These are the AO Smith tank type water heater models eligible for the purchase of PSE&G’s Extended Labor Warranty

PSE&G Extended Labor Warranty does not cover:

- Other brands and other AO Smith Water Heaters not listed above
- Tankless water heaters
- Power Vent water heaters
- Direct Vent water heaters
- Water heaters larger than 50 gallons
- Water heater warranty repairs and parts replacement

Get more protection for your water heater

Congratulations on your new water heater purchase and thank you for choosing PSE&G to satisfy your water heater replacement needs. As an option to our convenient water heater replacement service, we are pleased to offer an Extended Labor Warranty* that gives you added protection should your tank ever fail while under the manufacturer’s warranty beyond the standard one year warranty period.

Pick up more protection

Please read about PSE&G’s Extended Labor Warranty coverage for your new water heater. It protects you from the labor costs to replace the tank should your water heater fail before manufacturer’s warranty expires.

- Gain Peace of Mind
- Reduce Your Exposure to Risk
- Safeguard your Investment

*The purchase of PSE&G’s Extended Labor Warranty offer is available on the day of the installation or at a later date for a period of up to one (1) year from the date of installation.
Description of Extended Labor Warranty:

PSE&G currently provides a standard one year warranty that covers both the labor and materials necessary to replace a failed water heater installed by our licensed contractor. After the standard one year warranty expires, the purchase of PSE&G’s optional Extended Labor Warranty will cover the material and labor required to replace the water heater when its replacement is eligible under the manufacturer’s original warranty. A new water heater of similar design to the original will be installed by PSE&G’s designated contractor without cost to you for the standard replacement. Permit fees and additional plumbing services that may be required when the tank is replaced are not included. The replacement of the failed tank is subject to the terms and conditions of the offer detailed in this PSE&G Extended Labor Warranty brochure.

This PSE&G Extended Labor Warranty brochure is a contract and sets forth and describes certain valuable rights available to customers and the limitations on those rights. By signing the receipt for PSE&G’s replacement services that include the Extended Labor Warranty charge, the customer agrees to be bound by terms described in the PSE&G Extended Warranty brochure.

Terms and Conditions

1. PSE&G’s Extended Labor Warranty coverage is only available to the original customer who purchased the water heater replacement from PSE&G.

2. PSE&G’s Extended Labor Warranty coverage period becomes effective on the original installation date whether the coverage is purchased at the time of the original water heater installation, or purchased separately on a subsequent date within the one year period following the original installation.

3. PSE&G’s Extended Labor Warranty coverage period is dependent upon the tank warranty offered by the manufacturer and will expire after 6, 10 or 12 years following the original installation date, depending on the water heater model purchased.

4. PSE&G’s Extended Labor Warranty covers the standard warranty replacement labor charge only. The standard labor charge includes: delivery and installation of a new water heater similar in size and design to the original model, labor and incidental materials necessary to connect the new tank to the original piping connections with minimal modification, disposal of the original tank, and clean-up of the work area.

5. The cost of obtaining all municipal permits in connection with the replacement of the covered tank shall be the responsibility of the customer.

6. The cost of any additional plumbing services required to bring the installation to within current code or to relocate the tank shall be the responsibility of the customer.

7. PSE&G’s Extended Labor Warranty coverage is subject to all of the same terms and conditions of the manufacturer’s tank replacement warranty. If the manufacturer declines to provide warranty coverage to replace the water heater, PSE&G will not cover the labor cost to replace it.

8. PSE&G’s Extended Labor Warranty coverage is not transferable to new residents of the premise served by the original water heater.

9. The balance of original water heater replacement charge must be current or paid in full for you to be eligible to receive covered Extended Labor Warranty coverage.

10. PSE&G’s Extended Labor Warranty coverage is only provided when PSE&G or its designated contractor replaces the defective water heater.

11. PSE&G’s Extended Labor Warranty coverage may not be purchased on water heaters installed by contractors other than those authorized by PSE&G.

12. PSE&G’s Extended Labor Warranty coverage must be purchased within one year of the original tank installation. Customers may be prohibited from purchasing the Extended Labor Warranty coverage if they have an outstanding balance for other WorryFree service charges at the time of purchase.

13. Should the original water heater be replaced under the terms of PSE&G’s Extended Labor Warranty, the future coverage period is restricted to the start and end dates of the original Extended Warranty coverage.

Disclaimer

1. Other than the warranties expressly stated in this PSE&G Extended Labor Warranty brochure, neither PSE&G nor its affiliates make any warranties of any kind, including warranties of merchantability and fitness for a particular purpose.

2. PSE&G’s total liability to the customer for all claims or suits of any kind, whether based upon contract, tort (including negligence), warranty, strict liability or otherwise for any losses, damages, costs or expenses of any kind whatsoever arising out of, resulting from, or related to the performance or breach of this Extended Labor Warranty contract shall not exceed the cost of both labor and materials to replace one failed water heater installed by PSE&G’s designated contractor.

3. The company shall not, under any circumstances, be liable for any special, indirect, incidental, punitive, or consequential losses, damages, costs or expenses whatsoever (including, but not limited to, lost or reduced profits, revenues, efficiency, productivity, bonding capacity, or business opportunities, or increased or extended overhead, operating, maintenance or depreciation costs and expenses).

4. Should governmental regulations or industry standards prohibit the Manufacturer from furnishing a comparable model for replacement under this warranty, the Owner will be furnished with the closest comparable water heater meeting the current governmental regulations and industry standards. A supplementary fee may be assessed to cover the additional cost associated with the changes made to meet applicable regulations and standards.

PSE&G Discretion

When undertaking any warranty work, PSE&G (at its sole and absolute discretion) may choose to suspend any warranty work or choose not to perform the warranty replacement for reasons related to safety or discovery of unforeseen conditions, and shall not be required to start or resume any warranty work until all PSE&G safety concerns and/or unforeseen conditions have been resolved to PSE&G’s complete satisfaction.