



Water Heater Innovations Marathon Water Heater Limited Warranty Policies & Procedures

INTRODUCTION

Water Heater Innovations (WHI) offers a Limited Warranty against defects in materials and workmanship on all its products. Our warranty program was developed to assure those who buy and sell our Marathon Water Heaters are provided with the highest quality water heater.

An important role of the Marathon Limited Warranty program is to provide timely and accurate product performance data. We use the data obtained in the warranty claims process to guide our continuous product improvement programs. We are constantly striving to make improvements in our product designs and manufacturing processes.

The Warranty Policies & Procedures for each Marathon product are based on the Certificate of Limited Warranty included with each product. Each Certificate of Limited Warranty is a clear and complete statement of Marathon Water Heater Limited Warranty obligations to the people that purchase and use our product.

This is a reference guide to the Marathon Water Heaters Limited Warranty program, warranty policies, and warranty procedures. It clarifies what WHI does, and does not, provide Limited Warranty coverage for; outlines WHI methods for verifying warranty liability; and, provides step-by-step instructions for the efficient submission of each type of warranty claim.

We want to make our customers aware of everything they need to know in order to minimize the transaction cost associated with administering WHI Water Heater and Component Part Warranty Claims. All of the claim data we require is used to evaluate product performance in addition to verifying warranty liability and providing accurate and timely warranty compensation. We request that you check each of your warranty claims to make sure that they are complete, accurate, and legible before submitting them.

Please note we have made minor changes to some of our warranty procedures. We recommend you read this information to insure you fully understand all of the current Warranty Policies & Procedures and have a supply of the new warranty claim forms available to process your future warranty claims.

If you have questions about any of the contents of this information contact the WHI Warranty Department, or the WHI Technical Service Department. Your continued support of WHI Limited Warranty program will be greatly appreciated.



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WHI's Basic Limited Warranty Policy

The following is the WHI's Limited Warranty Policies common to all WHI products.

WHI warrants each product, and its component parts, to be free from defects in materials and workmanship, under normal use and service, until the Limited Warranty expires. WHI provides a Use and Care Manual with each product. If the product is installed properly, used for the purpose it is intended to serve, and operated in accordance to the Use and Care Manual and Limited Warranty Certificate WHI will cover product performance problems that occur during the applicable warranty periods. The WHI Limited Warranty does not cover events out of WHI's control. (See the Certificate of Limited Warranty for a list of the more common events or conditions not covered by WHI's Limited Warranty.)

Repair parts installed after the Six Year Parts Warranty period carry a one year warranty.

(See Warranty Information Brochure for complete warranty information.)

WHI reserves the right to inspect, or require the return of any product reported as an in-warranty failure.

ANY CLAIM FOR LIMITED WARRANTY COMPENSATION MUST BE MADE PROMPTLY. WHI RESERVES THE RIGHT TO DENY LIMITED WARRANTY CLAIM RECEIVED MORE THAN NINETY (90) DAYS AFTER THE DATE OF THE IN-WARRANTY FAILURE.

If you believe any failed WHI product may become part of a liability (or insurance) claim, secure the water heater at your place of business, and call WHI Technical Service at 800-321-6718 to notify them as soon as possible.

WHI's Basic Limited Warranty Compensation Policy

Limited Warranty claimants are required to provide WHI's Warranty Department with the following items to obtain Limited Warranty compensation:

For an In-Warranty WHI Water Heater Product Replacement

1. A properly completed Water Heater (unit) Warranty Claim Form - This is a standard form (revised in November 2009). When properly completed, it provides WHI with data necessary to verify and record each water heater Limited



