

Richmond

Retail Water Heater Warranty Information Form

How to Use This Form:

All steps must be properly completed for refund to be issued & warranty continued.

1. Confirm returned water heater is still in warranty

The first four digits of the serial # are the date of manufacture of the unit (0305..... was made in March, 2005).

2. Determine if the water heater was made prior to July 1, 2003 (see above).

If made before 7/1/03, follow refund, repurchase procedure. If made after, proceed with even exchange.

3. Have all information on this form filled out at point of exchange in store

Failed Model # _____ Failed Serial # _____

Replacement Model # _____ Replacement Serial # _____

Purchase Date: _____ Return Date: _____

(If refund is given instead of replacing water heater, also attach a copy of the refund receipt.)

4. Send form with returned water heater to point of retail defective reconciliation

5. Attach rating plate here & process with Richmond water heater return form:

You can then throw away heater unless you believe a liability claim will be filed.

If you believe a liability issue involves the water heater, follow instructions on the return form.



WATER HEATER WARRANTY CLAIM FORM



**RICHMOND WATER HEATERS
CLAIMS DEPARTMENT**

2600 Gunter Park Drive East, Montgomery, AL 36109

Retailer Name _____ Date Sent to Richmond _____

Retailer Location (City and State) _____ Store Number _____

Form Completed by (Employee's Name) _____ Business Telephone (____) _____

Additional Debit Memo/Claim Number/Other Reference _____

MAKE SURE THE INFORMATION PROVIDED IS COMPLETE, ACCURATE, AND LEGIBLE

ORIGINAL UNIT SERIAL NUMBER	REPLACEMENT UNIT SERIAL NUMBER	REPLACEMENT UNIT MODEL NUMBER	DATE OF INSTALL		DATE OF FAILURE		OTHER INFORMATION
			MO.	YR.	MO.	YR.	

BASIC INSTRUCTIONS FOR SUBMITTING A WATER HEATER WARRANTY CLAIM - Use this form to submit warranty claims for Richmond and Perfect Fit in-warranty water heaters. You may submit residential and commercial water heater warranty claims on the same form. Forward a Water Heater - Warranty Claim Form at least once each calendar month (if you have a claim). Mail this form (with all the required attachments) to Richmond Claims Department at the address listed above.

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

- 1) Your Debit Memo/Claim Number (in the upper right corner of this form).
- 2) The complete (ten digit) serial number of the water heater.
- 3) The complete original rating label (photocopies are not acceptable) removed from the original unit.
- 4) The complete model number and the complete serial number of the replacement water heater.
- 5) The date (month and year) the original water heater was installed. If the date of installation of the water heater is more than thirty (30) days after the date of manufacture of the unit, you must provide documentary proof of this date.
- 6) The date (month and year) the original water heater failed.

RICHMOND 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 Richmond Technical Service Dept. at (800) 432-8373 to notify them as soon as possible.

**PARTS****WARRANTY RETURN FORM**

To be used when you are required to return the defective component part(s) to Rheem

**Water Heaters**

**RHEEM WATER HEATERS
WARRANTY PARTS DEPARTMENT**
2773 Gunter Park Drive West, Montgomery, AL 36109

Water Heaters

Distributor Name _____ Date Sent to Rheem _____

Distributor Location (City and State) _____ Branch Number _____

Form Completed by (Employee's Name) _____ Business Telephone (____) _____

Additional Debit Memo/Claim Number/Other Reference _____

MAKE SURE THE INFORMATION PROVIDED IS COMPLETE, ACCURATE, AND LEGIBLE

PART	RHEEM AUTHORIZED PART NUMBER	WATER HEATER MODEL NUMBER	WATER HEATER SERIAL NUMBER	DATE OF INSTALL		DATE OF FAILURE		LABOR ATTACHED	DESCRIPTION OF DEFECT
				MO.	YR.	MO.	YR.		
1									
2									
3									
4									
5									
6									
7									
8									

BASIC INSTRUCTIONS FOR SUBMITTING A WARRANTY PARTS RETURN FORM - Use this form to submit warranty claims for:

- all defective in-warranty Rheem-Ruud commercial water heater component parts.
- Rheem or Ruud residential water heater component parts recorded on Rheem's current Warranty Parts Return List.
- any part you are requesting warranty labor compensation for (whether or not it appears on the Warranty Parts Return List).

You are not required to return defective in-warranty residential water heater component parts to Rheem unless they appear on the Warranty Parts Return List or your parts warranty claim includes labor. (Submit warranty claims for parts you are not required to return on a Parts Warranty Claim Form and hold all unreturned defective in-warranty residential component parts at your place of business for thirty (30) days after you receive credit for them.) Submit a Warranty Parts Return Form at least once each calendar month in which you have a claim. Put this form (with all the required attachments) in the carton with the defective part(s) to be returned to the Rheem Warranty Parts Dept. at the address 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) Your Debit Memo/Claim Number (in the upper right corner of this form).
- 2) Each defective component part listed. Your warranty claim will not be considered until the defective component part is received and verified.
- 3) The complete Rheem Authorized Part Number for each defective component part being claimed.
- 4) The complete model number and the complete serial number of the water heater from which each defective component part was removed.
- 5) The date (month and year) the water heater from which each defective component part was removed, was installed or the date of purchase of each defective component part (if it was purchased separately). If the date of installation of the water heater is more than ninety (90) days after the date of manufacture or the defective component part was purchased separately - provide documentary proof of this date.
- 6) The date (month and year) the defective component part failed.
- 7) The dollar amount of the labor claim (if any) being made against each defective component part. You must provide a copy of the contractor's invoice to substantiate each defective component part labor claim.

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 defective component parts listed may become part of a liability (insurance) claim, secure the defective component part at your place of business, and call the Rheem Technical Service Dept. at (800) 432-8373 to notify them as soon as possible.