

Warranty Guidelines
Water Heaters | Residential Manufactured Housing



The new degree of comfort.™

FACTORY INSTALLED RHEEM RESIDENTIAL MODELS
LIMITED WARRANTY
PR^oGRAM

EFFECTIVE NOVEMBER 1, 2013



Water | Manufactured Housing Warranty Program

MANUFACTURED HOUSING LIMITED WARRANTY PROGRAM

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Restoring Your Hot Water is Our Top Priority!

Please follow the steps outlined below to obtain warranty service for factory installed Rheem Manufactured Housing Water Heaters during the first 12 months of use.

1. Obtain the water heater's model number and serial number.

The model number and serial number are located in the window portion of the brand label on the upper front or on the lower portion of the of the water heater. (See the examples on page 7.) Some home manufacturers also include them on the Data Plate provided with each home. Make sure you have accurately recorded both numbers before calling Rheem for assistance.

2. Call (800) 432-8373 or (800) HEATER 3 for help.

Provide the Rheem Technical Service Analyst with the model number and serial number of the water heater and a description of the problem. Do not attempt to repair or obtain service for the water heater before calling Rheem. Rheem must approve all warranty repair service before the unit is repaired or replaced.

3. Diagnose the water heater problem.

The Rheem Technical Service Analyst will diagnose the water heater problem while the caller is still on the telephone. They will use the water heater's model number and serial number to access the latest factory service and repair information available on the water heater to assist them in identifying the problem.

4. Resolve the water heater problem.

The Rheem Technical Service Analyst will work with the homeowner to resolve the problem during the telephone conversation. If the problem requires professional assistance, the Technical Service Analyst will send a Service Contractor to the home to complete the necessary repairs. The Technical Service Analyst may ask the homeowner for assistance in obtaining repair service when Rheem does not have a Service Contractor available.

If any factory installed Rheem *Professional Classic™* or Warrior Water Heater model requires repair or replacement *during the first 12 months of use*, Rheem will pay for the parts and labor required to resolve the problem in accordance with the guidelines for Limited Warranty Service outlined on page 8.

Introduction

This booklet is provided to explain Rheem's warranty policies and procedures for factory installed Manufactured Housing Water Heaters Limited Warranty Program. We suggest reading the Certificate of Limited Warranty provided with each unit along with this booklet for complete details pertaining to the specific water heater installed in the home.

Helpful Water Heater Service Hints

If any Rheem Manufactured Housing Water Heater stops working properly, or shows signs of leaking water, the homeowner should be advised to:

1. **Shut off the gas, or electric power, supply to the water heater.**
2. **Shut off the incoming cold water supply to the water heater.**
3. **Open all the hot water faucets in the home.**
4. **Obtain the model number and the serial number from the water heater's brand label.**
5. **Call Rheem for service.**

If the water heater is covered by Rheem's warranty (see page 5), the homeowner must call Rheem's Technical Service Department to obtain in-warranty repair or replacement assistance.

If the water heater has been in use for more than one year, the in-warranty labor coverage has expired. The homeowner should call a local plumber, or appliance repair company, to obtain repair or replacement assistance.

Key Rheem Water Heater Telephone Numbers

Technical Service Department
(800) HEATER 3
(800) 432-8373

Call the Technical Service Department to receive warranty assistance with the repair or replacement of a Rheem Manufactured Housing Water Heater. The Technical Service Analyst will provide help with installation problems, troubleshooting malfunctioning units, locating repair service, replacement parts information, and product specification questions. You can also contact our Technical Service personnel via our website – www.rheem.com. They are available Monday through Friday during regular business hours (8 a.m. to 5 p.m. Central Time).

Claims Department
(800) 432-8373

Rheem Tech Analysts are available to clarify the warranty status of any Manufactured Housing Water Heater. Our Claims personnel can also be reached via our website – www.rheem.com. They are available Monday through Friday during regular business hours (8 a.m. to 5 p.m. Central Time).

The Factory Installed Rheem Residential Models Limited Warranty Program applies to Rheem Manufactured Housing Water Heaters installed in the factory by the manufacturer of the home. It provides homeowners with tank, component parts, and labor warranty coverage during the first twelve (12) months the water heater is in use (in accordance with the program provisions outlined on page 8).

The Limited Warranty Program is not available for Rheem Manufactured Housing Water Heaters not installed in the factory by the manufacturer of the home. Owners of water heaters not included in the Limited Warranty Program, are not entitled to receive the first year warranty labor coverage.

