

# LIMITED WARRANTY

## For Rheem Residential Thermosiphon Solar Water Heating Systems

### GENERAL

This Rheem residential thermosiphon solar water heating system (Rheem solar system) includes a water storage tank (tank); solar collector panels; a network of pipes, valves, and fittings and system mounting hardware (component parts).

This Limited Warranty is available only to the original owner of this Rheem solar system in the original installation location. It is not transferable.

The Water Heater Division of Rheem Sales Company, Inc. (Rheem) warrants this Rheem solar system, and each of its component parts, to be free from defects in materials and workmanship, under normal use and service, for the Applicable Warranty Periods. At its option, Rheem will repair or replace the defective Rheem solar system, or defective Rheem solar system component part(s), in accordance with the terms of this Limited Warranty, if it fails in normal use and service during the Applicable Warranty Periods. The replacement solar system must be manufactured by Rheem. The replacement solar system component part(s) must be Rheem authorized component part(s). The replacement solar system and the replacement solar system component part(s) will be warranted only for the unexpired portion of the original Rheem product's Applicable Warranty Period.

### 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 Rheem solar system, if properly documented. You are advised to retain proof of the date of the original installation (i.e. a copy of the invoice or contract received from the Distributor or the Installing Contractor you purchased this Rheem solar system from). Otherwise, the Effective Date of warranty coverage will be determined by the date of manufacture of the oldest major component part (tank or solar collector panel) of the Rheem solar system, plus ninety (90) days.

### APPLICABLE WARRANTY PERIODS

The Applicable Warranty Periods for the tank, solar collector panel(s), and the component parts are five (5) years from the Effective Date if the Rheem solar system is installed in a single-family dwelling. If the Rheem solar system is installed anywhere other than a single-family dwelling, the Applicable Warranty Periods for the tank, solar collector panel(s), and the component parts all will be limited to one (1) year from the Effective Date.

### WARRANTY EXCLUSIONS

This Limited Warranty will **not** cover:

- a) Service trips to teach you how to install, use, or maintain your Rheem solar system or to bring your Rheem solar system's installation into compliance with local building codes and regulations.
- b) Damages, malfunctions, or failures resulting from failure to install your Rheem solar system in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices.
- c) Damages, malfunctions, or failures resulting from improper installation or failure to operate and maintain your Rheem solar system in accordance with the manufacturer's instructions provided.

- d) Damages, malfunctions, or failures caused by failure to install the roof supports for the Rheem solar system in accordance with the appropriate roof style directions provided in the manufacturer's installation instructions.
- e) Performance problems caused by installing the solar collector panels: not facing within forty-five (45) degrees of due South; in a shaded, or partially shaded area; or without the appropriate slope from horizontal.
- f) Performance problems caused by improper sizing of your Rheem solar system or electric service voltage, wiring, or fusing.
- g) Damages, malfunctions, or failures caused by failure to properly deactivate and/or reactivate your Rheem solar system if it is not used for extended periods of time (two weeks or more).
- h) Damages, malfunctions, or failures caused by operating your Rheem solar system with the anode rod removed.
- i) Damages, malfunctions, or failures caused by installing and/or operating Closed Circuit Rheem solar systems:
  - Without adequate levels of Hartgard fluid (freeze protection) in locations subject to outside air temperatures below forty-one (41) degrees Fahrenheit;
  - Without installing a minimum of .75 inches of Armaflex (or similar) flexible elastomeric closed cell thermal insulation around the Rheem solar system's exterior potable water piping if the outside air temperature can fall to nineteen (19) degrees Fahrenheit. Where the outside air temperature can fall to twelve (12) degrees Fahrenheit, this insulation must be a minimum of 1.5 inches thick;
  - In areas where snow will remain on the solar collector panels for more than twenty-four (24) hours continuously.
  - It is the owner's responsibility to protect the Rheem solar system if the weather conditions and/or outside air temperature are anticipated to approach the limits specified in the Owner's Manual.
- j) Damages, malfunctions, or failures caused by installing and/or operating Open Circuit Rheem solar systems in locations that are subject to outside air temperatures below forty-one (41) degrees Fahrenheit.
- k) Damages, malfunctions, or failures resulting from tampering with, or removal of, the temperature and pressure relief valve/strainer, expansion valve, or jacket relief system of your Rheem solar system.
- l) Damages, malfunctions, or failures caused by failure to properly install a thermal expansion tank with a Rheem solar system installed in a closed water supply system (one having a backflow preventer in the cold water supply).
- m) Damages, malfunctions, or failures caused by operating the Rheem solar system with water pressure below fifteen (15) pounds per square inch or above one hundred twenty-three (123) pounds per square inch.
- n) Damages, malfunctions, or failures resulting from the installation of non-Rheem component parts; use of any attachment, including any energy saving device, not authorized by Rheem; or the unauthorized modification or alteration of your Rheem solar system or any of its component parts.
- o) System failures (leaks) caused by operating the Rheem solar system in a corrosive or contaminated atmosphere.
- p) Damages, malfunctions, or failures caused by misuse, abuse, accident, vandalism, fire, flood, freeze, hail, lightning, acts of God and the like, or any extraordinary event beyond Rheem's control.
- q) System failures (leaks) caused by operating the Rheem solar system when it is not supplied with potable water, free to circulate at all times.
- r) Rheem solar systems installed outside the fifty states (and the District of Columbia) of the United States of America.
- s) Rheem solar systems removed from the original installation location.
- t) Rheem solar system components that have had their rating labels removed. Rheem solar system components should not be used if the rating label is removed.

