

# **Service and Warranty Guide**

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## **National Field Service Team Contact Information**

Please call us with your service related needs, we are your service support contact. Together, we can research your needs and get the resolution you deserve quickly.

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## **Mission Statement**

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Our goal is to develop a lasting and successful partnership with our Contracted Service Providers (CSP), therefore we have developed a CSP guide that gives us both what we want and need. This guide will provide a path to better service you and our customers.

## **Customer Bill of Rights**

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Below is what we believe in and strive to practice every day. Feel free to implement into your business for everyday use.

1. I deserve to be treated with “Professionalism”. I have a right to:
  - Speak with a courteous, positive, and knowledgeable representative at A.O. Smith
  - Be listened to, respected, and acknowledged as I share my unique needs and concerns
  - Receive friendly, empathetic, and individualized treatment
  - Work with an empowered representative who appreciates my value as a customer
2. I deserve a representative that will take “Ownership” of my experience by:
  - Determine the appropriate resolution to my needs
  - Understand and appreciate my prior experiences
  - Respect me and my property
  - Follow through as promised
  - Redirect my call only if necessary and with accuracy
3. I deserve a fair “Resolution” process. I have a right to:
  - Share my expectations
  - Experience a prompt and fair resolution
  - Hear an explanation of how the decision was reached
  - Receive a summarization of the next steps to appeal the resolution if necessary

## **Qualifications & Requirements**

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Our goal is to put in place the highest level of Contracted Service Companies in the country to service our customers. Pay close attention to the following qualifications and requirements. If you feel you do not have or meet one or more of the following, contact us. We are willing to help and want to grow your company. Maintaining the proper service tools and having trained service technicians is critical for great customer service and company growth.

### **General**

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As a Contracted Service Provider (CSP), you should possess a reputation for the highest quality service and repair company in your category of products in the marketplace. Your company will have demonstrated outstanding quality workmanship, will be technically knowledgeable in the appropriate products and their applications, remain current on new A. O. Smith (AOS) products and enjoy a professional reputation with impeccable references.

We strongly recommend your techs attend local service training schools or training schools offered by A. O. Smith on a yearly basis to maintain your grade level. As a CSP you will possess the necessary communication skills to smoothly solve customers’ problems while effectively representing the manufacturer’s interest.

The following checklist of business practices is required. Any accompanying documents will be kept in a secure file in the National Field Service Office:

- Signed A. O. Smith Service Contract
- Business license required by state and local governments
- Current Proof of Proper Liability insurance per contract
- Professional Appearance of personnel, equipment and vehicles
- Tools and Test Equipment appropriate for contracted category of products and services
- Computer with Internet Access & E-Mail

- Maintain a stock of repair parts to adequately serve the market
- Provide list of phone numbers, fax number, email addresses or cell numbers for contact
- Requires licenses, background screening, and certification requirements
- Respond in the minimum time frame for category of products.
- Update and inform National Field Service Office with any changes that occur in your company (email, employees, etc).

### **Background Screening**

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In today's environment, we must do everything to make our customers feel secure while your company is on their property. A. O. Smith has partnered with a top company providing the most thorough screening in the industry. As a result of this partnership, discount rates are provided for your company. This is a valuable tool for all your business dealings. The following will give all answers to your questions, who to contact, and instructions of how to accomplish the check. It will also address what is checked and the cost per technician. See [www.plus1solutions.net](http://www.plus1solutions.net)

### **Requirements:**

- Social Security Number Verification
- State Criminal (Where applicable)
- Motor Vehicle Record
- National Criminal File
- OFAC (Office of Foreign Assets Control)
- Sexual/Violent Offender Database
- County Criminal, Felony and Misdemeanor

### **Pricing:**

- A. O. SMITH discounted background screen rates:
- \$59.99 in all states except New York
- \$129.99 for New York residents
- \$15.00 portability fee - verification of previous background screenings submitted to PlusOne
- Prices Subject to change

### **Screening Instructions:**

- Technician Portal to order a background screening:

<https://screeningsplus.plus1solutions.net/a.o.376059790>

- Company Portal to View Screening Results for their technicians: <http://www.plus1solutions.net/>

### **Mailing Address:**

PlusOne Solutions, Inc.  
11301 Corporate Blvd Suite 215  
Orlando, FL 32817

Phone: 407.359.5929 or 877.943.0100 ext. 31

Fax: 407.359.6929 or 877.943.0800

### **Residential Service Providers**

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As a residential CSP you must meet all general requirements plus the following minimum requirements:

The CSP will schedule the service call for completion within four (4) hours of receiving notification and service the customer within 24 hours of the receipt of call unless prior arrangements have been made with the customer.

Proper tools and test equipment appropriate to service residential electric and gas water heaters which include:

- Screwdrivers, assorted Wrenches w/Sockets
- Element Remover
- Gas Pressure Gauge Kit
- Digital Manometer or Yellow Jacket Style Gauge

- Water Pressure Kit
- Digital Multi-Meter & Amp Meter
- General Testing Service Thermometer

Maintain a stock of common repair parts to adequately serve the market as shown in our replacement parts book, which can be viewed at this link: [http://www.hotwater.com/Resources/Literature/Parts-Lists/Parts-List-Price-Book-\(AOSAA81001\)/](http://www.hotwater.com/Resources/Literature/Parts-Lists/Parts-List-Price-Book-(AOSAA81001)/)

You may look up parts using the following link:

<http://www.waterheaterparts.com/>

### **Commercial Electric and Gas Service Providers**

As a commercial CSP you must meet all the general and residential requirements plus the following:

- The CSP agrees to contact the customer within two (2) hours of receiving the call and respond to the service with the same day of receipt of call unless prior arrangements have been made with the customer. Maintain a stock of repair parts to adequately serve the market.
- Must send technician trained on commercial products.
- Must be knowledgeable to the nature of the commercial business and act accordingly with the appropriate sense of urgency.

