

# WATER HEATER CLAIM FORM



**PLEASE COMPLETE ALL SECTIONS  
OF THIS FORM IN ORDER TO RECEIVE  
PROPER AND PROMPT CREDIT  
(KEEP A COPY FOR YOUR RECORDS)**

**Mail Form To:**  
American  
ATTN: Credit Department  
P.O. Box 1597  
Johnson City, TN 37605

**Today's Date:**  
(mm/dd/yyyy) \_\_\_\_\_

| Distributor Information  | Contractor Information                        |
|--|---|
| <b>Your Customer #:</b> _____<br>(or fill out Customer Name and Address below) |   |
| Customer Name _____  | Contractor Name _____                         |
| Address _____  | Contractor Email Address (if available) _____ |
| City _____ State _____ Zip Code _____  | Address _____                                 |
| Phone # _____  | City _____ State _____ Zip Code _____         |
| <b>Your Debit or PO #:</b> _____   | Contractor Phone # _____                      |

| Leaking Tank Information  |
|---|
| End User Name _____   |
| Street Address _____  |
| City _____ State _____ Zip Code _____                           |
| End User Phone # _____  |
| Residential or Commercial Installation:   __ Res   __ Comm      |
| Install Date (mm/dd/yyyy) _____ Failure Date (mm/dd/yyyy) _____ |
| Model Number _____ Serial Number _____                          |
| Leak Location (if known) _____                                  |
| Return Authorization Number (if required) _____                 |

**Attach the Rating Plate showing the Model and Serial Number of the leaking Water Heater here.**  
**(Do NOT use staples)**

**ATTENTION:**  
**Must be original Rating Plate Sticker.**  
**Failure to provide will result in claim being denied.**

| Replacement Heater Information         |
|--|
| Model Number _____ Serial Number _____ |
| Replacement Date (mm/dd/yyyy) _____    |

**Stick the Yellow Shipping Tag with the Model and Serial Number from the replacement unit here or write the serial number in the space provided.**

|  |   |
|--|---|
| <b>IMPORTANT</b>   | <ul style="list-style-type: none"><li>• A "proof of purchase" must be provided when the serial number of the water heater indicates it is out of warranty.</li><li>• All warranty claims will be audited. Incomplete claims will be denied.</li></ul> |
| <ul style="list-style-type: none"><li>• Claims must be submitted within 30 days of failure date.</li></ul> |   |