



# RESIDENTIAL SOLAR WATER HEATING SYSTEM WARRANTY

This A. O. Smith residential Solar Water Heating System includes the following System Components: Solar Booster Tank, Solar Collector Panel(s), Pump Station, Solar Loop Expansion Tank and Thermostatic Mixing Valve.

THIS WARRANTY IS APPLICABLE TO THE ORIGINAL OWNER ONLY in accordance with the Warranty terms and conditions specified below. This Warranty is not transferable.

A. O. Smith Corporation warrants this A. O. Smith Solar Water Heating System, and each of its component parts, to be free from defects in materials and workmanship, under normal use and service, for the applicable Warranty Periods. At its option, A. O. Smith will repair or replace the defective solar system or component part(s), in accordance with the terms of this Limited Warranty, if it fails in normal use and service during the Applicable Warranty Periods. The replacement solar system and the replacement component part(s) will be warranted only for the unexpired portion of the original product's Warranty Period. The Warranty period will be determined by the original date of purchase of the solar water heating system, or in the absence of a Bill of Sale verifying said date, from the date of manufacture indicated on the rating plate affixed to the affected component. This Warranty is not transferable and applies to the components listed below:

SYSTEM COMPONENT	Solar Collector	Booster Tank (Water Heater)	Pump Station	Misc. Parts
WARRANTY PERIOD	10 Year	6 Year	2 Year	1 Year

## BOOSTER TANK CONDITIONS AND EXCEPTIONS

This Warranty shall apply only when the Booster Tank 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 the tank or its connections would result in water damage to the area adjacent to the Booster Tank or to lower floors. In addition, a new temperature and pressure relief valve, certified by the Canadian Gas Association must have been properly installed and piped to the nearest drain.

This Limited Warranty shall apply only when the Booster Tank is:

- a) owned by the original purchaser;
- b) booster tank and controls are installed for indoor operation;
- c) the water supply pressure should not exceed 80 psi;
- d) filled with potable water, free to circulate at all times and with the tank free of damaging water sediment or scale deposits;

- e) used in a non-corrosive and non-contaminated atmosphere;
- f) used with factory approved anode(s) installed;
- g) in its original installation location;
- h) in the United States, its territories or possessions, sized in accordance with proper sizing techniques for residential water heaters;
- i) bearing a rating plate which has not been altered, defaced or removed except as required by the warrantor;
- j) when the potable water inside the Booster Tank is part of an open system or a closed system with a properly sized thermal expansion tank
- k) connected to the proper voltage or:
- l) operated at the factory rated input;
- m) installed with no attempted, nor actual modification or alteration of the Booster Tank's design in any way, including but not limited to, the attachment of non-company approved appliances or equipment to include any additional aftermarket equipment introduced into the sealed system.

Any accident to the Booster Tank 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, any damage caused by attempts to repair tank leaks or parts, will void this Warranty. This Warranty does not cover Booster Tanks replaced for cosmetic reasons or for reasons of noise, taste, odor, discolored and/or rusty water. This Warranty does not apply to Booster Tanks used to heat pools, whirlpools or hot tubs or used for space heating where its sizing does not conform with specifications of the heating component manufacturer.

## SOLAR COLLECTORS AND PUMP STATION CONDITIONS AND EXCEPTIONS

This Warranty shall apply only when the Solar Collectors and the Pump Station are installed and operated in accordance with 1) all local fire codes and plumbing codes, ordinances and regulations, 2) the printed instructions provided, and 3) good industry practices. This Limited Warranty shall only apply to the original purchaser.

This Limited Warranty WILL NOT cover:

- a) service trips to correct installation errors, provide instructions on how to install, use or maintain the Solar Water Heating System or to bring the installation into compliance with local building codes and regulations;
- b) damages, malfunctions, or failures resulting from failure to install the Solar Water Heating System in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices;
- c) damages, malfunctions, or failures resulting from improper installation or failure to operate and maintain

the Solar Water Heating System in accordance with the manufacturer's instructions provided;

- d) damages, malfunctions, or failures caused by failure to install the roof supports in accordance with the directions provided in the manufacturer's installation instructions;
- e) performance problems caused by installing the solar collector panels: not facing within forty-five degrees (45°) of due South; in an excessively shaded area; or without the appropriate slope from the horizon as shown in the manufacturer's installation instructions;
- f) performance problems caused by improper sizing of the Solar Water Heating System or electrical service, voltage or wiring;
- g) damages, malfunctions, or failures caused by installing the Solar Water Heating System without adequate levels of Heat Transfer Fluid (glycol) as directed in the manufacturer's installation instructions;
- h) damages, malfunctions, or failures caused by failure to properly insulate system piping as directed in the manufacturer's installation instructions;
- i) damages, malfunctions, or failures caused by snow and ice loading on the solar collector panels;
- j) damages, malfunctions, or failures caused by failure to properly install the included thermal expansion tank in the solar collector loop as specified in the manufacturer's instructions provided;
- k) damages, malfunctions, or failures caused by installing System Components not provided by the manufacturer;
- l) damages, malfunctions, or failures caused by the unauthorized modification or alteration of any System Components provided by the manufacturer;
- m) system failures (leaks) caused by operating the Solar Water Heating System in a corrosive or contaminated atmosphere;
- n) damages, malfunctions, or failures caused by misuse, abuse, accident, vandalism, fire, flood, freeze, hail, storms, wind, lightning, acts of God and the like, or any extraordinary event beyond the manufacturer's control;
- o) systems removed from the original installation and relocated to a different building or structure;
- p) any System Components that have had their rating labels removed;
- q) damages, malfunctions, or failures caused by a loss of power to the Pump Station that results in stagnation and potential release of Heat Transfer Fluid (glycol) to the property;
- r) damages, malfunctions, or failures caused by system piping bursting during frost conditions. It is the owner's responsibility to protect the Solar Water Heating System and associated piping if the weather conditions and/or outside air temperature are anticipated to approach the limits specified in the manufacturer's instructions provided.

This Warranty gives you specific legal rights, and you may have other rights which vary under the laws of each state. If any provision of this Warranty is prohibited or invalid under applicable state law, that provision shall be ineffective to the extent of the prohibition or invalidity 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 BOOSTER HEATER, SOLAR COLLECTOR, PUMP STATION 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 System Component or replacement part from the nearest distributor and returning the claimed defective System Component 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 System Component or part.

#### LIMITATION ON IMPLIED WARRANTIES

Implied warranties, including any warranty of merchantability imposed on the sale of this Solar Water Heating System under state law are limited to one year duration for any System Component 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 Solar Water Heating System, 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 the manufacturer's website: [www.hotwater.com](http://www.hotwater.com).

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](http://www.hotwater.com/parts).

The warrantor will only honor replacement with an identical or similar System Component 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 SYSTEM COMPONENT OR THE INSTALLATION, OPERATION, REPAIR OR REPLACEMENT OF THE SYSTEM COMPONENT OR PARTS THEREOF. THE WARRANTOR SHALL

NOT BE RESPONSIBLE FOR WATER DAMAGE, LOSS OF USE OF THE SYSTEM, 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 model 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 \_\_\_\_\_

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_

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 \_\_\_\_\_

