



Water Heating

# PARTS WARRANTY CLAIM FORM

To be used when you are NOT required to return the defective component part(s) to Rheem

RHEEM WATER HEATING  
WARRANTY PARTS DEPARTMENT  
2773 Gunter Park Drive West, Montgomery, AL 36109



Water Heating

Distributor Name \_\_\_\_\_ Date Sent to Rheem \_\_\_\_\_

Distributor Location (City and State) \_\_\_\_\_ Branch Number \_\_\_\_\_

Form Completed by (Employee's Name) \_\_\_\_\_ Business Telephone (\_\_\_\_) \_\_\_\_\_

Additional Debit Memo/Claim Number/Other Reference \_\_\_\_\_

**MAKE SURE THE INFORMATION PROVIDED IS COMPLETE, ACCURATE, AND LEGIBLE**

PART	RHEEM AUTHORIZED PART NUMBER	WATER HEATER MODEL NUMBER	WATER HEATER SERIAL NUMBER	DATE OF INSTALL		DATE OF FAILURE		DESCRIPTION OF DEFECT
				MO.	YR.	MO.	YR.	
1								
2								
3								
4								
5								
6								
7								
8								

**BASIC INSTRUCTIONS FOR SUBMITTING A COMPONENT PART WARRANTY CLAIM** – Use this form to submit warranty claims for defective in-warranty Rheem or Ruud residential water heater component parts not appearing on the Rheem Warranty Parts Return List on the date they failed. Hold all unreturned defective in-warranty residential water heater component parts at your place of business for thirty (30) days after you receive credit for them. Then destroy them and dispose of them. (Warranty claims for all defective in-warranty commercial water heater and residential water heater component parts appearing on Rheem's current Warranty Parts Return List – or including a request for warranty labor compensation – must be submitted on a Warranty Parts Return Form and returned to the Rheem Warranty Parts Dept.) Submit a Parts Warranty Claim Form at least once each calendar month in which you have a claim. Send this form (with all the required attachments) to the Rheem Warranty Parts Dept. at the address listed above. Refer to Rheem Water Heaters' Warranty Policies and Procedures Manual for complete instructions for the completion of this form.

**TO RECEIVE PROMPT WARRANTY COMPENSATION, ATTACH AND/OR PROVIDE:**

- 1) Your Debit Memo/Claim Number (in the upper right corner of this form).
- 2) The complete Rheem Authorized Part Number for each defective component part being claimed.
- 3) The complete model number and the complete serial number of the water heater from which each defective component part was removed.
- 4) The date (month and year) the water heater from which each defective component part was removed, was installed *or* the date of purchase of each defective component part (if it was purchased separately). If the date of installation of the water heater is more than ninety (90) days after the date of manufacture *or* the defective component part was purchased separately – provide documentary proof of this date.
- 5) The date (month and year) the defective component part failed.

**RHEEM RESERVES THE RIGHT TO DENY ANY WARRANTY CLAIM RECEIVED MORE THAN NINETY (90) DAYS AFTER THE FAILURE DATE OR THAT DOES NOT FULFILL ALL THE REQUIREMENTS OF ITS WARRANTY POLICY AND PROCEDURES.**

**NOTE: If you believe any of the defective component parts listed may become part of a liability (insurance) claim, secure the defective component part at your place of business, and call the Rheem Technical Service Dept. at (800) 432-8373 to notify them as soon as possible.**