Rheem Manufacturing Company
Limited Warranty for Indirect Water Heaters and Buffer Tanks

Effective Date: September 3, 2026

Limited Warranty and Remedies for Complete Products

Subject to the terms of this Limited Warranty statement ("**Limited Warranty**"), Rheem Manufacturing Company or one of its affiliates for the brand sold ("**Warrantor**") warrants that the indirect water heater and buffer tank models listed in this Limited Warranty (each a "**Product**" and collectively, "**Products**"), and their component parts, are free from defects in materials and workmanship under normal use and service for the **Applicable Warranty Period** specified below. "**Normal use and service**" means installation, operation, and maintenance in accordance with Warrantor's published specifications, installation manuals, and applicable industry standards. This Limited Warranty applies to Products sold under the Rheem®, IBC®, and Ruud® brands in the United States (including Puerto Rico) and Canada and is only available to the original owner of the Product at the original installation location, and so is not transferable, unless applicable law provides otherwise.

At its option, Warrantor will repair or replace a defective component part if it fails under normal use and service during the Applicable Warranty Period, and the decision on whether to repair or replace a component part is in Warrantor's sole discretion. Warranty coverage for replacement component parts applies only to genuine Warrantor component parts and does not extend to component parts manufactured by third parties. When a warranted part is not reasonably available to return the Product to operation, Warrantor shall, at its sole option, either: (a) supply a replacement Product of comparable specifications at no charge in Warrantor's sole discretion, or (b) provide a cash settlement of the depreciated value of the Product to the original owner either directly or through the installing contractor, calculated on a straight-line prorated basis over the Applicable Warranty Period, based on the original purchase price or if unavailable, Warrantor's standard list price at time of sale. The remedies described in this Limited Warranty are the exclusive remedies available for a defective Product or component part. **A replacement Product will be warranted only for the unexpired portion of the original Product's Applicable Warranty Period.**

Limited Warranty and Remedies for Purchased Parts

Subject to the terms of this Limited Warranty, Warrantor warrants to the original owner that all replacement Warrantor-branded parts ("**Purchased Parts**") shall be free from defects in materials and workmanship during the Applicable Warranty Period. The provision of a repaired or replacement Purchased Part is the sole remedy for a defective Purchased Part, and the decision on whether to repair or replace a Purchased Part is in Warrantor's sole discretion. Consumable parts or components are not warranted for in-service performance and are only warranted to be free from defects in material and workmanship at the time of opening the original packaging and prior to installation or use in the Product. This Limited Warranty applies only to Purchased Parts for use as original equipment replacement parts in Products.

Applicable Warranty Period and Effective Date

The Applicable Warranty Period runs from the "**Effective Date**." For Products, the warranty Effective Date shall be the date of original installation with proof of installation reasonably acceptable to Warrantor; if proof of installation is not available, then three (3) months after the date of manufacture per the serial number, unless applicable law requires otherwise. For Purchased Parts, the warranty Effective Date shall be the date of sale from an authorized distributor or retailer.

The tables below outline the **Applicable Warranty Periods** from the **Effective Date** as set forth above:

Indirect Water Heaters

Model	Brand(s)	Applicable Warranty Period for Tank and Heat Exchanger (years)	Applicable Warranty Period for Component Parts (years)
DTI Series – Residential Use	IBC	Lifetime Limited Warranty	1
DTI Series – Commercial Use	IBC	7	1
STID Series – Residential Use	Rheem, Ruud	Lifetime Limited Warranty	1
STID Series – Commercial Use	Rheem, Ruud	7	1

"**Residential Use**" means installations where the Product is servicing a single residential living unit only.
"**Commercial Use**" means all other installations not listed as residential use.
"Lifetime Limited Warranty" means that, subject to the terms of this Limited Warranty, the Warrantor warrants the tank and heat exchanger of the applicable Product (when installed in a Residential Use application) against defects in materials and workmanship for as long as the original owner owns the Product and it is installed at the original installation location, unless applicable law provides otherwise.

Buffer Tanks

Model	Brand(s)	Applicable Warranty Period for Tank (years)	Applicable Warranty Period for Component Parts (years)
DTB Series	IBC	6	1
STB Series	Rheem, Ruud	6	1

Purchased Parts

	Applicable Warranty Period for Purchased Parts (years)
All Purchased Parts	1

Labor Costs

This Limited Warranty does not cover labor costs of any kind, including but not limited to costs for removal, installation, diagnostics, or service. All such expenses are your responsibility unless appliable law provides otherwise.

Shipping Costs

Warrantor will pay standard transportation costs for in-warranty replacement Products and part(s). If Warrantor requires a defective Product or part to be returned for inspection, the sender is responsible for upfront freight costs. Return of any Product or part shall be subject to Warrantor's prior written authorization. Warrantor will specify the return method and carrier. Warrantor will reimburse these transportation costs if the warranty evaluation confirms the Product or part is covered under this Limited Warranty. Failure to follow such instructions may result in denial of freight reimbursement. Please retain the Product or part until Warrantor authorizes its disposal. Product and parts repair and/or replacement are to be performed at Warrantor's direction by a service provider licensed under applicable law (state, provincial or territorial) during the Applicable Warranty Period.