### **Training**

With all the new products and advanced technology in the water heater industry, training is the most helpful way to keep up to date with diagnostics, troubleshooting and repair. From time to time as training classes become available, we will communicate to you. You may also visit:

<http://www.hotwater.com/service/technical-training/>

Our training courses are developed with the plumbing professional in mind. Our courses cover a wide range of products and include both installation and service. Courses are offered in an easy to understand format including

live demonstrations with working products and hands on training.

To schedule field training, obtain a training request form from your area manufacturer's representative. They along with their regional manager will submit for approval. Once approved the Training Department will then work with you to coordinate dates, content, and logistics information. For more information, contact Julie Hendricks at [jhendricks@hotwater.com](mailto:jhendricks@hotwater.com).

### **Grade Level Requirements**

#### **Grade Level 1 (Minimum Service Provider/Company Requirement)**

This grade level is used for a company that services only what they sell, however they are required to meet the following requirements:

- Signed WPC service contract
- Necessary business license required by state and local government
- Current proof of proper liability insurance per contract
- Professional appearance of personnel, equipment, and vehicles
- Tools and test equipment appropriate for contracted category of products and services
- Computer with internet access & e-mail
- Maintain a stock of repair parts to adequately serve their needs
- Must provide phone number, fax number, and pager or cell numbers for contact
- Possess and maintain: Required licenses, background screening, and certification requirements
- Respond in the minimum time frame for category of products

Compensation:

- Qualifies for fair hourly rate based on this grade level and overall performance
- Qualifies for 40% off list price of parts orders from all stocking parts agencies

**Grade Level 2  
(Residential Service Provider)**

Must meet Level 1 requirements plus the following:

1. The Service Provider must remain current on WPC products and service methods. Service training schools will be offered by Water Products Company on a periodic basis. Service Provider must pass these courses to maintain their grade level. This includes residential gas and electric products.
2. Each technician must complete and pass minimum standards test at the following link:  
  
<http://www.classmarker.com/online-test/start/?quiz=4b750169e3cc3359>
3. The Service Provider will schedule the service call for completion with four (4) hours and service the customer within (24) hours from receipt of call unless prior arrangements have been made with the customer.
4. Provide background check verification on all individuals servicing our products.
5. Must maintain a stock of common repair parts to adequately serve the market.
6. Proper tools and test equipment appropriate to service gas and electric water heaters:

- Screwdrivers, assorted wrenches and sockets
- Element remover
- Digital Manometer
- Water pressure gauge kit
- Digital multi – meter & amp meter
- General testing service thermometer

- Digital Camera

Compensation:

- Qualifies for fair hourly rate based on this grade level and overall performance
- Qualifies for 40% off list price of parts orders from all stocking parts agencies

**Grade Level 3  
(Residential and Commercial Service Provider)**

Must meet Level 1 and 2 requirements plus the following:

1. The Service Provider must remain current on WPC products and service methods. Service training schools will be offered by WPC on a periodic basis. Service Provider must pass these courses to maintain their grade level. This included residential, commercial, gas and electric products.
2. During this training, Providers will demonstrate competency in the products they service. This will be determined by successfully passing relevant WPC courses and actual field performance. Provider agrees to contact customer within two (2) hours of receiving the call and respond to the service call within the same day received unless prior arrangements are made with the customer.

Compensation:

- Qualifies for fair hourly rate based on this grade level and overall performance
- Qualifies for 40% off list price of parts orders from all stocking parts agencies

**Grade Level 4  
(Residential, Commercial and Start-Up Agents)**

Must meet Level 1, 2, and 3 requirements plus the following:

1. Must attend and complete boiler certification school before performing start up's.
2. Start-Up Service Providers are required to own and maintain the necessary combustion analysis equipment to perform the start-up. This includes the capability

to measure Nitrous Oxide and Sulfur Dioxide when required by local government regulation. Start-up form must also be completed and attached to a completed service report in order to be reviewed and considered for payment.

3. Start-Up Service Providers must contact the customer within two (2) hours of receipt of call. Start-Up will be completed within three (3) days from the receipt of call or when customer schedules call.
4. All tools and test equipment listed in level 1, 2, and 3.
5. Maintain a stock of common repair parts to adequately serve the market.

Compensation:

- Qualifies for fair hourly rate based on this grade level and overall performance
- Qualifies for 40% off list price of parts orders from all stocking parts agencies

#### **Grade Level 5 (Top Performer of All Service Functions)**

Must meet level 1, 2, 3, and 4 requirements plus the following:

1. History of outstanding performance, above and beyond expectations
2. Reputations of the same in the industry
3. Large multi zip code service coverage
4. Good communication with WPC on a regular basis to help reduce warranty cost

Compensation:

- Qualifies for fair hourly rate based on this grade level and overall performance
- Qualifies for 40% off list price of parts orders from all stocking parts agencies

### **Expectation of a Service Call**

Please use the following outline as a guide to complete a service call successfully.

When called to service our products, we expect the repair to be handled in a prompt and professional manor. Taking the time to ask the right questions is very important when servicing the customer. Contact us if you have questions or concerns about the following.

The following information must be collected & provided prior to the service call:

- Caller's full name
- Homeowners / Business information
  - Name
  - Address
  - City
  - Zip
  - Telephone number(s) - Number where customer can readily be reached
  - Email address (when applicable)

Listening to the customers input will help determine the next step.

- Ask what is wrong with the unit
- Ask are there any flash codes or display faults?

Customers expect service in a timely manner (24 hours on residential and same day on commercial). If you're unable to meet this expectation please notify the customer. In addition, update the customer if you're running late or can't make the appointment, reschedule if necessary.

Increasing your knowledge of the product directly affects the customers' confidence in your ability. Download from our website(s) the service workbook or any other model specific document required prior to the service call.

In the event you require assistance while at the water heater, our Technical Support group, will expect the following when you call. Clearly identify yourself as a contracted



service provider, providing your name, companies' name, and account number.

