

Service and Warranty Guide

FOR CONTRACTED SERVICE PROVIDERS

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.

National Field Service Team

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Mission Statement

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

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

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

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

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

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:
- \$69.99 in all states except New York
- \$139.99 for New York residents
- \$20.00 portability fee - verification of current back-ground 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.
3501 Quadrangle Blvd., Suite 120
Orlando, FL 32817

Phone: 877.943.0100 ext. 31
Fax: 407.359.6929 or 877.943.0800

Residential Service Providers

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 by serial number using the following link:

<http://eportal.hotwater.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 Jason Leonard at jleonard@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://university.hotwater.com/residential/>
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 or gas pressure gauge kit
 - 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

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

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

- 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 manufacturer.
- 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. In the event that an upgrade fee applies, the warranty on the replacement heater will restart.

- 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 Commercial Models, A. O. Smith must be contacted at 1.800.527.1953. If the unit is found to be non-repairable, 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:

1/7/1/9/1/0/6/1/4/5/0/7/4

17: The first two digits of the serial number represent the year of manufacturing. In this case the year is 2017.

1/7/**1/9**/1/0/6/1/4/5/0/7/4

19: 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 nineteenth week of 2017.

SAMPLE DATA PLATE

MODEL NUMBER		SERIAL NUMBER			ITEM ID / PART NUMBER	
ENLB-30 110		1719106145074			100234119	

VOLTS - AC	PHASE	WATTS UPPER	WATTS LOWER	TOTAL WATTS CONNECTED	NOMINAL CAPACITY US GAL	MAX WORKING PRESSURE
240	1	4500	4500	4500	28	150

VOLTS AC	ALTERNATE RATINGS WATTS UPPER	WATTS LOWER	TOTAL WATTS CONNECTED	CIRCUIT
208	3380	3380	3380	A6

A. O. SMITH CORPORATION
MCBEE, SC. USA

1600

Model Number ENLB-30 110 Serial Number 1719106145074

Warranty Verification

Warranty status may be checked many different ways:

Online:

All brands may be checked on the new warranty portal:

<https://eportal.hotwater.com/Warranty/Verify#web-app>

Phone:

- A. O. Smith 800.527.1953
- State 800.365.0024
- American..... 800.999.9515
- Takagi Tankless..... 888.882.5244
- Polaris 800.456.9805

Repair Parts Program

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.

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

In warranty or to purchase parts:

A. O. Smith Brand.....	800.527.1953
State Brand.....	800.365.0024
Reliance Brand	800.365.4054
American Brand	800.999.9515
Takagi	888.882.5244

A. O. Smith/State/American Tankless..... 877.737.2840

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

Service Handbooks/Technical Bulletins

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

Site Inspection Program

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:

- A site inspection must be authorized by the tech center
- 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

The following products require factory start-up:

- Large XP Model Boilers only
- All models VF Boilers (VWH) including SKID mounted Ac-U-Temp Systems
- All Genesis models
- All Renton and McBee built Power Burner gas and oil units: BTP/COF/COBT/GPG/GPV/GPO/TPG/TPO/TPD
- All Start-ups go through startups@hotwater.com 615.510.5134

Note: These products require a Pre Start-Up checklist. Contact the Start-up coordinator to get this process started 615. 510.5134. An authorization number is required for Start-Ups.

Residential Fixed Labor Rate

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 an 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.

Key Filing Requirements

Follow these bullet points to ensure claims are paid promptly:

- All claims mailed, emailed or faxed in must be on our ***Contracted Service Provider Claim Form*** (One is available on page 19 of this booklet)
- 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 ePortal

The ePortal is our online warranty claims system. Service providers may use the ePortal to submit labor and parts claims for all brands. If you don't have an ePortal account and would like to submit your claims online, please register at <http://eportal.hotwater.com> for access.

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

- Access the site at <https://eportal.hotwater.com>
- Enter your username and password and click on "login."
- Create new claim.
- Select claim type (service/part claim).
- Enter the serial number for the water heater that was serviced, and click on validate.
- Enter your invoice number in the Debit/PO# field. If you were provided an authorization number input the information in the Auth # field.
- Enter the end user information where the heater is installed.
- Select the installation type, and input the installation date of the water heater.
- Enter the failure/service date, and input the fail code. In the details section enter the detailed information about what you found wrong with the heater.
- In the labor section click on the rate schedule that applies to your claim. In the event the claim is for commercial product, click on the calculate to access the travel rate schedule. Select the detailed corrective actions necessary to repair the water heater.
- Once all of the information has been entered save, validate, and submit your claim.

If you experience problems logging on to the Warranty ePortal, call Online Support 800.365.8170 ext 1072 or email wsvcesupport@hotwater.com.

