

Rheem Manufacturing Company

Limited Warranty for Commercial Heaters for the United States

General

Complete Heater Units

Rheem Manufacturing Company or one of its affiliates for the brand sold (“Warrantor”) warrants that the commercial water heater, boiler, and pool heater models listed in this Limited Warranty Certificate (each a “Heater” and collectively, “Heaters”), and their component parts, are free from defects in materials and workmanship under normal use and service for the “Applicable Warranty Period” specified below. “Normal use and service” means installation, operation, and maintenance in accordance with Warrantor’s published specifications, installation manuals, and applicable industry standards. This Limited Warranty applies to Heaters sold under the Rheem®, Raypak®, and Ruud® brands. This Limited Warranty is only available to the original owner of the Heater at the original installation location and is not transferable, unless state law provides otherwise.

Remedies for Complete Heater Units

At its option, Warrantor will repair or replace a defective component part if it fails under normal use and service during the Applicable Warranty Period. Warranty coverage for replacement component parts applies only to genuine Warrantor component parts and does not extend to component parts manufactured by other third parties. When a warranted part is not reasonably available to return the Heater to operation, Warrantor shall, at its sole option, either: (a) supply a replacement Heater of comparable specifications at no charge in Warrantor’s sole discretion, or (b) provide a cash settlement of the depreciated value of the Heater to the original owner either directly or through the installing contractor, calculated on a straight-line prorated basis over the Applicable Warranty Period, based on the original purchase price or, if unavailable, Warrantor’s standard list price at time of sale. The remedies described in this Limited Warranty are the exclusive remedies available for any breach of warranty. Warrantor will cover reasonable labor costs incurred solely for removal and to replace the Heater only as set forth in the chart below; warranty labor coverage does not include, and Warrantor will not pay for, any costs associated with system upgrades, system modifications, code compliance, permitting, or changes required to bring the installation into compliance with applicable laws, codes, ordinances, or other installation standards. The replacement Heater will be warranted only for the unexpired portion of the original Heater’s Applicable Warranty Period. This Limited Warranty is applicable to Heaters installed in the United States of America (including Puerto Rico).

Purchased Parts and Remedies

Warrantor warrants to the original owner that all replacement Warrantor-branded parts (“Purchased Parts”) to be free from defects in materials and workmanship during the Applicable Warranty Period. The provision of a repaired or replacement part is the sole remedy for a defective Purchased Part, and the decision on whether to repair or replace a Purchased Part is in Warrantor’s sole discretion. Consumable parts or components, including but not limited to, ProTek Shield™ and air filters, are not warranted for in-service performance and are only warranted to be free from defects in material and workmanship at the time of opening the original packaging and prior to installation or use in the Heater. This Limited Warranty applies only to Purchased Parts for use as original equipment replacement parts in Heaters.

Applicable Warranty Period and Effective Date

The Applicable Warranty Period runs from the “Effective Date.” For Heaters, the warranty Effective Date is the date of original installation with proof of installation reasonably acceptable to Warrantor; if proof of installation is not available, then three (3) months after the date of manufacture per the serial number, unless state law requires otherwise. For Purchased Parts, the warranty Effective Date shall be the date of sale from an authorized distributor or retailer.

The tables below summarize the **Applicable Warranty Periods** from the **Effective Date** as set forth above.

Commercial Gas Boiler

General Coverage			Heat Exchanger Types (Years Covered)					Special Items
Model	Parts (Years)	Labor (Years)	Copper	Cupronickel	Stainless Steel	Indirect	Thermal Shock	
XVers KOR	1	0	N/A	N/A	10	N/A	25	†
XVers L	1	0	N/A	N/A	10	N/A	25	-
XPak FT	1	0	N/A	N/A	10 pro-rated	N/A	20	-
XFIIRE	1	0	N/A	N/A	10 pro-rated	N/A	20	-
XTherm 1005A-2005A	1	0	10	10	10	N/A	25	-
XTherm 3005-4005	1	0	10	10	10	N/A	25	†
MVB Cat IV 503A-2003A	1	0	10	10	N/A	N/A	25	-
MVB Cat IV 2503-4003	1	0	10	10	N/A	N/A	25	†
MVB Cat I/III 504A-2004A	1	0	10	10	N/A	N/A	25	-
Hi Delta 502C-2342C	1	0	10	10	N/A	N/A	20	-
Hi Delta Limited 399B-2339B	1	0	10	10	N/A	N/A	20	-
Hi Delta SS HD151-HD401	1	0	10	10	N/A	N/A	25	-