Rheem warrants its Residential Manufactured Housing Water Heaters, and their component parts, to be free of defects in materials and workmanship, under normal use and service conditions during the applicable warranty period. Rheem warranties do not cover failures, malfunctions, or defects, caused by abuse, accidents, misuse, installations errors, or other conditions unrelated to defects in the materials and/or workmanship.

Rheem Limited Warranties are only available to the original owner. They are not transferable.

What Does the Limited Warranty Cover?

The Limited Warranty provides the following specific coverages for:

Tank – Rheem will replace the tank if it fails (leaks) during the applicable warranty period.*

Component Parts – Rheem will replace a component part(s) if it becomes defective during the applicable warranty period.*

In-Warranty Labor – Rheem will provide labor for in-warranty repair or replacement work required for Manufactured Housing Water Heaters installed in the factory by the manufacturer of the home during the first twelve (12) months of use. **Rheem must authorize all repair or replacement labor before the work is started.** Rheem reserves the right to deny payment for any water heater repair or replacement labor expenditures incurred without its prior approval. Rheem will not pay for permits required to make repairs or labor to remove or dispose of the failed water heater, or defective component part(s).

Shipping – Rheem will pay the transportation costs to make an in-warranty replacement water heater, or in-warranty replacement component part(s), available at a convenient location (selected by Rheem) – as close to the home site as possible – in accordance with its Limited Warranty.

Processing or Other Costs – Rheem will not pay or reimburse others for the payment of warranty processing fees or any other charges not specifically outlined in its Limited Warranty.

*Note the following information concerning Rheem replacement products:

- A replacement water heater, or replacement component part, must be a Rheem product. Rheem will not provide warranty compensation for Rheem products replaced by a competitor's product.
- Rheem replacement products do not come with a new warranty. They are warranted only for the unexpired portion of the original unit's warranty.
- If an exact replacement water heater, or an exact replacement component part, is not available, the homeowner will receive the current version of the defective model product – or a model with comparable operating features.
- If government regulations require the replacement water heater, or replacement component part, to have features not found in the defective water heater, or defective component part, the homeowner will be charged for the difference in price represented by those government required features. The homeowner will receive a replacement unit with the additional features/benefits and a complete new Limited Warranty (the full, rather than the unexpired portion, of the applicable warranty period).
- The homeowner may choose to upgrade the features and/or size of their water heater during the warranty replacement process. They will be required to pay the difference in price between the failed unit and the better quality and/or larger unit. Upgraded replacement units come with a complete new Limited Warranty (the full applicable warranty period for the new unit rather than the unexpired portion of the failed unit's applicable warranty period).

MANUFACTURED HOUSING LIMITED WARRANTY PROGRAM

Warranty Exclusions

The Limited Warranty will not cover the following:

- Service trips to the home to teach the homeowner how to install, use, or maintain the water heater or to bring the water heater installation into compliance with local building codes and regulations.
- Damages, malfunctions, or failures resulting from improper installation or failure to operate and maintain the water heater in accordance with the manufacturer's instructions provided.
- Any claims for incidental or consequential damages including damage from water leakage.
- Performance problems caused by improper sizing of the water heater, the gas supply line, the venting connection, or combustion air openings, electric service voltage, wiring, or fusing.
- Damages, malfunctions, or failures caused by improper conversion from natural gas to LP gas or LP gas to natural gas fuel source.
- Damages, malfunctions, or failures caused by operating the water heater with the anode rod removed or with modified, altered, or unapproved parts installed.
- Damages, malfunctions, or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God, and the like.
- Tank failures (leaks) caused by operating the water heater in a corrosive or contaminated atmosphere.
- Damages, malfunctions, or failures caused by operating the water heater with an empty, or partially empty, tank (also known as "dry firing").
- Damages, malfunctions, or failures caused by operating the unit at water temperatures exceeding the maximum setting of the operating or high limit control.
- Tank failures caused by operating the water heater when it is not supplied with potable water, free to circulate at all times.
- Damages, malfunctions, or failures caused by subjecting the tank to pressures, or firing rates, greater than those shown on the rating label.
- Damages, malfunctions, or failures resulting from the use of any attachment, including any energy saving device, not authorized by Rheem.
- Damages, malfunctions, or failures resulting from failure to install the water heater in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices.
- Units installed outside the fifty states (and the District of Columbia) of the United States of America.
- Units moved from the original installation location.
- Units that have had their rating labels removed. A water heater should not be operated if the rating label is removed.

