



The new degree of comfort.™

48 H[°]UR

GUARANTEED DELIVERY

Commercial EliteXpress: Our most popular commercial water heaters delivered within 48 hours of purchase order

What is the Rheem-Ruud EliteXpress?

The Rheem-Ruud EliteXpress is what the plumbing contractors want most: reliable products, fast delivery, in-depth inventories, hassle-free installation, dependable local know-how, and superior factory support.

The Rheem-Ruud EliteXpress is our commitment to provide these services to the plumbing contractor through our local commercial distributors and through our nationwide network of commercial water heater warehouses.

What is the EliteXpress 48-Hour Guarantee?

Our most popular* gas and electric commercial water heaters will be ready and waiting for the plumbing contractor at any of our Rheem-Ruud commercial water heater distributors' warehouses in **48 hours or less**, or the contractor will receive **\$100 off** the purchase price!

How will the order/delivery process work?

If a plumbing contractor needs one to three commercial water heaters immediately and our Rheem or Ruud distributor does not have them in stock, **Rheem guarantees that the required models will arrive at the distributor location within 48 hours** (two business days) upon our receipt of a valid, faxed purchase order.**

Note: A non-conforming purchase order will delay the start of the 48-hour period.





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Commercial
EliteXpress

Time is money. We respect your time and our EliteXpress 48-Hour Guarantee proves it.

How to place an order

- Use the special EliteXpress 48 hour fax line, 800-330-6936.
- Make sure your purchase order has the words **"EliteXpress 48-Hours"** clearly written on it or standard lead times will apply.
- Purchase order quantity will be limited to a maximum of three (3) commercial water heaters.
- Time frame for placing qualified orders:
Commercial gas and electric products
Monday thru Friday
8:00 a.m. - 12:00 p.m. (Central).
- EliteXpress 48-Hour orders will not require delivery appointments.

*The EliteXpress 48-Hour Guarantee covers the following names and model number prefixes: Spiderfire (GHE); Universal and Medium Duty Gas (G); Universal Low Nox (GN); Universal Ultra Low Nox (GNU); Xtreme (GX); Medium Duty Ultra Low Nox Gas (G-UN); Power Vent (GPV); Power Direct Vent (GPDV); Heavy Duty Electric (E, ES); PowerPack (E); Booster Electric (E10); Light Duty Electric (ELD, ELDS); Point-of-Use Electric (EGSP) & Storage Tanks (ST80, ST120, ST175).

**Rheem shall not be liable for failure to meet the EliteXpress 48-Hour Guarantee if said failure was caused by an act or default of the customer, Act of God, act of the public enemy, strikes, war, civil disorder, or authority of law. Rheem Water Heaters reserves the right to make changes to the XPRESS 48 HOUR GUARANTEE program without notice.

How will the reimbursement process work?

- If the EliteXpress order does not arrive within the 48-hour (two business days) time frame, the Rheem or Ruud distributor will discount each water heater \$100 to the plumbing contractor.
- The Rheem or Ruud distributor will call Rheem's Customer Service Group and identify the late EliteXpress 48-Hour order.
- The Rheem Customer Service Representative will complete an EliteXpress Reimbursement Form and fax it to the Rheem or Ruud distributor.
- The distributor will then debit Rheem the appropriate amount, attaching the completed EliteXpress Reimbursement Form and a signed copy of the installing contractor's purchase receipt for authorization.
- Each EliteXpress Reimbursement Debit must be approved by the Rheem Commercial Market Manager.

Please keep in mind...

- Large Volume Storage Tanks (ST & STU prefixes), Advantage Plus (HE), Hot Water Supply Boilers (GBC, GBCP) and Large Volume (EVR, EVS, EHS) are excluded from the EliteXpress 48-Hour Guarantee.
- EliteXpress 48-Hour Guarantee orders must be tied to a specific contractor's purchase order and not used as a means of replenishing inventories.
- EliteXpress 48-Hour Guarantee applies only to normal business days (Monday through Friday); not holidays or weekends. Orders placed on Thursday or Friday will arrive by the following Monday or Tuesday, respectively.
- Warranty Replacement and Direct Shipment orders are excluded from the EliteXpress 48-Hour Guarantee.

EliteXpress program applies only to the continental U.S.

When urgency is an issue



**saves you time and money
guaranteed!**

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

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INTEGRATED AIR & WATER

Rheem.com

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