

# PRODUCT WARRANTY

## KENMORE LIMITED WARRANTY

WITH PROOF OF SALE, the following warranty coverage applies when this water heater is correctly connected, installed, operated and maintained according to all supplied instructions. In all cases, replacement units, tanks or parts are warranted only for the unexpired portion of the warranty period from the original date of sale.

FOR ONE YEAR from the date of sale this water heater is warranted against defects in material or workmanship. A defective water heater will receive free repair or replacement at option of seller.

FOR NINE YEARS from the date of sale this water heater is warranted against leaks in the tank. If a tank leak occurs within the first year, a new water heater of equal capacity and quality will be supplied and installed at no charge. If a tank leak occurs after the first year, a new water heater of equal capacity and quality will be supplied but not installed at no charge. You are responsible for the labor cost of water heater installation after the first year from the date of sale.

FOR NINE YEARS from the date of sale all water heater parts are warranted against defects in material or workmanship. If a part is defective within the first year, a new part will be supplied and installed at no charge. If a part is defective after the first year, a new part will be supplied but not installed at no charge. You are responsible for the labor cost of part installation after the first year from the date of sale.

For warranty coverage details to obtain free repair or replacement, visit the web page: [www.kenmore.com/warranty](http://www.kenmore.com/warranty)

This warranty applies for only two years on the tank and one year on all parts if this water heater is ever used in a residence of more than one family or in a commercial, institutional or industrial installation.

**This warranty covers ONLY defects in material and workmanship, and will NOT pay for:**

1. Expendable items that can wear out from normal use, including but not limited to filters, belts, bags or screw-in base light bulbs.
2. A service technician to clean or maintain this appliance, or to instruct the user in correct appliance installation, operation and maintenance.
3. Service calls to correct appliance installation not performed by Sears authorized service agents, or to repair problems with house fuses, circuit breakers, house wiring, and plumbing or gas supply systems resulting from such installation.

## Master Protection Agreements

Congratulations on making a smart purchase. Your new Kenmore® product is designed and manufactured for years of dependable operation. But like all products, it may require preventive maintenance or repair from time to time. That's when having a Master Protection Agreement can save you money and aggravation.

The Master Protection Agreement also helps extend the life of your new product. Here's what the Agreement\* includes:

- Parts and labor not just for repairing defects, but to help keep products operating properly under normal use. Our coverage goes well beyond the product warranty. No deductibles, no functional failure excluded from coverage— real protection.
- Expert service by a force of more than 10,000 authorized Sears service technicians, which means someone you can trust will be working on your product.
- Unlimited service calls and nationwide service, as often as you want us, whenever you want us.
- "No-lemon" guarantee – replacement of your covered product if four or more product failures occur within twelve months.
- Product replacement if your covered product can't be fixed.
- Annual Preventive Maintenance Check at your request – no extra charge.
- Fast help by phone – we call it Rapid Resolution – phone support from a Sears representative on all products. Think of us as a "talking owner's manual."

4. Damage to or failure of this appliance resulting from installation not performed by Sears authorized service agents, including installation that was not in accord with electrical, gas or plumbing codes.
5. Damage to or failure of this appliance, including discoloration or surface rust, if it is not correctly operated and maintained according to all supplied instructions.
6. Damage to or failure of this appliance, including discoloration or surface rust, resulting from accident, alteration, abuse, misuse or use for other than its intended purpose.
7. Damage to or failure of this appliance, including discoloration or surface rust, caused by the use of detergents, cleaners, chemicals or utensils other than those recommended in all instructions supplied with the product.
8. Damage to or failure of parts or systems resulting from unauthorized modifications made to this appliance.
9. Service to an appliance if the model and serial plate is missing, altered, or cannot easily be determined to have the appropriate certification logo.

## Disclaimer of implied warranties; limitation of remedies

Customer's sole and exclusive remedy under this limited warranty shall be product repair or replacement as provided herein. Implied warranties, including warranties of merchantability or fitness for a particular purpose, are limited to one year on the water heater, and nine years on the tank and parts, or the shortest period allowed by law. Seller shall not be liable for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitation on the duration of implied warranties of merchantability or fitness, so these exclusions or limitations may not apply to you.

This warranty applies only while this appliance is used in the United States.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**Sears Brands Management Corporation,  
Hoffman Estates, IL 60179**

- Power surge protection against electrical damage due to power fluctuations.
- \$250 Food Loss Protection annually for any food spoilage that is the result of mechanical failure of any covered refrigerator or freezer.
- Rental reimbursement if repair of your covered product takes longer than promised.
- 25% discount off the regular price of any non-covered repair service and related installed parts.

Once you purchase the Agreement, a simple phone call is all that it takes for you to schedule service. You can call anytime day or night, or schedule a service appointment online.

The Master Protection Agreement is a risk free purchase. If you cancel for any reason during the product warranty period, we will provide a full refund. Or, a prorated refund anytime after the product warranty period expires. Purchase your Master Protection Agreement today!

**Some limitations and exclusions apply. For prices and additional information in the U.S.A. call 1-800-827-6655.**

**\* Coverage in Canada varies on some items. For full details call Sears Canada at 1-800-361-6665.**

## Sears Installation Service

For Sears professional installation of home appliances, garage door openers, water heaters, and other major home items, in the U.S.A. or Canada call 1-800-4-MY-HOME®.