



Date: September 27, 2019

Subject: Light Service Warranty Revision

Dear valued customer,

Effective October 1, 2019, we are revising the limited warranty on the Light Service commercial electric water heater product line from a 3 year tank, 1 year parts to a 6 year tank, 1 year parts in order to better align with the market. In conjunction with this new warranty, pricing adjustments are also being made to better align these models with the competitive marketplace.

The models associated with this change are EDT6620RT, EDT8020RT and EDT1200RT. This warranty upgrade is retroactive to units manufactured after July 1st 2019, and no action on your part is necessary for this change to be effective. Please see the attached limited warranty sheet for details.

As always, thanks for your continued support of our products

A handwritten signature in black ink that reads "J. David Josey". The signature is fluid and cursive, with a long, sweeping underline.

J. David Josey
Product Manager
Commercial Products
615 792-6376

**COMMERCIAL WATER HEATER
LIMITED WARRANTY
LIGHT SERVICE MODELS
EDT 6620RT, EDT 8020RT & EDT 1200RT**



EFFECTIVE

For 6 Years, in the event of a tank leak, we will repair or, at our discretion, replace the defective water heater.

For 1 Year, in the event of part failure, we will repair or, at our discretion, replace the defective part.

We warrant this product against defects in materials or workmanship as described in this document if installed within the United States or Canada and provided the product remains at its original place of installation.

Warranty coverage begins the date of installation OR the date of manufacture if installation cannot be verified.

WHAT'S COVERED

Subject to these terms, in the event of defect in materials and/or workmanship resulting in a **tank leak** during the **first six years**, we will:

- Replace the water heater should the tank leak.

Subject to these terms, in the event of a defect in materials and/or workmanship appearing during the **first year**, we will:

- Repair or, at our discretion, replace any part of the water heater covered under this limited warranty excluding parts subject to normal maintenance (Example: non-electronic anode rod, filter, etc)

Service/labor, shipping, delivery, installation, handling or any other costs are not covered at any time under this warranty.

Any replacement part or product will be warranted only for the unexpired portion of the original water heater's limited warranty period.

If an identical model is no longer available due to a change in law, regulation, or standard, we will replace the product with one having comparable capacity and input. In these instances, the owner will have the option of paying the difference between what was paid for the original model and the new model with the additional features, or receiving a refund of the portion of the purchase price, on a pro-rata basis allocable to the unexpired portion of the warranty.

WHAT'S NOT COVERED

- Problems caused by improper: gas supply line sizing, gas type, venting, connections, combustion air, voltage, wiring, or fusing
- Failure to follow applicable codes
- Failure to follow printed instructions
- Abuse, misuse, accident, fire, flood, Acts of God
- Improper installation, sizing, delivery, or maintenance
- Claims related to rust, noise, smell, or taste of water
- Failure to conduct authorized factory start up if required
- Alterations to the water heater
- Non-outdoor heaters installed outdoors
- Damages due to a failure to allow for thermal expansion
- Heat exchanger failure due to lack of adequate / proper supply of water
- The water heater is supplied or operated with water not meeting the water quality requirements listed in the manual accompanying the water heater (If applicable)
- Heaters moved from their original location
- Service trips to explain proper installation, use, or maintenance of the product/unit or to describe compliance requirements under applicable codes and regulations
- Charges related to accessing your heater including but not limited to door/wall removal, equipment rental, etc.
- Replacement parts after expiration of this warranty

LIMITATIONS

NOTWITHSTANDING ANYTHING ELSE TO THE CONTRARY, THIS IS YOUR SOLE AND EXCLUSIVE WARRANTY. ALL OTHER WARRANTIES INCLUDING A WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED. SELLER SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE OR OTHER INDIRECT DAMAGES. TOTAL LIABILITY ARISING AT ANY TIME SHALL NOT EXCEED THE PURCHASE PRICE PAID WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY.

SERVICE INQUIRIES:

For service inquiries call the telephone number listed below. Be prepared to provide the following information:

name, address, and telephone number; the model and serial number of the water heater; proof of installation; and a clear description of the problem.

For your records, fill in the product:

Serial: _____

Model: _____

U.S. Customers:
State Water Heaters
500 Tennessee Waltz Parkway
Ashland City, Tennessee 37015
800-365-0024
www.statewaterheaters.com