

**LABOR, SHIPPING, AND PROCESSING COSTS**

After the two (2) year Full Warranty expires, the ten (10) year 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.

Richmond 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 Richmond) near the place the original water heater, or original component part(s) is located: such as a local Richmond water heater retailer. 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 Richmond): such as a local Richmond water heater retailer.

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

**DO NOT RETURN THIS DOCUMENT TO RICHMOND.**  
**KEEP IT WITH YOUR WATER HEATER OR BUSINESS RECORDS.**

Name of Owner: \_\_\_\_\_

Owner's Address: \_\_\_\_\_

Date of Installation or Date of Purchase of Your Water Heater: \_\_\_\_\_

Name of Richmond Retailer: \_\_\_\_\_

Address of Richmond Retailer: \_\_\_\_\_

Telephone Number of Richmond Retailer: \_\_\_\_\_

Complete Model Number of Your Water Heater: \_\_\_\_\_

Complete Serial Number of Your Water Heater: \_\_\_\_\_

**Richmond Water Heaters  
Claims Department  
2600 Gunter Park Drive East  
Montgomery, Alabama 36109**

**Important Telephone Numbers:  
Richmond Claims Department  
(800) 621-5622  
Richmond Technical Service Department  
(800) 432-8373**

*Certificate of  
Limited  
Warranty*



**RESIDENTIAL GAS OR ELECTRIC  
WATER HEATERS  
WITH A 12 YEAR TANK AND 12 YEAR PARTS  
LIMITED WARRANTY**

**LIMITED WARRANTY**  
**For the RICHMOND® Residential Gas or Electric Water Heater Models**  
**listed on the front of this document.**

**GENERAL**

This Limited Warranty is only available to the original owner of this water heater. It is not transferable. The Richmond® Water Heater Operation of Rheem Manufacturing Company (Richmond®) warrants this water heater, and its component parts, to be free from defects in materials and workmanship, under normal use and service, for the Applicable Warranty Period. At its option, Richmond® 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 a Richmond® model. The replacement component part(s) must be Richmond® authorized component part(s). The replacement unit will be warranted only for the unexpired portion of the original unit's Applicable Warranty Period.

**EFFECTIVE DATE**

The Effective Date of warranty coverage (or beginning of the Applicable Warranty Periods) is the date of installation or the date of purchase of the water heater (whichever came first) if properly documented. Otherwise, it is the date of manufacture of the water heater plus thirty (30) days.

**APPLICABLE WARRANTY PERIODS**

**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.

**Replacement of any part** that fails due to a defect in materials or workmanship ten (10) years from the Effective Date. 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. **NOTE: If you cannot provide proof you purchased your water heater, it will have twelve (12) years of Limited Warranty coverage - and no Full Warranty period.**

**EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY**

This Limited Warranty is the only Warranty given by the manufacturer, the Richmond Water Heater Operation of Rheem Manufacturing Company, for this unit. No one is authorized to make any other warranties on behalf of the manufacturer. **ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED PREVIOUSLY. THE MANUFACTURER'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 or date of purchase of your water heater (whichever came first) may be required to establish its "in-warranty" status. Otherwise, the Effective Date of the Limited Warranty will be the date of manufacture plus thirty (30) days.

**WARRANTY EXCLUSIONS**

This Limited Warranty will **not** cover:

- a) Service trips to your home 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 or (pertaining to gas models) the gas supply line, the venting connection, or combustion air openings or (pertaining to electric models) electric service voltage, wiring, or fusing.
- e) Damages, malfunctions, or failures caused by improper conversion from natural gas to LP gas or LP gas to natural gas fuel source.
- f) Damages, malfunctions, or failures caused by operating the water heater with the anode rod removed or with modified, altered, or unapproved parts installed.

- g) Damages, malfunctions, or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God, and the like.
- h) Tank failures (leaks) caused by operating the water heater in a corrosive or contaminated atmosphere.
- i) Damages, malfunctions, or failures caused by operating the water heater with an empty, or partially empty, tank (also known as "dry firing").
- j) Damages, malfunctions, or failures caused by operating the unit at water temperatures exceeding the maximum setting of the operating, or high limit, control.
- k) Tank failures caused by operating the water heater when it is not supplied with potable water, free to circulate at all times.
- l) Damages, malfunctions, or failures caused by subjecting the tank to pressures, or firing rates, greater than those shown on the rating label.
- m) Damages, malfunctions, or failures resulting from the use of any attachment, including any energy saving device, not authorized by Richmond.
- n) Units installed outside the fifty states (and the District of Columbia) of the United States of America.
- o) Units moved from the original installation location.
- p) Units that have had their rating labels removed. A water heater should not be operated if the rating label is removed.

**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 obtaining the complete model number, the complete serial number, and the date of installation or date of purchase of your water heater (whichever came first) and then accessing the "Warranty Verification" information on the Rheem Water Heater Division's website ([www.rheem.com](http://www.rheem.com)) or contacting the **Richmond Claims Department (telephone (800) 621-5622)** during normal business hours to determine if the Applicable Warranty Period has expired.

If your water heater is "in-warranty", refer to the Use and Care Manual that accompanied it or contact the **Richmond Technical Service Department (by telephone at (800) 432-8373 or via our website – ([www.rheem.com](http://www.rheem.com))** to obtain the information you need to repair or replace your defective unit. You may also select a plumber, or mechanical contractor, from your local Yellow Pages to assist you – at your expense. Be prepared to provide the plumber, mechanical contractor, or Richmond Technical Service person you call with the complete model number, the complete serial number, and the date of installation or date of purchase of your water heater (whichever came first) in addition to an explanation of your water heater problem.

If an exact replacement is not available, you will receive the current model of your Richmond 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.

Richmond reserves the right to inspect, or require the return of, the failed water heater, or defective component part(s). Each "in-warranty" failure water heater must be made available to Richmond (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 Richmond in exchange for the replacement component part.

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

- To obtain warranty compensation for an "in-warranty" water heater failure, you must provide Richmond (or a local Richmond retailer) with: (at Richmond's option) either the failed water heater (with the rating label and all the component parts intact) or the complete original rating label (**photocopies will not be acceptable**) removed from the failed water heater; the complete model number and the complete serial number of the Richmond 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 date of installation or the date of purchase of the failed water heater (whichever came first) to establish its "in-warranty" status.
- To receive warranty compensation for an "in-warranty" defective component part, you must provide Richmond (or a local Richmond retailer) with: the defective component part; the complete model number and the complete serial number of the Richmond 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 or date of purchase (whichever came first) of the Richmond 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 **Richmond Water Heaters, Claims Department, 2600 Gunter Park Drive East, Montgomery, Alabama 36109.** (CONTINUED ON REVERSE)