

# AMERICAN STANDARD WATER HEATERS

## WARRANTY DEPARTMENT

### WATER HEATER REPLACEMENT CREDITS

#### CONTACT:

- KIM THOMAS
- [kim.thomas@aristonthermo.us](mailto:kim.thomas@aristonthermo.us)
- 800-900-9063 ext. 4961

#### FORM:

- WATER HEATER REPLACEMENT CREDIT REQUEST FORM

#### EMAIL COMPLETED FORMS TO:

- [aswh.warranty@aristonthermo.us](mailto:aswh.warranty@aristonthermo.us)

#### PROCESS FOR WATER HEATER REPLACEMENT CREDITS:

- BEFORE REPLACEMENT IS DONE, PLEASE VERIFY PROBLEM WITH TECH SUPPORT **800-900-9063**
  - FOR RESIDENTIAL UNIT CHOOSE OPTION 2
  - FOR COMMERCIAL UNIT CHOOSE OPTION 3
- TAKE PICTURES OF PROBLEM IF POSSIBLE
- TAKE PICTURE OF RATING PLATE ON DEFECTIVE UNIT.
- COMPLETE THE WATER HEATER REPLACEMENT CREDIT REQUEST FORM
- EMAIL THE COMPLETED FORM, PICTURE OF THE DEFECTIVE UNIT'S RATING PLATE, AND ANY OTHER PICTURES OF THE DEFECTIVE UNIT SHOWING REASON FOR REPLACEMENT OF UNIT TO:
  - [aswh.warranty@aristonthermo.us](mailto:aswh.warranty@aristonthermo.us)
- PLEASE ALLOW 2-3 WEEKS FOR PROCESSING OF WARRANTY CREDITS. ALSO NOTE ANY INCOMPLETE CREDIT REQUESTS MAY CAUSE A DELAY IN PROCESSING
- ALL CREDIT REQUESTS WILL EXPIRE AFTER 60 DAYS OF BEING RECEIVED BY ASWH. ALL MISSING INFORMATION OR INFORMATION CLARIFICATIONS MUST BE SENT IN WITHIN THESE 60 DAYS.
- **PLEASE DO NOT SCRAP UNITS INSTALLED 1 YEAR OR LESS.**
  - **Units may need to be sent back to our distribution center for inspection.**
  - **Processing of credits may be delayed until inspections results are verified.**

## WATER HEATER REPLACEMENT PARTS

### CONTACT:

- KIM THOMAS
- [kim.thomas@aristonthermo.us](mailto:kim.thomas@aristonthermo.us)
- 800-900-9063 ext. 4961

### FORM:

- WATER HEATER WARRANTY PART REQUEST FORM

### EMAIL COMPLETED FORMS TO:

- [aswh.warranty@aristonthermo.us](mailto:aswh.warranty@aristonthermo.us)

### PROCESS FOR WATER HEATER REPLACEMENT PARTS:

- IF A PART WAS USED FROM YOUR STOCK TO REPAIR A UNIT UNDER PARTS WARRANTY, PLEASE FILL OUT THE FORM COMPLETELY AND EMAIL IT TO: [aswh.warranty@aristonthermo.us](mailto:aswh.warranty@aristonthermo.us)
- PLEASE ALLOW 7-10 DAYS FOR PROCESSING OF PARTS REQUESTS.
- PARTS WILL BE SENT OUT ACCORDINGLY, BUT KEEP IN MIND IF PARTS ARE ON BACKORDER, THEY WILL BE SENT OUT AS SOON AS POSSIBLE.

❖ IF A PART IS NEEDED ASAP AND YOU DO NOT HAVE IT IN YOUR STOCK, PLEASE EMAIL YOUR REQUEST TO HAVE THE PART SHIPPED TO :

- [american.standard@aristonthermo.us](mailto:american.standard@aristonthermo.us)
- INCLUDE THE FOLLOWING IN YOUR EMAIL
  - MODEL NUMBER
  - SERIAL NUMBER
  - ENDUSER NAME/PHONE
  - INSTALL ADDRESS
  - SHIPPING ADDRESS
  - PARTS TO BE SHIPPED
  - CONTACT INFORMATION OF COMPANY/PERSON SENDING THIS REQUEST
- YOU CAN ALSO CALL 800-900-9063 OPTION 2

## **SUBMIT A LABOR BILL FROM SERVICE CENTER**

### CONTACT:

- RENE MARTIN
- [rene.martin@aristonthermo.us](mailto:rene.martin@aristonthermo.us)
- 800-900-9063 ext. 4913

### SEND COMPLETED FORMS TO:

- [aswh.warranty@aristonthermo.us](mailto:aswh.warranty@aristonthermo.us)
- FAX: 909-392-7302

