

## LIMITED WARRANTY

For the PALOMA Gas Water Heater Models listed on the front of this manual.

### GENERAL

This Limited Warranty is only available to the original owner of this water heater at the original installation location. It is not transferable. Residential is defined as a single family residence dwelling occupied by the original owner.

Paloma Industries, Inc. (Paloma) warrants this Paloma water heater, and 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, Paloma will repair or replace the defective water heater, 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 Periods. The replacement water heater must be manufactured by Paloma. The replacement component part(s) must be Paloma authorized component part(s). The replacement unit or component part(s) will be warranted only for the unexpired portion of the original unit's Applicable Warranty Periods. Paloma strongly recommends that this water heater be installed by a contractor which is licensed, state qualified, and trained on Paloma's tankless products since 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 purchase of this water heater, if properly documented. Otherwise, it is the date of manufacture of the water heater plus ninety (90) days.

### APPLICABLE WARRANTY PERIODS

(Residential Models)

If the water heater is installed in a single-family dwelling and is used as normal residential usage with potable water, the Applicable Warranty Periods are twelve (12) years from the Effective Date for the heat exchanger, five (5) years from the Effective Date for the component parts, and one (1) year for certain labor as described under the heading, LABOR, SHIPPING AND PROCESSING COST.

All Applicable Warranties will be limited to three (3) years from the Effective Date if the water heater is installed in a system in which the water is re-circulated, but not if it is an on-demand re-circulation system which utilizes existing hot and cold water lines, or a dedicated return line without the use of a temperature sensor, timer, or a continuously operating pump.

All Applicable Warranty Periods will be limited to one (1) year from the Effective Date if the water heater is installed anywhere other than a single-family dwelling.

(Commercial Models)

If the water heater is installed in a commercial application, the Applicable Warranty Periods are five (5) years from the Effective Date for the heat exchanger, five (5) years from the Effective Date for the component parts, and one (1) year for certain labor as described under the heading, LABOR, SHIPPING AND PROCESSING COST.

All Applicable Warranties will be limited to three (3) years from the Effective date if the water heater is installed in a system in which the water is re-circulated, but not if it is an on-demand re-circulation system which utilizes existing hot and cold water lines, or a dedicated return line without the use of a temperature sensor, timer, or a continuously operating pump.

### WARRANTY EXCLUSIONS

This Limited Warranty will **not** cover:

- a) Service trips to your location to teach you how to install, use, or maintain this water heater or to bring the water heater installation into compliance with local building codes and regulations.
- b) Damages, malfunctions or failures resulting from failure to install the water heater in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices or defective fittings.
- c) Damages, malfunctions, or failures resulting from improper installation or failure to operate and maintain the water heater in accordance with the manufacturer's instructions provided, including outside of recommended water quality levels.
- d) Performance problems caused by improper sizing of the water heater or the gas supply line, the venting connection, combustion air openings, electric service voltage, wiring, or fusing.
- e) Damages, malfunctions, or failures caused by improper conversion from natural gas to LP gas or LP gas to natural gas fuel source.
- f) Damages, malfunctions, or failures caused by operating the water heater with any parts removed or with modified, altered, or unapproved parts installed.
- g) Damages, malfunctions, or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God, misuse, alteration, and the like.
- h) Heat Exchanger failures (leaks) caused by operating the water heater in a corrosive or contaminated atmosphere or damages, malfunctions or failures caused by lime, scale or mineral build-up.

- i) Damages, malfunctions, or failures caused by operating the unit at water temperatures exceeding the maximum setting of the operating, or high limit control.
- j) Heat Exchanger failures caused by operating the water heater when it is not supplied with potable water at all times.
- k) Damages, malfunctions, or failures caused by subjecting the heat exchanger to pressures, or firing rates, greater than those shown on the rating label.
- l) Damages, malfunctions, or failures resulting from the use of any attachment, including any energy saving device, not authorized by Paloma.
- m) Units installed outside the fifty states (and the District of Columbia) of the United States of America and the Dominion of Canada.
- n) Units removed from the original installation location and reinstalled elsewhere.
- o) Units that have had their rating labels altered, tampered with, or removed. A water heater should not be operated if the rating label is removed.
- p) This water heater if it is installed for use in: spa or pool heating; a mobile home; a recreational vehicle; a boat or any other watercraft.
- q) Units installed in any circulating system in which the temperature set point of the water heater is in excess of 120°F for residential models and 140°F for commercial models.

