LIMITED WARRANTY

Rheem® Indirect Water Heaters

GENERAL

Rheem Sales Co. Inc. warrants its products to be free from factory defects in materials and workmanship, under normal use and service, for the Applicable Warranty Period (as specified below). At its option, Rheem Sales Co. Inc. 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 Period. The replacement water heater must be manufactured by Rheem Sales Co. Inc.. The replacement component part(s) must be Rheem Sales Co. Inc. authorized component part(s). The replacement unit will be warranted only for the unexpired portion of the original unit's Applicable Warranty Period.

THE 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. If you are not able to provide the documentary proof of the date of original installation, the Effective Date will be the date of manufacture of the water heater plus 90 days.

APPLICABLE WARRANTY PERIODS

Category	Application	STID Series	
		Tank	Parts
Single family dwelling	• Owned by the original purchaser with proof of purchase • And water heater is registered online within 90 days of the installation date	Extended* LIFETIME	1 year
	• The original purchaser does not have proof of purchase; or • Home is not owned by the original purchaser; or • Water heater is not registered online within 90 days	10 years	1 year
	• Installed in the Caribbean Islands (except Cuba) in accordance with applicable US law, this product must not be sold or re-sold into Cuba or to the Cuban government or Cuban nationals. This limited warranty is void with respect to any products installed in Cuba or otherwise sold in violation of US law.	10 years	1 year
	• The unit is part of a rental program; or • The unit is moved from its original installation location		
Commercial	• A residential rental property; or • Installed in a commercial building	7 years	1 year
	• Any agricultural application (ex dairy barn)		
	• Any application where the water is used as a part of an industrial or commercial process		

*Extended warranty is provided to original customer after online product registration under residential installation, unless applicable state law requires otherwise.

EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY

This Limited Warranty is the only Warranty for this unit given by Rheem Sales Co. Inc., a subsidiary of Rheem Manufacturing Company. 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 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 it 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. Otherwise, the Effective Date of this Limited Warranty will be the date of manufacture of the water heater plus ninety (90) days.

WARRANTY EXCLUSIONS

This Limited Warranty will not cover:

a) Service trips to your installation location 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.

b) 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.

c) 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.

d) Performance problems caused by improper sizing of the water heater.

e) Damages, malfunctions, or failures caused by operating the water heater with modified, altered, or unapproved parts installed.

f) Damages, malfunctions, or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God, and the like.

g) Tank failures (leaks) caused by operating the water heater in a corrosive or contaminated atmosphere.

h) Damages, malfunctions, or failures caused by operating the water heater with an empty, or partially empty, tank (also known as "dry firing").

i) Damages, malfunctions, or failures caused by operating the unit at water temperatures exceeding the maximum setting of the operating, or high limit, control.

j) Tank failures caused by operating the water heater when it is not supplied with potable water, free to circulate at all times.

k) Damages, malfunctions or failures caused by subjecting the tank to pressures greater than those shown on the rating label.

l) Damages, malfunctions or failures resulting from the use of any attachment, including any energy saving device, not authorized by Rheem Sales Co. Inc..

m) Units installed outside the fifty states (and the District of Columbia) of the United States of America and the provinces of Canada without prior authorization from Rheem Sales Co. Inc..

n) Units that have had their rating labels removed. A water heater should not be operated if the rating label is removed.

HOW TO MAKE A CLAIM

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 obtaining the complete model number, the complete serial number, and the date of installation of your water heater by contacting Rheem Sales Co. Inc. Water Heating Division Warranty Department (telephone (800) 432-8373) during normal business hours 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. You may also select a plumber, or mechanical contractor, from your local Yellow Pages to assist you. Rheem Sales Co. Inc. Technical Service personnel are available to assist you by telephone (800) 432-8373 to answer your questions about the operation or repair of your water heater during normal business hours. Be prepared to provide the plumber, mechanical contractor, or Rheem Sales Co. Inc.

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 Sales Co. Inc. 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 Sales Co. Inc. 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 Sales Co. Inc. (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 may be required to be returned to Rheem Sales Co. Inc. in exchange for the replacement component part. Warranty compensation is subject to validation of “in-warranty” coverage by Rheem Sales Co. Inc. Claims Department personnel.

- To obtain warranty compensation for an “in-warranty” water heater failure, you must provide Rheem Sales Co. Inc. with: (at Rheem Sales Co. Inc. option) either the failed water heater (with the rating label and all the component parts intact) or the complete original rating label (photocopies are not acceptable) removed from the failed water heater; the complete model number and the complete serial number of the Indirect 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 heater’s date of installation to establish its “in-warranty” status.

- To receive warranty compensation for an “in-warranty” defective component part, you must provide WHI with: (at Rheem Sales Co. Inc. option) either the defective component part or the part number on the failed component part; the complete model number and the complete serial number of the Indirect 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 Indirect 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.

Warranty claim documentation should be mailed promptly to:

Rheem Sales Co. Inc., Warranty Department,
800 Interstate Park Drive
Montgomery, AL 36109

LABOR, SHIPPING, AND PROCESSING COSTS

This Limited Warranty does not cover any labor expenses for service, repairs, reinstallation, permits, or removal and disposal of the failed water heater, or defective component part(s). All such expenses are your responsibility, unless applicable state law provides otherwise.

Rheem Sales Co. Inc. 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 Sales Co. Inc.) near the place the original water heater, or original component part(s), is located. 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 Sales Co. Inc.), unless applicable state law provides otherwise.

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

FOR YOUR RECORDS

Owner Information		
Name	Address	
Plumber / Mechanical Contractor – Installer Information		
Name	Address	Telephone Number
Water Heater Information		
Model Number	Serial Number	Date of Installation