



# KEEPS YOU COVERED



**Water Heater Protection Plan**  
(Beginning June 23<sup>rd</sup>)

## What's New?

- **All** Water Heater Protection Plans, with the exception of tankless Water Heaters which are not eligible for the Plans, are now a five (5) Year Labor Plan, regardless of the Richmond™/Rheem® gas/electric tank.
- **All** Water Heater Protection Plans will be one low price of \$69.00 which is less than \$14.00 a year.



## How Does The Water Heater Protection Plan Work?

- The Home Depot Water Heater Protection Plan extends the Labor coverage for an additional five (5) years beginning after the Manufacturer's Labor Warranty ends.
- Think of it as an extension of the Manufacturer's Labor Warranty. When the Manufacturer's Labor Warranty ends, the Water Heater Protection Plan begins and will continue for five (5) additional years.

## Time And Money Can Be Saved With The Water Heater Protection Plan

- The average cost of repair on a Water Heater is typically much higher than the cost of the Plan. In 2013, the average water heater repair completed by *Asurion's* service network, was over \$300. The cost of the Plan is now only \$69.00.
- If We Can't Repair It, We'll Replace It and Install It!
- The Water Heater Plan covers removal of the old tank and installation of the replacement tank should a replacement tank be needed.
- If the covered Water Heater experiences a covered failure, customers can simply go online: [www.homedepot.com/protectionplans](http://www.homedepot.com/protectionplans) or contact customer service at 1-800-HOMEDEPOT (1-800-466-3337) 24 hours a day, 7 days a week, 365 days out of the year to process a claim.
- For service during the Manufacturer's Labor Warranty period, customers should contact the Manufacturer.



**Be Protected with  
The Home Depot  
Water Heater  
Protection Plan  
and have  
peace of mind  
for years to come**

Coverage Includes*	The Home Depot Protection Plan*	Typical MFR Warranty
Labor coverage	5-Year extension after MFR labor warranty ends	varies
Removal of old tank and installation of replacement	✓	✓
Mechanical defects including those due to normal wear and tear	✓	—
Power surge protection	✓	—
No lemon policy <i>your product is replaced after 3 repairs for the same defect</i>	✓	—
No cost to transfer coverage to new owner	✓	—



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## Water Heater Protection Plan

## Frequently Asked Water Heater Protection Plan Questions

### Q. When does the Water Heater Plan begin?

A. The Water Heater Plan begins after the Manufacturer Labor Warranty ends and will continue for five (5) additional years.

### Q. How do I receive service on my covered Water Heater?

A. If the covered Water Heater experiences a covered failure, you can simply go online: [www.homedepot.com/protectionplans](http://www.homedepot.com/protectionplans) or contact customer service at 1-800-HOMEDEPOT (1-800-466-3337) 24 hours a day, 7 days a week, 365 days out of the year to process a claim. However, if the Water Heater is still under the Manufacturer's Labor Warranty, you should contact the Manufacturer for service.

### Q. How long do I have to purchase a Protection Plan on my Water Heater?

A. The Home Depot Protection Plan should be purchased at the time of sale of the product. If you are unsure you want to purchase the Plan, we suggest purchasing it at the time of sale. If you then change your mind, you can cancel/return the Plan. However, The Home Depot Protection Plan can be purchased up to 90 days of the product purchase.

### Q. Where can I find the Terms and Conditions for the Water Heater Home Depot Protection Plan?

A. Terms and Conditions are located in The Home Depot Protection Plan brochure. They can also be found online at [www.homedepot.com/protectionplans](http://www.homedepot.com/protectionplans).

### Q. Can The Home Depot Protection Plan be offered on Water Heaters sold for commercial use?

A. No. Commercial Water Heaters are not covered by the Plan at this time.

### Q. Can The Home Depot Protection Plan be offered on Water Heaters sold for rental units?

A. Contractors can buy The Home Depot Protection Plan for products in apartment buildings, provided that they are only used by a single family in that apartment. Plans should not be sold on products that are outside an apartment unit or shared by multiple families. It is necessary for the contractor to supply the model # and serial #'s for the products so each product can be linked to a specific individual unit.

### Q. Do I have to register my product for The Home Depot Protection Plan to be valid?

A. We encourage you to go online at [www.homedepot.com/protectionplans](http://www.homedepot.com/protectionplans) or call 1800-HOME-DEPOT at your convenience to register your Plan if the tank and the Plan were purchased in store. It's always a good idea for you to keep your receipt showing the purchase of The Home Depot Protection Plan and your product with your important papers.