

## Your Rights as a Water Heater Buyer

### What Every Homeowner Deserves When Purchasing a New Water Heater with Installation

When you buy a new water heater — whether outright or through a lease or installation program — you have the right to **clear information, qualified professionals, and safe installation**.

Below are the key rights every customer should expect and that our team proudly guarantees.

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#### 1. The Right to Transparent, Honest Pricing

You have the right to:

- A **guaranteed, written price** before work begins — no hidden fees, upsells, or surprise add-ons.
  - **Inclusive quotes** including product specification, labor, materials, and permit costs.
  - Clear disclosure of all payment options, warranties, rebates, and financing terms.
  - A commitment that your final invoice matches your approved quote.
  - Our **1-Year Best Value Price Guarantee** — find a local competitor who can beat the value we offer, and we'll refund the difference.
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#### 2. The Right to Qualified, Trained Professionals

You have the right to:

- **Licensed, insured, and bonded** installers who meet all state and local trade requirements.
- Technicians who are **factory-trained** on the brands and models they install.

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- **Background-checked professionals** entering your home.
  - A team that treats your property with care, cleanliness, and respect.
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## 3. The Right to Code-Compliant, Safe Installation

You have the right to:

- Installation that meets or exceeds **all state and local plumbing, gas, and electrical** safety regulations.
  - Proper venting, combustion air, gas shutoff, and pressure-relief (T&P) configurations.
  - Secure anchoring, drip pans, and earthquake strapping (where required by law).
  - Verification that your system is **inspected and approved** when permits are required.
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## 4. The Right to Product Authenticity and Documentation

You have the right to:

- **New, factory-sealed equipment** sourced from authorized distributors.
  - Access to **manufacturer serial numbers, warranty registration forms, and user manuals**.
  - Confirmation that all parts and accessories meet OEM specifications.
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## 5. The Right to Warranty and Protection

You have the right to:

- Written documentation of your **manufacturer's warranty** and any **labor coverage** provided.
- Transparent explanation of what's covered, for how long, and how to make a claim.

- An option to extend coverage or enroll in a **Worry-Free Lease or Extended Protection Plan** that includes repairs, maintenance, and full replacement if needed.
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## 6. The Right to Timely, Professional Service

You have the right to:

- **A scheduled installation** with real-time communication about arrival and completion.
  - A professional who reviews the system operation with you before leaving.
  - Prompt resolution of questions, issues, or warranty claims.
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## 7. The Right to Energy Efficiency and Environmental Responsibility

You have the right to:

- Recommendations for **ENERGY STAR®-rated or high-efficiency options** that save energy and reduce emissions.
  - Proper insulation, venting, and setup that maximize performance.
  - Removal and **responsible disposal or recycling** of your old water heater according to local environmental guidelines.
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## 8. The Right to Education and Support

You have the right to:

- A clear explanation of **how your system operates**, including temperature settings and maintenance tips.
- Safety guidance to prevent scalding and ensure long-term reliability.
- Access to **support resources**, including [HotWaterSafety.org](https://www.hotwatersafety.org) for safe operation tips and [EnergyStar.gov](https://www.energy.gov) for efficiency insights.

## 9. The Right to Zero-Risk Confidence

You have the right to complete confidence that your purchase was handled **honorably, safely, and professionally**.

Our “Zero-Risk Promise” means:

- No work begins until you approve your price.
- You receive all warranty and permit documents before final payment.
- We guarantee code-compliant installation — or we fix it, at our cost.

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## Our Commitment

We uphold these rights for every customer — because hot water should never come with surprises. You can expect integrity, craftsmanship, and transparency from start to finish.

**Ready for a guaranteed quote with no surprises?**

[Get My Instant Quote](#) or call **866-928-8549** to speak with a water solutions advisor today.