

# Certificate of Limited Warranty

## Residential Condensing Gas Combi Boiler - Thermaforce / L Series with a 10 year heat exchanger, 5 year parts, 1 year labor limited Warranty

**Applies to qualifying Residential applications and installations only. See details below.**

### LIMITED WARRANTY

For the RHEEM®, RUUD® and Richmond® Residential Condensing Gas Combi Boilers - Thermaforce / L Series.

#### General

This Limited Warranty is only available to the original owner of the combi boiler at the original installation location. This Limited Warranty is not transferable.

Rheem Sales Company, Inc. (Rheem) warrants this combi boiler, and its component parts, to be free from defects in materials and manufacture, under normal use and service, for the Applicable Warranty Period specified below. At its option, Rheem will repair or replace the defective combi boiler, or defective component part(s), in accordance with the terms of this Limited Warranty, if it fails in normal use and service during the Applicable Warranty Period. The replacement combi boiler must be manufactured by Rheem under one of the covered brand names. The replacement component part(s) must be Rheem authorized component part(s). The replacement unit will be warranted only for the unexpired portion of the original unit's Applicable Warranty Period.

Rheem strongly recommends that this combi boiler be installed by a contractor that is licensed, state qualified and trained on Rheem's tankless products because improper installation may invalidate warranty coverage.

#### Effective Date

The Effective Date of warranty coverage (or the beginning of the Applicable Warranty Periods) is the date of the original installation of the combi boiler, if properly documented. Otherwise, it is the date of manufacture of the combi boiler plus ninety (90) days.

#### Applicable Warranty Periods:

The Applicable Warranty Period depends on the type of installation, as described below:

##### **Residential: a Single Family Dwelling**

Ten (10) years from the Effective Date for the heat exchanger, five (5) years from the Effective Date for the component parts, and one (1) year from the Effective Date for certain labor as described under the heading, LABOR, SHIPPING AND PROCESSING COST.

##### **Commercial: any installation that is not a single family dwelling**

No warranty coverage for commercial installations.

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# WARRANTY EXCLUSIONS

## This Limited Warranty will not cover:

a) Damages, malfunctions or failures resulting from:

1. Installation of the combi boiler in environments in which water quality levels DO NOT fall within the ranges listed in the table below:

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

b) Operating the combi boiler in a corrosive or contaminated atmosphere, including without limitation damages, malfunctions or failures caused by lime, mineral build-up, or scale.

c) Service trips to your business to teach you how to install, use, or maintain this combi boiler or to bring the combi boiler installation into compliance with local building codes and regulations or manufacturer's installation requirements.

d) Combi boiler unit installed for use in: spa or pool heating; a recreational vehicle; a boat or any other watercraft.

e) Combi boiler unit installed in any circulating system in which the temperature of the incoming water to the combi boiler is in excess of 140° F.

f) Damages, malfunctions or failures resulting from failure to install the combi boiler in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices.

g) Damages, malfunctions or failures resulting from improper installation or failure to operate and maintain the unit in accordance with the manufacturer's instructions.

h) Performance problems caused by improper sizing of the combi boiler or the gas supply line, the venting connection, combustion air openings, electric service voltage, wiring, or fusing.

i) Damages, malfunctions or failures caused by improper conversion from natural gas to LP gas or LP gas to natural gas fuel source.

j) Damages, malfunctions or failures caused by operating the combi boiler with any parts removed or with modified, altered, or unapproved parts installed.

k) Damages, malfunctions or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God and the like.

l) Heat exchanger failures (leaks) caused by operating the combi boiler in a corrosive or contaminated atmosphere or damages, malfunctions or failures caused by lime, mineral build-up, or scale.

m) Damages, malfunctions or failures caused by operating the unit at water temperatures exceeding the maximum setting of the operating, or high limit, control.

n) Heat exchanger failures caused by operating the combi boiler when:

1) DHW circuit: it is not supplied with potable water that is free to circulate at all times.

