

# Service and Warranty Guide

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FOR CONTRACTED SERVICE PROVIDERS

## **National Field Service 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**

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 serve 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 schools offered by A. O. Smith yearly 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 attached 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
- 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 limit for category of products-as described below in requirements list for each grade level.
- Update and inform the National Field Service Office of any changes that occur in your company (email, address, phone, employees).

### **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 answers to your questions: who to contact, and instructions on how to complete the background check. It will also address what is checked and the cost per technician. See <https://www.plusonesolutions.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:
- \$79.99 in all states except New York
- \$174.99 for New York residents
- Prices Subject to change

### **Screening Instructions:**

- Technician Portal to order a background screening: Register your company first at <https://screeningsplus.plus1solutions.net/a.o.376059790> [[screeningsplus.plus1solutions.net](https://screeningsplus.plus1solutions.net)]
- Order screening for each technician who will be performing warranty services.
- Resources can be found here: <https://www.plusonesolutions.net/resources/> [[plusonesolutions.net](https://www.plusonesolutions.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
- Digital Manometer capable of reading inches of water
- Water Pressure Kit
- Digital Multi-Meter & Amp Meter
- General Testing Service Thermometer

Maintain a stock of common repair parts to adequately serve the market. Talk with the manufacturer's sales representative for guidance.

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:

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

- Screwdrivers, assorted Wrenches w/ Sockets
- Element Remover
- Gas Pressure Gauge Kit capable of reading inches of water
- Digital Manometer
- Water Pressure Kit
- Digital Multi-Meter & Amp Meter
- General Testing Service Thermometer
- Draft gauge

The CSP agrees to contact the customer within two (2) hours of receiving the call and responding 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 of 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 with you. You may also visit:

<https://hotwater101.wpengine.com/cspgateway/>

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 that includes live demonstrations with working products and hands on training.

To determine if field training is available,

Speak with the manufacturer's representative for your area.

## **Service Requirements**

**All Service Levels must meet the following requirements:**

- Signed contract
- Necessary business & trade licenses
- Certificate of Insurance
- Professional appearance
- Tools & test equipment
- Computer w/internet access & email
- Stock of basic parts
- Provide list of company contacts including cell phone number
- Background screenings
- Follow time guidelines for service calls

All services qualify for the following:

- Fair rate based on overall performance.
- 40% off list price of parts orders from stocking parts agencies

## **Service Levels & Training Requirements**

### **Self Service**

Only services product they install.

### **Self Service Training Requirements**

Appropriate training for product (s) serviced. Refer to each product section or see page 22 in this Guide for the complete list of certifications.

### **Residential**

- Level 1-Residential certifications.
- Level 2-Certifications, stocks basic parts, files warranty claims through the portal
- Level 3-all above plus Informs National Service of field issues to help reduce warranty cost.

### **Residential Training Requirements**

Basic Residential

⇒ <https://wh0.co/csp-res-cert>

### **Commercial**

- Level 1-Commercial gas, commercial electric, and tankless certifications
- Level 2-Certifications, competent field performance as determined by RFSM and/or referring rep agency.
- Level 3-all above plus informs National Service of field issues to help reduce warranty cost.

### **Commercial Training Requirements**

Commercial Gas

⇒ <https://wh0.co/csp-com-gas-cert>

Commercial Electric

⇒ <https://wh0.co/csp-com-ele-cert>

### **Startup/Service of Commercial Gas Boiler**

All levels must have and maintain the necessary combustion analysis equipment needed to perform the startup.

- Level 1-Must be a Level 3 commercial CSP to be considered as startup agent.
- Level 2-Required certifications.
- Level 3-Required certifications, competent field performance as determined by RFSM and/or referring rep agency, returns reports & claim forms within the set time limit without being prompted.

### **Startup Training Requirements**

⇒ Formal field or classroom training TBD by Startup Coordinator.

### **Tankless**

- Level 1-tankless certifications
- Level 2-Certifications, files warranty claims through the portal
- Level 3-All of the above plus informs National Service of field issues to help reduce warranty cost.