- End user information
  - Complete address, city and zip code
  - Model number
  - Serial number
- Proper test tools for the job
  - Proper hand tools
  - Gas pressure Gauge kit
  - Water pressure Gauge Kit
  - Multi-meter
  - Digital manometer
  - General Testing Thermometer
- Specific Information when applicable
  - Gas Pressure (static and dynamic)
  - Venting Configuration
  - Supply Voltage
  - Incoming Water Pressure

Our Technical Support Groups are available to help, however, it is important to stay on task while on the call. Discuss the issues relevant to your need.

Once the service is complete, leave the area cleaner than it was when you arrived. Small acts such as this leave a good impression long after you are gone.

It is important to restock any parts used during a service repair. If the service repair was covered under the manufacturer's warranty, seek replacement from the original place the part was purchased. There are several sources available to you as a contracted service provider. Refer to the repair parts section of this guide.

## **Warranty and Service Program**

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All A. O. Smith residential and commercial water heaters. Boilers, hot water generators, and storage tanks are covered under our A. O. Smith Warranty and Service Program.

### **Limited Warranties**

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A. O. Smith commercial and residential products carry a limited warranty against defects in material and workmanship. The warranty period varies depending on the model, type of usage and accessory kits that may have been purchased. The specific warranty for each unit is provided with the product.

### **General Warranty Guidelines**

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- The warranty period begins with installation of the water heater. If proof of installation cannot be provided, the warranty period will start from the manufacture date.
- The warranty is valid only if:
  - the water heater is properly installed
  - the water heater remains installed in its original place of installation.
  - adequate thermal expansion protection is used when applicable (thermal expansion tank)
  - the water heater has been maintained
- Tankless products are repairable and do not qualify for replacement except in cases where repair is deemed unsuitable by the manufacture.
- Copper commercial products are repairable and do not qualify for replacement except in cases where repair is deemed unsuitable by A. O. Smith.
- Replacement water heaters will retain the remainder of the original water heaters warranty period. We will honor replacement with an equivalent or similar model or part(s) thereof, which are manufactured under A. O. Smith family products.
- Upgrades in size or input are acceptable when the

purchaser agrees to absorb all applicable fees and cost of the upgrade. The term of the warranty will continue from the date of the original water heaters installation.

- Prior to replacing Specialty Commercial Models, A. O. Smith must be contacted at 1.800.527.1953. If the unit is found to be non-repairable, then Renton Customer Service will be notified regarding replacement of the unit. A. O. Smith reserves the right to inspect all product, parts, or components to validate warranty claims.
- Prior to replacing tankless water heaters, contact our technical support at 1.888.882.5244. A. O. Smith reserves the right to inspect all products, parts, or components to validate warranty claims.
- A.O. Smith reserves the right to inspect all product, parts, or components to validate warranty claims.

**Certain exclusions to warranty coverage may apply. Please consult the written warranty that was provided with the unit.**

### How to read the Serial Number

#### Serial Number Matrix & Warranty Verification

Please use this matrix to read our serial numbers to determine the age of the unit.

Sample Serial Number:

1/2/0/3/M/0/0/1/7/1/4

12: The first two digits of the serial number represent the year of manufacturing. In this case the year is 2012.

1/2/03/M/0/0/1/7/1/4

03: The second two digits represent the week of manufacturing. There can be up to fifty-three (53) weeks in a given manufacturing year. In this example, the unit was manufactured the third week of 2012.




1/2/0/3/M/0/0/1/7/1/4

M: The fifth place is a letter which represents manufacturing location. The “M” indicates that the unit was manufactured in McBee, SC.

1/2/0/3/M/001714

001714: The last six digits of the serial number are sequential numbers assigned to each water heater giving each unit its own unique identification.

#### SAMPLE GAS DATA PLATE

|  |           |  |                 |   |                    |   |   |         |
|--|-----------|--|-----------------|---|--------------------|---|---|---------|
| GAS-FIRED<br> |           | CLASSIFIED<br> |                 | AUTOMATIC CIRCULATING TANK OR<br>AUTOMATIC STORAGE WATER HEATER |                    |   |  |         |
| LISTED   |           | WATER QUALITY  |                 | 21DF  |                    |   | LLC   |         |
| ANSI/NSF 5   |           | ANSI Z21.10.3B - CSA 4.3B - 2008   |                 | MODEL NUMBER  |                    | GAS TYPE                                  |   | ITEM ID |
| BTR 120 118  |           | NATURAL  |                 | 9280931000  |                    | CITY OF NEW YORK DEPT<br>OF BUILDINGS MEA |   |         |
| INPUT BTU/HR   |           | RECOVERY GAL/HR  |                 | SERIAL NUMBER   |                    | CITY OF NEW YORK DEPT<br>OF BUILDINGS MEA |   |         |
| 120000   |           | 116.36   |                 | 1203M001714   |                    | 213-98-E                                  |   |         |
| GAS PRESSURES IN. W.C.   |           |  | MAX WORKING     |   | ELECTRICAL RATINGS |   |   |         |
| MANIFOLD   | MAX INLET | MIN INLET  | PRESSURE P.S.I. | VOLTS   | HZ                 | AMPS                                      | BUILD DATE  |         |
| 3.50   | 14.00     | 4.50   | 160             | 120   | 60                 | 5   | 01/20/2012  |         |
| CAPACITY   |           | STANDBY LOSS   |                 | THERM. EFF.   |                    |   |   |         |
| RATED  | MEASURED  | %  | Btu/hr          |   |                    |   |   |         |
| 71.0   | 67        | 2.58   | 1000            | 80  |                    |   |   |         |
| MADE IN USA<br>A.O. SMITH WATER PRODUCTS CO.<br>MCBEE, SC. USA                                 |           |  |                 |   |                    |   |   |         |

#### Warranty Verification

Warranty status may be checked many different ways:

Online:

- A. O. Smith - [www.hotwater.com](http://www.hotwater.com) or use mobile application
- State - [www.statewaterheaters.com](http://www.statewaterheaters.com)
- A.O. Smith/State - <https://warranty.hotwater.com/default.aspx>
- American - [www.americanwaterheater.com](http://www.americanwaterheater.com)

Phone:

- A. O. Smith ..... 800.527.1953
- State ..... 800.365.8170
- American ..... 800.999.9515
- Takagi Tankless ..... 888.882.5244
- A. O. Smith/State/American Tankless  
..... 877.737.2840

### **Repair Parts Program**

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Please read the Repair Parts Program carefully as it outlines several new improvements. Repair parts have always played a large and important role in customer satisfaction. With your suggestions and feedback, we continue to improve ways to facilitate repair parts in the field.

