



## RESIDENTIAL SPLIT HEAT PUMP WATER HEATER SYSTEM WARRANTY

A. O. Smith® Limited Warranty – Outdoor Heat Pump Unit Residential Split Heat Pump Water Heater System

**SCAN THE QR CODE FOUND ON BOTH THE HEAT PUMP UNIT AND/OR INDOOR STORAGE TANK DATA PLATE TO REGISTER FOR THE PRODUCT WARRANTY.**

### GENERAL TERMS AND CONDITIONS

A. O. Smith Corporation (“A. O. Smith”) extends the following LIMITED WARRANTY to the original owner of this residential split heat pump water heater system subject to the terms, conditions and disclaimers herein. A. O. Smith warrants this **Outdoor Heat Pump Unit** to be free from defects in materials and workmanship, under normal use and service, for the applicable warranty periods listed below. This Limited Warranty applies only to products installed and operated in the United States and Canada, in accordance with applicable plumbing and electrical codes, and A. O. Smith’s installation instructions, provided the product remains at its original place of installation. This warranty is not transferable.

### WARRANTY PERIOD

- HP: Ten (10) years from the date of installation.
- Parts: Ten (10) years from the date of installation.
- Labor: One (1) year from the date of installation, for authorized labor only.

| Outdoor Heat Pump Unit Series Models | HP UNIT | Parts   | Labor  |
|--------------------------------------|---------|---------|--------|
| HPACO-45*                            | 10-year | 10-year | 1-year |

If the date of original installation cannot be verified, warranty coverage will begin ninety (90) days after the date of manufacture.

### WHAT IS COVERED

During the warranty period, A. O. Smith will furnish a replacement part or component, or at its option, a complete replacement heat pump unit if an inspection by A. O. Smith or an authorized service representative confirms a failure due to a defect in materials or workmanship. Replacement parts will be warranted only for the remaining unexpired portion of the original warranty period.

### WHAT IS NOT COVERED

This Limited Warranty does not cover:

- Damage, failure, or malfunction due to failure to follow instructions, including improper installation, operation, maintenance, or operation outside specified conditions as defined in the Heat Pump Unit, and the Outdoor Split Heat Pump Water Heater System Installation Instructions and Use and Care Guides.
- Damage caused by freezing, corrosive or contaminated air, excessive humidity, salt water exposure, buildup of snow, leaves, grass, or other debris around the heat pump unit, exposure to animal urine, animal nesting, or exposure to weather conditions outside the design specifications as defined in the Heat Pump Unit, and the Outdoor Split Heat Pump Water Heater System Installation Instructions and Use and Care Guides.
- Damage, leakage of, or failure associated with the interconnecting water lines between the outdoor heat pump unit and indoor storage tank, including but not limited to freezing, corrosion, scale buildup from hard water, foreign contaminants in the water, water line deterioration due to exposure to sun and outdoor elements, or improper installation.
- Damage caused by alteration, misuse, neglect, accident, fire, flood, lightning, or other acts of nature.
- Labor or service not authorized by A. O. Smith.
- Units removed from the location of original installation or installed outside the United States or Canada.
- Replacement parts after the expiration of this warranty.

### OWNERS’ RESPONSIBILITIES

Owners are responsible for:

- All labor, shipping, delivery, installation, and handling costs associated with the repair and/or replacement, including removal cost, of the product.
- All cost necessary or incidental for any materials and/or permits required for installation of the replacement heater or part.
- Selecting a qualified service provider by visiting [www.hotwater.com](http://www.hotwater.com) for a list of service providers in your area.
- Following all instructions provided with the product.
- Retaining all bills of sale or receipts for proof of installation.
- Providing copies of all service and maintenance records.
- Contacting your installer or dealer as soon as any problem or defect is noticed.

## WARRANTY SERVICE

For warranty service, the owner should contact the dealer or contractor who installed the unit, or if this is not feasible, contact A. O. Smith directly. Proof of purchase, model number, and serial number are required. Service must be performed by an authorized A. O. Smith service provider.

## LIMITATION OF LIABILITY

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY MADE BY A. O. SMITH. ALL OTHER WARRANTIES, INCLUDING A WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED. A. O. SMITH SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO WATER DAMAGE, LOSS OF USE, INCONVENIENCE, OR COST OF REPLACEMENT INSTALLATION. 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.

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply. This warranty gives you specific legal rights, and you may have other rights which vary by state or province.

## CLAIM PROCEDURE

Any claim under this warranty should be initiated with the dealer who sold the water heater, or with any other dealer handling the warrantor's products. If this is not practical, the owner should contact: A. O. Smith, 500 Tennessee Waltz Parkway, Ashland City, TN 37015. Phone: 1-800-527-1953 or visit our website: [www.hotwater.com](http://www.hotwater.com).

Replacement Parts may be ordered through authorized servicers or distributors. Refer to your local Yellow Pages for where to call or contact A. O. Smith, 500 Tennessee Waltz Parkway, Ashland City, TN 37015. Phone: 1-800-527-1953 or visit our website: [www.hotwater.com](http://www.hotwater.com).

The warrantor will only honor replacement with identical or similar water heater or parts thereof which are manufactured or distributed by the warrantor.

Dealer replacements are made subject to in-warranty validation by warrantor.

PROOF OF PURCHASE AND PROOF OF INSTALLATION DATE ARE REQUIRED TO SUPPORT WARRANTY CLAIM FROM ORIGINAL OWNER. THIS FORM DOES NOT CONSTITUTE PROOF OF PURCHASE OR PROOF OF INSTALLATION.

## DISCLAIMERS

NO EXPRESSED WARRANTY HAS BEEN OR WILL BE MADE IN BEHALF OF THE WARRANTOR WITH RESPECT TO THE MERCHANTABILITY OF THE WATER HEATER OR THE INSTALLATION, OPERATION, REPAIR OR REPLACEMENT OF THE WATER HEATER OR PARTS. THE WARRANTOR SHALL NOT BE RESPONSIBLE FOR WATER DAMAGE, LOSS OF USE OF THE UNIT, INCONVENIENCE, LOSS OR DAMAGE TO PERSONAL PROPERTY, OR OTHER CONSEQUENTIAL DAMAGE. THE WARRANTOR SHALL NOT BE LIABLE BY VIRTUE OF THIS WARRANTY OR OTHERWISE FOR DAMAGE TO ANY PERSONS OR PROPERTY, WHETHER DIRECT OR INDIRECT, AND WHETHER ARISING IN CONTRACT OR IN TORT.

**Should governmental regulations or industry standards prohibit the Manufacturer from furnishing a comparable model replacement under this warranty, the Owner will be furnished with the closest comparable water heater meeting the then current governmental regulations and industry standards.** A supplementary fee may be assessed to cover the additional cost associated with the changes made to meet applicable regulations and standards. The warranty may not apply if there is a failure to follow the maintenance instructions.

The terms of this warranty may not be varied by any person, whether or not purporting to represent or to act on behalf of the warrantor.

## IMPORTANT INFORMATION

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_

## INSTALLATION INFORMATION

Date Installed \_\_\_\_\_

Company's Name \_\_\_\_\_

Street or P.O. Box \_\_\_\_\_

City, State, and Zip Code \_\_\_\_\_

Phone Number \_\_\_\_\_

Plumber's Name \_\_\_\_\_