Coverage Periods

The applicable warranty period is the length of time Limited Warranty coverage lasts. There are three applicable warranty periods for each Rheem Manufactured Housing Water Heater covered by the Limited Warranty program:

1. **Tank** – warranted for one (1) year, five (5) years, or six (6) years – depending on the model number of the unit (see the chart below).
2. **Component Parts** – are warranted for one (1) year or six (6) years – depending on the model number of the unit (see the chart below).
3. **Warranty Labor** – factory installed water heaters have a one (1) year labor warranty. (Warranty labor coverage must be provided by or approved by the Rheem Technical Service Department prior to commencement.) Units not installed in the factory by the manufacturer of the home have no warranty labor coverage.

Rheem applicable warranty periods are not prorated. When the applicable warranty periods end, warranty coverage will no longer be provided.

Warranty Coverage Period by Model

Models with One (1) Year Tank and One (1) Year Component Parts Warranty

Electric			Gas		
72-20-1	82-30-1	81IP6S	21IR30DV	22I30FT	22I40FDVX
72-30-1	82-30-2	81IP10S	21IR40DV	22I40FT	22I50FDVX
72-30-2	82-40-1	81IP15S	21IR50DV	22I50FT	
72-40-1	82-40-2	81IP20S			
72-40-2	82-52-1	81IP30-1			
72-52-1	82-52-2	81IP30-2			
72-52-2					

Models with Five (5) Year Tank and One (1) Year Component Parts Warranty Prior to October 1, 2013

Electric			Gas		
72V20-1	82V30-1	81VP6S	21VR30DV	22V30FT	22V40FDVX
72V30-1	82V30-2	81VP10S	21VR40DV	22V40FT	22V50FDVX
72V30-2	82V40-1	81VP15S	21VR50DV	22V50FT	
72V40-1	82V40-2	81VP20S			
72V40-2	82V52-1	81VP30-1			
72V52-1	82V52-2	81VP30-2			
72V52-2					



Warranty Coverage Period by Model

Models with Six (6) Year Tank and Six (6) Year Component Parts Warranty After October 1, 2013

Electric

PROE20 1 RH MH	PROE6 1 RH POU	PROE30 1 RH93	PROE65 2 RH89
PROE30 1 RH93 MH	PROE10 1 RH POU	PROE30 2 RH93	PROE80 1 RH86
PROE30 2 RH93 MH	PROE15 1 RH POU	PROE40 1 RH92	PROE80 2 RH86
PROE40 1 RH93 MH	PROE20 1 RH POU	PROE40 2 RH92	
PROE40 2 RH93 MH	PROE30 1 RH93 POU	PROE50 1 RH91	
PROE50 1 RH91 MH	PROE30 2 RH 93 POU	PROE50 2 RH91	
PROE50 2 RH91 MH	PROE65 1 RH89		

Gas

PROG30-32N RH61 MH	PROG30-30N RH61 MH DV	PROG40-36N RH59 MH DVX
PROG40-34N RH59 MH	PROG40-30N RH59 MH DV	PROG50-36N RH59 MH DVX
PROG 50-38N RH58 MH	PROG50-32N RH58 MH DV	

How to Determine if a Rheem Water Heater is In-Warranty

There are three ways to determine if a Rheem Manufactured Housing Water Heater or component part is covered by a Rheem limited warranty. They are:

1. By the Original Date of Purchase of the Manufactured Home (if properly documented)

The original date of purchase of the manufactured home represents the date the water heater was first put into use or turned-on. Proof of the original date of purchase could consist of closing papers for the home, gas or electric utility turn-on certificate, a copy of the invoice for the set-up of the home, or similar written document. Homeowners should be advised to keep proof of the original date of purchase of their manufactured home – with their Certificate of Limited Warranty – in case they need warranty service.

To determine the warranty status of any Rheem water heater from the original date of purchase of the manufactured home, add the applicable warranty period to the original date of purchase. If the result is a date in the past, the Limited Warranty has expired.

2. By the Manufacture Date of the Water Heater

If the original date of purchase of the manufactured home cannot be documented, the warranty status of the water heater or component part, will be based on the manufacture date of the water heater. The manufacture date is the first four (4) numbers of the water heater's serial number.

The first four (4) numbers represent the month and year the water heater was manufactured. For example: a serial number beginning 1196 would be found on a water heater built in November 1996.

A serial number starting with 0400 would appear on a unit manufactured in April 2000.

