replacement component part for each original part.
- Return of Defective Water Heater and Component Parts.** The Manufacturer reserves the right to examine the alleged defect in the water heater or component part(s). As such, it will be the Owner's obligation (see paragraph D. 3) to return the water heater and/or component part(s) to the Manufacturer.
 - When returning a water heater, it must include all component parts and the rating plate label.
 - When returning component part(s), they must be individually tagged and identified with the water heater's Model Number, SKU, Serial Number, date of purchase, and date of installation.
 - THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. THIS EXPRESS WARRANTY IS, WHERE PERMITTED BY LAW, IN LIEU OF AND EXCLUDES AND REPLACES ALL OTHER CONDITIONS, WARRANTIES, GUARANTEES, REPRESENTATIONS, OBLIGATIONS OR LIABILITIES OF THE MANUFACTURER OF ANY NATURE OR KIND, EXPRESS OR IMPLIED, HOWEVER ARISING (WHETHER BY CONTRACT, CONDUCT, STATEMENT, STATUTE, NEGLIGENCE, PRINCIPLES OF MANUFACTURER'S LIABILITY, OPERATION OF LAW, OR OTHERWISE) WITH RESPECT TO THE UNIT OR ITS FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, INSTALLATION, OPERATION, REPAIR, OR REPLACEMENT. THE MANUFACTURER EXPRESSLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES. IN NO EVENT WILL THE MANUFACTURER'S LIABILITIES EXCEED THE COST OF THE DEFECTIVE PART(S) OR UNIT.

D. WHAT THIS WARRANTY DOES NOT COVER.

- The Unit must not be installed where water damage can result from a leak, while provision(s) shall be made for directing any water escaping from the Unit to a properly operating drainpipe. As all units of this type may eventually leak, you must protect against any potential water damage. The Manufacturer accepts no responsibility for such damage, nor any incidental or consequential loss, nor damage(s) related thereto, suffered by the Owner of the Unit nor by any third party.
- The Manufacturer shall not be liable under this Warranty and this Warranty shall be void and have no effect if the following events occur:
 - The water heater or any of its component parts have been subject to misuse, alteration, neglect, or accident; or

- b. The water heater has not been installed in accordance with the applicable local plumbing and/or building code(s) and/or regulations or, in their absence, with the latest edition of the Natural Gas and Propane Installation Code, and/or the Canadian Electrical Code, and/or the Installation Code for Oil-Burning Equipment; or
 - c. The water heater is not installed, operated, and maintained in accordance with the Manufacturer's instructions, including if the water heater has any additional aftermarket equipment introduced into the sealed system not approved by the Manufacturer; or
 - d. The water heater or any of its component parts are damaged or fails from operation with an empty or partially empty tank (such as, but not limited to elements burned out in a dry tank); or
 - e. The water heater or any part has been under water; or
 - f. The water heater is exposed to highly corrosive atmospheric conditions. No warranty extends, for example, and without limitation of the foregoing, to Units exposed to: salts, chemicals, exhausts, pollutants, or contaminants; or
 - g. The water heater is not continuously supplied with potable water; or
 - h. The water heater replacement is requested for reasons of noise, taste, odour, discolouration, and/or rust; or
 - i. The water heater is operated at temperatures exceeding the maximum setting of the thermostat and/or high limit control provided by the Manufacturer, or at water pressures exceeding the pressure reading stated on the Unit; or
 - j. The water heater is operated without an operating anode; or
 - k. The water heater is supplied or operated with deionized water; or
 - l. The water heater is removed from its original installation location; or
 - m. The water heater is installed outdoors (this water heater is intended only for indoor installation); or
 - n. The water heater is converted, or is attempted to be converted, from one voltage or wattage to another, if an electric water heater, or from one gas type to another, if a gas water heater; or
 - o. The water heater has not been fired at the factory rated input and fuel for which it was factory built; or
 - p. The water heater or any of its component parts fail due to sediment build-up; or
 - q. The water heater does not have installed a properly operating temperature and pressure relief valve, certified to ANSI Z21.22/CSA "Requirements for Relief Valves for Hot Water Supply Systems"; or
 - r. The water heater or any of its component parts fail because of fire, floods, lightning, or any other act of God, or any other contingency beyond the control of the Manufacturer; or
 - s. The water heater is installed in a closed system without adequate provision for thermal expansion.
3. Except when specifically prohibited by the applicable law, the Owner, and not the Manufacturer, shall be liable for and shall pay for all charges for labour or other expenses incurred in the removal, repair, or replacement of the water heater or any component part(s) claimed to be defective or any expense incurred to remedy any defect in the product. Such charges may include, but are not necessarily limited to:
- a. All freight, shipping, handling, and delivery costs of forwarding a new water heater or replacement part(s) to the Owner.
 - b. All costs necessary or incidental in removing the defective water heater or component part(s) and installing a new water heater or component part(s).
 - c. Any material required to complete and/or permits required for the installation of a new water heater or replacement part(s), and
 - d. All costs necessary or incidental in returning the defective water heater or component part(s) to a location designated by the Manufacturer.
4. The terms of this Limited Warranty cannot be modified by any person, whether or not he/she claims to represent or act on behalf of the Manufacturer.
- E. HOW THE ORIGINAL OWNER CAN MAKE A WARRANTY CLAIM.
- 1. The Owner should submit the warranty claim direct to the Manufacturer's Service Department, at the address or phone number listed below, and the Manufacturer will arrange for the handling of the claim.
 - 2. Whenever any inquiry or request is made, be sure to include the water heater's Catalogue Number, Model Number, Serial Number, date of purchase, date of installation, and location of installation.

This Warranty and the Manufacturer's obligations shall be construed and determined in accordance with the laws of both the authority having jurisdiction, and of Canada in force therein. This Warranty does not affect specific legal rights of a consumer under applicable law, except to the extent that such rights may be waived or replaced, and the provisions hereof are deemed to be amended to the extent necessary. The unenforceability of any provision, in whole or in part, of this Certificate shall not affect the remaining provisions. Any and all repair and/or replacement of part(s) or Unit are the sole and exclusive remedy available against the Manufacturer.

GSW Water Heaters
599 Hill Street West
Fergus, ON Canada N1M 2X1
Should you have any questions, please
Visit us online at www.gsw-wh.com, or
E-mail us at techsupport@gsw-wh.com, or
Call our Technical Support line at 1 888 GSW TECH (479 8324)