

WARRANTY BULLETIN

Subject: Warranty Claim Requirements – Indirect Water Heaters

Date: 7/16/2019

Initial Indirect Water Heater Failure Claim Requirements:

1. The rating plate including the serial number must be cut from the top of the unit. A clear color photo of the removed rating plate including serial number should be sent along with the warranty claim or it may be mailed to the Triangle Tube warranty department at the address listed below.
2. The current owners name and address which must be the original purchaser of the unit.
3. The replacement unit's serial number.



Sample photo of rating label cut from unit

Subsequent Indirect Water Heater Failure Claim Requirements:

Multiple failures at the same location are extremely rare and will require additional information to determine the cause of the failure. Reference the Indirect Water Heater Subsequent Failure Warranty Bulletins for additional information required in these instances.

These updated warranty claim requirements apply to claims made on or after July 1, 2017, and do not apply to claims made prior to July 1, 2017.