To determine the warranty status of any Rheem water heater using the date of manufacture method, add the applicable warranty period – plus ninety (90) days – to the manufacture date of the water heater. If the result is a date in the past, the Limited Warranty has expired.

3. Rheem.com

If you have questions about warranty verification of any Manufactured Housing Water Heater, you can obtain answers by going to **Rheem.com/warranty** and clicking on water heating warranty verification.

Warranty Verification

NOTICE FOR CANADA: All Canadian customers please contact Rheem Canada Warranty at 1 800 263 8342 (hours of operation: 8:30 am - 4:30 pm EST Monday-Friday) to verify the warranty of your water heater. Web warranty verification is for US customers only.

To confirm the status of your warranty, enter your water heater's complete 10-character serial number in the space provided.

Serial Number:

Verify

Below is an example of a water heater label, specifying the exact location of your water heater's serial number.

		SERIAL NO. 1011M11299999 MODEL NO. 40-300 TYPE GAS - NATURAL Gas Pressure IN. W.C. - Manifold - 4.0 Max. Inlet - 10.5 Min. Inlet - 5.0 ANSI Z21.10.1-2009 COMPLIES WITH JURISDICTIONS HAVING 40gpa MIN. REGULATIONS MINIMUM CLEARANCES FROM COMBUSTIBLES 1" Sides and 1" rear in a closet - 8" sides and rear in an alcove. 2" front of control box to closest door. 12" from top pan to ceiling. May be installed in an alcove or closet and on combustible framing. CERTIFIED FOR INSTALLATIONS UP TO 7000 FT. ALTITUDE MAX. WORKING PRESSURE 150 PSI
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NOTICE: Contact your local plumber for warranty service. To obtain warranty compensation you must be able to provide the defective water heater (with all the parts and rating label intact) or the defective part(s) replaced; the complete model number and serial number of the new water heater or the water from which the defective part(s) was removed; and proof of the date of installation of the defective product(s) replaced. For complete details, refer to your Certificate of Limited Warranty.

Call 1-800-432-8373 if you need additional warranty assistance.

How to Obtain Warranty Claim Assistance

Step #1

If a homeowner experiences performance problems with their Rheem Manufactured Housing Water Heater, they should determine the warranty status of the unit before taking any action. (See the "How to Determine If a Rheem Water Heater Is In-Warranty" information on page 7.)

If the water heater is out-of-warranty, the homeowner should be advised to contact a local plumber, or mechanical contractor, for service – at their expense. Rheem will not be responsible for any of the repair, or replacement, expenses required to restore their hot water service.

Step #2

If the malfunctioning Manufactured Housing Water Heater is in-warranty, the homeowner must contact the Rheem Technical Service Department. Telephone (800) 432-8373 or (800) HEATER 3.

The homeowner should be prepared to provide the following information:

- Water heater model number;
- Water heater serial number;
- Original date of purchase of the manufactured home;
- An explanation of the problem(s) being experienced.

RHEEM RESERVES THE RIGHT TO DENY ALL, OR PART, OF ANY WARRANTY LABOR CLAIM SUBMITTED FOR REPAIR, OR REPLACEMENT, OF A RHEEM MANUFACTURED HOUSING WATER HEATER WITHOUT THE PRIOR APPROVAL OF THE RHEEM TECHNICAL SERVICE DEPARTMENT.

Rheem Technical Service personnel may request the assistance of the caller in obtaining service for a water heater installed in an area where Rheem does not have a Service Contractor available. If Rheem cannot repair, or replace, a malfunctioning water heater in a timely manner, it may negotiate a mutually satisfactory financial settlement of its warranty obligation with the homeowner.

DO NOT DESTROY, OR DISPOSE OF, ANY RHEEM IN-WARRANTY FAILURE WATER HEATER OR COMPONENT PART WITHOUT AUTHORIZATION FROM RHEEM.

Rheem reserves the right to inspect, or require the return of, any unit reported as an in-warranty failure, as an integral part of its continuous product improvement program.

DO NOT ATTEMPT TO REPAIR, OR REPLACE, ANY IN-WARRANTY RHEEM MANUFACTURED HOUSING WATER HEATER WITHOUT OBTAINING PRIOR AUTHORIZATION FROM THE RHEEM TECHNICAL SERVICE DEPARTMENT.



How to Obtain Warranty Compensation

Rheem Technical Service personnel may authorize the homeowner, or some other party, to provide assistance with in-warranty water heater repair or replacement work when Rheem does not have a Service Contractor available. The following instructions outline the process for obtaining compensation for warranty assistance.

