

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 that Rheem determines to be defective and covered by this Limited Warranty. The warranty service must be performed by a contractor that is licensed, state qualified, and trained to install and service 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) 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 (866) 720-2076) 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 Period) 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 or other cause not covered by this Limited Warranty, 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, 800 Interstate Park Drive, Montgomery, Alabama 36109, or in Canada, 125 Edgeware Rd. Unit 1, Brampton, ON, Canada L6Y 0P5

EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED IN CONNECTION WITH THIS RHEEM®, RUUD®, RICHMOND®, PALOMA® AND ECOSMART® RESIDENTIAL TANKLESS GAS WATER HEATER UNIT (THE "WATER HEATER"). 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.

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.

DO NOT RETURN THIS DOCUMENT TO RHEEM.

KEEP IT WITH YOUR WATER HEATER OR BUSINESS RECORDS.

Name of Owner: _____

Owner's Address: _____

Name of Plumber/
Mechanical Contractor – Installer: _____

Address of Plumber/
Mechanical Contractor – Installer : _____

Telephone Number of Plumber/
Mechanical Contractor – Installer: _____

Date of Water Heater Installation: _____

Model Number of Your Water Heater: _____

Serial Number of Your Water Heater: _____