

10 YEAR WATER HEATER WARRANTY

Plumbing Company Plumbing, Heating & Air, Inc. will continue the **Water Heater Company** heater tank warranty for an additional 4 years. The warranty we offer covers the tank only. This additional 4 year warranty is a limited warranty. We will not cover labor charges. **Plumbing Company** will not reimburse any costs associated with repair and/or replacement.

What will **Plumbing Company do to correct problems?**

For 10 years from the date of installation **Plumbing Company** will provide a replacement water heater to be **Water Heater Company** in any unit which develops a leak in the steel tank.

What **Plumbing Company will not do.**

Plumbing Company will not be liable for any damages arising from any tank leakage

How do you get warranty assistance?

Plumbing Company will handle all of your warranty needs for the next 10 years, either with the manufacturer or through **Plumbing Company**. Call **Plumbing Company** Plumbing, Heating & Air, Inc. at 714-241-**Phone** and give us the serial number of your water heater.

Model Number _____

Serial Number _____

Date of Install _____

Please print and present to the technician at the time of the install. Offer only valid at the time of the installation.

Please print and present to the technician at the time of the install. Offer only valid at the time of the installation.

Let's really look at this typical warranty-guarantee offer.

I like to call this the \$309 reason to say no to this company. I call it that because that is the pretend price this company is saying that they will charge you to install a water heater. Too good to be true....yes it is. If you look at their website the minimum price is really well over a thousand dollars to start, not the advertised \$309. I think it is written to be deliberately misleading to consumers. I blanked out the name of the company and the phone number for litigation reasons. I really don't want to be accused of defaming them, especially when I think this fake warranty already does so much damage.

Here goes:

Plumbing company *"will continue the (water heater company) water heater tank warranty for an additional 4 years. The warranty covers the tank only. 'The plumbing company' will not reimburse any costs associated with the repair and/or replacement."*

What this really appears to mean is:

The plumbing company will charge you labor and materials to install the warranty water heater. Materials are flex lines, temperature pressure relief valve, pan, gas flex, venting changes and permit fees plus the \$150.00 surcharge that the 'water heater company' is currently charging for warranty replacements. Yes, I believe all manufacturers are now charging a fee because of the hidden government tax enacted by the South Coast Air Quality Management Agency that makes water heaters in Southern California the most expensive in the nation by far. That will probably come up to about \$500 for your warranty water heater by this 'plumbing company'. That is some warranty, isn't it?

When you call out this 'Plumbing Company' you would expect a plumber to install your new water heater, right? No, not the case. At the bottom of the page a little line says it all. *"Please print and present to the technician at the time of the install. Offer only valid at the time of installation."* **This 'Plumbing Company' has "Water Heater Specialists" which really translates into someone just off the boat with a pair pliers who has never attended plumbing school and lacks the expertise to do much of anything.**

I like this statement on their guarantee *"'The Plumbing Company' will not reimburse any costs associated with the repair and/or replacement."* Doesn't this mean that you get to pay for dealer fees, distribution fees, labor fees, permit fees, upgrade fees and material fees? Exactly what part of the warranty are they extending? Absolutely nothing, really nothing. They say it in writing. They might as well just state that "the Plumbing Company will not honor any labor or manufacturer guarantee and that if you buy a water heater from us you are on your own."

Isn't it time to stop playing games with outfits like the 'Plumbing Company'. The Empire Family of Services provides a real plumber with many years of experience and a real guarantee when we provide and install your new water heater. **You won't pay \$500.00 for a guarantee here at The Empire Family of Services.** We won't let you. We handle everything including tank surcharges, materials and labor so that you won't have to pay one single penny for your guarantee.

Isn't it about time that you actually dealt with a company that stands beside their work rather than hides behind confusing lingo?