Advantages for using the ePortal

- User friendly
- Paperless
- Prompt payments
- 24 hour access
- Ability to review and check status of claims submitted
- Ability to upload the proof of purchase to the claim
- Warranty verification

Most common reason for reduced/unpaid claims

- Not submitted on our ***Contracted Service Provider Claim Form***
(One is available on page 19 of this booklet)
- 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 manufacturers defect?
A: No, if it's not a manufacturers defect, you will need to secure payment from 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 and proof installation?
A: For online submissions the proof of purchase/proof of installation can be attached to the claim. For manual claims the documents can be emailed to wsvcesupport@hotmail.com or faxed 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@hotmail.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 are not able to be researched.

Warranty Claims Submittal

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 Contracted Service Provider claim form, or submit the claim online using the ePortal.

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. Smith1.800.433.2545
State1.800.807.7014
American1.800.999.9515

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

Your contract as a service provider is for repair only, however if you choose, use the followings guidelines. 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
- Heat pump.....\$200.00
- 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, Supervisor
615.792.4371 ext 1160
cnollner@hotwater.com

Charlene Gregory, Online support
615.792.4371 ext 1072
cgregory@hotwater.com

Felisa Hyde, Claims research
615.792.4371 ext 1601
fhyde@hotwater.com

Contact Numbers

Tech Support A. O. Smith / State / Reliance

A. O. Smith Residential/Commercial800.527.1953
State Residential/Commercial800.365.0024
Reliance800.365.4054

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 Residential800.999.9515
American Commercial/Polaris800.456.9805
A.O. Smith @ Lowe's877.817.6750

Residential Hours: Mon – Fri 7:00 am to 9:00 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

Warranty..... All Brands

Main Number866.362.9898
Online supportExt 1072
Claims researchExt 1601
Service Labor Claims615.792.4371 ext 1601

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.....	0.50 hours
Diagnostic Time.....	0.50 hours
Seal and/or tap any tank fitting.....	0.50 hours
Seal tank vent outlet.....	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)	
>For Changing 1 to 3.....	0.25 hours
>For Changing 4 to 6.....	0.50 hours
>For Changing 7 to 9	0.75 hours

*High Limit (Immersion) Control

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
Cycle time (to insure proper operation).....	0.50 hours

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

*Coil Assembly (HW).....	8.00 hours
*Slab Coil Exchanger (HW).....	6.00 hours

Heat Exchanger Assembly for the following units:
 GEN I**8.00 hours**
 DB/DW/LB/LW.....**10.00 hours**
 GEN II/VF.....**12.00 hours**

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...(Pre Authorization Required).....	2.00 hours
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Tankless Labor Time Schedule

Component.....	Repair Time
*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
*Display Panel.....	0.25 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 Exchanger.....	2.00 hours
*Hi Limit Switch.....	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.

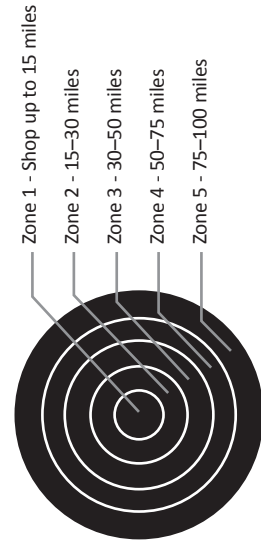
Zone.....	Travel Distance.....	Time
*1 Shop up to.....	15 miles.....	0.50 hours

*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 _____ Address _____ City _____ State _____ Zip Code _____ Phone # _____ Email Address _____ Your Debit or PO #: _____	1 2 3 4 5 Drive Zone: _____ (circle one) *Drive Zone applies only to Commercial Labor Claims *Drive Zone DOES NOT APPLY to Residential Labor Claims Metro Zone Area Yes or No (circle one) Total Repair Time _____ hours Total Invoice Amount \$ _____ RESIDENTIAL Fixed Labor Rate \$ _____

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

Service Information	Service Information				
End User Name _____ Street Address _____ City _____ State _____ Zip Code _____ End User Phone # _____ Residential or Commercial Installation: ___ Res ___ Comm Model Number _____ Series _____ Serial Number _____ Install Date (mm/dd/yyyy) _____ Failure Date (mm/dd/yyyy) _____ Date Call Taken (mm/dd/yyyy) _____ Date of Service (mm/dd/yyyy) _____	Action Taken: _____ _____ _____ <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th style="width:50%;">Part Used (If Applicable):</th> <th style="width:50%;">Part Number / Description:</th> </tr> <tr> <td style="height: 40px;"> </td> <td> </td> </tr> </table> Diagnostics to Support Part(s) Replacement: _____ _____ _____ Check One: ___ Credit ___ Replacement	Part Used (If Applicable):	Part Number / Description:		
Part Used (If Applicable):	Part Number / Description:				

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