2) Space heating circuit: it is supplied with a glycol percentage below 25% or above 50%

o) Damages, malfunctions or failures caused by subjecting the heat exchanger to pressures, or firing rates, greater than those shown on the rating label.

p) Damages, malfunctions or failures resulting from the use of any attachment, including any energy saving device, not authorized by Rheem.

q) Units installed outside the fifty states (and the District of Columbia) of the United States of America and Canada.

r) Units removed from the original installation location and reinstalled elsewhere.

s) Units that have had their rating labels altered, tampered with, or removed. A combi boiler should not be operated if the rating label is removed.

## LABOR, SHIPPING, AND PROCESSING COSTS

For one (1) year after the Effective Date, Rheem will cover reasonable labor costs necessary to repair or replace a combi boiler or component part that Rheem determines to be defective and covered by this Limited Warranty. The warranty service must be performed by a contractor that is licensed, state qualified, and trained to install and service Rheem's combi boiler. This Limited Warranty does not cover any labor expenses for general service, inspection, reinstallation, permits, removal and disposal of the failed combi boiler or defective component part(s), or updating the installation to meet manufacture or local code requirements. All such expenses are your responsibility.

Rheem will pay the transportation costs for an "in-warranty" replacement combi boiler, or "in-warranty" replacement component part(s), to a

convenient delivery point (selected by Rheem) near the place the original combi boiler, or original component part(s), is located: such as a local combi boiler distributor. You must pay any local freight charges, including the cost of returning the failed combi boiler, or defective component part(s) to a convenient shipping location (selected by Rheem): such as a local Rheem distributor.

Rheem does not authorize, recommend, or receive any benefit from any claims processing or similar fees charged by others to process warranty claims for any combi boiler or component part(s). Rheem will not reimburse any party for these, or any other, fees not specifically covered in this Limited Warranty document.

## HOW TO OBTAIN WARRANTY CLAIM ASSISTANCE

Any claim for warranty assistance must be made promptly. First, determine if your combi boiler is "in-warranty" (that is, within the Applicable Warranty Period). You can determine your unit's warranty status by adding

its Applicable Warranty Period to its date of installation (for replacements, the date of the original failed unit installation). However, if you DO NOT have documentary proof of your combi boiler's date of installation,

your unit's warranty status will be based on its date of manufacture as determined from the serial number. Add the Applicable Warranty Period plus ninety (90) days to the date of manufacture to determine whether the combi boiler is still covered by this Limited Warranty. You may also determine your unit's warranty status by obtaining the complete model number, complete serial number, and date of installation of your combi boiler and then accessing the "Warranty Verification" information on Rheem Combi boilers' internet website (www.rheem.com) or contacting Rheem's Customer Service Team (telephone (800) 621-5622) during normal business hours (in the Central Time Zone) to determine if the Applicable Warranty Period has expired.

If your combi boiler is "in-warranty", contact the plumber, or mechanical contractor, that installed it for assistance with the warranty repairs, or replacement, required. Rheem Combi boilers' Technical Service personnel are available to assist you (by telephone at (866) 720-2076) in obtaining "in-warranty" service or to answer your questions about the operation or repair of your combi boiler during normal business hours (in the Central Time Zone). Be prepared to provide the plumber, mechanical contractor, or Rheem Technical Service person you call with the complete model number, the complete serial number, and the date of installation of your combi boiler in addition to an explanation of your combi boiler problem.

If an exact replacement is not available, Rheem will provide you with the current model of your combi boiler, or component part(s), or a replacement unit with comparable operating features. If government regulations or industry certification or similar standards require the replacement combi boiler, or replacement component part(s), to have features not found in the defective combi boiler, or the defective component part(s), you will be charged for the difference in price represented by those required features. If you pay the price difference for those required features and/or to upgrade the size and/or other features available on a replacement new combi boiler, you will also receive a complete new Limited Warranty (with the full Applicable Warranty Period) for the replacement new combi boiler.