#### **Program Overview:**

We want to better utilize our distribution network for parts rather than ship single-lot shipments for each job. We believe our program will facilitate faster service and lower costs to you and our end-user customers. In recent years we aggressively encouraged Wholesale Distributors and Local Sales Rep Agencies to establish or augment inventories of our most popular repair parts for residential and commercial water heaters and boilers. The preferred method for obtaining repair parts would be through your distributor or buy sell representative.

You may purchase repair parts using your personal or company credit card (all major cards are accepted), at List Price less 40%. Shipping expenses will be added to your credit card for the method of shipment requested. Orders totaling \$2,000 or more at List Price will be shipped UPS Ground at our expense.

For warranty repairs, you may also order parts directly from us. We will provide a repair part no-charge upon submission of information listed below.

- Valid model and serial number of water heater (within parts warranty)
- End user information (name, address, and phone number)

We will cover associated freight costs within the first year of the water heater’s warranty. The mode of delivery will be determined by the urgency of the requirement. The following shipping charges will be applied after the first year and should be passed on to the end user.

#### **Shipping charges:**

- \$10 – Ground
- \$20 – 2nd Day Air
- \$30 – Next Day Air\*

\* Larger parts such as heat exchanges, etc. will cost more.

For the name, phone number, and location of your closest repair parts source, please contact:

#### **Info for parts in warranty:**

- A. O. Smith Brand ..... 800.527.1953
- State Brand ..... 800.365.0024
- Reliance Brand ..... 800.365.4054
- American Brand ..... 800.999.9515
- Takagi Tankless ..... 888.882.5244
- A. O. Smith/State/American Tankless ..... 877.737.2840

#### **Info for parts purchase:**

- A. O. Smith/State/Reliance/Tankless ..... 800.821.2017
- American Brand (credit card only) ..... 800.999.9515

Periodically we will ask to have parts returned. You will be notified in advance and arrangements made to return.

### **Service Handbooks/Technical Bulletins**

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Service handbooks, installation manuals, technical bulletins are available for download on the following websites:

- <http://www.hotwater.com/resources/product-literature/>
- <http://www.statewaterheaters.com/lit/iManuals.html>

<http://americanwaterheater.com/support/default.aspx>

[http://takagi.com/?p=product\\_manuals.php&page\\_id=35](http://takagi.com/?p=product_manuals.php&page_id=35)

### **Site Inspection Program**

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The purpose of the site inspection is to identify conditions which may have contributed to the shortened life of the product, and to reduce the likelihood of early failure of the replacement water heater or other water heating products on site. Call the appropriate phone number and speak to one of the Technical Specialists on the first business day that the unit is identified as non-repairable. At this time they will determine if a site inspection is required. In some cases, the water heater must be returned to the manufacturer for inspection.

- A. O. Smith Brand ..... 1.800.527.1953
- State Brand ..... 1.800.365.0024
- American Brand ..... 1.800.456.9805
- National Accounts.....1.800.447.1953 option 2

### **Information required if Site Inspection is requested:**

- Serial and model number of non-repairable water heater
- Contact person at the jobsite
- Phone number of contact person at the job site
- Name of company/customer
- Address where water heater is located
- City, State and Zip

### **Commercial Products Requiring Start-Up**

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The following products require factory start-up:

- All XP Model Boilers
- All models VF Boilers (VW/VB) including SKID mounted Ac-U-Temp Systems
- All Genesis models 1 million BTUs and greater (GW/GW-1000 thru 2500) including Ac-U-Temp Systems

- All Renton and McBee built Power Burner gas and oil units: BTP/COF/COBT/GPG/GPV/GPO/TPG/TPO/TPD

Note: All units are shipped with start up paperwork, however some times gets lost or misplaces during installation. Make sure you have a copy before you visit the site. These are available for download at [www.hotwater.com](http://www.hotwater.com).

### **Residential Fixed Labor Rate**

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As a contracted service provider, you were asked to submit a fixed labor rate per completed repair within a specified mile radius. Once received we negotiated a agreeable rate. If your company does not have a negotiated fixed labor rate on file, all warranty service claims are reduced to \$75 per completed call. For question contact our National Field Service Administrator at [dharrison@hotwater.com](mailto:dharrison@hotwater.com).

### **Key Filing Requirements**

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Follow these bullet points to ensure claims are paid promptly:

- Submitted within 30 days of service
- Complete customer information (In new constructions where customer information is not available, use the builder name.) In the case of apartment complex, use apartment name and number.
  - Name
  - Street address
  - City, State, Zip code
  - Phone number
- Complete and accurate model and serial number
- Description/Resolution of problem
- Claims must be submitted only once by fax, email, online, or mail.
- Residential claims must be filed using your contracted fixed rate.
- Commercial claims must be filed using your contracted rate and labor travel rate schedule.
  - In the rare situation where the services exceed the contracted rate, you must obtain prior approval from the National Field Service Team.

## **Warranty Wizzard**

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The Warranty Wizzard is our online warranty claims system. Service providers may use the Warranty

Wizzard to submit A. O. Smith and State labor claims via the Internet. If you don't have a Warranty Wizzard account and would like to submit your claims online, please email request to [wsvcesupport@hotwater.com](mailto:wsvcesupport@hotwater.com) and request access.

