

### WATER HEATER WARRANTY CLAIM FORM

Rheem Sales Company, Inc. **Transactions Department** 

101 Bell Road, Montgomery, Alabama 36117

**Rheem Parts Warranty Claims Dept.** Failure Analysis Laboratory



2769 Gunter Park Drive West, Montgomery, AL 36109

*= Required Information		
Customer Information:		
Branch Number: *Cu	*Customer Location (City and State):	
CWAR # (If Applicable):	Water Heater Owner Information:	
*Original Serial Number:	Name	
*Original Model Number:	Address:	
*Date Unit Installed:	*City:	
*Date Unit Repaired/Replaced:	*State: *Zip:	
*Type of Claim:		
Replace Unit		
Replacement Serial Number:	Replacement Model Number:	
Labor (If Any): Freight (If Any):	Debit Memo Number (If Any):	
*Reason Unit Was Replaced: 🗖 Leak Leak Location:		
□ Non-Repairable: Describe:		
Replace Part/Credit		
*Failed Part Number: Replacement Part # (If Different):		
*Serial Number of Failed Part Number (If Applicable):		
Labor (If Any): Freight (If Any):	Debit Memo Number (If Any):	
*Reason Part Was Replaced:		
Labor Only		
*Labor: *Date Labor Performed:	Debit Memo Number (If Any):	
*Reason For Labor Claim:		

BASIC INSTRUCTIONS FOR SUBMITTING A WATER HEATER WARRANTY CLAIM – Use this form to submit warranty claims for Rheem, Ruud, and Rheem-Ruud in-warranty water heaters, parts and water heater replacement labor. You may submit residential or commercial

water heater warranty claims on this form. You must call the Rheem Technical Service Dept. at (800) 432-8373 for authorization and instructions to process any commercial water heater warranty claim. You are not required to obtain Rheem's authorization to process a residential water heater warranty claim. Submit each labor claim with the water heater claim it pertains to. Submit Warranty Claim Forms at least once each calendar month. eWarranty may be used, or mail this form (with all the required attachments) to the appropriate Rheem Dept. at one of the appropriate addresses listed above. Refer to Rheem Water Heaters' Warranty Policies and Procedures Manual for complete instructions for the completion of this form.

#### TO RECEIVE PROMPT WARRANTY COMPENSATION, ATTACH AND/OR PROVIDE:

- All information denoted with a " \* " above is required information. 1)
- 2) The complete original rating label (photocopies are only acceptable for claims filed through eWarranty) removed from the original unit.
- The date (month, day, and year) the original in-warranty water heater was installed. If the date of installation of the water heater is more than 3) ninety (90) days after the date of manufacture of the unit, you must provide documentary proof of this date.
- The date (month, day, and year) the original in-warranty water heater failed. 4)
- Water heater warranty return authorization numbers, and other comments should be provided in the "CWAR #" or "Reason" blanks. 5)
- A plumber's labor bill/invoice must be attached for any warranty labor claim. 6)
- A copy of the freight bill must be attached for any freight claim. (Very few freight claims are considered for reimbursement.) 7)
- 8) Parts with claim form ship to the 2769 Gunter Park address listed at the top of this form. All other claims ship to the 101 Bell Rd. address. RHEEM RESERVES THE RIGHT TO DENY ANY WARRANTY CLAIM RECEIVED MORE THAN NINETY (90) DAYS

## AFTER THE FAILURE DATE OR THAT DOES NOT FULFILL ALL THE REQUIREMENTS OF ITS WARRANTY POLICY AND PROCEDURES.

NOTE: If you believe any of the water heaters listed may become part of a liability (insurance) claim, secure the water heater at your place of business, and call the Rheem Technical Service Dept. at (800) 432-8373 to notify them as soon as possible. FORM NO WCF-H Rev 10/09 Printed in USA 10/09



# **Rheem Labor Allowances**

Labor allowances are offered and paid to Rheem Distributors Only

## Water Heater Replacement Allowances (see below note for terms)\*

Unit Type	<u>Allowance</u>
Standard Residential Models, Marathons, Power	Up to \$125
Vents, etc.	
Tank Type Light Duty or Point of Use Commercial	Up to \$125
Tank Type Heavy Duty Commercial, Water Supply	Up to \$300
Heaters, and Commercial Storage Tanks	
Tankless Gas Models	Up to \$100

## **Component Parts Replacement Allowances (per event)**

Unit Type	Allowance During 1 <sup>st</sup> Year of Installation
All Residential Models	Up to \$50 for first part
	Up to \$20 for each additional part
	Maximum \$90
Commercial Models	Up to \$100 for first part
	Up to \$50 for each additional part
	Maximum \$250
Tankless Gas	Up to \$60 for first part
	Up to \$20 for each additional part
	Maximum \$100

### **Replace Unit Allowance Terms\***

Rheem will provide a limited in-warranty labor allowance for the replacement of a failed Rheem Water Heating product in accordance with the guidelines established by warranty policy for products and component parts that fail during the product series warranty labor allowance period:

- Classic 1 year; Classic Plus 2 years
- Prestige Tankless 1 year; Prestige Tank Type 3 years
- Commercial 3 years (1 year for parts)

**Labor Claims:** Warranty Allowance claims must be substantiated by a copy of a licensed plumbing contractor's bill for the work performed which includes: a reference to the defective unit (by model number and serial number), the model number and serial number of the replacement unit (for labor to change-out a failed unit) or each component part replaced (for component part replacement labor), the location of the unit, the date the labor was provided, and a detail of the amount(s) charged.