A.O. Smith

Water Heater Service Report Non Contracted Service Providers

Please Enter Brand: _____ Servicer's Invoice # **(Required)** _____

☐ Service Labor

SERVICE CO. NAME & ADDRESS AND ZIP CODE			CUSTOMER NAME & ADDRESS AND ZIP CODE
			CUSTOMER PHONE NUMBER ( )
DATE CALL TAKEN	DATE FAILED	DATE SERVICE PERFORMED	ORIGINAL INSTALL DATE
MODEL NUMBER	SERIES NUMBER	SERIAL NUMBER	COMPLAINT
WE FOUND▶			
ACTION TAKEN▶			

Drive Zone: **1 2 3 4 5 6 7 (circle one)**
(Total drive time is based one way. Please see mileage calculator located on the WPC Labor & Travel Rate Schedule)

Total $ Amount _____

PLUMBER SIGNATURE:

_____

PLUMBER PHONE NUMBER:

_____

Mail Claim to:
A. O. Smith Water Products Company
Attn: Warranty Claims
500 Tennessee Waltz Parkway
Ashland City, TN 37015
www.hotwater.com

Qualified non-contracted service providers will be paid: A flat rate of $75.00 per completed repair on residential products.
$65.00 per hour on commercial product for repair time based upon WPC Labor and Travel Rate Schedule.

Obtain and return parts through your local distributor for processing.

Labor is only covered on the original water heater in the 1st year of installation.

A proof of purchase may be required to validate installation date and/or warranty.

Prior to service being performed, all water heater serial numbers should be verified at www.hotwater.com to validate the warranty.

THIS FORM MUST BE SUBMITTED WITHIN 30 DAYS OF SERVICE OR REPLACEMENT R1 12-16-2008