Commercial Gas Water Heaters

General Coverage			Heat Exchanger Types (Years Covered)				Special Items
Model	Parts (Years)	Labor (Years)	Copper	Cupronickel	Stainless Steel	Indirect	
XFIIRE	1	0	N/A	N/A	5	N/A	-
XForm	1	0	N/A	N/A	5	N/A	-
XTherm 1005A-2005A	1	0	5	10	10	N/A	-
XTherm 3005-4005	1	0	5	10	10	N/A	†
MVB Cat IV 503A-2003A	1	0	5	10	N/A	N/A	-
MVB Cat IV 2503-4003	1	0	5	10	N/A	N/A	†
MVB Cat I/III 504A-2004A	1	0	5	10	N/A	N/A	-

Commercial Gas Water Heaters (Continued)

Model	Parts (Years)	Labor (Years)	Copper	Cupronickel	Stainless Steel	Indirect	Special Items
Hi Delta 502C-2342C	1	0	5	10	N/A	N/A	-
Hi Delta Limited 399B-2339B	1	0	5	10	N/A	N/A	-
Hi Delta SS HD151-HD401	1	0	5	10	N/A	N/A	-
Raytherm 514-4001	1	0	5	10	N/A	N/A	-

NOTE: The value of the water heater to be used for warranty purposes shall be depreciated over the life of the warranty as follows: Years 0-5 - 0%, Year 6 - 20%, Year 7 - 40%, Year 8 - 60%, Year 9 - 80%, Year 10 - 100%.

Commercial Air to Water Heat Pump Water Heaters

Model	Parts (Years)	Labor (Years)	Heat Exchanger (Years)	Compressor
RMHPHD	1	0	0	1

Commercial Hybrid Heat Pump Water Heaters

Model	Parts (Years)	Labor (Years)	Tank	Compressor	Electric Resistance Heating Elements
Torin	1	0	3	3	3

Commercial Gas Pool Heaters

General Coverage			Heat Exchanger Types (Years Covered)				Special Items
Model	Parts (Years)	Labor (Years)	Copper	Cupronickel	Stainless Steel	Indirect	
MVB Cat I/III 504A-2004A	1	1 year (up to \$1,000)	N/A	5	N/A	N/A	-
Hi Delta 502C-2342C	1	1 year (up to \$1,000)	1	5	N/A	N/A	-
XTherm 1005A-2005A	1	1 year (up to \$1,000)	1	5	10	N/A	†
XTherm Indirect P1005A-P2005A	1	1 year (up to \$1,000)	10	N/A	10	3 - CuNi, 5 - Titanium	† ‡
Indirect Pool Heaters	1	1 year (up to \$1,000)	N/A	N/A	N/A	N/A	-

Purchased Parts

	Parts (Years)	Labor (Years)
All Purchased Parts	1	0

† Burner assemblies are covered for 5 years

‡ Boiler – 25 years for thermal shock

Labor and Shipping Costs

This Limited Warranty does not cover any labor expenses for diagnostics, service, removal, or installation of parts, except as expressly provided for in the Applicable Warranty Period(s) tables or as otherwise specified under the "Remedies for Complete Heater Units" section. Warrantor will pay standard transportation costs for in-warranty replacement part(s). If Warrantor requires a defective Heater or part to be returned for inspection, the sender is responsible for upfront freight costs. Return of any Heater or component part shall be subject to Warrantor's prior written authorization. Warrantor will specify the return method and carrier. Warrantor will reimburse these transportation costs if the warranty evaluation confirms the Heater or part is covered under this Limited Warranty. Failure to follow such instructions may result in denial of freight reimbursement. Please retain the item or unit until Warrantor authorizes its disposal. Parts repair and/or replacement are to be performed at Warrantor's direction by a licensed service provider during the Warranty Period.