Here are the steps how to sign on to the Warranty Wizzard and file your labor claims on line:

- Click on Security select Login (If you do not have a username and password, please contact online support).
- Enter your username and password include 'web.' in lower case before your username.
- Enter the serial number for the unit that was serviced – dashes, spaces, or series numbers are not required.
- Complete the rest of the required information. click 'Next'.
- Service Provider's information is pre-populated on the next screen. The customer information is required to be completed. click 'Next'.
- Enter the fail date and the date the service was performed on the water heater. click 'Next'.
- Enter the detailed information about what you found wrong with the water heater. Select the detailed corrective actions necessary to repair the water heater per the Labor and Travel Rate Schedule. Enter Drive Zone and Metro Zone Area information per the Labor and Travel Rate Schedule. You may click on the "Explain Mileage" link for further information. click 'Next'.
- Select the appropriate 'Fail Code' click 'Next'.
- Last screen: Review your claim – if you need add/edit click 'Back' if your claim is completed click 'Finish' and your claim will be processed.
- To review your claims, click on review

If you have any questions when entering labor claim "click" on questions mark in top right hand corner of the screen. This will display examples of what is required for the field in question.

If you experience problems logging on to the Warranty Wizzard, call Online Support (800) 365-8170 extension 1072 or email [wsvcesupport@hotwater.com](mailto:wsvcesupport@hotwater.com).

## **Advantages for using the Warranty Wizzard**

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- User friendly
- Paperless
- Prompt payments
- 24 hour access
- Ability to review and check status of claims submitted
- Ability to send proof of purchase via email to [wsvcesupport@hotwater.com](mailto:wsvcesupport@hotwater.com)
- Warranty verification

## **Most common reason for reduced/unpaid claims**

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- Incomplete/ missing end user information.
- Model and serial number missing or incomplete
- No description of work performed
- Multiple service calls on one claim
- Claims not submitted within allotted time frame (30 days from date serviced)
- Duplicate claims
- Amount exceeds contracted rate
- Residential fixed rate not negotiated or in the system
- Absence of proof of purchase
- Lost in transit, forgot to mail, etc.

## FAQ's

- Q:** Am I allowed two trips if residential tech sends the part?  
**A:** No, for common stocked parts one claim per completed service call.
- Q:** Am I allowed to get extra money if going outside my mile radius for residential product?  
**A:** No, you will be paid according your negotiated fixed rate.
- Q:** Do I get paid if the rep sends me out and it is determined not a manufactures defect?  
**A:** No, if it's not a manufactures defect, you will need to secure payment fromt the end user unless other arrangements have previously been made thru your rep.
- Q:** If I enter my warranty service claims on-line, do I also have to submit a service report?  
**A:** No, claims should be submitted one time, duplicate submissions will delay process time.
- Q:** Where do I send proof of purchase, proof installation, and site inspections?  
**A:** We prefer scan & email [wsvcesupport@hotwater.com](mailto:wsvcesupport@hotwater.com) or fax it to 615-792-2186.
- Q:** Will I receive notification if a claim has been denied?  
**A:** Yes, you will receive notification via e-mail or fax.
- Q:** If I have a problem when using the on-line system, is there a phone number I call to get help?  
**A:** Yes, you may contact online support at [wsvcesupport@hotwater.com](mailto:wsvcesupport@hotwater.com) or call 800-365-8170 ext 1072.
- Q:** How long does it take to get payment for my claims?  
**A:** If you submit on-line, once approved claims are normally paid within 10 business days. Claims mailed in take longer to get through our system.
- Q:** What is the time frame for researching unpaid invoices?  
**A:** There is a grace period of six months to reconcile open invoices. Claims over six months old will not able to be researched.

## Warranty Claims Submittal

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### Parts:

All control boards, electric modules, heat exchangers, coils or previously replaced parts/components that are deemed defective must be returned for evaluation in order to receive credit upon verification. In general all other original parts deemed defective will not need to be returned to receive credit. Contracted service providers will need to file their parts on the Water Heater Service Report Form SAAF00108.

Warranty does not apply to any part that has been damaged in shipping. A Return Material Authorization (RMA) must be obtained from the parts department:

A. O. Smith .....1.800.433.2545  
State .....1.800.807.7014  
American .....1.800.999.9515

An RMA must also be obtained when an ordered part is unnecessary for the repair of the water heater. It must be in UNUSED and SALEABLE condition to be returned for credit. All requests for returns must be received within 30 days of shipment (restocking charges may apply).

### Replacement Allowance

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For products that are non-repairable during the first year, A. O. Smith offers the following replacement allowances. These amounts are intended to assist and not necessarily cover the replacement costs.

- Residential models equal to 55 gallons or less ..\$100.00
- Tankless models.....\$100.00
- Residential models larger than 55 gallons .....\$200.00
- Light Duty commercial models.....\$200.00
- Standard tank type commercial models .....\$300.00
- Combinations Systems 50 gallons .....\$400.00
- Combinations Systems larger than 50 gallons ...\$500.00

## Contact Information Warranty Administration

Misty Haynes, Warranty Manager  
615-792-8141  
mhaynes@hotwater.com

Cassie Nollner, Team Lead  
615-792-4371 extension 1160  
cnollner@hotwater.com

Jamie Winslett, Online Support  
615-792-4371 extension 1072  
wsvcesupport@hotwater.com

Kim Cathey, Labor Representative  
615-792-4371 extension 1497  
kcathey@hotwater.com

Angela Keeler, Parts Representative  
615-792-4371 extension 1084  
akeeler@hotwater.com

Mary Dingus, Parts Representative  
615-792-4371 ext 1674  
mdingus@hotwater.com

## Contact Numbers

### Tech Support A. O. Smith / State / Reliance

A. O. Smith Residential/Commercial .....800.527.1953  
State Residential/Commercial .....800.365.0024  
Reliance.....800.365.4054

