*= Required Information

Water Heater Warranty Claim Form

Customer Information:

*Customer Number: _____ *Customer Name: _____
Branch Number: _____ *Customer Location (City and State): _____
Business Telephone: _____ Form Completed By (Employee's Name): _____

*Original Serial Number: _____
*Original Model Number: _____
*Date Unit Installed: _____
*Date Unit Repaired/Replaced: _____

Water Heater Owner Information:

Name: _____
Address: _____
_____
*State: _____ *Zip: _____

*Type of Claim: ☐ RESIDENTIAL WATER HEATER ☐ COMMERCIAL WATER HEATER

*Commercial Case Number: _____
(required for Commercial Water Heaters only)

Replace Unit

*Replacement Serial Number: _____ Replacement Model Number: _____
Debit Memo Number (If Any): _____
*Reason Unit Was Replaced: ☐ Leak Leak Location: _____
☐ Non-Repairable (Describe): _____

Replace/Part Credit

*Failed Part Number: _____ Replacement Part #: _____
*Serial Number of Heater with Failed Part Number: _____
Debit Memo Number (If Any): _____
Reason Part Was Replaced: _____

BASIC INSTRUCTIONS FOR SUBMITTING A WATER HEATER WARRANTY CLAIM – Use this form to submit warranty claims for Rheem, Rheem-Ruud, & Richmond in-warranty water heaters, parts and water heater replacement. 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 form. Claims must be filed within 90 days of failure so process claims quickly. Mail this form and the rating label from the failed water heater to the address listed above. Make a copy of each for your records prior to mailing.

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

1) All information denoted with a " * " above is required information.
2) The complete original rating label removed from the original unit.
3) The date (month, day, and year) the original in-warranty water heater was installed. If the date of manufacture of the water heater would put the water heater out of warranty, documented proof of installation date must be provided with the claim form (receipts, home closing statements on new construction, bills from plumbers).
4) The date (month, day, and year) the original in-warranty water heater failed.
5) If the claim is for a Commercial water heater, you must denote the commercial case number from Rheem after calling 1-800-432-8373.
6) If this unit is a replacement of a previous unit, the current unit only carries the remaining warranty of the previous unit, so this must be calculated to determine if the unit is in warranty.
7) If the unit has a Protection Plus Kit (PPK) 4-year warranty extension kit installed, the PPK sticker showing PPK serial number clearly must be submitted with this form along with original installation documents showing the PPK purchase and installation.
8) If the water heater in question is a Residential Rheem Marathon unit, all conditions must be met for any Lifetime warranty to apply. A copy of the original Receipt of Purchase is required, and it must clearly show the unit info and date of purchase.

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.