Warranty Exclusions

Warrantor requires that this Heater and any Purchased Parts be installed by a contractor that is licensed and state qualified. Failures or defects caused by improper installation may invalidate this Limited Warranty.

This Limited Warranty does NOT apply under the following conditions:

1. To normal wear and tear;
2. To damage, malfunctions or failures resulting from abuse, alteration, accident, act of nature, fire, flood, freeze, lightning or the like;
3. If the rating plate(s) or serial number(s) are altered, tampered with, or removed. A Heater should not be installed if the rating plate is removed;
4. To damage, malfunctions or failures resulting from the *intrusion* of animals, reptiles, insects, debris or the like;
5. To damage, malfunctions, or failures resulting from or due to *non-factory authorized accessories or components* connected system such as control devices, third-party accessories or attachments (such as pumps), including without limitation energy-saving devices;
6. To damage, malfunction, or failures resulting from failure to install the Heater in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices;
7. To damage, malfunction, or failures resulting from failure to operate and maintain the Heater in accordance with the manufacturer's instructions provided;
8. To performance problems caused by *improper sizing* of the Heater or the gas supply line, the venting connection, combustion air openings, electric service voltage, wiring, or fusing;
9. To conditions causing inadequate water circulation;
10. To heat exchanger failures (leaks) caused by *operating the Heater in a corrosive or contaminated atmosphere* or damages, malfunctions or failures caused by sediment, lime, mineral build-up, or scale;
11. To wear or damage from high velocity flow exceeding Heater design rates;
12. To burner damage from freight handling, *excessive wear*, upset situations (accidents, abuse), *improper storage*, installation or maintenance and normal deterioration from use and exposure;
13. To damage from failing to eliminate air from, or replenish water in, the connected water system;
14. To damage from chemical contamination of combustion air or improper use of additives to water;
15. To performance problems caused by using the Heater in undersized or oversized applications (i.e., not using the right input rate Heater for a given volume of water) and water temperatures below 50 degrees Fahrenheit (10 degrees Celsius);
16. To damage, malfunctions, or failures resulting from *misuse, negligence or neglect*, including but not limited to, *freeze-ups*, operating the Heater with the cabinet door off, having *flow restrictions or obstructions* between the Heater outlet and the end use;
17. For Water Heaters, to installations of the Heater in environments in which water quality levels DO NOT fall within the ranges listed in the following table;

Chart for Recommended Water Quality Levels								
pH	(Total Dissolved Solids) TDS	Total Hardness	Aluminum	Chlorides	Copper	Iron	Manganese	Zinc
6.5–8.5	Up to 500 mg/L	Up to 250 mg/L	0.05 to 0.2 mg/L	Up to 250 mg/L	Up to 1.0 mg/L	Up to 0.3 mg/L	Up to 0.05 mg/L	Up to 5 mg/L

Cited Reference: National Secondary Drinking Water Regulations

18. For Heat Pump Water Heaters, to damage, malfunctions, or failures resulting from refrigerant or other expendable materials or replacement of the same;
19. For Pool Heaters, to electrolysis due to an improperly installed salt chlorine generator, or failure to maintain a proper chemical balance (refer to your product owner’s manual for chemical balance relative to type of pool);
20. For Pool Heaters, to Warrantor-supplied ProTek Shield™, which is a sacrificial protection device and will need to be replaced as part of routine service. This warranty does not cover damage caused to the Heater due to a depleted ProTek Shield that has not been replaced as needed.

For U.S. Customers Only: Because Warrantor cannot control the quality of Heaters and Purchased Parts sold by unauthorized dealers, this Limited Warranty applies only to Heaters and Purchased Parts that were purchased from an authorized dealer in the United States, unless otherwise prohibited by law. Warrantor reserves the right to reject warranty claims for Heaters and/or Purchased Parts purchased from unauthorized dealers, including unauthorized internet sites or marketplace storefronts. If you have any questions about whether a dealer is authorized, email warranty@raypak.com or call (805)-278-5300.