### **Tankless Training Requirements**

All tankless certifications

⇒ <https://wh0.co/csp-tkls-cert>

### **National Accounts**

- History of outstanding performance, beyond expectations
- Reputations of the same in the industry
- Large multi zip code service coverage
- Excellent regular communication with Field Service to help reduce cost.

### **National Accounts Training Requirements**

#### **Commercial Gas**

⇒ <https://wh0.co/csp-com-gas-cert>

#### **Commercial Electric**

⇒ <https://wh0.co/csp-com-ele-cert>

#### **Tankless**

⇒ <https://wh0.co/csp-tkls-cert>

## **HVAC-R**

### **Must hold EPA 608 Certification**

⇒ Type 1 is required for residential units.

⇒ Universal is required for commercial units.

⇒ (Universal certification is preferred).

Proper tools and equipment to service heat pump water heaters to include the following:

- Typical hand tools 5/16 nut driver, 7/16 socket, ½ socket, water hose for flushing.
- Amp Clamp
- Brazing equipment
- Digital multi-meter
- Digital thermometer
- Element removal tool
- Recovery machine
- Refrigerant
- Refrigerant charging scale
- Refrigerant gauges
- Refrigerant leak detection meter
- Vacuum pump

### **Residential Heat Pump**

- Level 1-Residential heat pump certifications.
- Level 2-Certifications, files warranty claims through the portal
- Level 3-all above plus Informs National Service of field issues to help reduce warranty cost.

### **Residential Heat Pump Training Requirements**

Must hold EPA 608 Certification

⇒ Type 1 EPA 608

⇒ <https://wh0.co/csp-new-hp-cert>

### **Commercial Heat Pump**

- Level 1-Commercial Heat Pump certification
- Level 2-Certifications, competent field performance as determined by RFSM and/or referring rep agency.

- Level 3-all above plus informs National Service of field issues to help reduce warranty cost.

### **Commercial Heat Pump Training Requirements**

Must hold EPA 608 Certification

⇒ Universal EPA 608

⇒ <https://wh0.co/csp-com-hp-cert>

### **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 managed in a prompt and professional manner. Taking the time to ask the right questions is especially 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
- Full Address City, State, Zip Code
- Telephone number where a 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 if there are any flash codes or display faults.

Customers expect service in a timely manner (24 hours for residential and same day for commercial). If you are unable to meet this expectation, please notify the customer. In addition, update the customer if you are running late or cannot 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 repair service was covered under the manufacturer's warranty, seek replacement from the original place where the part was purchased. There are multiple resources 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 installed properly.
- 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.
- Commercial copper 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. If an upgrade fee applies, the warranty on the replacement heater will restart.

### **How to Read the Serial Number**

#### **Serial Number Matrix & Warranty Verification**

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






**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/**19**/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.

## SAMPLEDATAPLATE

		<b>ELECTRIC STORAGE TANK WATER HEATER</b>				<b>LISTED 932N</b>	
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	
ALTERNATE RATINGS		TOTAL WATTS		CIRCUIT			
VOLTS AC	WATTS UPPER	WATTS LOWER	CONNECTED				
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 by calling technical support or using the online portal at <https://eportal.hotwater.com/Warranty/Verify#web-app>

### Repair Parts Program

Please read the Repair Parts Program carefully as it provides valuable information. Repair parts have always played a large and significant 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 \$1,500 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:

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

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

### Service Handbooks/Technical Bulletins

Use the search bar to locate and download literature such as Spec Sheets, Service handbooks, installation manuals, technical bulletins from the following websites:

<https://www.hotwater.com>  
<https://www.statewaterheaters.com>  
<https://www.americanwaterheater.com/>  
<https://takagi.com>

### 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 premature 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. Then, they will determine if a site inspection is required. We may require the water heater to 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:**

- 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

**Start-Up Program**

The start-up program is to ensure that specific water heaters/boilers, which require a factory start-up, are installed and operating within manufacturer's specifications. The labor to perform the factory start-up is covered by the manufacturer. Only one start-up attempt is covered, and labor to perform additional start-up attempts will be covered by others. An approved factory start-up is required to activate warranty on models that require a factory start-up.

