

**Determine if warranty is a:  
LEAK or a PART ISSUE**

**LEAKS**

**PARTS**

Call GSW Water Heating or use the Online Warranty Validation tool at **www.gsw-wh.com** to obtain a validation number or RGA number.  
  
RGA's issued randomly for tanks being returned.

Call GSW Water Heating or use the Online Warranty Validation tool at **www.gsw-wh.com** to confirm if part is within warranty period.  
  
RGA's issued randomly for tanks being returned.

**RGA Required**

**NO RGA  
REQUIRED**

Fill out Section A of warranty Form 100 and complete a debit memo.  
**INCLUDE REPLACEMENT SERIAL NUMBER.**  
Write validation number and RGA number at top of form.

Fill out Section A of warranty Form 100 and complete a debit memo.  
**INCLUDE REPLACEMENT SERIAL NUMBER.**  
Write validation number and RGA number at top of form.

- Attach paperwork to tank being returned. Please include:
1. Warranty Form 100 and debit memo
  2. Copy of RGA supplied by GSW Water Heating
  3. Your company debit note
  4. Any labour bills relating to claim

Mail claim to:  
GSW Water Heating  
599 Hill Street West  
Fergus, ON  
N1M 2X1

Please include:

1. Warranty Form 100
2. **ORIGINAL STICKER from tank**
3. Your company debit note

Call trucking company specified on RGA form to pick-up tank and paperwork.

**Does GSW Water Heating require the part to be returned?**

**YES**

**NO**

Obtain RGA from GSW Water Heating

Fill out Section B of warranty Form 100 and complete a debit memo.  
  
**INCLUDE** Part number, date failed and any reference number provided by GSW Water Heating.

Return parts to GSW Water Heating as per instructions on RGA.  
Please include:

1. Warranty Form 100 and debit memo
2. Part being returned
3. Your company debit note
4. Any labour bills relating to claim

Call specified courier to pick up the parts being returned. Account number is on your RGA.

Fill out Section B of warranty Form 100 and complete a debit memo.  
**INCLUDE** Part number, date failed and any reference number provided by GSW Water Heating.

Mail claim to:  
GSW Water Heating  
599 Hill Street West  
Fergus, ON  
N1M 2X1

Please include:

1. Warranty Form 100 and debit memo
2. **ORIGINAL STICKER from tank**
3. Your company debit note

## LEAKING TANKS

### TANK NOT RETURNED

#### Filling out the warranty form

1. Contact GSW Water Heating or use the Online Warranty Validation tool at [www.gsw-wh.com](http://www.gsw-wh.com) with the serial number to validate the warranty status.
2. Please complete the Distributor/Contractor/Owner portion of the Warranty Form 100 and a debit memo.
3. Fill out Section A of the warranty Form 100 (Complete Water Heater Replacement).
4. **Include the serial number of the replacement tank.**
5. Provide detailed explanation of the failure.
6. Write the Warranty Validation number provided to you by GSW Water Heating at the top of the Warranty Form 100.

#### Mailing your claim—what is required?

1. Completed GSW Water Heating Warranty Form 100 and a debit memo
2. **The original sticker from the leaking tank.**
3. A copy of your company's debit note.
4. A copy of the original purchase receipt (if requested by GSW Water Heating at time of validation).

#### IMPORTANT

- Warranty for parts is NOT included in these instructions. Please refer to parts instructions.

## PARTS

### WARRANTY PROCEDURE

#### Filling out the warranty form

1. Contact GSW Water Heating or use the Online Warranty Validation tool at [www.gsw-wh.com](http://www.gsw-wh.com) to verify if the serial number is within the warranty period for parts.
2. Please complete the Distributor/Contractor/Owner portion of the Warranty Form 100 and a debit memo.
3. Fill out Section B of the Warranty Form 100 with the **part number and description of the failed part.**
4. Provide detailed explanation of the failure.
5. For parts NOT being returned: If you were issued a validation number, include it at the top of the warranty Form 100.  
For parts being returned: Include your RGA# on the Warranty Form 100.

#### **PARTS NOT BEING RETURNED:**

##### **Mailing your claim—what is required?**

1. Completed GSW Water Heating Warranty Form 100 and a debit memo.
2. A copy of your company's debit note. (credit PO)
3. A copy of the original purchase receipt (if requested by GSW Water Heating at time of validation).

#### **PARTS BEING RETURNED (RGA REQUIRED):**

##### **Sending back product with a claim—what is required?**

1. Completed GSW Water Heating Warranty Form 100 and a debit memo.
2. A copy of the RGA that GSW provides.
3. A copy of your company's debit note.
4. A copy of the original purchase receipt (if requested by GSW Water Heating at time of validation).
5. The part should be packaged adequately to prevent shipping damage.
6. Call specified courier for pickup and provide them the account number on the RGA.
7. Put all paperwork into the box with the part being returned.

GSW

## WARRANTY Policy and Procedures for Parts and Tanks

**DID YOU KNOW?**  
Warranty Validation  
Numbers can be  
retrieved easily by using  
the Online Validation Tool  
Visit:  
[www.gsw-wh.com](http://www.gsw-wh.com)

### IMPORTANT

These instructions are valid for leaking tanks and/or warranty parts that have been approved by GSW Water Heating.

Leaking tanks and/or parts **MUST** be replaced with GSW product.

**SEND ALL CLAIMS TO:**  
GSW WATER HEATING  
599 HILL STREET WEST  
FERGUS, ON N1M 2X1

## LEAKING TANKS

### TANK RETURNED

#### Filling out the warranty form

1. Please complete the Distributor/Contractor/Owner portion of the Warranty Form 100 and a debit memo.
2. Fill out Section A of the Warranty Form 100 (Complete Water Heater Replacement).
3. **Include the serial number of the replacement tank.**
4. Provide detailed explanation of the failure.
5. Call GSW Water Heating for a Preliminary Validation Number and an RGA number to return the tank.
6. Write the Warranty Validation number provided to you by GSW Water Heating at the top of the Warranty Form 100.

#### **Sending back product with a claim—what is required?**

1. Completed GSW Water Heating Warranty Form 100 and a debit memo
2. A copy of the RGA that GSW provides.
3. A copy of your company's debit note.
4. A copy of the original purchase receipt (if requested by GSW Water Heating at time of validation).
5. The original tank should be skidded and shrink wrapped.
6. Call the transport company listed on the RGA to pick up the product being returned.
7. Put all paperwork into an envelope and attach it to the side of the tank being returned.

#### IMPORTANT

- Warranty for parts is NOT included in these instructions. Please refer to parts instructions.