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- Warranty claim in its warranty files. (See the detailed instructions for completing Water Heater Warranty Claim Form on pages 7-9.)
2. AT WHI's option, the failed water heater (with the rating label and all the component parts intact) OR the complete original rating label (photocopies are not acceptable) removed from each failed water heater - If you have experienced problems with a water heater less than two years old, please call Technical Service/Warranty Department (1-800-321-6718) during normal business hours. We may request that these units be shipped back to us for examination. Otherwise, only the original rating label will be required to establish the failed water heater was manufactured and/or sold by WHI and was in-warranty at the time it was replaced.
 3. The complete model number and complete serial number of the Marathon water heater unit used to replace the original – WHI must receive complete replacement unit model and serial number data to maintain accurate warranty records.
 4. The date (month and year) the original Marathon Water Heater product failed.
 5. The date (month and year) the original in-warranty unit was installed– If the date is more than 1 year beyond the unit's Date of Manufacture you must provide documentary proof or warranty will be determined from the Date of Manufacture. (See the "How To Determine If a Marathon Product is In-Warranty" information – on pages 4-5 – for details).
 6. All installation questions answered - When properly completed, it provides WHI with data necessary to guide our continuous product improvement programs.
 7. Processing of claim – Water Heater claims will be credited to WHI customers for the appropriate amount once its in-warranty status is verified.

Additional requirements pertaining to water heater unit Warranty Labor Allowance Claims only:

1. You must provide a copy of the plumbing contractor's invoice or work order for the in-warranty service performed. (See the WHI's Basic Limited Warranty Labor Allowance Policy information on pages 5- 6 for complete details.)

For an In-Warranty Defective WHI Authorized Component Part Replacement

1. A properly completed Component Parts Warranty Claim Form - This is a standard form (revised in April 2009). When properly completed, it provides WHI with data necessary to verify and record each water heater Limited Warranty claim in its warranty files. (See the detailed instructions for completing Component Parts Warranty Claim Form on pages 10-12.)
2. Make sure each in-warranty defective component part is not listed on the WHI Warranty Parts Return List. You are not required to return every defective component part to WHI to obtain warranty compensation. Check the WHI



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Warranty Parts Return List carefully before processing your parts warranty claim. (See the detailed list on page 6.)

3. Retain the in-warranty defective WHI component parts submitted on each Parts Warranty Claim Form for thirty (30) days after you receive warranty compensation for them. WHI may ask for the opportunity to inspect or test defective in-warranty component parts not listed on the WHI Warranty Parts Return List if a local product performance problem or some other unusual circumstance is noted.
4. The complete WHI Authorized Part Number for each in-warranty defective WHI component part. For elements provide the part number and date code from the defective element.
5. The complete model number and the complete serial number of the WHI product from which each in-warranty defective WHI component part was removed.
6. The date (month and year) the original in-warranty defective WHI component part was installed– If the date is more than 1 year beyond the unit’s Date of Manufacture you must provide documentary proof or warranty will be determined from the Date of Manufacture. (See the “How To Determine If a Marathon Product is In-Warranty” information – on pages 4-5 – for details).
7. The date (month and year) each in-warranty defective WHI component part failed.
8. Processing of Claim - Component Part Claims will be paid once its in-warranty status is verified.

Additional requirements pertaining to Component Parts Warranty Labor Allowance Claims only:

1. You must provide a copy of the plumbing contractor’s invoice or work order for the in-warranty service performed. (See the WHI’s Basic Limited Warranty Labor Allowance Policy information on pages 5-6 for complete details.)

How To Determine If A WHI Product is In-Warranty

There are three ways to determine if a WHI product or WHI component part, is still covered by its Limited Warranty. They are.

1. From the date of installation – WHI water heater product Limited Warranties start on the Date of Installation – if the owner of the product can produce documentary proof of that date. Documentary proof could consist of a copy of a supplier invoice or closing papers for a new residence or local plumber installation invoice.
2. From the Date of Manufacture – If the owner of the WHI product cannot provide documentary proof of the Date of Installation, the Date of Manufacture must be



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used to determine the warranty status of the product. For our current product the first four digits of the product (or the product from which the part was removed) serial number represents the month and year the product was manufactured. For example, a serial number beginning “1199” would indicate a unit built in November 1999 and a serial number starting with “0404” would appear on a product manufactured in April 2004. For our units manufactured prior to August 1998 an alpha numeric system was used during this time. The letter designated the month of manufacture and the two digit represented the year, i.e., P96 21342 was made in December of 1996. The months were coded as follows:

Jan - C	May - G	Sep - L
Feb - D	Jun - H	Oct - M
Mar - E	Jul - J	Nov - N
Apr - F	Aug - K	Dec - P

3. By contacting WHI- If you have questions about the warranty status of any WHI product, obtain its complete model number, complete serial number, and its Date of Installation. Then call the WHI Warranty Department (800-321-6718) during normal business hours.

