



SUGGESTED GUIDELINES FOR WATER HEATERS THAT HAVE BEEN INVOLVED IN A FLOOD:

1. The standard warranty on both residential and commercial water heaters states that the warranty is void if the heater has been involved in a flood.
2. Any residential gas or electric water heater that has been flooded must be replaced. Rebuilding of the heater should not be attempted, especially if the unit has been totally submerged.
 - If the heater is rebuilt, the remainder of the warranty will be voided.
 - A. O. Smith technical bulletin #62 (now obsolete) discussed rebuilding a heater, a policy no longer recommended and the customer should be made aware that the warranty will then be voided.
3. Any commercial gas water heater that has been flooded must be replaced. Rebuilding the heater should not be attempted, especially if the unit has been totally submerged
 - If the heater is rebuilt, the remainder of the warranty will be voided.
 - A. O. Smith technical bulletin #62 (now obsolete) discussed rebuilding a heater, a policy no longer recommended and the customer should be made aware that the warranty will then be voided.
4. Any commercial electric water heater that has been flooded must be replaced.
5. If the damage to a heater was due to a flood, no warranty reimbursement for tank, parts or labor will be provided regardless of age of the heater.
 - The home/business owner should consult their home owner's policy/insurance for reimbursement.
6. Parts for flooded commercial or residential gas or electric water heaters are not covered under warranty.

For more information, email help@hotwater.com.