The following products require factory start-up:

- Power Burner Models (Discontinued Jan 1, 2024)
- Oil Fired/Combination Fuel (Discontinued Jan 1, 2024)
- Genesis: GWH (All Models)
- VF: VWH (All Models)
- XP & XP Plus PWH (PWH1000 – PWH4000 only)

**Note:** These products require a Pre-Start-Up checklist. Contact the Start-up coordinator to get this process started by calling 931.377.0206. All startups are dispatched by the startup coordinator.

Start-Up Forms should be emailed to:  
startups@hotwater.com

**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. For questions contact Field Services at

**fieldservicesupport@hotwater.com.**

**Key Filing Requirements**

Follow these bullet points to ensure claims are paid promptly:

- All Claims not entered on the portal must be on our Contracted Service Provider Claim form and submitted via email. Claims will no longer be accepted via US Mail.
- Submitted within 30 days of service date.
- Complete customer information (In new construction where customer information is not available, use the builder's name). In the case of an 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.
- 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 Service Team.

A digital version of the claim form is available on the CSP Gateway page.

<https://hotwater101.wpengine.com/cspgateway/>

## **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 online:

- Access the site at <https://eportal.hotwater.com/Default#web-app>.
- Enter your username and password and click on "login."
- Create a 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 failure 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 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](mailto:wsvcesupport@hotwater.com).

## **Advantages for using the Warranty 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 claim.
- Warranty verification

## **Most common reasons for reduced or denied claims**

- Not submitted on our Contracted Service Provider Claim Form
- Incomplete/ missing end user information.
- Model and serial number missing or incomplete.
- No description of work performed.
- Multiple service calls online claim.
- Claims not submitted within allotted time (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

## **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 products?

A: No, you will be paid according to 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 is not a manufacturer's defect, you will need to secure payment from the end user unless other arrangements have previously been made through 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@hotwater.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@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 ten business days. Claims mailed in take longer to get through our system.

Q: What is the time limit 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 re-searched.

### **Warranty Claims Submittal**

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:

Partsreturnrequest@hotwater.com

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 50 gallons or less	\$100
Residential models larger than 50 gallons	\$200
Tankless models	\$100
Light Duty commercial models	\$200
Standard tank type commercial models	\$300
Heat pump models	\$200
Combination systems 50 gallons or less	\$400
Combination systems larger than 50 gallons	\$400

### **Contact Information Warranty Claims All Brands**

#### **Barry Reeder, Warranty Manager**

615.792.6318

[breeder@hotwater.com](mailto:breeder@hotwater.com)

#### **Britanie Taylor, Warranty Supervisor**

615.792.4371 ext. 1674

[bdtaylor@hotwater.com](mailto:bdtaylor@hotwater.com)

#### **Charlene Gregory, Online Support**

615.792.4371 ext. 1072

[wdistsupport@hotwater.com](mailto:wdistsupport@hotwater.com)

#### **Cassie Nollner, Claims Research**

615.792.4371 ext. 1601

[wsvcesupport@hotwater.com](mailto:wsvcesupport@hotwater.com)

### **Tech Support Contact Information A. O. Smith / State / Reliance**

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

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

### **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 Cyclone XL, Emerge X Heat Pump, and Adapt 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.

Each trip must be filed as a separate claim. Multiple trips on one claim will be denied. Note: A second trip is only allowed if a part identified with an \* is required for the repair.

#### **Light Duty Electrical Component Parts: Models DEN, DEL, PCE LTE, EDT, PE**

Cycle Time (to ensure proper operation)	0.25 hours
Diagnostic Time	0.50 hours
Drain Down Time	0.50 hours
Element(s) (one or both)	0.50 hours
Thermostat w/ECO (one or both)	0.25 hours

#### **Light Duty Gas (Atmospheric) Component: Models BT, SBS**

Cycle Time	0.25 hours
Diagnostic Time	0.50 hours
*Dip Tube	0.25 hours
Drain Down Time	0.50 hours
Drain Valve	0.50 hours
*Gas Valve	0.50 hours
T&P Valve	0.50 hours
Thermocouple-Burner/Pilot Assembly	0.25 hours

