

12 Year Water Heater Warranty

For service, call
1-800-431-1549
Make sure you have your water heater's complete
model number and serial number handy before you call.

This residential water heater is provided with twelve (12) years of warranty coverage: two (2) year of Full Warranty coverage followed by ten (10) years of Limited Warranty coverage as set forth below. NOTE: If the water heater is installed anywhere other than a single-family home dwelling (such as a commercial building or an apartment building or other multi-family dwelling that does not have a separate water heater for each living unit), the Full Warranty will be voided and the Limited Warranty period on the parts and tank both will be reduced to only one (1) year.

FOR THE PERIOD OF:

WE WILL PROVIDE AT OUR OPTION:

**2 YEAR FULL
WARRANTY**
from the date of the
original purchase*

- **Repair or replacement of any part of the water heater** that fails due to a defect in materials or workmanship. During this **two (2) year Full Warranty period**, we will also provide, **free of charge**, all labor and in-home service we determine is necessary to change-out a defective part or replace a leaking tank.

* Warranty coverage is measured from the date of original purchase if properly documented. If the date of original purchase is not properly documented, warranty coverage shall be measured from the date of manufacture plus (30) days.

**10
YEAR LIMITED
WARRANTY**

- **Replacement of any part** that fails due to a defect in materials or workmanship. You will be responsible for any labor, in-home service, shipping, removal, disposal, or reinstallation costs after the Full Warranty coverage period expires.
- **A replacement water heater should the tank leak** after original installation. You will be responsible for any labor, in-home service, shipping, removal, disposal, or reinstallation costs after the Full Warranty coverage period expires.

OTHER TERMS & CONDITIONS

This Warranty is only valid if the water heater is installed in a single-family home in the U.S.A. Reasonable proof of the date of original purchase of your water heater (such as a copy of your original purchase receipt) may be required to establish its warranty coverage status. The defective water heater to be replaced must be made available in exchange for the replacement. The replacement water heater will be warranted only for the unexpired portion of the original water heater's Limited Warranty period.

You must contact us prior to any repairs being made to the water heater or for any replacement of the water heater. When we determine the required repair or replacement is covered under this Warranty, we will

dispatch a service contractor or authorize a service call. Any request for warranty service must be made promptly to our Warranty Department at telephone number 1-800-431-1549 or in writing to: 1241 Carwood Court, Montgomery, Alabama 36117. PLEASE NOTE THAT ANY REPLACEMENTS ARE MADE SUBJECT TO VALIDATION BY US OF IN-WARRANTY COVERAGE.

If we determine replacement is required, you will be given the current model of your water heater or a replacement unit with comparable operating features. If government regulations or industry certification or similar standards require the replacement water heater to have features not found in the original water heater,

during the initial Two (2) years Full Warranty period, we will provide the necessary repairs to, or replacement of, your water heater at no added cost. After the initial two (2) year Full Warranty period, you will be given the option of: (a) paying the difference in retail price between what you paid for the original unit and a new unit with the government and/or industry mandated features; or (b) receiving a refund for the amount you paid for the original unit. If you opt to pay the retail price difference for a new replacement water heater with the government and/or industry mandated features or to upgrade the size or other features in the replacement water heater, you will receive a completely new Limited Warranty.

WHAT IS NOT COVERED:

- Service trips to your home to teach you how to use the water heater or to bring the water heater installation up to the requirements of applicable codes and regulations.
- Defects, malfunctions, or failures resulting from improper installation.
- Defects, malfunctions, or failures of the water heater if it is abused, misused, employed commercially, or used for other than the intended purpose.
- Damages, malfunctions, or failures caused by operating the water heater with the anode rod removed.
- Damages, malfunctions, or failures resulting from operating the water heater with an empty or partially empty tank.
- Any water heater moved from the original installation location.
- Tank failure due to the water temperatures exceeding the maximum setting of the operating and/or high limit control on the water heater.
- Water heater failure caused by operating the unit when it is not supplied with potable water, free to circulate at all times.
- Tank failure due to the water heater being operated in a corrosive atmosphere.
- Damages, malfunctions, or failures caused by the use of unapproved parts or components.
- Damages, malfunctions or failures caused by subjecting the tank to pressures or firing rates greater than those shown on the rating label.
- Replacement of house fuses or resetting of circuit breakers.
- Damages, malfunctions, or failures caused by accident, lightning, fire, flood, freeze or acts of God.
- Damages, malfunctions, or failures caused by improper conversion of the water heater's fuel source from natural gas to LP gas or LP gas to natural gas.
- Any water heater that has had its rating label altered or removed.

No one is authorized to make any other warranties on our behalf. ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED ABOVE. OUR SOLE LIABILITY WITH RESPECT TO ANY DEFECT SHALL BE AS SET FORTH IN THIS WARRANTY AND ANY CLAIMS FOR INCIDENTAL

OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGE FROM WATER LEAKAGE) ARE EXCLUDED. Some states do not allow limitations on how long an implied warranty lasts, or for the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Rheem Manufacturing Company
1241 Carwood Court
Montgomery, Alabama 36117
Telephone 1-800-431-1549

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