Warranty Exclusions

Warrantor requires that Products and Purchased Parts be installed by a contractor that is licensed and qualified under applicable law (state, provincial or territorial). Failures or defects caused by improper installation may invalidate this Limited Warranty.

This Limited Warranty does NOT apply:

1. To normal wear and tear;
2. To damages, malfunctions, or failures resulting from abuse, alteration, accident, act of nature, fire, flood, water damage, freeze, lightning, acts of God, or other force majeure events;
3. If the rating plate(s) or serial number(s) are altered, tampered with, or removed; a Product should not be operated if the rating label is removed;
4. To damages, malfunctions, or failures resulting from the intrusion of animals, reptiles, insects, debris, or the like;
5. To damages, malfunctions, or failures resulting from or due to non-factory authorized accessories or components, including but not limited to control devices, third-party accessories or attachments (such as pumps), and energy-saving devices not authorized by Warrantor;
6. To damages, malfunctions, or failures resulting from improper installation of the Product, including installation by a person who is not a licensed or qualified contractor in the applicable jurisdiction, or failure to install the Product in accordance with applicable building codes, ordinances, regulations, standards, good plumbing and electrical trade practices, or the applicable Installation and Operating Manual;
7. To damages, malfunctions, or failures resulting from failure to operate and maintain the Product in accordance with the manufacturer's instructions provided, or from operation of the Product outside the parameters described in the applicable Installation and Operating Manual;
8. To performance problems caused by improper sizing of the Product that is not in accordance with the applicable Installation and Operating Manual and applicable codes, regulations, and standards;
9. To conditions causing inadequate water circulation;
10. To tank or heat exchanger failures (leaks) caused by operating the Product in a corrosive or contaminated atmosphere or environment (such as, but not limited to, exposure to salt, chlorine, fluorine, chlorides, or other damaging chemicals, or air contamination such as gypsum board dust, sawdust, air impurities, sulfuric action or reaction, dust particles, corrosive vapors, oxygen corrosion, and chlorine reactions), or damages, malfunctions, or failures caused or contributed by sediment, lime, mineral build-up, or scale;
11. To wear or damage from high velocity flow exceeding Product design rates;
12. To damages, malfunctions, or failures caused or contributed by operating the Product at air or water temperatures exceeding the maximum rating of the Product, or the maximum setting of the operating or high limit control, or in conditions that would expose the Product to freezing conditions as specified in the applicable Installation and Operating Manual;
13. To damage from failing to eliminate air from, or replenish water in, the connected water system;
14. To damage from improper use of additives to water;
15. To damages, malfunctions, or failures resulting from misuse, negligence, or neglect, including but not limited to having flow restrictions or obstructions between the Product outlet and the end use;
16. To damages, malfunctions, or failures caused or contributed by operating the Product with any parts removed or with modified, altered, or unapproved parts installed;
17. To damages, malfunctions, or failures resulting from improper shipping or handling;
18. To damages, malfunctions, or failures caused by thermal expansion where adequate mitigation of thermal expansion has not been installed and maintained;
19. To damages, malfunctions, or failures caused by subjecting the tank to pressures greater than those shown on the rating label;
20. Specific to indirect water heaters, to tank failures caused by operating the Product when it is not supplied with potable water, free to circulate at all times, and to damages, malfunctions, or failures caused or contributed by subjecting the heating coil to pressures or flow rates greater than those shown in the applicable Installation and Operating Manual;
21. To service trips to your location to teach you how to install, use, or maintain the Product or to bring the Product installation into compliance with local building codes, ordinances, regulations, standards, or the manufacturer's installation requirements as described in the applicable Installation and Operating Manual;

22. To Products removed from the original installation location and reinstalled elsewhere;
23. To Products installed outside the United States of America (including Puerto Rico) and Canada, unless prior authorization is obtained from Warrantor;
24. To labor and other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, maintaining, or other handling of either defective or replacement parts and/or Products;

For U.S. and Canadian Customers: Because Warrantor cannot control the quality of Products and Purchased Parts sold by unauthorized dealers, this Limited Warranty applies only to Products and Purchased Parts that were purchased from an authorized dealer in the United States or Canada, unless otherwise prohibited by law. Warrantor reserves the right to reject warranty claims for Products and/or Purchased Parts purchased from unauthorized dealers, including unauthorized internet sites or marketplace storefronts.

For Residents of the Province of Quebec: This Limited Warranty does not limit or replace the legal warranties provided free of charge under applicable Quebec laws. Furthermore, this Limited Warranty is transferable to subsequent owners in Quebec provided the Product or Purchased Part remains installed at the original location.