#### **Commercial Large Volume Electric Tank Type Component Parts Models: DVE, DHE, SEV, SHE (Specialty)**

*Contactors	0.25 hours
Cycle (to insure proper operation)	0.50 hours
*Central Control Board	0.25 hours
*Display Board (UIM)	0.25 hours
*Current Sensor (for one or all)	0.25 hours
Diagnostic Time	0.50 hours
Drain Down Time	0.50 hours
Fuses (for changing one or all)	0.25 hours
<b>Thermostat w/ECO (Surface)</b>	
>For Changing 1 to 3	0.25 hours
>For Changing 4 to 6	0.50 hours
>For Changing 7 to 9	0.75 hours
<b>Elements</b>	
>For Changing 1 to 3	0.50 hours
>For Changing 4 to 6	0.50 hours
>For Changing 7 to 9	1.00 hours
*Temperature Probe (Immersion)	0.50 hours
*Transformer	0.25 hours
T&P Valve	0.50 hours

**Medium/Heavy Duty Commercial Electric Tank-Type Component Parts Models DRE, DVE, DSE, CSB, SSE**

*Contactors	0.25 hours
Cycle (to insure proper operation)	0.50 hours
*Central Control Board	0.25 hours
*Display Board (UIM)	0.25 hours
*Current Sensor (for one or all)	0.25 hours
Diagnostic Time	0.50 hours
Drain Down Time	0.50 hours
Fuses (for changing one or all)	0.25 hours
<b>Thermostat w/ECO (Surface)</b>	
>For Changing 1 to 3	0.25 hours
>For Changing 4 to 6	0.50 hours
>For Changing 7 to 9	0.75 hours
<b>Elements</b>	
>For Changing 1 to 3	0.50 hours
>For Changing 4 to 6	0.50 hours
>For Changing 7 to 9	1.00 hours
*Temperature Probe (Immersion)	0.50 hours
*Transformer	0.25 hours
T&P Valve	0.50 hours

**Commercial Large Volume Electric Tank Type Component Parts Models: DVE, DHE, SEV, SHE (Specialty)**

*Contactors	0.25 hours
*Central Control Board	0.25 hours
*Display Board (UIM)	0.25 hours
*Current Sensor (one or all)	0.25 hours
Cycle Time (to insure proper operation)	0.50 hours
Diagnostic Time	0.50 hours
<b>Elements</b>	
>For each element	0.15 hours
Fuses (one or all)	0.15 hours
*Temperature Probe (Immersion)	0.50 hours
*Low Water Cutoff	0.25 hours
*Low Water Cutoff Probe	0.25 hours
T&P Valve	0.50 hours

**Cyclone XL BTHS/SUS Component Parts (Specialty)**

*Control Board	0.50 hours
*Blower Assembly	1.00 hours
*Burner Assembly	1.00 hours
Cycle Time (to insure proper operation)	0.50 hours
*Gas Valve	0.75 hours
Drain Down Time	0.50 hours
Diagnostic Time	0.50 hours
Seal and/or tap any tank fitting	1.00 hours
*Flame Rod Assembly (or cleaning)	0.50 hours
*Igniter/Cable/Transformer	0.25 hours
*Pressure Switches	0.25 hours
*Transformer	0.50 hours
*Upper /Lower Temperature Probe	0.50 hours
*UIM/Display	0.50 hours
*Electronic Anode	0.50 hours
T&P Valve	0.50 hours
Wire Harness Replacement	0.50 hours

**Commercial Tank Type Gas Multi Flue Component Parts: Model BTR, BTL, SBD, SBL**

* Electronic Thermostat	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	1.00 hours
Drain Down Time	0.50 hours
Diagnostic Time	0.50 hours
Seal and/or tap any tank fitting	0.50 hours
*Ignition Control Module	0.50 hours
*Pilot Assembly w/ground wire	0.50 hours
*Pressure Switch	0.25 hours
*Upper /Lower Temperature Probe	0.50 hours
* Anode	0.50 hours
T&P Valve	0.50 hours
Wire Harness Replacement	0.50 hours

