

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, Paid through Work Orders issued to registered contractors through our system

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.

Only a licensed professional can install Eternal units for safety and code compliance. Venting and plumbing codes can vary by location. Installation instructions and all applicable codes must be followed or property damage, severe injury, or death can result. Failure to use a licensed plumber or contractor, follow venting, plumbing, and building codes; or follow installation instructions may be unlawful and will void the product warranty. Grand Hall is not responsible for any costs incurred for repairing any problems resulting from failure to follow installation instructions or applicable codes.

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.

Internet Sales Policy

We encourage the use of the Internet for researching product attributes and for finding qualified installers that can properly size and service Eternal Hybrid Water Heaters. However, in the interest of safety and performance, our products must be installed by licensed professionals since the connections to the equipment involve electrical, gas and water lines.

Grand Hall USA, Inc. does not support the sale of Eternal Hybrid Water Heaters to consumers over the Internet; including but not limited to auction sites. Such sales are strictly prohibited and no warranty is offered on Eternal Hybrid Water Heaters purchased over the Internet.

This policy is necessary to ensure that installations are safe and comply with applicable laws, rules, and building codes at the federal, state, and local levels. Failure to comply with this policy could lead to violations of applicable laws that require licensing and permitting for installations of water heaters.

Websites or auctions claiming that any Eternal Hybrid Water Heater purchased online is covered by Grand Hall's warranty are incorrect and falsely advertising.

Manufacturer:

Grand Hall Enterprise Co., Ltd.

9th Fl., No.298, Rueiguang Rd., Neihu,

Taipei, Taiwan (114)