

**EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY**

This Limited Warranty is the only Warranty for this unit given by the Water Heater Division of Richmond Manufacturing Company. No one is authorized to make any other warranties on behalf of Richmond. **ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED PREVIOUSLY. RICHMOND'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 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.

**DO NOT RETURN THIS DOCUMENT TO Richmond.**  
**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: \_\_\_\_\_

**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*



**TANKLESS RESIDENTIAL ELECTRIC  
WATER HEATERS  
5 YEAR ON HEAT EXCHANGER  
AND 1 YEAR ON PARTS  
LIMITED WARRANTY**

**LIMITED WARRANTY**  
**For the Richmond® Residential Electric Tankless Water Heater**

**GENERAL**

This Limited Warranty is only available to the original owner of this water heater. It is not transferable.

Richmond Manufacturing Company (Richmond®) warrants this Richmond® 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 manufactured by Richmond. 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 the beginning of the Applicable Warranty Periods) is the date of installation of the water heater, if properly documented. Otherwise, it is the date of manufacture of the water heater plus ninety (90) days.

**APPLICABLE WARRANTY PERIODS**

The Applicable Warranty Periods are FIVE (5) years from the Effective Date on the Heat Exchanger and 1 year on the component parts if the water heater is installed in a single-family dwelling. If the water heater is installed anywhere other than a single-family dwelling, the Applicable Warranty Periods will be limited to one (1) year from the Effective Date.

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

**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.

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 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 Richmond): such as a local Richmond water heater distributor.

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.

**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 of your water heater and then accessing the "Warranty Verification" information on the Richmond Water Heater Division's Internet website ([www.Richmond.com](http://www.Richmond.com)) or contacting Richmond Water Heaters' **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", 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. Richmond Water Heaters' **Technical Service** personnel are available to assist you – by **telephone (800) 432-8373** or via our website ([www.Richmond.com](http://www.Richmond.com)) - in obtaining "in-warranty" service or 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 Richmond 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, Richmond 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.

Richmond 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 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 validation of "in-warranty" coverage by Richmond Claims Department personnel.

- To obtain warranty compensation for an "in-warranty" water heater failure, you must provide Richmond 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 are not 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 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 Richmond with: the defective component part; the complete serial number of 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 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)**