How to Make a Warranty Claim

Upon discovery of the alleged defect or malfunction, promptly contact the original authorized wholesale distributor, authorized dealer or installer supplying the model and serial numbers of the Product, date of installation, and description of the problem. The distributor, dealer, or installer will then notify Warrantor of the issues in order to receive instruction regarding the warranty claim. If the distributor, dealer, or installer is not available, please contact Warrantor directly with: proof of purchase (that demonstrates place and date of purchase), model number, serial number, date of installation, and pictures and/or videos of the alleged defect.

For warranty claims, please use the appropriate brand/jurisdiction contact information below:

	For Rheem and Ruud Products Installed in the United States and Puerto Rico:	**For Rheem and Ruud Products Installed in Canada:**
E-mail:	**warranty@rheem.com**	Canada.Warranty@Rheem.com
Phone Number:	(805)-432-8373	1-800-268-6966
Address:	Rheem Manufacturing Company 800 Interstate Park Drive Montgomery, AL 36109	Rheem Canada Ltd./Ltée. 125 Edgeware Road, Unit 1 Brampton, Ontario L6Y 0P5
	For IBC Products Installed in the United States and Puerto Rico:	**For IBC Products Installed in Canada:**
E-mail:	**returns@ibcboiler.com**	**rma-canada@ibcboiler.com**
Phone Number:	(856) 887-0544	(844) 432-8422
Address:	IBC 121 Walter A Gaines Way Lawnside, NJ 08045	IBC 8015 North Fraser Way Burnaby, BC Canada V5J 5M8

Proper authorization MUST be obtained from Warrantor PRIOR to any repairs or replacements for this Limited Warranty to apply. Upon receipt of a claim, Warrantor shall investigate and decide whether to repair or replace the Product, any of the Product's component parts, or the Purchased Part. Warrantor reserves, at all

times, the right to inspect or to have its representatives inspect the Product or Purchased Part to verify any claimed defect at the place of installation or at Warrantor's factory or service center(s).

To receive warranty compensation for a defective component part or Purchased Part covered by this warranty, you or your licensed service provider must provide Warrantor with: the defective component part or Purchased Part upon request; the complete model and serial numbers of the Product from which the part was removed; and the date the part failed. You may also be required to provide proof of the Product's installation date or the Purchased Part's purchase date to establish its 'in-warranty' status. Your licensed plumber or mechanical contractor can work with a Warrantor-authorized wholesale distributor or authorized dealer to obtain a replacement part, if available.

If Warrantor determines that the Product, component part, or Purchased Part returned to Warrantor or the authorized wholesale distributor or authorized dealer is free of defects in material and workmanship 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, or Purchased Part may be denied.

Warrantor makes no warranty whatsoever on parts not manufactured by it, but Warrantor will apply any such warranty as may be provided to it by the parts manufacturer in evaluating the warranty claim. No one is authorized to make any other warranties or representations on Warrantor's behalf. To the extent that you do not have a physical copy of this Limited Warranty and would like one, feel free to print this webpage, call our Customer Service team at the numbers above, or write to us at the addresses above, and we would be happy to send you a copy.

Exclusive Warranty - Limitation of Liability

THIS LIMITED WARRANTY IS THE ONLY WARRANTY FOR THE PRODUCTS AND PURCHASED PARTS DESCRIBED HEREIN GIVEN BY WARRANTOR. NO ONE IS AUTHORIZED TO MAKE ANY OTHER WARRANTIES ON BEHALF OF WARRANTOR. TO THE MAXIMUM EXTENT PERMITTED BY LAW, WARRANTOR DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT SUCH IMPLIED WARRANTIES CANNOT BE DISCLAIMED, THEY SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED HEREIN. TO THE MAXIMUM EXTENT PERMITTED BY LAW, WARRANTOR WILL NOT BE LIABLE FOR INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS, LOSS OF USE, OR BUSINESS INTERRUPTION. IN NO EVENT WILL WARRANTOR'S AGGREGATE LIABILITY EXCEED THE PRICE PAID FOR THE PRODUCT OR PURCHASED PART THAT GAVE RISE TO THE CLAIM. THE LIMITATIONS OF LIABILITY SET FORTH HEREIN APPLY REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR OTHERWISE.

Some states, provinces, and/or territories do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, 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 by jurisdiction.

We suggest you immediately complete the information below and retain this document in the event warranty service is needed. Reasonable proof of the date of installation of your Product will be required to establish its "in-warranty" status.

This Limited Warranty supersedes any warranty information printed in product manuals or in other product information.

Last Updated: September 3, 2026

DO NOT RETURN THIS DOCUMENT TO WARRANTOR.
KEEP IT WITH YOUR PRODUCT OR BUSINESS RECORDS.

Name of Owner:

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Owner's Address:

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Name of Installer:

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Installer's address:

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Telephone Number of Installer:

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Date of Product Installation:

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Model Number of Product:

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Serial Number of Product:

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