### LABOR, SHIPPING, AND PROCESSING COSTS

For one (1) year after the Effective Date, Paloma will cover reasonable labor costs necessary to repair or replace a tankless water heater or component part it determines to be defective in material and/or manufacture by a contractor which is licensed, state qualified, and trained for Paloma's tankless water heater. Except for the above one (1) year labor, this Limited Warranty does **not** cover any **labor expenses** for service, repairs, reinstallation, permits, or removal and disposed of the failed water heater, or defective component part(s). All such expenses are your responsibility.

Paloma will pay the **transportation costs** for an "In-warranty" replacement water heater, or "In-warranty" replacement component part(s), to a convenient delivery point (selected by Paloma) near the place where the original water heater, or original component part(s), is located: such as a local Paloma water heater distributor. You must pay any local freight charges, including the cost of returning the failed water heater, or defective component part(s) to a convenient shipping location (selected by Paloma); such as a local Paloma distributor.

Paloma does **not** authorized, recommend, or receive any benefit from any **claims processing or similar fees** charged by others to process warranty claims for any Paloma water heater or component part(s). Paloma 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 water heater 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 purchase. However, if you do not have documentary proof of your water heater's date of purchase, your unit's warranty status will be based on its date of manufacture. The first four digits of the unit's serial number represent the month and year it was manufactured. Add the Applicable Warranty Period plus ninety (90) days to the date of manufacture to determine whether the water heater 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 purchase of your water heater and then contacting Paloma at (805) 278-5480 during normal business hours (in the Pacific Time Zone) to determine if the Applicable Warranty Period has expired.

If your water heater is "In-warranty", contact the plumber, or mechanical contractor, that installed it for assistance with the warranty repairs, or replacement, required. Paloma/Rheem Water Heaters' **Technical Service personnel are available to assist you (by telephone at (800) 432-8373 or via e-mail at [techserv@rheem.com](mailto:techserv@rheem.com))** in obtaining "In-warranty" service or to answer your questions about the operation or repair of your water heater during normal business hours (in the Central Time Zone). Be prepared to provide the plumber, mechanical contractor, or Paloma/Rheem Technical Service person you call with the complete model number, the complete serial number, and the date of purchase of your water heater in addition to an explanation of your water heater problem.

If an exact replacement is not available, Paloma will provide you with the current model of your water heater, or component part(s), or a replacement unit with comparable operating features. If government regulations or industry certification or similar standards require the replacement water heater, or replacement component part(s), to have features not found in the defective water heater, 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 these required features and/or to upgrade the size and/or other features available on a replacement new water heater, you will also receive a complete new Limited Warranty (with the full Applicable Warranty Periods) for the replacement new water heater.

Paloma reserves the right to inspect, or require the return of, the failed water heater or the defective component part(s). Each "In-warranty" failure water heater must be made available to Paloma (with the rating label and all the component parts intact) in exchange for the replacement water heater. Each defective "In-warranty" component part to be replaced must be returned to Paloma in exchange for the replacement component part.

Warranty compensation is subject to validation of "In-warranty" coverage by Paloma/Rheem Claims Department personnel.

- To obtain warranty compensation for an "In-warranty" water heater failure, you must provide Paloma with the failed water heater (with the rating label and all the component parts intact) the complete model number and the complete serial number of the Paloma water heater that replaced the failed unit; and the date the original water heater failed. You may also be required to provide documentary proof of the failed water heater date of purchase to establish its "In-warranty" status.
- To receive warranty compensation for an "In-warranty" defective component part, you must provide Paloma with : the defective component part; the complete model number and the complete serial number of the Paloma water heater 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 purchase of the Paloma water heater 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.
- If Paloma determines that the water heater or component part returned to Paloma is free of defects in material and manufacture and/or that it was damaged by improper installation, the warranty claim for the product, component part and/or labor maybe denied.

Warranty claim documentation should be mailed promptly to Paloma Industries, Inc., 2151 Eastman Avenue, Oxnard California 93030

#### EXCLUSIVE WARRANTY - LIMITATION OF LIABILITY

This Limited Warranty is the only Warranty for this unit given by Paloma. No one is authorized to make any other warranties on behalf of Paloma. ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED PREVIOUSLY. PALOMA'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.

Please fill the enclosed warranty card out and mail it to Paloma within fourteen (14) days of the date of purchase, or register your product on-line at [www.palomatankless.com](http://www.palomatankless.com).

Paloma Industries, Inc.  
2151 Eastman Avenue, Oxnard, CA 93030  
Telephone Number: (805) 278-5480 or (805) 278-5499 (Call collect)