



PO Box 208
MERIDIAN ID 83642
(208) 888-9191

PO Box 2816
TWIN FALLS ID 83303
(208) 735-9191

EXTENDED WARRANTY #: _____

ISSUE DATE: _____

RESIDENTIAL WATER HEATER EXTENDED WARRANTY CERTIFICATE

GOOD TO ORIGINAL PURCHASER AS LONG AS YOU OWN AND RESIDE IN YOUR HOME

WATER HEATER MAKE AND MODEL

WATER HEATER SERIAL NUMBER

OWNERS NAME

OWNERS ADDRESS (MUST BE THE SAME AS THE INSTALLATION ADDRESS)

CITY STATE ZIP

CONTRACTOR WARRANTS that labor, materials and equipment to install water heater supplied by Master Plumbing will be free of defects, and will function properly for as long as you own and reside in your home. All Master Plumbing supplied products must be operated in accordance with the manufacturer's recommended procedures and guidelines. Improper use may void this extended warranty.

WITHIN TEN(10) DAYS of first knowledge of any defect, or failure to function properly, purchaser will contact Master Plumbing to service the water heater at no cost to the purchaser. Damage or loss due to acts of nature and losses covered by insurance are not covered under this extended warranty. Extended warranty is void if damage or reduced performance is a result of alterations, construction repairs, declining necessary repairs for related components, accidents, misuse or abuse by owners or others.

EXTENDED WARRANTY INCLUDES and requires an annual visit to inspect water heater and related components for proper function. Master Plumbing will also inspect other plumbing fixtures in the home during visit at no charge. Cancellation of annual inspection by purchaser, or others, beyond the control of Master Plumbing voids this extended warranty.

THIS EXTENDED WARRANTY REMAINS IN EFFECT as long as the address recorded on this certificate is the primary residence of the purchaser, and purchaser is the legal owner of the residence. The purchaser may be asked for proof of primary residence at the above recorded address at the time of warranty service. This extended warranty is non-transferrable and is void immediately upon sale, transfer of title, or is maintained as a residence by individuals other than the original purchaser/owner.

IN THE EVENT this water heater supplied by Master Plumbing, under the terms of this extended warranty, needs to be replaced, Master Plumbing will install a new water heater of equal type, size and value when available at no cost to the purchaser.

EXCLUDED from this extended warranty are any labor and/or material costs associated with required State or local permits, other related components such as expansion tank, piping or fixtures attached to the water heater, CO2 sensors, or any required State or local code upgrades.

THIS EXTENDED WARRANTY DOES NOT SUPERCEDE the manufacturer's warranty or the laws governed under the licencing requirements of the Idaho Contractors State Licensing Board. Master Plumbing shall not be liable for any special, incidental or consequential damages. This extended warranty is in lieu of all other warranties, expressed or implied.

By signing this form, purchaser acknowledges all terms, conditions and exclusions of this extended warranty.



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RESIDENTIAL WATER HEATER EXTENDED WARRANTY FAQs

Are there any important highlights I need to be aware of on the Residential Water Heater Extended Warranty?

Yes. We do encourage you to read the extended warranty in its entirety. You will notice that it is not very long or complicated. That's because we wanted it to be a simple process for our customers.

How do I qualify for the Master Plumbing Water Heater Extended Warranty?

If you own, and live, in the home where the water heater we supply is being installed, you qualify.

Can I get the extended warranty on my rental homes?

No. At this time we only offer our Master Plumbing Water Heater Extended Warranty to homeowners who live in the home where the water heater is being installed. We do offer a Service Agreement that has money saving options for rental homes.

Is it cheaper if I don't get the extended warranty?

No. The extended warranty is included with every Master Plumbing supplied water heater installation in an owner occupied home at no additional cost.

Do I have to get a permit to replace my water heater?

Yes. State and local agencies have codes that require plumbing permits for all water heater installations. We will complete all necessary steps to obtain the proper permit needed for your water heater installation. The cost of the permit varies by location and is excluded from this extended warranty.

In the case of an extended warranty event, besides the permit, will there be other costs?

Maybe. If there have been changes to the State or local building statutes, other upgrades may be necessary at an additional cost. Sometimes related components such as the expansion tank, piping or fixtures attached to the water heater and the CO2 sensors in the home need upgraded when replacing a water heater and are not covered under the extended water heater warranty.

Is there anything that could void my extended warranty?

Yes. Be sure to read the Extended Warranty Certificate in its entirety to familiarize yourself with the terms of the extended warranty and what is necessary to maintain the extended warranty.

Will I need to pay for the annual inspection?

No. The annual inspection is included with the original purchase. You only need to make yourself available once a year for us to come and inspect your water heater. At the same time, we will check under your sinks, inspect toilets, angle stops, and hose bibs for signs of leakage or problems.

If I sell my home, is the extended warranty transferrable to the new owner?

No. We only warranty the water heater for the original purchasing homeowner for as long as they own and live in their home.

Can I get extended warranty service in the evenings or on the weekends?

Yes. We are open 24 hours a day, 365 days a year. However, if you are having an issue with your water heater, be sure to call us as soon as you are aware of any problem. Weekend calls increase your risk of having to wait an entire weekend for service based on parts availability. While we work efficiently to keep most anticipated parts available on the weekends, we use parts that are generally not found at local big box stores, and professional distribution warehouses are typically not open on the weekends. We only use parts that will provide you with the quality you deserve as a homeowner. In the event that the problem you are experiencing is not due to the water heater and/or is not related to this extended warranty, additional charges will apply for service completed after regular business hours.

Can I get an extended warranty if I buy the water heater elsewhere and Master Plumbing installs it for me?

No. We can offer our extended warranty for product we supply for our customers. We currently install Bradford White water heaters in conjunction with our extended warranty.