

Eternal Fast – Factory Authorized Service Technician

General Program Outline for Service Contractors

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Introduction

Grand Hall is pleased to have qualified service professionals such as you join our growing network of elite technicians. By being a part of FAST, you will be recognized for excellence that is associated with the Eternal brand.

Eternal is positioned as the premier green water heating appliance, and its reputation rests on our ability to provide prompt and quality service together. We recognize that this is a partnership and will do our best to support you through trainings, parts and technical assistance.

We promise to always stand behind our products, and to support you so that Eternal's reputation of excellence can be extended through your work in the field. Just as you would promise to uphold this shared reputation and provide prompt and professional service to both of our end customers.

This booklet contains information that will help answer many questions you may have about becoming a FAST contractor. By reading and familiarizing yourself with the policies and guidelines in the booklet, you can navigate the warranty process quickly and efficiently. This booklet is designed to enhance both of our efficiencies.

Thank you for joining the Eternal family, and we look forward to our mutual success.

Support Contact Information

Eternal provides 24/7 online technical resources via Contractor Dashboards. Documents such as Service Manual, Service Procedures, and Technical Bulletins are available through the eLibrary. Please sign up today for your access.

Furthermore, we provide toll-free technical support during our normal business hours of 8am – 4:30pm CST. Calls outside of normal business hours are forwarded to local regional service managers for emergency assistance.

When calling for troubleshooting assistance, please make sure you have the Serial #, Model # and installation environment information available (NG / LP / Indoor / Outdoor / Recirculation etc...) so that we can help you quickly.

Eternal Toll Free Support

(866) 946-1096

Web Resources:

Main Portal:

<http://www.eternalwaterheater.com>

Contractor Dashboard:

<http://eternaltools.eternalwaterheater.com/dealer-access>

Sizing Calculator:

http://eternaltools.eternalwaterheater.com/eternal_calc.html

How Eternal Works:

<http://eternaltools.eternalwaterheater.com/gu26-animation.html>

Service Contract Agreement

Your signed agreement becomes a contract between you and Grand Hall USA. The contract makes you a Factory Authorized Service Technician for the Eternal branded Hybrid Water Heaters. This agreement does not extend to Grand Hall's other product lines.

As a FAST, your obligations are to provide prompt and professional service at a predetermined labor rate (PLR) within an agreed specific geographic region. The PLR is reviewed and agreed to by your regional service manager. Once decided, the PLR can be reviewed and adjusted a maximum of once a year from the date the contract is signed.

General Information

Grand Hall will provide product training so that you can be technically proficient in servicing Eternal Hybrid Water Heaters. Technical training classes may be available in your area from time to time. Please contact your regional service manager or Eternal representative to find out these class schedules and sign up. Call us at (866) 946-1096 and we can help you find the next available class.

The reputation of FAST rests upon your ability to provide service in a timely manner. In general, service should be made available to home owners within 24 hours of the call. Business owners require service availability within 4 to 6 hours of the call due to their dependence on hot water as a part of their business. Remember, it has to be FAST!

Grand Hall will only pay for completed service calls. The PLR does not include overtime, meals, additional travel expenses such as time and fuel. Time incurred on waiting for an ordered part to arrive is not covered by warranty nor is it reimbursed as a part of the PLR. All warranty service repairs are paid at the predetermined labor rate unless otherwise authorized by your regional service manager.

Any service repair performed on product outside the specified geographic region per agreement will be paid at the PLR unless otherwise authorized by your regional service manager for additional travel time incurred.

It is your responsibility to invoice the product owner for non-warranty services. This includes but is not limited to time for identifying installation or misuse problems, maintenance on the product, or user reset-able errors.

Warranty Information

Refer to the last page on the Owner's Manual. Grand Hall's limited warranty lists what is covered and what is not covered under manufacturer's warranty. It is your responsibility to verify the validity of the product's warranty with the product owner. Be sure to check proof of purchase to determine if the product is still within warranty period. If no proof of purchase is available Grand Hall will use the date of departure from our warehouse as the date of purchase. In case of new homes the closing date becomes the date of purchase.

Generally, what's covered?

