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:

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

CWAR # (If Applicable): _____
***Original Serial Number:** _____
***Original Model Number:** _____
***Date Unit Installed:** _____
****Date Unit Repaired/Replaced*:** _____

Water Heater Owner Information:

Name_____
Address: _____
***City:** _____
***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:

1) All information denoted with a " * " above is required information.
2) The complete original rating label (photocopies are only acceptable for claims filed through eWarranty) removed from the original unit.
3) 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 ninety (90) days after the date of manufacture of the unit, you must provide documentary proof of this date.
4) The date (month, day, and year) the original in-warranty water heater failed.
5) Water heater warranty return authorization numbers, and other comments should be provided in the "CWAR #" or "Reason" blanks.
6) A plumber's labor bill/invoice must be attached for any warranty labor claim.
7) A copy of the freight bill must be attached for any freight claim. (Very few freight claims are considered for reimbursement.)
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.