ANY CLAIM FOR LIMITED WARRANTY COMPENSATION MUST BE MADE PROMPTLY. WHI RESERVES THE RIGHT TO DENY LIMITED WARRANTY CLAIM RECEIVED MORE THAN NINETY (90) DAYS AFTER THE DATE OF THE IN-WARRANTY FAILURE.

WHI Basic Limited Warranty Labor Allowance Policy

WHI will provide limited in-warranty labor compensation for the replacement of a failed WHI Water heater product (or a defective component part) in accordance with the guidelines established by the WHI Technical Service Department:

1. Each warranty labor allowance claim must be submitted to WHI at the same time (and on the same warranty claim form) as the claim for the failed product (or defective component part) replaced.
2. Warranty labor allowance claims must be substantiated by a copy of a plumbing invoice or work order for the work performed. The bill should reference: the defective unit (by model number and serial number); the model number and serial number of the replacement unit (for labor to change-out a failed unit) or each component part replaced (for component part replacement labor); the date the labor was provided; and the amount charged.



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3. Warranty labor allowance claims will be paid in accordance with the established rates. The current established rates are up to \$100 for a unit replacement and up to \$75 for component part replacement.

WHI will not provide in-warranty labor allowance compensation for the following:

1. Replacement of a WHI Water Heater unit until the original rating decal (or, at WHI's request the entire failed unit) is received and its in-warranty status is verified by WHI.
2. Change-out of a defective WHI Authorized Component Part until its in-warranty status is verified by WHI.
3. Service work on any unit or component part that is not defective, units that are improperly installed, service calls to "check" a water heater, adjust temperature, or reset ECO's.
4. Service work done by the unit's owner.

WHI Warranty Parts Return List

WHI currently request that you return the following parts:

1. Vacuum Valve all part numbers - (If less than one year from manufacture date of the WHI product from which the in-warranty defective component part was removed.)
2. Elements all part numbers - (If less than one year from manufacture date of the WHI product from which the in-warranty defective component part was removed.)
3. Thermostats all part numbers - (If less than one year from manufacture date of the WHI product from which the in-warranty defective component part was removed.)

Bag these component parts separately noting the unit model number and serial number they came from. The faulty in-warranty component part must be returned with the Component Parts Warranty Form.

If you believe any failed WHI product may become part of a liability (or insurance) claim, secure the water heater at your place of business, and call WHI Technical Service at 800-321-6718 to notify them as soon as possible.



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How to complete a Water Heater Warranty Claim Form

You will find a copy of the current version of the WHI Water Heater Warranty Claim Form below. Each of the spaces on this sample form has been numbered to correspond with the instructions that follow.

Step #1 – Provide all of the Claimant Information at the top of the form. The claimant information enables WHI claims personnel to issue the proper amount of approved labor charges and issue a replacement water heater of the same model (or similar unit if an exact replacement is no longer available) shipped to the appropriate location. The Claimant Information consists of:

- 1 **Debit Memo/Claim Number** – the number your company will use to identify this claim. WHI will reference this number on any correspondence pertaining to this warranty claim.
- 2 **Company Name** – the complete name of the location submitting the claim form.
- 3 **Company Location (City, State and Zip)** – the city, state and zip code in which the business submitting the warranty claim form is located.
- 4 **Form Completed By (Employee's Name)** - the name of the person who completed this form.
- 5 **Date sent to WHI**- the month, day, and year the Water Heater Warranty Claim Form is sent to WHI for processing.
- 6 **Business Telephone Number** – the complete business telephone number (including area code and extension number) of the person who completed this warranty claim form.

STEP #2 – Fill in all the unit data required to document each warranty claim. The unit data you are required to provide on each Water Heater Warranty Claim Form is used by WHI to verify the warranty status and guide our continuous product improvement programs.



