

# Summary of Rheem & Ruud United States Residential Water Heater Warranty Policy



## ***Our General Residential Water Heater Warranty Policy***

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1. Rheem Water Heating (Rheem) warrants each Rheem or Ruud Residential water heater, and its component parts, to be free from defects in materials and workmanship, under normal use and service, until its Limited Warranty expires. Rheem's Limited Warranty does not cover events out of Rheem's control or unrelated to defects in materials and workmanship.
2. All Rheem or Ruud Residential water heater warranty claims must be made promptly and in compliance with Rheem's current Limited Warranty Policies & Procedures. **Rheem reserves the right to deny any claim against its Residential water heater Limited Warranties submitted more than ninety (90) days after the in-warranty defect occurred.**
3. Rheem or Ruud Residential water heaters should be repaired if they are not leaking. They should be replaced only if they are leaking. Contact the Rheem Technical Service Department for assistance in making repairs or replacements.
4. **Distributors are not required to contact Rheem for authorization to process a warranty claim for any Rheem or Ruud Residential water heater.**
5. Any defective Rheem or Ruud Residential water heater or component part must be replaced with a current model Rheem or Ruud product of equal or better quality. **Rheem will not provide warranty coverage for any Rheem or Ruud Residential product replaced with a competitor's product unless prior authorization was obtained from the Rheem Technical Service Department.** The Rheem or Ruud replacement water heater or component part will be warranted only for the unexpired portion of the originally purchased product's warranty coverage period.
6. All Rheem or Ruud Residential water heater Limited Warranty coverage periods begin on the date of installation of the product. Reasonable proof of the date of installation may be required to establish "in-warranty" status. If no documentary proof of installation date is provided, Rheem will use the water heater's date of manufacture plus ninety (90) days to establish the beginning of warranty coverage. Please see "How to Read a Rating Label" at [www.myrheem.com](http://www.myrheem.com) to learn more.
7. Rheem reserves the right to inspect or request the return of any defective Rheem or Ruud Residential product for which a warranty allowance is requested. At a minimum, Rheem requires the return of the original rating label removed from each defective water heater before providing a warranty allowance. Check the current Warranty Parts Return List to determine if a defective Residential component part must be returned to obtain a warranty allowance.
8. Rheem or Ruud Residential water heater Limited Warranties do not cover the cost of permits, local shipping and handling, removal or disposal, reinstallation materials (pipe, valves, fittings, etc.), special services or equipment (lifts, hoists, cranes, etc.) or building modifications required for the change out of a defective Residential tank or component part. Warranty claims for incidental or consequential damages (including damage from water leakage) are also excluded. Refer to the Certificate of Limited Warranty provided with each Rheem or Ruud Residential product for a complete list of specific Warranty Exclusions.
9. Rheem requires a copy of the contractor's invoice to substantiate each Residential warranty labor claim. The contractor's invoice should show the model number, serial number, and location of the defective Rheem or Ruud Residential water heater in addition to a concise description of the service(s) provided.
10. **Distributors, Plumbers, and/or End Users must obtain prior approval from Rheem's Technical Service Department for any exceptions to Rheem's Limited Warranty or Warranty Policies & Procedures.**

## ***Our Residential Tank Limited Warranties***

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1. If a Rheem or Ruud Residential tank should leak within the warranty coverage period, a current model replacement product will be provided. If government regulations or industry standards require the replacement unit to have features not found in the original unit, the end user should be charged for the difference in price represented by those required features. If the end user pays the price difference for the required new features and/or to upgrade the size or other features of the replacement unit, the end user will receive a complete new Limited Warranty for the replacement Residential product.
2. Rheem and Ruud Residential water heater models have tank Limited Warranties varying from six (6) years to as long as the original purchaser owns the home in which the unit is installed. Refer to the current Rheem Ruud National Distributor Price List or the Certificate of Limited Warranty included with each unit for the applicable tank warranty period for each specific Rheem or Ruud Residential model.
3. To provide a warranty allowance for a defective Rheem or Ruud Residential tank replacement, Rheem requires the return of the defective tank *or*

the original rating label (photocopies are not acceptable) removed from the defective tank with a Water Heater-Warranty Claim Form providing the complete model number and the complete serial number of the Rheem or Ruud Residential replacement unit and the date the original unit became defective.

4. Rheem will provide labor allowances for in-warranty Rheem or Ruud Residential tank replacement. Please see "Labor Allowances for Replacements and Component Parts" at [www.myrheem.com](http://www.myrheem.com) for current allowances. Rheem will provide no warranty labor allowance for the replacement of any Rheem or Ruud Residential water heater that has been in operation for more than one (1) year.
5. Rheem or Ruud tank warranty replacement labor compensation will be made upon receipt of a properly completed Water Heater – Warranty Claim Form, the original rating label removed from the water heater replaced, and an invoice from a professional plumbing contractor for the replacement labor.
6. **Warranty labor claims for amounts in excess of those stated above will not be allowed unless prior authorization is obtained from the Rheem Technical Service Department.**
7. Rheem or Ruud Residential tank warranty claims should be sent to: **Rheem Water Heating, Claims Department, 101 Bell Road, Montgomery, Alabama 36117.**

## ***Our Residential Component Parts Limited Warranties***

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1. Rheem and Ruud Residential water heater models have component parts Limited Warranties varying from one (1) year to ten (10) years. Refer to the current Rheem Ruud National Distributor Price List or the Certificate of Limited Warranty included with each unit for the applicable component parts warranty period for each specific Rheem or Ruud Residential model.
2. To obtain a warranty allowance for a defective Rheem or Ruud component part, refer to the current Rheem Warranty Parts Return List. If the part is included on the list *or* you are requesting component part replacement labor, Rheem requires the return of the defective Residential component part with a properly completed Rheem Parts – Warranty Return Form. If the part is not on the Warranty Parts Return List and you are not requesting component part replacement labor, you will not be required to return the defective Residential component part. Simply list each component part, using the Rheem Authorized Part Number on a properly completed Rheem – Parts Warranty Claim Form.
3. Rheem will provide Residential component part warranty replacement labor for parts that become defective during the first year of operation. Please see "Labor Allowances for Replacements and Component Parts" at [www.myrheem.com](http://www.myrheem.com) for current allowances. Rheem will provide no warranty labor allowance for the replacement of any Rheem or Ruud Residential component part that has been in use for more than one (1) year.
4. **Residential warranty labor claims for amounts in excess of those stated above will not be allowed unless prior authorization is obtained from the Rheem Technical Service Department.**
5. Rheem or Ruud Residential component part warranty claims should be sent to: **Rheem Water Heating, Failure Analysis Department, 2769 Gunter Park Drive West, Montgomery, Alabama 36109.**

## ***Contact Information***

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**Rheem Technical Service Department.....(800) 432-8373**  
**Rheem Customer Service Department .....(800) 621-5622**

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*For complete details of all of Rheem Water Heating's Warranty Policies & Procedures, access to copies of all of Rheem Water Heating's current Warranty Claim Forms and other information, use your password and go to the Wholesale Support section of our website – [www.myrheem.com](http://www.myrheem.com).*

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*In keeping with its policy of continuous progress and product improvement, Rheem reserves the right to make changes without notice.*

**Rheem Water Heating  
 Rheem and Ruud Residential Water Heaters  
 101 Bell Road  
 Montgomery, Alabama 36117-4305**