Residential Hours: Mon – Fri 7:00 am to 7:00 pm CST  
Sat 8:00 am to 5:00 pm CST  
Commercial Hours: Mon – Fri 7:00 am to 7:00 pm CST  
Sat 8:00 am to 5:00 pm CST

### Tech Support American

American Residential .....800.999.9515  
American Commercial/Polaris .....800.456.9805  
Whirlpool .....877.817.6750

Residential Hours: Mon – Fri 7:00 am to 7:00 CST  
Sat & Sun 8:00 am to 5:00 pm CST  
Commercial Hours:  
Mon – Fri 7:00 am to 7:00 pm CST  
Sat 8:00 am to 5:00 pm CST

| <b>Warranty.....</b>         | <b>A. O. Smith.....</b> | <b>State.....</b>  | <b>American</b> |
|------------------------------|-------------------------|--------------------|-----------------|
| Main Number.....             | 866.362.9898.....       | 800.365.0024 ..... | 800.999.9515    |
| Claims on Line .....         | Ext 1072 .....          | Ext 1072           |                 |
| Defective Parts Claims ..... | Ext 4182 .....          | Ext 4185           |                 |
| Service Labor Claims .....   | Ext 4183 .....          | Ext 4186.....      | 423.434.1610    |
| Whole Goods .....            | Ext 4181 .....          | Ext 4184           |                 |
| Fax Number.....              | 615.792.2186.....       | 615.792.2186 ..... | 800.999.5210    |
| Auto Verification .....      | Ext 4098 .....          | Ext 4099           |                 |





**Commercial Labor & Travel Rate Schedule**

Based on product changes and your feedback, we continue to update and improve the Labor & Travel Rate Schedule. The schedule now includes repair times for Vertex, Hybrid, and tankless models.

Use the following times listed, the travel rate calculator, and your contracted hourly rate to calculate the total cost of a completed service call.

Multiple parts replaced during a service call are required to be returned with the service report for payment. The completed repair should be filed as a single claim, even if multiple trips are required. Note: a second trip is only allowed if a part identified with an \* is required for the repair. Additional trips due to misdiagnosis or adjustments will not be honored.

**Light Duty Electrical Component Parts**

|   |            |
|---|------------|
| Cycle Time (to insure proper operation) ..... | 0.25 hours |
| Diagnostic Time.....                          | 0.50 hours |
| Drain Down Time .....                         | 0.50 hours |
| Element(s) (1 or both) .....                  | 0.50 hours |
| Thermostat w/ECO (1 or both) .....            | 0.25 hours |

**Light Duty Gas (Atmospheric) Component**

|   |            |
|---|------------|
| Cycle Time .....                                    | 0.25 hours |
| Diagnostic.....                                     | 0.50 hours |
| *Dip Tube .....                                     | 0.25 hours |
| Drain Down Time .....                               | 0.50 hours |
| Drain Valve .....                                   | 0.50 hours |
| Gas Valve 0.50 hours .....                          | 0.50 hours |
| T&P Valve .....                                     | 0.50 hours |
| Thermocouple-Burner/Pilot Assembly (1 or all) ..... | 0.25 hours |
| Volume Test.....                                    | 0.25 hours |

**Commercial Tank Type Gas Component Parts**

|   |            |
|---|------------|
| *Any Electronic Board .....                   | 0.25 hours |
| *Blower Assembly.....                         | 0.50 hours |
| *Burner Assembly/Gas Valve (1 or both) .....  | 0.50 hours |
| Cycle Time (to insure proper operation) ..... | 0.50 hours |
| *Damper Assembly Diagnostic Time .....        | 0.75 hours |
| Drain Down Time.....                          | 0.75 hours |
| Diagnostic Time.....                          | 0.50 hours |

|  |            |
|--|------------|
| *Dual Control w/ECO .....                  | 0.50 hours |
| Flame Rod Assembly (or cleaning) .....     | 0.50 hours |
| *Igniter Assembly -Cyclone .....           | 0.25 hours |
| *Igniter Assembly -Vertex.....             | 0.50 hours |
| *Pressure Switches/Digital Thermostat..... | 0.25 hours |
| *Transformer.....                          | 0.25 hours |
| *Upper /Lower Temperature Probe .....      | 0.50 hours |
| *VFD Speed Controller.....                 | 0.50 hours |
| *Electronic Anode.....                     | 0.50 hours |
| T&P Valve .....                            | 0.50 hours |

**Standard Commercial – Tank Electric Component Parts**

|  |            |
|--|------------|
| *Contactors .....                              | 0.25 hours |
| Cycle Time ( to insure proper operation) ..... | 0.50 hours |
| Diagnostic Time.....                           | 0.50 hours |
| Drain Down Time .....                          | 0.50 hours |
| Fuses (for changing 1 or all).....             | 0.17 hours |
| Thermostat w/ECO (Surface) .....               | 0.25 hours |
| >For Changing 1 to 3 .....                     | 0.50 hours |
| >For Changing 4 to 6 .....                     | 0.75 hours |
| >For Changing 7 to 9 .....                     | 1.00 hour  |
| *High Limit (Immersion) Control .....          | 0.50 hours |

|                              |            |
|------------------------------|------------|
| Elements .....               | 0.50 hours |
| >For Changing 1 to 3 .....   | 0.50 hours |
| >For Changing 4 to 6 .....   | 0.75 hours |
| >For Changing 7 to 9 .....   | 1.00 hour  |
| *Thermostat (Immersion)..... | 0.50 hours |
| *Transformer.....            | 0.25 hours |
| T&P Valve .....              | 0.50 hours |

**Commercial (Specialty) Power Burner Gas & Oil Fired Component Parts**

|   |            |
|---|------------|
| *Burners (Power) .....                        | 0.75 hours |
| Cycle Time (to insure proper operation) ..... | 0.50 hours |
| Diagnostic Time.....                          | 1.00 hour  |
| *Gas Valves .....                             | 0.50 hours |
| *Ignition Control Module .....                | 0.50 hours |
| *High Limit Controls.....                     | 0.50 hours |
| *Low Water Cutoff.....                        | 0.50 hours |
| *Oil Pump.....                                | 0.50 hours |
| *Pilot Assembly.....                          | 0.33 hours |
| *Pressure Regulators .....                    | 0.50 hours |

|                    |            |
|--------------------|------------|
| *Thermostats ..... | 0.50 hours |
| T&P Valve .....    | 0.50 hours |