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- 7 **Original Unit Serial Number** – the complete serial number appearing on the rating label of the in-warranty failure unit. If the unit is more than 15 years old, you must provide documentary proof of purchase.
- 8 **Replacement Unit Serial Number** – the complete serial number appearing on the rating label of the unit used to replace the in-warranty unit.
- 9 **Replacement Unit Model Number** – the complete model number found on the rating label of the unit that replaced the in-warranty failure unit.
- 10 **Install Date (Mo/Yr)** – the month and year the in-warranty failure was installed.
- 11 **Failure Date (Mo/Yr)** – the month and year the in-warranty failure unit leaked.
- 12 **Drain Pan Installed** – is there a drain pan installed under the in-warranty failure unit.
- 13 **Water Supply** – the type of water system used for the in-warranty failure unit.
- 14 **Connection Method To Unit** – the type of material used to connect the in-warranty failure unit.
- 15 **Location Of Water Heater** – the floor the in-warranty failure unit is located.
- 16 **Location Of Water Leaking From Unit** – where do you see water leaking from the in-warranty unit.
- 17 **Other Information** – use this space to provide the Warranty Return Good Authorization Number required for each failed in-warranty units shipped back to WHI's request; list warranty labor claim amount requested.
- 18 **Place Rating Label Here** – attach the rating decal in the place provided.

STEP # 3 – Send the Water Heater Warranty Claim Form (with all required attachments) to WHI for processing. Warranty Claim Form package should be sent to the following address:

Water Heater Innovations
Warranty Department
3107 Sibley Memorial Highway
Eagan, MN 55121



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If you believe any failed WHI product may become part of a liability (or insurance) claim, secure the water heater at your place of business, and call WHI Technical Service at 800-321-6718 to notify them as soon as possible.

ANY CLAIM FOR LIMITED WARRANTY COMPENSATION MUST BE MADE PROMPTLY. WHI RESERVES THE RIGHT TO DENY LIMITED WARRANTY CLAIM RECEIVED MORE THAN NINETY (90) DAYS AFTER THE DATE OF THE IN-WARRANTY FAILURE.

How to Complete a Component Parts Warranty Return Form

You will find a copy of the current version of the WHI Component Parts Warranty Claim Form below. Each of the spaces on this sample form has been numbered to correspond with the instructions that follow.

Step #1 – Provide all of the Claimant Information at the top of the form. The claimant information enables WHI claims personnel to issue the proper amount of approved labor charges and issue the proper amount of monies for approved component parts. The Claimant Information consists of:

- 1 **Debit Memo/Claim Number** – the number your company will use to identify this claim. WHI will reference this number on any correspondence pertaining to this warranty claim.
- 2 **Company Name** – the complete name of the location submitting the claim form.
- 3 **Company Location (City, State and Zip)** – the city, state and zip code in which the business submitting the warranty claim form is located.
- 4 **Form Completed By (Employee's Name)**.- the name of the person who completed this form.
- 5 **Date sent to WHI**- the month, day, and year the Water Heater Warranty Claim Form is sent to WHI for processing.



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6 **Business Telephone Number** – the complete business telephone number (including area code and extension number) of the person who completed this warranty claim form.

STEP #2 – Fill in all the unit data required to document each warranty claim. The unit data you are required to provide on each Component Parts Warranty Claim Form is used by WHI to verify the warranty status and guide our continuous product improvement programs.

7 **Water Heater Model Number** – the complete model number of the WHI product from which the in-warranty defective component part was removed.

8 **Water Heater Serial Number** – the complete serial number of the WHI product from which the in-warranty defective component parts was removed.

9 **Install Date (Mo/Yr)** – the month and year the product (from which each in warranty defective part was removed) was installed. If the date of installation of the water heater is more than 1 year after the date of manufactured of the unit, you must provide documentary proof of this date.

10 **Failure Date (Mo/Yr)** – the month and year the in-warranty failure unit leaked.

11 **Labor Cost** – If there is an in-warranty labor allowance claim associated with the defective component part, write in the total dollar amount of the labor and attach a copy of the plumber's invoice or work order.

12 **Faulty Part Number** – for elements record the date code and part number of the failed element. The date code and part number can be found on the plastic cap at the back of the element. Immediately after the “SGBCO-2453” are a six digit number which is the part number and a four digit number following which is the date code. All other parts reference the WHI Authorized Part Number.

STEP # 3 – Send the Component Parts Warranty Claim Form (with all required attachments) to WHI for processing. Warranty Claim Form package should be sent to the following address:

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