



Debit	
RGA Number	

WATER HEATER (UNIT)
WARRANTY CLAIM FORM (Effective 07/01/16)
 Transactions Department
 800 Interstate Park Dr.
 Montgomery AL 36109

Company Name		Date sent to	
Company Location (Street, City, State and Zip)		Business Telephone	
Form Complete by (Employee's Name)			
MAKE SURE THE INFORMATION PROVIDED IS COMPLETE, ACCURATE, AND LEGIBLE			
ORIGINAL UNIT SERIAL NUMBER		ATTACH RATING LABEL	
REPLACEMENT UNIT SERIAL NUMBER			
REPLACEMENT UNIT MODEL NUMBER			
DATE OF INSTALL	DATE OF		
DRAIN PAN	WATER SUPPLY		
CONNECTION	LOC. OF WATER		
LOCATION OF	WHERE WATER		
OTHER INFORMATION (RGA#, Labor Amount, etc.)	REFERENCE NBR	Either the original rating label, or a photo of the rating label along with a photo showing the label was removed from the unit. Also attach any other photos to help show failures on the unit	

INSTRUCTIONS FOR SUBMITTING A WATER HEATER WARRANTY CLAIM – Use this form to submit warranty claims for Marathon Water Heaters in-warranty water heaters and water heater replacement labor. Submit each labor claim with the water heater it pertains to. Submit Warranty Claim Forms at least once each calendar month. Mail this form (with all the required attachments) to the Rheem Water Heater Warranty Dept. at the address listed above. Refer to Rheem Marathon Water Heater Limited Warranty Policies and Procedures 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). Please limit to 6 digits and no duplicates. You must assign
- 2) The complete serial number of the water heater. If the unit is more than 10 years old, you must provide documentary proof of
- 3) The complete original rating label (photocopies are not acceptable) removed from the original unit (or a photocopy of the bill of lading for units returned for testing at Water Heater Innovation's request).
- 4) The complete model number and the complete serial number of the replacement heater.
- 5) The date (month and year) the original in-warranty water heater was installed. The date (month and year) the original in-warranty
- 6) Complete all installation questions is there a drain pan installed, what is the water supply, connection method, location of water heater and location of water leaking from unit.
- 7) Labor allowance claim amounts and other comments should be provided in the "other information" blank. You must attach a plumber invoice or work order for a warranty labor allowance claim.

RHEEM WATER HEATERS 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.

NOTE: If you believe any of the water heaters listed may become part of a liability (insurance) claim, secure the water heater at your place of business, and call Rheem Technical Service at (800) 321-6718 to notify them as soon as possible.

Rev: 201607

SPACE BEYOND THIS LINE IS FOR USE BY FACTORY

271.271.200.616364 _____ Approval _____ Approval _____ **TOTAL AMOUNT DUE**