



July 1, 2015

**Rheem Canada Ltd.**  
**Limited Warranty Program for Residential Water Heaters**  
**Quick Guide (for Contractors)**  
**1-800-432-8373 Technical Support**  
**1-800-263-8342 Warranty Line**

If there is potential for a **Product Liability (or Property Damage) Claim** resulting from a water heater please inform the water heater owner to hold the water heater and take pictures of the original tank and installation along with filing a claim with their property insurance carrier.

**Leaking Water Heater Claims**

- 1) **Confirm the water heater is actually leaking.** Condensation or a fitting leak can often be mistaken for a tank leak.
- 2) **Determine if the water heater is under warranty** by contacting the Rheem Warranty Department at 1-800-263-8342. Please have available the model and serial number of the tank for verification and instructions will be given on the return or exchange process.
- 3) **Have the water heater returned to the distributor with the rating plate intact if so instructed.** If the heater is an in-warranty leaker, exchange heater for a like model. The replacement is warranted for the remainder of the initial warranty period.
- 4) **Rheem will advise the distributor as to the disposal:**
  - A) If only the rating plate is to be returned, send the rating plate to Rheem for credit
  - OR
  - B) If the entire heater is requested to be shipped back to Rheem, ensure the rating plate remains on the heater. The distributor must request an RMA number from Rheem before returning the heater or part.

**Other Water Heater Issues**

- 1) **If the water heater fails to operate properly, please call Rheem Technical Service Help Desk (1-800-432-8373).** They will assist the qualified licensed technician with the trouble shooting of the equipment. Please supply the model and serial number of the water heater. Note that technical support does not verify warranty coverage.
- 2) **Contact the Rheem Canada Warranty Department at 1-800-263-8342 to determine if the tank is under warranty.** Warranty labour will be paid out based on Rheem's labour rate schedule if applicable. Rheem must be contacted before work is initiated on a possible warranty claim.
- 3) **Rheem reserves the right to request all parts and equipment for inspection within 30 days.**