



# WARRANTY BULLETIN

Subject: Warranty Claim Requirements – Subsequent Inner Tank Failure

Date: 7/16/2019

## Claim Requirements:

1. The warranty claim can only be submitted by the distributor.
2. **Do not discard any** items until receiving written approval from Triangle Tube Warranty Department to do so.
3. Attach the following photos and/or videos when filing a claim at [www.triangletube.com](http://www.triangletube.com):
  - Clear photo of the rating label, including the original serial number.
  - Please provide photos and/or a video showing the failure mode. Acceptable proof would be:
    - Video showing the Pressure Relief Valve (PRV) lifting and leaking (into a suitable drain) when the boiler side of the tank is isolated and the inner tank is pressurized.
    - Pictures showing that a component has been changed (e.g. 30 Lbs PRV, Fill and/or expansion tank) and is still leaking.
  - A photo(s) of the surrounding area within 4 feet of the tank.
  - A photo(s) showing the domestic and boiler connections.
4. If unable to attach photos to the claim request, photos may be emailed to [warranty@triangletube.com](mailto:warranty@triangletube.com). Please include the serial number or assigned warranty claim number (W, R, or B followed by a six digit number) in the email subject line. **Photos sent without either number cannot be matched to the appropriate claim file.**  
Please provide all required photos in a timely manner in order to expedite the claims process.
5. Warranty Claims will automatically deactivate in 30 days if the required pictures are not provided to Triangle Tube.
6. The tanks may be required to be shipped to Triangle Tube to complete the claims process.
7. Additional items may be required depending on the specific type of claim.

## Sample Photos



Overall photo of the SMART tank installation



Top of the SMART tank showing connections and thermostat plate removed



SMART tank rating label with Serial Number



Isolated Fill Valve Component



Pressure Gauge



Pressure Relief Valve