Certificate of Limited Warranty

Condensing Gas Boiler - FT Series
with a 15 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® and RUUD® Condensing Gas Boilers - FT Series.

General

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

Rheem Sales Company, Inc. (Rheem) warrants this 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 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 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 boiler be installed by a contractor that is licensed, state qualified and trained on Rheem's boiler 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 boiler, if properly documented. Otherwise, it is the date of manufacture of the 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

Fifteen (15) 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

Five (5) years from the Effective Date for the heat exchanger, two (2) 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.

Note: Where a single boiler is installed in a single dwelling unit within a multi-family building, it is considered to be for residential use.

WARRANTY EXCLUSIONS

This Limited Warranty will not cover:

a) Damages, malfunctions or failures resulting from:

1. Installation of the 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 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 boiler or to bring the boiler installation into compliance with local building codes and regulations or manufacturer's installation requirements.

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

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

f) Damages, malfunctions or failures resulting from failure to install the 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 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 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 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 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 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 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 boilers. This Limited Warranty does not cover any labor expenses for general service, inspection, reinstallation, permits, removal and disposal of the failed 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 boiler, or "in-warranty" replacement component part(s), to a convenient delivery point (selected by Rheem) near the place the original boiler, or original component part(s), is located: such as a local boiler distributor. You must pay any local freight charges, including the cost of returning the failed 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 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 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 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 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 boiler and then accessing the "Warranty Verification" information on Rheem 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 boiler is "in-warranty", contact the plumber, or mechanical contractor, that installed it for assistance with the warranty repairs, or replacement, required. Rheem 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 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 boiler in addition to an explanation of your boiler problem.

If an exact replacement is not available, Rheem will provide you with the current model of your 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 boiler, or replacement component part(s), to have features not found in the defective 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 boiler, you will also receive a complete new Limited Warranty (with the full Applicable Warranty Period) for the replacement new boiler.

Rheem reserves the right to inspect, or require the return of, the failed boiler or the defective component part(s). Each "in-warranty" failure boiler must be made available to Rheem (with the rating label and all the component parts intact) in exchange for the replacement 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" 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 boiler failed. You may also be required to provide documentary proof of the failed 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 or Ruud 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 or Ruud 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 boiler or component part returned to Rheem or Ruud 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 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 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 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 boiler plus ninety (90) days.

DO NOT RETURN THIS DOCUMENT TO RHEEM.
KEEP IT WITH YOUR 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 Boiler Installation: _____

Model Number of Your Boiler: _____

Serial Number of Your 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

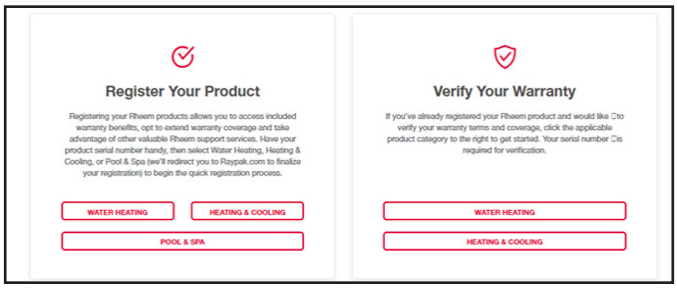
Rheem Technical Service Depart.
(833) 212-9276

HOW TO REGISTER YOU PRODUCT:

Step 1:

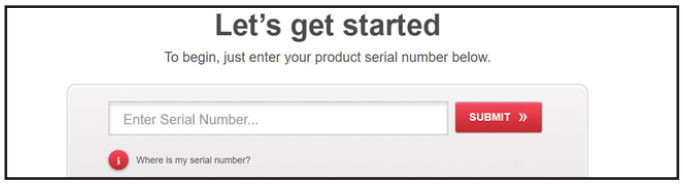
1. Go to www.rheem.com/warranty

2. Click WATER HEATING under Register Your Product



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



Step 3:

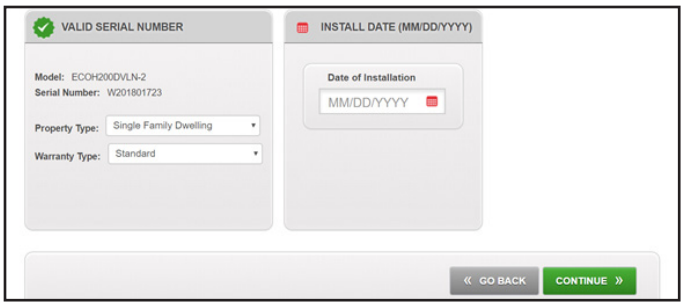
1. Verify that the model and serial number shown match the numbers on your boiler.

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 boiler products.

4. Click CONTINUE >>

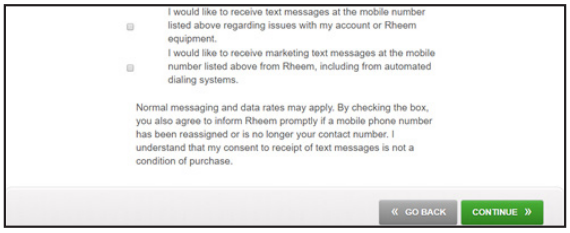


Step 4:

1. Complete required fields with your information



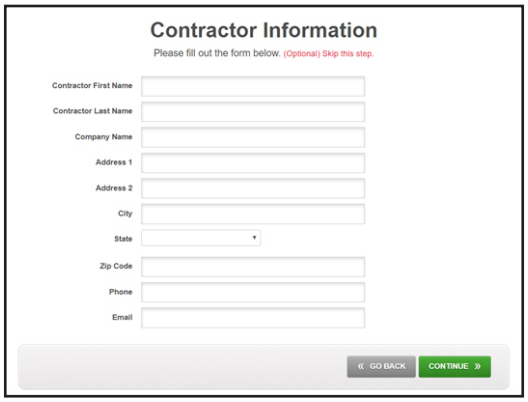
2. Select boxes that apply then click CONTINUE >>



Step 5 (Optional):

1. Complete information on the contractor who completed the installation if available

2. Click CONTINUE >>

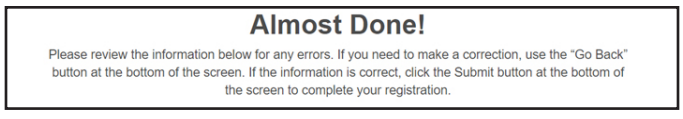


Step 6:

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



Once complete, you will see this confirmation screen:

