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# LIMITED WARRANTY

For the RHEEM®, RUUD®, Richmond®, Paloma®, and Sure Comfort® Residential Tankless Gas Water Heaters.

## EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY

This Limited Warranty is the only Warranty for this unit given by the Water Heater Division of Rheem Manufacturing Company. No one is authorized to make any other warranties on behalf of Rheem. ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS, SPECIFIED PREVIOUSLY. RHEEM'S SOLE LIABILITY, WITH RESPECT TO ANY DEFECT, SHALL BE AS SET FORTH IN THIS LIMITED 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 Limited Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

We suggest you immediately complete the information below and retain this Certificate of Limited Warranty in the event warranty service is needed. Reasonable proof of the date of installation of your water heater may be required to establish its "in-warranty" status.

## GENERAL

This Limited Warranty is only available to the original owner of the water heater at the original installation location. It is not transferable.

Rheem Manufacturing Company (Rheem) warrants this tankless gas water heater, and its component parts, to be free from defects in materials and manufacture, under normal use and service, for the Applicable Warranty Periods. At its option, Rheem will repair or replace the defective water heater, or defective component part(s), in accordance with the terms of this Limited Warranty, if it fails in normal use and service during the Applicable Warranty Periods. The replacement water heater must be manufactured by Rheem under one of the covered brand names. The replacement component part(s) must be Rheem authorized component part(s). The replacement unit will be warranted only for the unexpired portion of the original unit's Applicable Warranty Periods.

Rheem strongly recommends that this tankless water heater be installed by a contractor which is licensed, state qualified and trained on Rheem's tankless products since improper installation may invalidate warranty coverage.

## EFFECTIVE DATE

The Effective Date of warranty coverage (or the beginning of the Applicable Warranty Periods) is the date of installation of the water heater, if properly documented. Otherwise, it is the date of manufacture of the water heater plus ninety (90) days.

## APPLICABLE WARRANTY PERIODS:

### Residential: a Single Family Dwelling

Twelve (12) years from the Effective Date for the heat exchanger, five (5) years from the Effective Date for the component parts, and one (1) year for certain labor as described under the heading, LABOR, SHIPPING AND PROCESSING COST.

### Residential: a Single Family Dwelling used with Hydronic Force Air Heating

Ten (10) years from the Effective Date for the heat exchanger, five (5) years from the Effective Date for the component parts, and one (1) year for certain labor as described under the heading, LABOR, SHIPPING AND PROCESSING COST. Provided that a Rheem manufactured/ Rheem approved potable water hydronic air handler is installed with the system.

### Residential: a Single Family Dwelling with recirculation, controlled loop

Twelve (12) years from the Effective Date for the heat exchanger, five (5) years from the Effective Date for the component parts, and one (1) year for certain labor as described under the heading, LABOR, SHIPPING AND PROCESSING COST. Provided that the recirculation system is an on demand type system or the pump is controlled with a temperature sensor (aquastat) and timer.

### Residential: a Single Family Dwelling with recirculation, uncontrolled loop

Three (3) years from the Effective Date for the heat exchanger, three (3) years from the Effective Date for the component parts, and one (1) year for certain labor as described under the heading, LABOR, SHIPPING AND PROCESSING COST, if the water heater is installed in a system in which the water is re-circulated using a continuously operating pump.

### Commercial: any installation that is not a single family dwelling

Five (5) years from the Effective Date for the heat exchanger, five (5) years from the Effective Date for the component parts, and one (1) year for certain labor as described under the heading, LABOR, SHIPPING AND PROCESSING COST.

### Commercial: with recirculation, controlled loop

Five (5) years from the Effective Date for the heat exchanger, five (5) years from the Effective Date for the component parts, and one (1) year for certain labor as described under the heading, LABOR, SHIPPING AND PROCESSING COST. Provided that the recirculation system is an on demand type system or the pump is controlled with a temperature sensor (aquastat) and timer.

### Commercial: with recirculation, uncontrolled loop

Three (3) years from the Effective Date for the heat exchanger, three (3) years from the Effective Date for the component parts, and one (1) year for certain labor as described under the heading, LABOR, SHIPPING AND PROCESSING COST, if the water heater is installed in a system in which the water is re-circulated using a continuously operating pump.

## WARRANTY EXCLUSIONS

This Limited Warranty will not cover:

- a) Service trips to your business to teach you how to install, use, or maintain this water heater or to bring the water heater installation into compliance with local building codes and regulations or manufacture installation requirements.
- b) This tankless water heater if it is installed for use in: spa or pool heating; a recreational vehicle; a boat or any other watercraft.
- c) Units installed in any circulating system in which the temperature of the incoming water to the water heater is in excess of 140° f.
- d) This tankless water heater if it is installed in any installation supplying radiant heat, such as in floor, baseboard, radiators, snow melt or closed loop systems, or any system using glycol or non-potable water.
- e) 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.
- f) Damages, malfunctions or failures resulting from improper installation or failure to operate and maintain the unit in accordance with the manufacturer's instructions provided including outside recommended water quality levels:
- g) Performance problems caused by improper sizing of the water heater or the gas supply line, the venting connection, combustion air openings, electric service voltage, wiring, or fusing.
- h) Damages, malfunctions or failures caused by improper conversion from natural gas to LP gas or LP gas to natural gas fuel source.





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### WARRANTY EXCLUSIONS (CONTINUED)

This Limited Warranty will **not** cover:

- i) Damages, malfunctions or failures caused by operating the water heater with any parts removed or with modified, altered, or unapproved parts installed.
- j) Damages, malfunctions or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God and the like.
- k) Heat exchanger failures (leaks) caused by operating the water heater in a corrosive or contaminated atmosphere or damages, malfunctions or failures caused by lime, mineral build-up, or scale.
- l) Damages, malfunctions or failures caused by operating the unit at water temperatures exceeding the maximum setting of the operating, or high limit, control.
- m) Heat exchanger failures caused by operating the water heater when it is not supplied with potable water, free to circulate at all times.
- n) Damages, malfunctions or failures caused by subjecting the heat exchanger to pressures, or firing rates, greater than those shown on the rating label.
- o) Damages, malfunctions or failures resulting from the use of any attachment, including any energy saving device, not authorized by Rheem.
- p) Units installed outside the fifty states (and the District of Columbia) of the United States of America and the Dominion of Canada.
- q) Units removed from the original installation location and reinstalled elsewhere.
- r) Units that have had their rating labels altered, tampered with, or removed. A water heater should not be operated if the rating label is removed.

### LABOR, SHIPPING, AND PROCESSING COSTS

For one (1) year after the Effective Date, Rheem will cover reasonable labor costs necessary to repair or replace a tankless water heater or component part it determines to be defective in material and/or manufacture by a contractor which is licensed, state qualified, and trained for Rheem's tankless water heaters. This Limited Warranty does **not** cover any **labor expenses** for general service, inspection, reinstallation, permits, removal and disposal of the failed water heater or defective component part(s), or updating the installation to meet manufacture or local code requirements. All such expenses are your responsibility.

Rheem will pay the **transportation costs** for an "in-warranty" replacement water heater, or "in-warranty" replacement component part(s), to a convenient delivery point (selected by Rheem) near the place the original water heater, or original component part(s), is located: such as a local water heater distributor. You must pay any local freight charges, including the cost of returning the failed water heater, or defective component part(s) to a convenient shipping location (selected by Rheem): such as a local Rheem distributor.

Rheem does not authorize, recommend, or receive any benefit from any **claims processing or similar fees** charged by others to process warranty claims for any water heater or component part(s). Rheem will not reimburse any party for these, or any other, fees not specifically covered in this Limited Warranty document.

### HOW TO OBTAIN WARRANTY CLAIM ASSISTANCE

Any claim for warranty assistance must be made promptly. First, determine if your water heater is "in-warranty" (that is, within the Applicable Warranty Period). You can determine your unit's warranty status by adding its Applicable Warranty Period to its date of installation. However, if you do not have documentary proof of your water heater's date of installation, your unit's warranty status will be based on its date of manufacture as determined from the serial number.

Add the Applicable Warranty Period plus ninety (90) days to the date of manufacture to determine whether the water heater is still covered by this Limited Warranty. You may also determine your unit's warranty status by obtaining the complete model number, complete serial number, and date of installation of your water heater and then accessing the "Warranty Verification" information on Rheem Water Heaters' internet website ([www.rheem.com](http://www.rheem.com)) or contacting **Rheem's Claims Department (telephone (800) 621-5622)** during normal business hours (in the Central Time Zone) to determine if the Applicable Warranty Period has expired.

If your water heater is "in-warranty", contact the plumber, or mechanical contractor, that installed it for assistance with the warranty repairs, or replacement, required. Rheem Water Heaters' **Technical Service personnel are available to assist you (by telephone at (800) 432-8373 or via e-mail at [techserv@rheem.com](mailto:techserv@rheem.com))** in obtaining "in-warranty" service or to answer your questions about the operation or repair of your water heater during normal business hours (in the Central Time Zone). Be prepared to provide the plumber, mechanical contractor, or Rheem Technical Service person you call with the complete model number, the complete serial number, and the date of installation of your water heater in addition to an explanation of your water heater problem.

If an exact replacement is not available, Rheem will provide you with the current model of your water heater, or component part(s), or a replacement unit with comparable operating features. If government regulations or industry certification or similar standards require the replacement water heater, or replacement component part(s), to have features not found in the defective water heater, or the defective component part(s), you will be charged for the difference in price represented by those required features. If you pay the price difference for those required features and/or to upgrade the size and/or other features available on a replacement new water heater, you will also receive a complete new Limited Warranty (with the full Applicable Warranty Periods) for the replacement new water heater.

Rheem reserves the right to inspect, or require the return of, the failed water heater or the defective component part(s). Each "in-warranty" failure water heater must be made available to Rheem (with the rating label and all the component parts intact) in exchange for the replacement water heater. Each defective "in-warranty" component part to be replaced must be returned to Rheem in exchange for the replacement component part.

Warranty compensation is subject to validation of "in-warranty" coverage by Rheem Claims Department personnel.

- To obtain warranty compensation for an "in-warranty" water heater failure, you must provide Rheem with the failed water heater (with the rating label and all the component parts intact) the complete model number and the complete serial number of the Rheem or Ruud water heater that replaced the failed unit; and the date the original water heater failed. You may also be required to provide documentary proof of the failed water heaters date of installation to establish its "in-warranty" status.
- To receive warranty compensation for an "in-warranty" defective component part, you must provide Rheem with: the defective component part; the complete model number and the complete serial number of the Rheem or Ruud water heater from which the defective component part was removed; and the date the defective component part failed. You may also be required to provide documentary proof of the date of installation of the Rheem or Ruud water heater from which the defective part was removed – or the date of purchase of the part (if it was purchased separately) – to establish the "in-warranty" status of the defective component part.
- If Rheem determines that the water heater or component part returned to Rheem is free of defects in material and manufacture and/or that it was damaged by improper installation, the warranty claim for the product, component part and/or labor maybe denied.

Warranty claim documentation should be mailed promptly to **Rheem Water Heaters, Claims Department, 1241 Carwood Court, Montgomery, Alabama 36117, or in Canada, 125 Edgeware Rd. Unit 1, Brampton, ON, Canada L6Y 0P5**

**DO NOT RETURN THIS WATER HEATER OR PART TO RHEEM WITHOUT A RETURN AUTHORIZATION.**

**This document is for reference only and does not replace the original warranty document found in the back of the Use and Care manual provided with the tankless water heater.**

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

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