

Warranty FAQs

Can you refer me to a service agency?

PVI partners with a network of independent authorized service contractors and provides a Service Contractor Locator to help you find service contractors in your area.

What is the life expectancy of my water heater?

Water heaters usually last well beyond the warranty period stated. However, the life expectancy varies greatly depending upon local water chemistry, usage rate, stored water temperature, operating conditions, and the maintenance provided.

How do I request a warranty service call?

Warranty claims should be presented through prompt telephone notification to PVI Technical Service at toll-free 1-800-433-5654. Have the model number and serial number of the unit available when you contact us.



T: (817) 335-9531 | Toll Free: (800) 784-8326 | PVI.com