Rheem reserves the right to inspect, or require the return of, the failed combi boiler or the defective component part(s). Each "in-warranty" failure combi boiler must be made available to Rheem (with the rating label and all the component parts intact) in exchange for the replacement combi boiler. Any failed "in-warranty" component part that must be replaced

must be made available to Rheem in exchange for the replacement part. Warranty compensation is subject to validation of "in-warranty" coverage by Rheem Warranty Team personnel.

- To obtain warranty compensation for an "in-warranty" combi boiler failure, you must have documented proof of failure by a licensed plumber or mechanical contractor or Rheem's Technical Service personnel. The licensed plumber or mechanical contractor will then return the failed unit (with the rating label and all component parts intact) to the place of original purchase along with the date the combi boiler failed. You may also be required to provide documentary proof of the failed combi boiler's date of installation to establish its "in-warranty" status along with documentation showing you are the original owner.

- To receive warranty compensation for an "in-warranty" defective component part, you must provide Rheem with: the defective component part upon request; the complete model number and the complete serial number of the Rheem, Ruud or Richmond combi boiler from which the defective component part was removed; and the date the defective component part failed. You may also be required to provide documentary proof of the date of installation of the Rheem, Ruud or Richmond combi boiler from which the defective part was removed – or the date of purchase of the part (If it was purchased separately) – to establish the "in-warranty" status of the defective component part. Alternatively, a licensed plumber or mechanical contractor can return the failed part to a Rheem wholesale distributor and obtain a replacement part, if available.

- If Rheem determines that the combi boiler or component part returned to Rheem, Ruud or Richmond authorized wholesale or retail company is free of defects in material and manufacture and/or that it was damaged by improper installation or other cause not covered by this Limited Warranty, the warranty claim for the product, component part and/or labor maybe denied.

If Rheem determines any item or documentation is required for a warranty claim, it should be mailed promptly to Rheem Combi Boilers, Claims Department, 800 Interstate Park Drive, Suite 700, Montgomery, AL 36109. Or in Canada, 125 Edgeware Rd. Unit 1, Brampton, ON, Canada L6Y 0P5.

## EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY

This Limited Warranty is the only Warranty for this unit given by the Combi boiler Division of Rheem Manufacturing Company. No one is authorized to make any other warranties on behalf of Rheem. ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS, SPECIFIED PREVIOUSLY. RHEEM'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 (INCLUDING DAMAGE FROM WATER LEAKAGE) ARE EXCLUDED. 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 limitations or exclusions 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.

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 combi boiler may be required to establish its "in-warranty" status. Otherwise, the Effective Date of this Limited Warranty will be the date of manufacture of the combi boiler plus ninety (90) days.

## DO NOT RETURN THIS DOCUMENT TO RHEEM. KEEP IT WITH YOUR COMBI BOILER OR BUSINESS RECORDS.

Name of Owner: \_\_\_\_\_

Owner's Address: \_\_\_\_\_

Name of Plumber /  
Mechanical Contractor - Installer \_\_\_\_\_

Address of Plumber /  
Mechanical Contractor - Installer \_\_\_\_\_

Telephone Number of Plumber/  
Mechanical Contractor - Installer: \_\_\_\_\_

Date of combi boiler Installation: \_\_\_\_\_

Model Number of Your combi boiler: \_\_\_\_\_

Serial Number of Your combi boiler: \_\_\_\_\_

**Rheem Manufacturing Company**

**U.S. Claims Department**

800 Interstate Park Drive, Suite 700, Montgomery, AL 36109

**Canadian Claims Department**

125 Edgeware Rd, Unit 1, Brampton, ON, Canada, L6Y 0P5

**Important Telephone Numbers:**

**Rheem Claims Department**

In the U.S. – (800) 621-5622 / In Canada – (800) 268-6966

**Rheem Technical Service Depart.**

(833) 212-9276

# HOW TO REGISTER YOUR PRODUCT:

## Step 1:

1. Go to [www.rheem.com/warranty](http://www.rheem.com/warranty)
2. Click WATER HEATING under Register Your Product

The screenshot shows two side-by-side panels. The left panel is titled 'Register Your Product' and includes a red checkmark icon. It explains that registering allows access to warranty benefits and support services. Below the text are three red buttons: 'WATER HEATING', 'HEATING & COOLING', and 'POOL & SPA'. The right panel is titled 'Verify Your Warranty' and includes a red shield icon. It explains that if already registered, users can verify warranty terms and coverage. Below the text are two red buttons: 'WATER HEATING' and 'HEATING & COOLING'.