**Commercial Tank Type Gas Cyclone/Ultra Force/  
Vertex Component Parts: Model BTH, SUF, BTX, SHE,  
GDHE**

*Central Control Board	0.25 hours
*Power Distribution Board	0.25 hours
*Display Board	0.25 hours
*Blower Assembly	0.50 hours
*Burner Assembly	0.50 hours
*Gas Valve	0.50 hours
Cycle Time	0.50 hours
Drain Down Time	0.50 hours
Diagnostic Time	0.50 hours
Seal and/or tap any tank fitting	0.50 hours
*Dual Control w/ECO	0.50 hours
*Flame Rod Assembly	0.50 hours
*Igniter/Cable/Transformer-Cyclone	0.25 hours
*Igniter/Cable/Transformer Vertex	0.50 hours
*Pressure Switches	0.25 hours
*Transformer	0.25 hours
*Electronic Anode	0.50 hours
T&P Valve	0.50 hours
Wire Harness Replacement	0.50 hours

**Polaris® Component Parts**

Diagnostic Time	0.50 hours
*Igniter/Cable/Transformer	0.25 hours
*Flame Sensor	0.25 hours
*Burner/Blower/Gaskets (1 or both)	0.75 hours
*Central Control Board	0.25 hours
*Temperature Probe	0.50 hours
Drain Down Time	0.50 hours
Pressure Switch	0.25 hours
*T&P Valve	0.50 hours
*Display (UIM)	0.25 hours
*Gas Valve	0.50 hours
* Transformer	0.25 hours
Cycle Time (to insure proper operation)	0.25 hours
Wire Harness Replacement	0.50 hours



**Commercial Power Burner Gas Oil-Fired Component Parts**

*Burners (Power)	1.00 hours
Cycle Time (to insure proper operation)	1.00 hours
Diagnostic Time	1.00 hours
*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	0.50 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 Circulating Water Heaters Models: PWH, VWH, GWH, HW (Specialty)**

Air/Gas Pressure Switches	0.25 hours
*Blower Assembly	1.50 hours
*Burner Assembly	1.50 hours
*Burner Orifice	1.50 hours
*Blower Speed Control (VF)	1.00 hours
*Circulator Pump	1.00 hours
*Control Board	0.50 hours
Cycle Time (to insure proper operation)	0.50 hours
Diagnostic Time	1.00 hours
*Flame Rod Assembly	0.75 hours
*Flow Switch	0.50 hours
*Gas Valve	1.50 hours
*High Limit Switch	0.50 hours
*Igniter Assembly	0.75 hours
*Inlet Temperature Sensor	0.25 hours
*Outlet Temperature Sensor	0.25 hours
Pressure Relief Valve	0.50 hours
*Pump Relay	0.25 hours
*Tank Probe	0.50 hours
*Thermal Balancer	0.50 hours
*Transformer	0.25 hours
T&P Valve	0.50 hours
*UIM/Display Board	0.50 hours
Wire Harness Replacement	0.50 hours

All circulating water heater heat exchangers must be returned to the factory for inspection to determine warranty coverage (parts in bold below.)

<b>*Coil Assembly (HW)</b>	8.00 hours
<b>*Slab Coil Exchanger (HW)</b>	6.00 hours
<b>*Heat Exchanger Assembly for the following units:</b>	
<b>Genesis</b>	10.00 hours
<b>XP/XP Plus</b>	10.00 hours
<b>VF</b>	12.00 hours

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

#### **Commercial Tank Type & Boilers Startup**

- Your contracted hourly rate will be used to calculate the amount to be paid for the job. The number of hours it will take to complete the startup will be job specific and determined by the startup coordinator. The total rate will be agreed upon before the job is dispatched.
- In the rare situation where the services exceed the negotiated rate, you must obtain prior approval from the startup coordinator.