### PROCESS FOR LABOR REIMBURSEMENT:

- WARRANTY ON LABOR IS COVERED FOR 1 YEAR FROM THE INSTALLATION DATE.
  - BEFORE SUBMITTING LABOR INVOICE TO AMERICAN STANDARD, PLEASE CONFIRM THAT THE UNIT IS STILL UNDER WARRANTY.
- PLEASE ALLOW 2 TO 3 WEEKS TO RECEIVE LABOR PAYMENT ONCE ALL INFORMATION HAS BEEN SUBMITTED.
  - PAYMENTS MAY BE DELAYED DUE TO LACK OF INFORMATION.
- INCLUDE THE FOLLOWING INFORMATION IN YOUR LABOR INVOICE:
  - MODEL NUMBER
  - SERIAL NUMBER
  - END USER NAME/PHONE
  - INSTALLATION ADDRESS
  - DETAILED DESCRIPTION OF WORK PERFORMED
  - PROOF OF PURCHASE/INTSALL, IF THE WATER HEATER IS OLDER THAN 1 YEAR BASED ON THE SERIAL NUMBER.
- ❖ LABOR WILL NOT BE PAID IF THERE IS NO DEFECT DIRECTLY RELATED TO THE WATER HEATER.

## **RISK MANAGEMENT**

### CONTACT:

- ALFREDO ROSADO
- [alfredo.rosado@aristonthermo.us](mailto:alfredo.rosado@aristonthermo.us)
- 909-544-8130

### PROCESS FOR RISK MANAGEMENT:

- EMAIL ALL THE INFORMATION AVAILABLE, WITH DATE OF LOSS, DESCRIPTION, ADDRESS, CONTACT NAME, PHONE AND EMAIL, THEN EMAIL IT TO:  
[alfredo.rosado@aristonthermo.us](mailto:alfredo.rosado@aristonthermo.us)
- PLEASE ALLOW 24 HRS. MAX TO MAKE CONTACT.

*American Standard*<sup>®</sup>  
WATER HEATERS

561 NEW YORK DRIVE  
POMONA, CA 91768  
Telephone: 1-800-900-9063 EXT 5  
aswh.warranty@aristonthermo.us  
FAX: 1-909-392-7302

**WATER HEATER WARRANTY PART REQUEST FORM**

Distributor's Name: \_\_\_\_\_ Plumber's Name: \_\_\_\_\_  
Address: \_\_\_\_\_ Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Telephone: \_\_\_\_\_

Water Heater Owner's Name: \_\_\_\_\_ Contact if other than Owner: \_\_\_\_\_  
Heater Installation Address: \_\_\_\_\_ Name: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Telephone: \_\_\_\_\_

**WATER HEATER INFORMATION**

Model Number \_\_\_\_\_  
Serial Number \_\_\_\_\_  
Original Installation Date: \_\_\_\_\_

**REPLACEMENT PART**

Part Number \_\_\_\_\_  
Description of Part: \_\_\_\_\_  
Replacement Date: \_\_\_\_\_

**REASON FOR REPLACING PART:**

\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Ship replacement part to Plumber \_\_\_\_\_ Owner \_\_\_\_\_ Distributor \_\_\_\_\_

Claims must be submitted within 30 days of failure date.

*American Standard*<sup>®</sup>  
WATER HEATERS

561 New York Dr, Pomona, CA 91768  
Toll free: 800-900-9063 ext. 5  
aswh.warranty@aristonthermo.us  
Fax: 909-392-7302

**WATER HEATER REPLACEMENT CREDIT REQUEST FORM**

Distributor Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_

Dealer name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_

Water Heater Owner's name: \_\_\_\_\_  
Heater installation address: \_\_\_\_\_  
Telephone: \_\_\_\_\_

**REMOVED WATER HEATER**

Model number: \_\_\_\_\_  
Serial number: \_\_\_\_\_  
Original installation date: \_\_\_\_\_

**REPLACEMENT WATER HEATER**

Model number: \_\_\_\_\_  
Serial number: \_\_\_\_\_  
Replacement date: \_\_\_\_\_

REASON FOR REPLACING WATER HEATER:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature : \_\_\_\_\_ Date: \_\_\_\_\_  
Print Name: \_\_\_\_\_

NOTE: Please attach a copy of the rating plate and return, along with this form. You must provide PROOF OF PURCHASE if the serial number is out of warranty. Claims must be submitted within 30 days of failure date. Incomplete claims will be denied and no credit will be issued.

**OFFICE USE ONLY**

Original invoice #: \_\_\_\_\_ Date of original invoice: \_\_\_\_\_  
Type of pricing: Truckload 24+ 12+ 6+ Out of Stat Will Call Other