## Step 2:

1. Enter your serial number and click SUBMIT >> Serial numbers can be found on the rating label found on all water heating products

The screenshot shows a screen titled 'Let's get started' with the instruction 'To begin, just enter your product serial number below.' There is a text input field labeled 'Enter Serial Number...' and a red 'SUBMIT >>' button. Below the input field is a red information icon and the text 'Where is my serial number?'.

## Step 3:

1. Verify that the model and serial number shown match the numbers on your combi boiler.
2. Complete the Property Type and Date of Installation fields

*Install Date is captured but will not change warranty period. Registration uses manufacturing date based on serial number. The owner is required to provide proof of purchase/ownership at the time of the claim.*

3. For Warranty Type, select Standard for all tankless products.
4. Click CONTINUE >>

The screenshot shows a confirmation screen with two main sections. The left section is titled 'VALID SERIAL NUMBER' and shows 'Model: ECH2000VLN-2' and 'Serial Number: W201801723'. Below this are dropdown menus for 'Property Type' (set to 'Single Family Dwelling') and 'Warranty Type' (set to 'Standard'). The right section is titled 'INSTALL DATE (MM/DD/YYYY)' and shows a date input field with 'MM/DD/YYYY' and a red calendar icon. At the bottom are 'GO BACK' and 'CONTINUE >>' buttons.

## Step 4:

1. Complete required fields with your information

The screenshot shows a form titled 'Homeowner Information' with the instruction 'Please fill out the form below.' The form includes fields for 'First Name \*', 'Last Name \*', 'Address 1 \*', 'Address 2', 'City \*', and 'State \*' (a dropdown menu). A red asterisk indicates required fields. At the bottom are 'GO BACK' and 'CONTINUE >>' buttons.

2. Select boxes that apply then click CONTINUE >>

The screenshot shows a screen with two checkboxes. The first checkbox is for receiving text messages about account or Rheem equipment issues. The second checkbox is for receiving marketing text messages. Below the checkboxes is a paragraph of text explaining that normal messaging and data rates may apply and that checking the box indicates agreement to inform Rheem of contact number changes. At the bottom are 'GO BACK' and 'CONTINUE >>' buttons.

## Step 5 (Optional):

1. Complete information on the contractor who completed the installation if available
2. Click CONTINUE >>

The screenshot shows a form titled 'Contractor Information' with the instruction 'Please fill out the form below. (Optional) Skip this step.' The form includes fields for 'Contractor First Name', 'Contractor Last Name', 'Company Name', 'Address 1', 'Address 2', 'City', 'State' (a dropdown menu), 'Zip Code', 'Phone', and 'Email'. At the bottom are 'GO BACK' and 'CONTINUE >>' buttons.

## Step 6:

1. Review the confirmation page for any errors
2. If you need to make a correction, click GO BACK
3. If the information is correct, click SUBMIT

The screenshot shows a screen titled 'Almost Done!' with the instruction 'Please review the information below for any errors. If you need to make a correction, use the "Go Back" button at the bottom of the screen. If the information is correct, click the Submit button at the bottom of the screen to complete your registration.' At the bottom are 'GO BACK' and 'SUBMIT' buttons.

Once complete, you will see this confirmation screen:

The screenshot shows a screen titled 'Thank You. Your water heater is now registered.' It includes a paragraph of text stating that if an email address was entered, a confirmation email will be sent, and if not, the user should print the screen as confirmation. At the bottom is a 'PRINT' button.