

Grand Hall Limited Warranty

Grand Hall will warrant to the ORIGINAL INSTALLED LOCATION of this gas water heater that it will be free of defects in material and workmanship for set period below from the date of purchase when installed and operated in accordance with the instructions in the manual and all local/state/federal codes.

Heat Exchanger Tank - 20 Years Residential / 10 Years Commercial No Leak Warranty
All Parts - 3 Years Limited Warranty / 5 Years Limited If Unit Registered Online
Reasonable Labor -1 Year

Grand Hall will require reasonable proof of your date of purchase. Therefore, you should send in the owner registration card or register online at www.eternalwaterheater.com. Save your receipt in case it is required as proof of purchase.

This Limited warranty is limited to repair or replacement of parts, at Grand Hall's option that proved to be defective under normal use utilizing potable water.

Grand Hall may require the return of defective parts for examination before issuing replacement parts or repairs. If you are required to return defective parts, transportation charges must be prepaid.

No returns will be accepted without prior authorization from Grand Hall.

Upon examination and to Grand Hall's satisfaction, if the original part is proven defective Grand Hall may approve your claim and elect to replace such parts without charge. You are responsible for shipping charges of such replacement parts.

This Warranty does not cover any failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, vandalism, improper installation, maintenance or service, as set out in this Operator's Manual.

Deterioration or damage due to severe weather conditions such as hail, hurricane, earthquakes, tsunami, tornadoes, Acts of God or terrorism, discoloration due to exposure to chemicals either directly or in the atmosphere, is not covered by this Limited Warranty.

If service from authorized personnel is necessary to perform any work, you will be responsible for all labor charges outside of labor warranty period.

All replacement parts will carry out the remainder of warranty on the original parts.

To Obtain Warranty
Call 1-866-946-1096
7am - 7pm CST

Warranty Restrictions

- This warranty applies only when the water heater is used in the United States and Canada.
- This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.
- This warranty does not cover damage resulting from use with non-potable water or water with high hardness level exceeding 450ppm. Water softener is recommended for areas with hardness over 200ppm.

Manufacturer:

Grand Hall Enterprise Co., Ltd.
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