Note: Do not attempt to repair or replace any in-warranty Manufactured Housing Water Heater without obtaining prior authorization from the Rheem Technical Service Department. Rheem would prefer to employ its Service Contractors to provide warranty service labor. When the Rheem Technical Service Department does not have a Service Contractor available, they **must** be given the opportunity to authorize the work to be done **before the repairs are started**. Rheem reserves the right to deny all, or any part, of unauthorized warranty labor claims.

Rheem will provide labor compensation for replacement of its in-warranty residential products that fail during the first year after installation at the following rates:

- Up to \$100 for leaking water heater
- Up to \$65 for replacement parts

Rheem Technical Service Department (800) 432-8373

Warranty compensation is subject to validation of each claim by the Rheem Claims Department or the Rheem Warranty Parts Department. Rheem will provide prompt warranty compensation upon receipt and verification of the documentation required for each type of claim – per the following instructions:

For a Warranty Replacement Water Heater – Send Following to the Rheem Claims Department (Address on page 10):

- The Authorization Number received from Rheem's Technical Service Department.
- The failed Rheem Water Heater or the original rating label (photocopies are not acceptable) from the failed water heater per the instructions received from the Rheem Technical Service person.
- The date the original water heater failed.
- The model number and serial number of the Rheem Water Heater that replaced the failed unit.
- The full name, mailing address, and telephone number of the claimant.
- Complete Water Heater Warranty Form (See sample on page 11)

For a Warranty Replacement Component Part – send the following to the Rheem Warranty Parts Department (Address on page 10):

- The Authorization Number received from Rheem's Technical Service Department.
- The defective component part.
- The date the component part became defective.
- The model number and serial number of the Rheem Water Heater from which the part was removed.
- A copy of the invoice for the replacement component part (if applicable).
- The full name, mailing address, and telephone number of the claimant.
- Complete Parts Warranty Form (See sample on page 11)

For Warranty Labor Claims – Send Your Labor Claim with the Applicable Replacement Water Heater or Replacement Component Part Claim. Include the Following:

- The Authorization Number received from Rheem's Technical Service Department.
- A copy of the Plumber's invoice for the work performed. The invoice copy should provide the following information:
 - The date the work was completed.
 - The model number and serial number of the defective Rheem Water Heater.
 - The model number and serial number of the Rheem Water Heater that replaced the defective unit or a list of the component parts replaced. (Warranty Labor Claims for component part(s) replacement will not be paid until the parts replaced are received by Rheem.)
 - The full name, mailing address, and telephone number of the homeowner for whom the work was performed.
 - The full name, mailing address, and telephone number of the claimant (if it is different from the homeowner).
- Complete Heater/Parts Warranty Form (See sample on page 11)

Helpful Hints to Speed Warranty Compensation

- **Make sure there is no question about the warranty status of the malfunctioning unit.** If the warranty defect, or failure, occurred more than fifteen (15) months after the manufacture date of the water heater, the claimant must provide acceptable proof of the original date of purchase of the manufactured home. Without proof of the original date of purchase of the manufactured home, the unit will be presumed to be out of warranty – and no compensation will be provided. (Refer to the “How to Determine If a Rheem Water Heater is In-Warranty” information on page 7.)
- **Make sure all the claim information you send to Rheem is complete, accurate, and legible.**

For Replacement of a Water Heater:

- **Send all warranty claims for the replacement of a Rheem Manufactured Housing Water Heater (and associated replacement labor) to:**

**Rheem Water Heaters
Claims Department
101 Bell Road
Montgomery, Alabama 36117**

For Replacement of a Component Part:

- **Send all warranty claims for the replacement of a Rheem Manufactured Housing Water Heater Component Part (and associated replacement labor) with the defective component part to:**

**Rheem Water Heaters
Warranty Parts Department
2600 Gunter Park Drive East
Montgomery, Alabama 36109**

- **To obtain assistance in submitting a Rheem Manufactured Housing Water Heater claim, or to follow-up on the status of a claim in process, call (800) 621-5622.**



WATER HEATER WARRANTY CLAIM FORM

Rheem Sales Company, Inc.
Transactions Department
101 Bell Road, Montgomery, Alabama 36117

Rheem Parts Warranty Claims Dept.
Failure Analysis Laboratory
2769 Gunter Park Drive West, Montgomery, AL 36109



*= Required Information

Customer Information:

*Customer Number: _____ *Customer Name: _____
Branch Number: _____ *Customer Location (City and State): _____
Business Telephone: _____ Form Completed By (Employee's Name): _____

