

# Limited Warranty — Parts

**SCOPE of WARRANTY and EQUIPMENT COVERED:** The products covered by this Limited Warranty (Covered Equipment) and their Applicable Warranty Periods specified on the reverse side. RHEEM SALES COMPANY, INC. (Manufacturer) warrants the Covered Equipment to be free from defects in materials and workmanship, and will repair or replace, at its option, ANY PART of Covered Equipment installed in residential\* (not commercial) applications which fails in normal use and service within its Applicable Warranty Period specified on the reverse side in accordance with the terms, including, but not limited to, the specific exclusions and exceptions set forth below, of this Limited Warranty and subject to the Manufacturer's right to inspect and validate the warranty claim as set forth below. If an exact replacement is not available, an equivalent unit or credit will be provided at the Manufacturer's option. The replacement will be warranted for only the unexpired portion of the original Applicable Warranty Period. If government regulations, industry certification or similar standards require the replacement unit to have features not found in the in-warranty defective unit, you will be charged for the difference in price represented by those required features. If you pay the difference for those required features, you will also receive a completely new Limited Warranty (with the full applicable warranty period) for the new replacement unit. The Manufacturer does not authorize or warrant any online/internet sale of equipment through auction websites or any other method of online sales direct to the consumer, nor the sale of equipment by liquidators.

**THE EFFECTIVE DATE OF WARRANTY COVERAGE IS DETERMINED AS FOLLOWS:** (a) If the original installation date can be verified by the installer's invoice then the Effective Date of warranty coverage is the original installation date as shown on the installer's invoice. **For residential new construction installations, the final occupancy permit, or proof of purchase from the builder can be substituted for the installer's invoice.**

(b) If the original installation date cannot be verified by the installer's invoice, **or proof of purchase in residential new construction applications**, then the Effective Date of warranty coverage is the product's manufacture date (as verified by the product's serial number) plus ninety (90) days.

The Applicable Warranty Periods for the Manufacturer's various models and parts are specified on the reverse side.

**EXCLUSIONS – In addition to the specific exclusions set forth in the other sections of this Limited Warranty document, THIS Limited Warranty WILL NOT APPLY TO:**

- a) conditions resulting from failure to properly install, operate or maintain Covered Equipment in accordance with the Manufacturer's instructions;
- b) conditions caused by misuse, accident, contaminated or corrosive atmosphere, vandalism, freight damage, fire, flood, freeze, lightning, acts of war, acts of God and the like;
- c) conditions caused by improper conversion from natural gas to LP gas or LP gas to natural gas fuel source;
- d) parts installed with Covered Equipment or used in connection with normal maintenance, such as cleaning or replacing air filters, refrigerant, thermostats, tubing, or concrete pads;
- e) Covered Equipment which is not installed in the United States or Canada;
- f) Covered Equipment which is not installed by a qualified, trained HVAC professional in accordance with applicable codes, ordinances and good trade practices;
- g) conditions caused by alterations including the use of any attachment, accessory or component not authorized by the Manufacturer;

- h) Covered Equipment moved from the original installation location;
- i) Covered Equipment when operated with system components (tankless water heater from the Manufacturer) or accessories which do not match or meet the specifications recommended by the Manufacturer;
- j) any Covered Equipment manufactured by the Manufacturer that has been sold to the consumer via the internet or auction website, and has not been installed by a trained, qualified HVAC professional.

**SHIPPING COSTS:** This Limited Warranty does **NOT** cover shipping costs. You are responsible for the cost of shipping warranty replacement parts from our factory to the Manufacturer's distributor and from the distributor to the location of your Covered Equipment. You also are responsible for the cost of shipping failed parts to the distributor and for incidental costs incurred locally, including handling charges. (If in Alaska, Hawaii or Canada, you also must pay the shipping costs of returning the failed part to the port of entry into the continental United States.)