Labor incurred for repair, adjustment or replacement of component or product that have failed due to a manufacturing defect in the component or product. Parts are covered for the described period per limited warranty from the date of purchase.

Generally, what's not covered?

Correction of improper installations, product demonstrations, misapplications such as under-sizing the product, misuse such as using the product specified for NG on LP, damages resulted from mishandling, transit, natural disasters, electrical surges, and or Acts of God.

The warranty is not transferable if the product has been removed from its original location of installation. Should a home or business be sold the balance of the warranty period is still valid through the new owners of the product.

Heat exchanger fails as a result from use with water conditions that do not meet national standards as potable is not covered by warranty.

How to identify serial #?

Serial # can be found on a silver label on the right side of the product when facing the front. The label is also placed on the Owner's Manual. Should the serial # not be found, the product can still be identified by the # written on the top of the frame that houses the main controller.

Warranty Parts Information

Grand Hall manufactures the Eternal to exact specifications, and as such, only genuine parts supplied by Grand Hall should be used in the repair of Eternal Hybrid Water Heaters.

Warranty Parts Reimbursement Policy

Stocking warranty parts is an efficient way to take care of service calls. Although Eternal is built to the highest quality standards, some problems may not be repairable without replacement parts. Since only completed service calls are paid for by Grand Hall, keeping a small quantity of parts on hand is a good idea.

Genuine Grand Hall parts from your repair parts inventory used for warranty purpose will be reimbursed. There are two ways to obtain parts:

1. Purchased directly from Grand Hall – Warranty parts will be reimbursed at contractor pricing, plus 10% to cover handling expenses. Reimbursement is issued through a standardized claims process. The process requires filling out the claims form and proof of purchase from Grand Hall for the part. Parts supplied by Grand Hall free of charge cannot be reimbursed.
2. Purchased from your Distributor – Warranty parts will be reimbursed by your distributor at the contractor price. The distributor will not offer 10% to cover handling expenses. You have to provide the distributor with sufficient information to show that the part is covered under warranty, along with the proof of purchase from the distributor.

Warranty Parts Ordering

Call us at (866) 946-1096 during M – F, 8am – 4:30pm CST to order warranty parts directly from Grand Hall. All parts are shipped via FedEx ground services and freight is added on orders not meeting the Full Freight Allowed requirement. Parts can also be purchased from your local distributor.

Refer to the included parts list in your FAST kit when ordering. Recommended stocking parts are highlighted. For the most updated parts list, please contact Grand Hall or your Eternal representative.

Warranty Parts Return

Grand Hall does not require the return of defective parts for reimbursements; however, we may request that certain parts be returned from time to time for analysis on abnormal defect.

Submitting Warranty Parts Reimbursement Claim

Warranty parts and labor claims will only be approved when submitted correctly. Generally, the information required but not limited to:

1. FAST Contractor Identification – Name, Address, Phone # etc...
2. Product Owner Identification – Name, Address, Phone # etc...
3. Product Identifications – Model #, Serial #
4. Product Owner Proof of Purchase
5. Service Call Details – Date, Cause, Remedy
6. List of Parts Replaced
7. Appropriate Claims Forms for Parts and or Labor

Claims are processed in accordance to the guidelines in the agreement. For example, out of warranty coverage parts will not be reimbursed and it is your responsibility to charge the Product Owner.

Claims should be submitted to Grand Hall within 30 days from the date of service Call. Please send to:

Warranty Claims Dept.

Grand Hall USA – 3838 W. Miller Rd., Garland, TX 75041

OR

FAX: (972) 279-8440

Return Merchandise Authorization

Grand Hall cannot accept product returns without prior authorization. You must contact your regional service manager and obtain approval if a product change-out is required. Grand Hall needs to have an opportunity to diagnose and troubleshoot before recommending a full change out.

Products returned to Grand Hall will be thoroughly examined. If the product is found to be misused, mishandled, improperly installed or misapplication, You will not be reimbursed for the labor, materials, parts and products involved in the change out.

Returned product showing transit damage will not be covered under warranty. Please treat product with care when packaging.

You are responsible for freight when returning product, but will be reimbursed when the RMA is approved.