CWAR # (If Applicable): _____

*Original Serial Number: _____

*Original Model Number: _____

*Date Unit Installed: _____

*Date Unit Repaired/Replaced: _____

Water Heater Owner Information:

Name _____

Address: _____

*City: _____

*State: _____ *Zip: _____

*Type of Claim:

☐ Replace Unit

Replacement Serial Number: _____ Replacement Model Number: _____

Labor (If Any): _____ Freight (If Any): _____ Debit Memo Number (If Any): _____

*Reason Unit Was Replaced: ☐ Leak Leak Location: _____

☐ Non-Repairable: Describe: _____

☐ Replace Part/Credit

*Failed Part Number: _____ Replacement Part # (If Different): _____

*Serial Number of Failed Part Number (If Applicable): _____

Labor (If Any): _____ Freight (If Any): _____ Debit Memo Number (If Any): _____

*Reason Part Was Replaced: _____

☐ Labor Only

*Labor: _____ *Date Labor Performed: _____ Debit Memo Number (If Any): _____

*Reason For Labor Claim: _____

BASIC INSTRUCTIONS FOR SUBMITTING A WATER HEATER WARRANTY CLAIM – Use this form to submit warranty claims for Rheem, Ruud, and Rheem-Ruud in-warranty water heaters, parts and water heater replacement labor. You may submit residential or commercial water heater warranty claims on this form. You must call the Rheem Technical Service Dept. at (800) 432-8373 for authorization and instructions to process any commercial water heater warranty claim. You are not required to obtain Rheem's authorization to process a residential water heater warranty claim. Submit each labor claim with the water heater claim it pertains to. Submit Warranty Claim Forms at least once each calendar month. eWarranty may be used, or mail this form (with all the required attachments) to the appropriate Rheem Dept. at one of the appropriate addresses listed above. Refer to Rheem Water Heaters' Warranty Policies and Procedures Manual for complete instructions for the completion of this form.

TO RECEIVE PROMPT WARRANTY COMPENSATION, ATTACH AND/OR PROVIDE:

- 1) All information denoted with a "*" above is required information.
- 2) The complete original rating label (photocopies are only acceptable for claims filed through eWarranty) removed from the original unit.
- 3) The date (month, day, and year) the original in-warranty water heater was installed. If the date of installation of the water heater is more than ninety (90) days after the date of manufacture of the unit, you must provide documentary proof of this date.
- 4) The date (month, day, and year) the original in-warranty water heater failed.
- 5) Water heater warranty return authorization numbers, and other comments should be provided in the "CWAR #" or "Reason" blanks.
- 6) A plumber's labor bill/invoice must be attached for any warranty labor claim.
- 7) A copy of the freight bill must be attached for any freight claim. (Very few freight claims are considered for reimbursement.)
- 8) Parts with claim form ship to the 2769 Gunter Park address listed at the top of this form. All other claims ship to the 101 Bell Rd. address.

RHEEM RESERVES THE RIGHT TO DENY ANY WARRANTY CLAIM RECEIVED MORE THAN NINETY (90) DAYS AFTER THE FAILURE DATE OR THAT DOES NOT FULFILL ALL THE REQUIREMENTS OF ITS WARRANTY POLICY AND PROCEDURES.

NOTE: If you believe any of the water heaters listed may become part of a liability (insurance) claim, secure the water heater at your place of business, and call the Rheem Technical Service Dept. at (800) 432-8373 to notify them as soon as possible.



The new degree of comfort.™

Contact Us

Customer Service, Warranty, Parts800.621.5622
Technical Service.....800.HEATER3
(800.432.8373)
Fax.....800.535.9538
Website.....Rheem.com

Why Rheem?

Rheem helps you give your customers the **value, performance** and **features** they want. From our tried and true tank-type water heaters to our space-saving tankless solutions that provide continuous hot water, Rheem has something to **satisfy the budgets** and **lifestyles** of every customer.

In addition to our large selection of **water heating solutions**, Rheem also has a full line of **heating** and **cooling** products for warm winter nights, cool summer days and hot water all year round.

*In keeping with its policy of continuous progress and product improvement,
Rheem reserves the right to make changes without notice.*

Rheem Water Heating
101 Bell Road • Montgomery, AL 36117-4305



INTEGRATED AIR & WATER

Rheem.com

PRINTED IN U.S.A. 12/13 WP FORM NO. MH504 Rev. 1