## **WARRANTY LABOR, MATERIALS, EQUIPMENT, SHIPPING, AND PROCESSING COSTS**

This Limited Warranty does **not** cover any **labor expenses** for standard maintenance, repairs, reinstallation, permits, or removal and disposal of defective Rheem solar systems or defective Rheem solar system component part(s). All such expenses are your responsibility.

**Rheem solar systems should only be serviced by a qualified service technician. CONTACT THE RHEEM TECHNICAL SERVICE DEPARTMENT (by telephone at (800) 432-8373 or via their Internet address (techserv@rheem.com) BEFORE ATTEMPTING TO REPAIR OR REPLACE YOUR RHEEM SOLAR SYSTEM OR ANY OF ITS COMPONENT PARTS.**

This Limited Warranty does **not** cover any **reinstallation materials and/or equipment costs** for the pipe, valves, fittings, or any other materials (**not** provided with the original Rheem solar system); equipment (lifts, hoists, cranes, etc.); permits or building modifications required to repair or replace your defective Rheem solar system, or its defective component part(s). All such expenses are your responsibility.

Rheem will pay the **transportation costs** for an **“in-warranty” replacement** Rheem solar system, or “in-warranty” replacement Rheem solar system component part(s), **to a convenient delivery point** (selected by Rheem) near the place the original Rheem solar system, or original Rheem solar system component part(s), is located: such as a local Rheem or Ruud water heating products Distributor. You must pay any local freight charges, including the cost of returning the defective Rheem solar system, or defective Rheem solar system component part(s), to a convenient shipping location (selected by Rheem): such as a local Rheem or Ruud water heating products 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 Rheem solar system, or Rheem solar system 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 Rheem solar system is “in-warranty” (that is, within the Applicable Warranty Period). You can determine your Rheem solar system’s warranty status by adding its Applicable Warranty Period to its date of original installation. However, if you do not have documentary proof of your Rheem solar system’s date of original installation, your Rheem solar system’s warranty status will be based on its date of manufacture. Use the date of manufacture of the oldest major component part (tank or solar collector panel) of your Rheem solar system (found on its rating label) and add ninety (90) days, plus the Applicable Warranty Period to determine if your Rheem solar system is still covered by this Limited Warranty. You can also contact **Rheem’s Customer Service Department (telephone (800) 621-5622)** with the complete model numbers, complete serial numbers, and original installation date of your Rheem solar system to determine its warranty status.

**If your Rheem solar system is “in-warranty”, contact the Rheem Technical Service Department – by telephone at (800) 432-8373 or via their Internet address (techserv@rheem.com) - for assistance in locating a qualified Rheem solar service technician or for answers to your questions about the operation, maintenance, or repair of your Rheem solar system before doing any repairs or replacement work.** Be prepared to provide the Rheem Technical Service person you call with the complete model numbers, the complete serial numbers, and the date of original installation or date of

manufacture of your Rheem solar system in addition to an explanation of the problem(s) you are having with your Rheem solar system.