**HOW TO OBTAIN WARRANTY CLAIMS ASSISTANCE:** You must promptly report any failure covered by this Limited Warranty to the installing contractor or distributor. Normally, the installing contractor from whom the Covered Equipment was purchased will be able to take the necessary corrective action by obtaining through the Manufacturer's heating or air conditioning distributor any replacement parts. If the contractor is not available, simply contact any other local contractor handling the Manufacturer's heating or air conditioning products. The name and location of a local contractor can usually be found in your telephone directory or by contacting the Manufacturer's heating or air conditioning distributor. If necessary, the following Manufacturer's office can advise you of the nearest Manufacturer's distributor.

P.O. Box 17010  
5600 Old Greenwood Road  
Fort Smith, Arkansas 72917-7010  
479-646-4311

**(FOR CALIFORNIA ONLY)**  
14300 Alondra Boulevard  
LaMirada, California 90638  
866-251-4090

**HOWEVER, ANY PART REPLACEMENTS ARE MADE SUBJECT TO VALIDATION BY THE MANUFACTURER OF IN-WARRANTY COVERAGE.** Any part to be replaced must be made available in exchange for the replacement.

**EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY:** This Limited Warranty is the **ONLY** warranty for the Covered Equipment given by the Manufacturer. No one is authorized to make any other warranties on behalf of the Manufacturer. **ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED IN THIS LIMITED WARRANTY. THE MANUFACTURER'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 ARE EXPRESSLY EXCLUDED, NOT WITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.** 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 limitation or exclusion 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.

The Manufacturer suggests that you immediately complete the information on the reverse side of this Limited Warranty and retain this Limited Warranty Certificate in the event warranty service is needed and that you keep proper documentation.

**KEEP THIS WARRANTY FOR YOUR RECORDS – REGISTER YOUR PRODUCT ONLINE AT [www.RegisterMyUnit.com](http://www.RegisterMyUnit.com)**

**LIMITED PARTS WARRANTY:**

**FIVE (5) YEAR LIMITED PARTS WARRANTY FOR MODELS: RWMV, RHWB, RW1P, RW1T.** The Applicable Warranty Period is FIVE (5) YEARS for the noted models only, that are installed in a residential\* application, and are properly matched with a tankless water heater, for water source heating, from the Manufacturer, as specified by the Manufacturer.

**LABOR LIMITED WARRANTY:**

**ONE (1) YEAR LIMITED LABOR WARRANTY FOR MODELS: RWMV, RHWB, RW1P, RW1T.** For one (1) year after the Effective Date, the Manufacturer will cover reasonable labor costs necessary to repair or replace a hydronic air handler or component part it determines to be defective in material and/or manufacture by a contractor which is licensed, state qualified, and trained for the Manufacturer's tankless water heater. Except for the above one (1) year labor, 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.

**HEAT EXCHANGER LIMITED WARRANTY:**

**FIVE (5) YEAR LIMITED HEAT EXCHANGER WARRANTY FOR MODELS: RWMV, RHWB, RW1P, RW1T.** The Applicable Warranty Period is FIVE (5) YEARS after the Effective Date for the noted models only, that are installed in a residential\* application, and are properly matched with a tankless water heater, for water source heating, from the Manufacturer, as specified by the Manufacturer.

**COMPLETE THE FOLLOWING INFORMATION.  
KEEP THIS WARRANTY FOR YOUR RECORDS – DO NOT MAIL!**

*Owner Name:* \_\_\_\_\_

*Owner Address:* \_\_\_\_\_

*City/State (Province) Postal Code:* \_\_\_\_\_

*Date of Original Installation:* \_\_\_\_\_

*Installing Contractor Company Name:* \_\_\_\_\_

*Installing Contractor Telephone:* \_\_\_\_\_

*Installing Contractor Address:* \_\_\_\_\_

*City/State (Province) Postal Code:* \_\_\_\_\_

*Model Number:* \_\_\_\_\_

*Serial Number:* \_\_\_\_\_

\*Residential Application is defined as any single-family dwelling, which includes apartments, condominiums, duplexes and homes.

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