**Note: Commercial products with optional IRA controls, add 0.75 hours to diagnostic time.**

**Commercial Tank Type & Copper Boilers Start-Up**

|  |            |
|--|------------|
| Copper Boiler Start-Up Fee .....         | -\$250.00  |
| Additional Unit.....                     | -\$190.00  |
| Tank Type (Specialty) Start-Up Fee ..... | -\$250.00  |
| Additional Unit.....                     | -\$190.00  |
| T&P Valve .....                          | 0.50 hours |

**Polaris® Component Parts**

|   |            |
|---|------------|
| Diagnostic Time.....                          | 0.50 hours |
| Igniter .....                                 | 0.33 hours |
| *Burner/Blower/Gaskets (1 or both).....       | 0.75 hours |
| *Module w/Relay.....                          | 0.33 hours |
| *ECO/Sensor .....                             | 0.50 hours |
| Drain Down Time .....                         | 0.50 hours |
| Pressure Switch.....                          | 0.25 hours |
| *T&P Valve .....                              | 0.50 hours |
| *Thermostat Board-Set Pot (1 or both).....    | 0.25 hours |
| *Gas Valve .....                              | 0.50 hours |
| *Air Inlet Pipe.....                          | 0.33 hours |
| *Transformer.....                             | 0.25 hours |
| Cycle Time (to insure proper operation) ..... | 0.25 hours |

**Commercial (Specialty) Tank-Type Electronic Component Parts 125 to 10,000 Gallons**

|   |            |
|---|------------|
| *Contactors.....                              | 0.25 hours |
| Cycle Time (to insure proper operation) ..... | 0.50 hours |
| Diagnostic Time.....                          | 0.50 hours |
| *Elements .....                               | 0.50 hours |
| Fuses (1 or all).....                         | 0.17 hours |
| *High Limit (Immersion) Control.....          | 0.33 hours |
| *Thermostat (Immersion).....                  | 0.50 hours |
| *Water Cutoff .....                           | 0.35 hours |
| *Transformer.....                             | 0.25 hours |
| *High Limit (Surface) Control.....            | 0.17 hours |
| Water Cut Off .....                           | 0.33 hours |
| T&P Valve .....                               | 0.50 hours |

**Commercial Copper Hot Water Supply Heater/Boiler**

|                                      |            |
|--------------------------------------|------------|
| Diagnostic Time.....                 | 1.0 hour   |
| *Flow Switch.....                    | 0.50 hours |
| *ICB/FCB Board.....                  | 0.33 hours |
| Ignition Control Probe.....          | 0.33 hours |
| *Inlet Temperature.....              | 0.25 hours |
| *Outlet Temperature w/ECO Probe..... | 0.25 hours |
| Pressure Switches.....               | 0.25 hours |
| *Pump Relay.....                     | 0.25 hours |
| *Tank Probe.....                     | 0.50 hours |
| *Transformer.....                    | 0.25 hours |
| *UIM/Display Board.....              | 0.50 hours |
| *Blower Speed Control (VF).....      | 1.00 hour  |
| *Coil Protector Switch.....          | 0.25 hours |
| Igniter Assembly.....                | 0.75 hours |
| Flame Rod Assembly.....              | 0.75 hours |
| *Burner Assembly.....                | 1.50 hours |
| *Central Control Board.....          | 0.50 hours |
| *Gas Valve.....                      | 1.50 hours |
| *Thermal Balancer.....               | 0.50 hours |
| *Blower Assembly.....                | 1.50 hours |
| *Burner Orifice.....                 | 1.50 hours |
| *Circulator Pump.....                | 1.00 hour  |
| *Dual Limit Control.....             | 1.00 hour  |
| Cycle Time.....                      | 0.50 hour  |
| T&P Valve.....                       | 0.50 hours |
| Pressure Relief Valve.....           | 0.50 hours |

**All copper water heater exchangers must be returned to the factory (parts in bold below).**

|  |                    |
|--|--------------------|
| *Coil Assembly (HW).....                         | <b>8.00 hours</b>  |
| *Slab Coil Exchanger (HW).....                   | <b>6.00 hours</b>  |
| Heat Exchanger Assembly for the following units: |                    |
| GEN I.....                                       | <b>8.00 hours</b>  |
| DB/DW/LB/LW.....                                 | <b>10.00 hours</b> |
| GEN II/VF.....                                   | <b>12.00 hours</b> |

**Note:**  
On GEN II allow 2.50 hours/stage Cycle Time (to insure proper operation).....**0.50 hours**

Parts marked with an \*\* are not carried as truck stock and a second trip will be allowed if needed.

**Inspections**

Commercial Site Inspection Report..... 2.00 hours

**Hybrid and Tankless Labor Time Schedule**

**Component..... Repair Time**

|                               |            |
|-------------------------------|------------|
| *Baffle Assembly.....         | 0.50 hour  |
| *Blower Motor.....            | 0.50 hour  |
| *Circuit Board.....           | 0.50 hour  |
| *Circ Pump Repl.....          | 0.50 hour  |
| *Condensate Trap.....         | 0.50 hour  |
| *Condensate Baffle.....       | 0.25 hour  |
| Cycle.....                    | 0.25 hour  |
| Diagnostic.....               | 0.50 hour  |
| *Dip Tube.....                | 0.50 hour  |
| *Display Panel.....           | 0.25 hour  |
| Drain down time (Hybrid)..... | 0.50 hour  |
| *Drain Valve.....             | 0.25 hour  |
| *ECO Switch.....              | 0.25 hour  |
| *Exhaust Switch.....          | 0.25 hour  |
| *Flame Rod.....               | 0.25 hour  |
| *Flow Valve.....              | 0.50 hour  |
| *Gas Valve.....               | 1.00 hour  |
| *Heat Engine.....             | 1.00 hour  |
| *Heat Exchanger.....          | 2.00 hours |
| *Hi Limit Switch.....         | 0.50 hour  |
| *Hose Replacement (both)..... | 0.50 hour  |
| *Inlet Thermistor.....        | 0.50 hour  |
| *Inlet Water Flier.....       | 0.25 hour  |
| *Outlet Thermistor.....       | 0.50 hour  |
| *Power Cord.....              | 0.25 hour  |
| *Spark Generator.....         | 0.50 hour  |
| *T&P Valve.....               | 0.50 hour  |
| *Tank Thermistor.....         | 0.50 hour  |
| *Transformer.....             | 0.25 hour  |