How to Make a Warranty Claim:

Upon discovery of the alleged defect or malfunction, promptly contact the original authorized wholesale distributor, authorized dealer, or installer, supplying the model and serial numbers of the Heater, date of installation, and description of the problem. The distributor, dealer, or installer will then notify Warrantor of the issues in order to receive instruction regarding the warranty claim. If the distributor, dealer, or installer is not available, please contact Warrantor directly with: proof of purchase (that demonstrates place and date of purchase), model number, serial number, date of installation, and pictures and/or videos of the alleged defect.

For warranty claims, please use the appropriate brand contact information below:

	For Products Installed in the United States and Puerto Rico:
E-mail:	warranty@raypak.com
Phone Number:	(805)-278-5300
Address:	2151 Eastman Avenue Oxnard, CA 93030

Proper authorization MUST be obtained from Warrantor PRIOR to any repairs or replacements for this Limited Warranty to apply. Upon receipt of a claim, Warrantor shall investigate and decide whether to repair or replace the Heater, any of the Heater's component parts, or the Purchased Part. Warrantor reserves, at all times, the right to inspect or to have its representatives inspect the Heater or Purchased Part to verify any claimed defect at the place of installation or at Warrantor's factory or service center(s).

To receive warranty compensation for a defective component part or Purchased Part covered by this warranty, you or your licensed service provider must provide Warrantor with: the defective component part or Purchased Part upon request; the complete model and serial numbers of the Heater from which the part was removed; and the date the part failed. You may also be required to provide proof of the Heater's installation date or the Purchased Part's purchase date to establish its 'in-warranty' status. Your licensed plumber or mechanical contractor can work with a Warrantor authorized wholesale distributor or authorized dealer to obtain a replacement part, if available.

If Warrantor determines that the Heater, component part, or Purchased Part returned to Warrantor or the authorized wholesale distributor or authorized dealer is free of defects in material and workmanship and/or that it was damaged by improper installation or other cause not covered by this Limited Warranty, the warranty claim for the Heater, component part, Purchased Part, and/or labor may be denied.

Warrantor makes no warranty whatsoever on parts not manufactured by it, but Warrantor will apply any such warranty as may be provided to it by the parts manufacturer in evaluating the warranty claim. No one is authorized to make any other warranties or representations on Warrantor's behalf. If you would like a physical copy of this Limited Warranty, feel free to print this webpage, call our Customer Service team at the numbers above, or write us at the addresses above, and we would be happy to send you a copy.

Exclusive Warranty - Limitation of Liability:

THIS LIMITED WARRANTY IS THE ONLY WARRANTY FOR THE HEATERS AND PURCHASED PARTS DESCRIBED HEREIN GIVEN BY WARRANTOR. NO ONE IS AUTHORIZED TO MAKE ANY OTHER WARRANTIES ON BEHALF OF WARRANTOR. TO THE MAXIMUM EXTENT PERMITTED BY LAW, WARRANTOR DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT SUCH IMPLIED WARRANTIES CANNOT BE DISCLAIMED, THEY SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED HEREIN. TO THE MAXIMUM EXTENT PERMITTED BY LAW, WARRANTOR WILL NOT BE LIABLE FOR INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS, LOSS OF USE, OR BUSINESS INTERRUPTION. IN NO EVENT WILL WARRANTOR'S AGGREGATE LIABILITY EXCEED THE PRICE PAID FOR THE HEATER OR PURCHASED PART THAT GAVE RISE TO THE CLAIM. THE LIMITATIONS OF LIABILITY SET FORTH HEREIN APPLY REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR OTHERWISE.

We suggest you immediately complete the information below and retain this Certificate of Limited Warranty in the event warranty service is needed. Reasonable proof of the date of installation of your Heater will be required to establish its "in-warranty" status.

This warranty supersedes any warranty information printed in product manuals or in other product information.

**DO NOT RETURN THIS DOCUMENT TO WARRANTOR.
KEEP IT WITH YOUR HEATER OR BUSINESS RECORDS.**

Name of Owner

Owner's Address:

Name of Installer

Installer's address:

Telephone Number of Installer

Date of Heater Installation

Model Number of Your Heater

Serial Number of Your Heater