#### **Site Inspection: (Pre-authorization is required)**

Commercial Site Inspection	2.50 hours
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**Tankless Gas Component Parts Models: Takagi, Adapt**

*Blower Motor	1.00 hours
*Burner Assembly	1.00 hours
*Circuit Board	0.50 hours
*Internal Circ Pump	1.00 hours
*Condensate Trap	0.25hours
Cycle Time	0.25 hours
Diagnostic	0.50 hours
*Display Panel	0.50 hours
*Bypass Valve	0.25 hours
*Exhaust Switch	0.25 hours
*Flame/AFR Rod	0.25 hours
*Flow Control Valve	0.50 hours
*Gas Valve	1.00 hours
*Heat Exchanger	2.00 hours
*High Limit Switch	0.50 hours
*Any Internal Thermistor	0.50 hours
*Inlet Water Filter	0.25 hours
*Ignition Transformer	0.50 hours
*Igniter Assembly	0.50 hours
*T&P Valve	0.50 hours
*Transformer	0.25 hours
*Various Exchanger Waterway Fittings	0.50 hours
Wire Harness Replacement	0.50

**Emerge-X Labor Time Schedule**

15 lb. refrigerant charge	0.25 hours
*Accumulator, Suction, 1-1/8"	Quote**
*Accumulator, Suction, 7/8"	Quote**
*Blades, Fan	0.25 hours
*Compressor, 140K	Quote**
*Compressor, 60K	Quote**
*Condenser, 140K (64 plates)	Quote*
*Condenser, 60K (34 Plates)	Quote*
*Contactor, Compressor	0.75 hours
*Control, Assy, Nova, HPC	0.50 hours
*Control, Assy, Nova, SCB	0.25 hours
*EEV, 140K	Quote**
*EEV, 60K	Quote**
*Evaporator, Front, 140K	Quote*
*Evaporator, Front, 60K	Quote*
*Evaporator, Rear, 140K	Quote*
*Evaporator, Rear, 60K	Quote*
*Filter Dryer, 140K	Quote**
*Filter, Dryer, 60K	Quote**
*Heater, Crankcase, 140K	0.50 hours
*Heater, Crankcase, 60K	0.50 hours
*K. Switch, Blocked Drain, .5A 100V SMD	0.50 hours
*Module, Core Sense	0.50 hours
*Motor, Fan (2 people)	1.00 hours
*Pan, Drain, 140K	Quote*
*Pan, Drain, 60K	Quote*
*Pump	1.00 hours
*Sensor, Flow	2.00 hours
*Sensor, Temperature	0.25 hours
*Switch, High Temp	0.25 hours
*Switch, Pressure, High	0.25 hours
*Switch, Pressure, Low	0.25 hours

**Emerge X Cont'd**

*Transducer, In Line	0.50 hours
*Transformer 120/24	0.50 hours
*Transformer 480-120	1.00 hours
*T-Stat, Sensor, Outdoor, Air, -40+50C	0.25 hours
*Vacuum to 500 Microns	5.75 hours
*Valve, Ball, Motorized, 2 Way, 1-1/4"	2.00 hours
*Valve, Reversing, 4 Way, 140K	Quote**
*Valve, Reversing, 4 Way, 60K	Quote**
Wire Harness Replacement	0.50 hours

To obtain an electronic version of the claim form email [fieldservicesupport@hotwater.com](mailto:fieldservicesupport@hotwater.com)

Be sure to visit the CSP Webpage



### Mileage Calculator

The mileage calculator is used in figuring time for travel to a warranty service call. \*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 Se-  
attle – Tacoma – Bellevue, WA

St. Louis, MO

Washington – Arlington – Alexandria, DC -VA

New York – Northern New Jersey – Long Island, NY – NJ

Zone	Distance	Time
*1	Up to 15 miles	0.50 hours
*2	15 to 30 miles	0.75 hours
*3	30 to 50 miles	1.00 hours
4	50 to 75 miles	2.00 hours
5	75 to 100 miles	3.00 hours

## Online Certification QR Codes

To take online certifications, scan the codes accordingly.



Residential Heat Pump



Residential



Commercial Gas



Commercial Electric



Tankless



Commercial Heat Pump  
Emerge-X