



# WARRANTY BULLETIN

Subject: Warranty Claim Requirements – Subsequent Outer Tank Failure

Date: 7/16/2019

## Claim Requirements:

1. The warranty claim can only be submitted by the distributor.
2. **Do not discard any** items until receiving written approval from Triangle Tube Warranty Department to do so.
3. Attach the following photos and/or videos when filing a claim at [www.triangletube.com](http://www.triangletube.com):
  - Clear photo of the rating label, including the original serial number.
  - A close up showing the failure/damage area.
  - An overall photo of the tank
  - A photo(s) of the surrounding area within 4 feet of the tank.
  - A photo(s) showing the domestic and boiler connections.
  - A photo (s) of the top of the tank with the thermostat plate removed showing the drywell connection.
4. If unable to attach photos to the claim request, photos may be emailed to [warranty@triangletube.com](mailto:warranty@triangletube.com). Please include the serial number or assigned warranty claim number (W, R, or B followed by a six digit number) in the email subject line. **Photos sent without either number cannot be matched to the appropriate claim file.**  
Please provide all required photos in a timely manner in order to expedite the claims process.
5. Warranty Claims will automatically deactivate in 30 days if the required pictures are not provided to Triangle Tube.
6. The tanks may be required to be shipped to Triangle Tube to complete the claims process.
7. Additional items may be required depending on the specific type of claim.

Sample Photos



Overall photo of the SMART tank installation



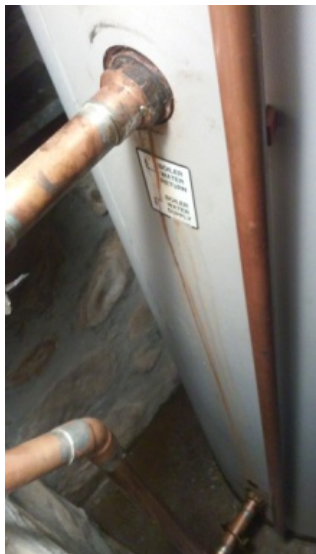
Top of the SMART tank showing connections and thermostat plate removed



SMART tank rating label with Serial Number



Picture showing failure mode (leaking tank)



Picture showing SMART tank boiler connections



Photo(s) of the surrounding area within 4 feet of the tank