**Mileage Calculator**

This calculator is used in figuring time for travel to a warranty service call. WPC will pay from this schedule one way. \*See list of cities and instructions for dense metro areas.

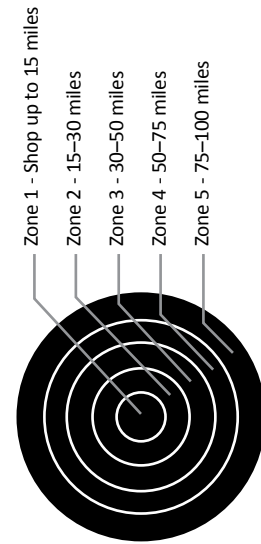
|                    |                      |            |
|--------------------|----------------------|------------|
| Zone.....          | Travel Distance..... | Time       |
| *1 Shop up to..... | 15 miles.....        | 0.50 hours |

|         |                |            |
|---------|----------------|------------|
| *2..... | 30 miles.....  | 0.75 hours |
| *3..... | 50 miles.....  | 1.00 hour  |
| 4.....  | 75 miles.....  | 2.00 hours |
| 5.....  | 100 miles..... | 3.00 hours |

The following is a list of cities where short distance travel takes longer. Use a multiplier of 2 in zones 1-3 when servicing these areas:

- Atlanta – Sandy Springs – Marietta, GA
- Baltimore – Towson, MD
- Boston – Cambridge – Quincy, MA
- Chicago – Naperville – Joliet, IL
- Cleveland, OH
- Dallas – Ft Worth – Arlington, TX
- Denver, CO
- Detroit – Warren – Livonia, MI
- Houston – Sugarland – Baytown, TX
- Los Angeles – Long Beach – Santa Ana, CA
- Miami – Ft Lauderdale – Miami Beach, FL
- Minneapolis – St. Paul - Bloomington, MN
- Pittsburgh, PA
- Philadelphia – Camden – Wilmington, PA – DE
- Phoenix – Mesa – Scottsdale, AZ
- Riverside – San Bernardino – Ontario, CA
- San Diego – Carlsbad – San Marcos, CA
- San Francisco – Oakland – Fremont, CA
- Seattle – Tacoma – Bellevue, WA
- St. Louis, MO
- Washington – Arlington – Alexandria, DC - VA
- New York – Northern New Jersey – Long Island, NY – NJ

**Travel Zones**



**CONTRACTED SERVICE PROVIDER CLAIM FORM**

**PLEASE COMPLETE ALL SECTIONS OF THIS FORM IN ORDER TO ENSURE CLAIMS ARE PAID PROMPTLY (KEEP A COPY FOR YOUR RECORDS)**



**Mail Form To:**  
 A.O. SMITH  
 ATTN: Warranty Administration  
 500 Tennessee Waltz Parkway  
 Ashland City, TN 37015  
**Or Email To:** wsvcesupport@hotmail.com

**Today's Date:** \_\_\_\_\_  
 (mm/dd/yyyy)

| Contracted Service Provider Information | COMMERCIAL  |
|---|---|
| Service Provider Name _____             | 1 2 3 4 5   |
| Address _____                           | <b>Drive Zone:</b> _____ (circle one)   |
| City _____ State _____ Zip Code _____   | *Drive Zone applies only to Commercial Labor Claims<br>*Drive Zone DOES NOT APPLY to Residential Labor Claims |
| Phone # _____                           | Metro Zone Area Yes or No (circle one)  |
| Email Address _____                     | Total Repair Time _____ hours   |
| <b>Your Debit or PO #:</b> _____        | Total Invoice Amount \$ _____   |
|   | RESIDENTIAL   |
|   | Fixed Labor Rate \$ _____   |

| Service Provider's Signature: | Service Information |
|-------------------------------|---------------------|
| _____                         | Diagnosis: _____    |
|                               | _____               |
|                               | _____               |
|                               | _____               |

| Service Information   | Service Information                               |
|---|---|
| End User Name _____   | Action Taken: _____                               |
| Street Address _____  | _____   |
| City _____ State _____ Zip Code _____                                 | Part Used (If Applicable): _____                  |
| End User Phone # _____  | Part Number / Description: _____                  |
| Residential or Commercial Installation: ___ Res ___ Comm              | _____   |
| Model Number _____ Series _____ Serial Number _____                   | Diagnostics to Support Part(s) Replacement: _____ |
| Install Date (mm/dd/yyyy) _____ Failure Date (mm/dd/yyyy) _____       | _____   |
| Date Call Taken (mm/dd/yyyy) _____ Date of Service (mm/dd/yyyy) _____ | _____   |
|   | Check One: ___ Credit ___ Replacement             |

|  |  |
|--|--|
| <b>IMPORTANT</b>   | <ul style="list-style-type: none"> <li>A "proof of purchase" must be provided when the serial number of the water heater indicates it is out of warranty.</li> <li>All warranty claims will be audited. Incomplete claims will be denied.</li> </ul> |
| <ul style="list-style-type: none"> <li>Claims must be submitted within 30 days of failure date.</li> </ul> |  |