If an exact replacement is not available, Rheem will provide you with the current model of your Rheem solar system, or Rheem solar system component part(s), or a replacement Rheem solar system, or replacement Rheem solar system component part(s) with comparable operating features. If government regulations or industry certification or similar standards require the replacement Rheem solar system, or replacement Rheem solar system component part(s), to have features not found in your defective Rheem solar system, or the defective Rheem solar system 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 Rheem solar system, you will also receive a complete new Limited Warranty (with the full Applicable Warranty Periods) for the replacement new Rheem solar system.

**DO NOT DESTROY, OR DISPOSE OF, ANY “IN-WARRANTY” DEFECTIVE RHEEM SOLAR SYSTEM, OR “IN-WARRANTY” RHEEM SOLAR SYSTEM DEFECTIVE COMPONENT PART(S), WITHOUT AUTHORIZATION FROM THE RHEEM TECHNICAL SERVICE DEPARTMENT.** Rheem reserves the right to inspect, or require the return of, your defective Rheem solar system or your defective Rheem solar system component part(s). Each “in-warranty” defective Rheem solar system must be made available to Rheem (with the original rating labels and all the component parts intact) in exchange for the replacement Rheem solar system. Each “in-warranty” defective Rheem solar system component part replaced must be returned to Rheem in exchange for the replacement Rheem solar system component part.

Warranty compensation is subject to validation of “in-warranty” coverage by Rheem Customer Service Department personnel:

- To obtain warranty compensation for an “in-warranty” defective Rheem solar system, you must provide Rheem with: (at Rheem’s option) either the defective Rheem solar system (with the tank, solar collector panel(s), and component parts intact) or the complete original rating labels (photocopies are not acceptable) removed from the defective tank and defective solar collector panel(s); the complete model numbers and complete serial numbers of the Rheem solar system tank and solar collector panel(s) that replaced the defective Rheem solar system; and, the date the original Rheem solar system failed. You may also be required to provide documentary proof of the defective Rheem solar system’s date of original installation to establish its “in-warranty” status.
- To receive warranty compensation for an “in-warranty” defective Rheem solar system component part you must provide Rheem with: the defective Rheem solar system component part; the complete model number and the complete serial number of the Rheem solar tank or solar collector panel from which the defective component part was removed; and, the date the defective Rheem solar system component part failed. You may also be required to provide documentary proof of the date of original installation of the Rheem solar system from which the defective Rheem solar system component part was removed – or the date of purchase of the Rheem solar system component part (if it was purchased separately) – to establish the “in-warranty” status of the defective Rheem solar system component part.

Warranty claim documentation should be mailed promptly to the **Water Heater Division, Rheem Sales Company, Inc., Customer Service Department, 2600 Gunter Park Drive East, Montgomery, Alabama 36109-1413.**

## **EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY**

This Limited Warranty is the only Warranty for your Rheem solar system given by the Water Heater Division of Rheem Sales Company, Inc. 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 original installation of your Rheem solar system may be required to establish its "in-warranty" status. Otherwise, the Effective Date of the Limited Warranty will be the date of manufacture of the oldest major component part (tank or solar collector panel) of your Rheem solar system, plus ninety (90) days.

**DO NOT RETURN THIS DOCUMENT TO RHEEM.**  
**KEEP IT WITH YOUR BUSINESS RECORDS.**

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

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

\_\_\_\_\_

Name of Solar System Installer \_\_\_\_\_

Address of Solar System Installer \_\_\_\_\_

\_\_\_\_\_

Telephone Number of Solar System Installer \_\_\_\_\_

Solar System's Date of Original Installation \_\_\_\_\_

Model Number of Solar System Tank \_\_\_\_\_

Serial Number of Solar System Tank \_\_\_\_\_

Model Number of Collector Panel #1 \_\_\_\_\_

Serial Number of Collector Panel #1 \_\_\_\_\_

Model Number of Collector Panel #2 \_\_\_\_\_

Serial Number of Collector Panel #2 \_\_\_\_\_

Model Number of Collector Panel #3 \_\_\_\_\_

Serial Number of Collector Panel #3 \_\_\_\_\_

**Water Heater Division**  
**Rheem Sales Company, Inc.**  
**Customer Service Department**  
**2600 Gunter Park Drive East**  
**Montgomery, Alabama 36109-1413**

**Important Telephone Numbers**  
**Rheem Customer Service Department**  
**(800) 621-5622**  
**Rheem Technical Service Department**  
**(800) 432-8373**

AP14057 (07/06)