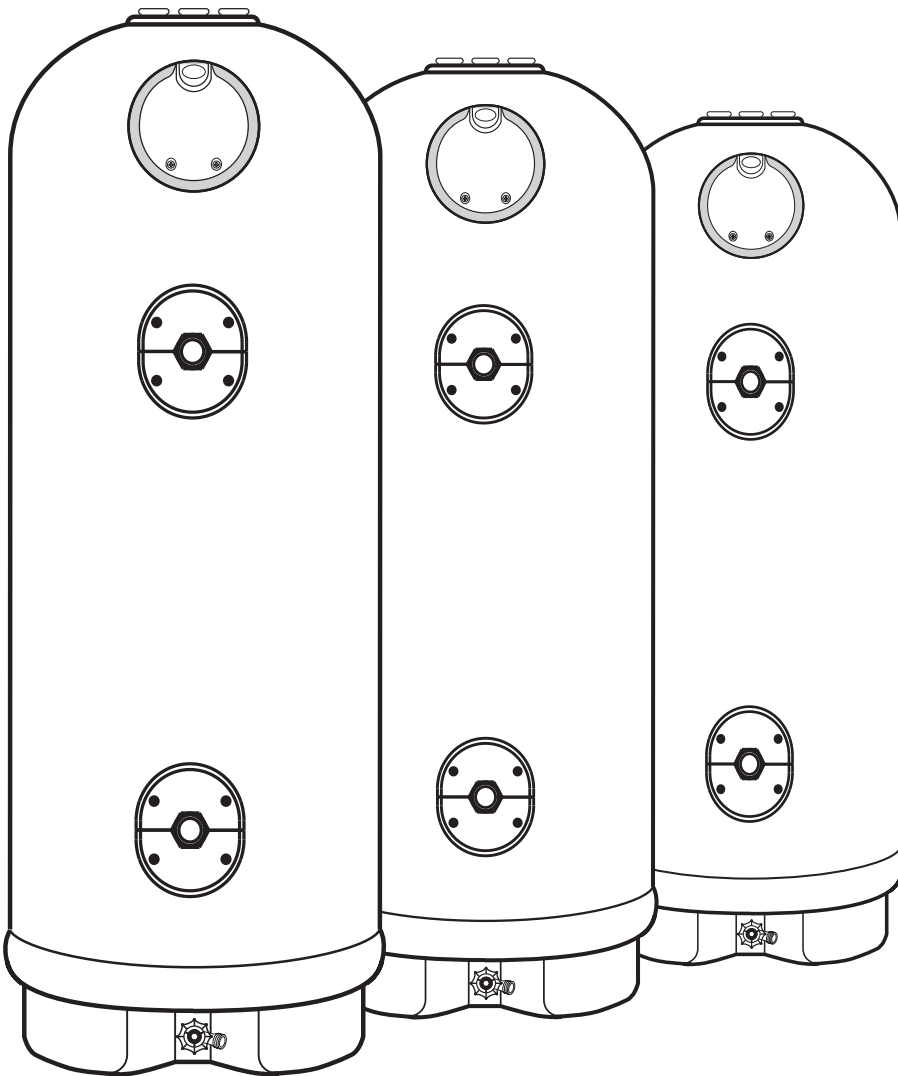


# Marathon Thermal Storage Tanks

50, 85, & 105 Gallon





The purpose of this manual is twofold: one, to provide the installer with the basic directions and recommendations for the proper installation of the storage tank; and two, for the owner-operator, to explain the features, operation, safety precautions, maintenance and troubleshooting of the storage tank. This manual also includes a parts list.

It is imperative that all persons who are expected to install, operate or adjust this storage tank read the instructions carefully so they may understand how to perform these operations. If you do not understand these instructions or any terms within it, seek professional advice.

Any questions regarding the operation, maintenance, service or warranty of this storage tank should be directed to the seller from whom it was purchased. If additional information is required, refer to the section on "If you need service."

**Do not destroy this manual. Please read carefully and keep in a safe place for future reference.**

 **Recognize this symbol as an indication of Important Safety Information!**

 **California Proposition 65 Warning:** This product contains chemicals known to the State of California to cause cancer, birth defects or other reproductive harm.



LISTED

44LR

## Safety Information

Safety Precautions . . . . . 2,3

## Installation Instructions

Location . . . . . 4

Water Supply Connections . . . 6

## Operating Instructions

Safety Controls . . . . . 10

Water Temperature . . . . .10

## Care and Cleaning

Draining . . . . . 11

Maintenance . . . . . 11

Extended Shut-Down . . . . .11

## Troubleshooting Tips

Before You Call  
For Service . . . . . 12

## Customer Service

Parts List . . . . . 14

Replacement Parts . . . . .15

Warranty . . . . .16-18

How To Register . . . . .18-19

If You Need Service . . . . .20



## FOR YOUR RECORDS

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Write the model, serial numbers, and installation details on the back cover of the manual.

This information is located on the rating plate (silver label) on the unit.

Staple sales slip or cancelled check here.

Proof of the original purchase date is needed to obtain service under the warranty.



## READ THIS MANUAL

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Inside you will find many helpful hints on how to use and maintain your storage tank properly. A little preventive care on your part can save you time and money over the life of your storage tank.

You'll find many answers to common problems in the Troubleshooting Guide. If you review the chart of Troubleshooting Tips first, you may not need to call for service.



## READ THE SAFETY INFORMATION

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**Your safety and the safety of others are very important. There are many important safety messages in this manual and on your appliance. Always read and obey all safety messages.**



**This is the safety alert symbol. Recognize this symbol as an indication of Important Safety Information! This symbol alerts you to potential hazards that can kill or hurt you and others.**

All safety messages will follow the safety alert symbol and either the word “DANGER”, “WARNING”, “CAUTION” or “NOTICE”.

These words mean:

**▲ DANGER**

**An imminently hazardous situation that will result in death or serious injury.**

**▲ WARNING**

**A potentially hazardous situation that could result in death or serious injury and/or damage to property.**

**▲ CAUTION**

**A potentially hazardous situation that may result in minor or moderate injury.**

**NOTICE:**

**Attention is called to observe a specified procedure or maintain a specific condition.**

# IMPORTANT SAFETY INFORMATION. READ ALL INSTRUCTIONS BEFORE USING.

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## WARNING!

For your safety, the information in this manual must be followed to minimize the risk of fire or explosion, electric shock, or to prevent property damage, personal injury, or loss of life.

Be sure to read and understand the entire Use and Care Manual before attempting to install or operate this storage tank. It may save you time and cost. Pay particular attention to the Safety Instructions. Failure to follow these warnings could result in serious bodily injury or death. Should you have problems understanding the instructions in this manual, or have any questions, STOP, and get help from a qualified service technician.



## FOR INSTALLATIONS IN THE STATE OF CALIFORNIA

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California Law requires that residential water heaters and storage tanks must be braced, anchored or strapped to resist falling or horizontal displacement due to earthquake motions. For residential storage tanks up to 52 gallon capacity, a brochure with generic earthquake bracing instructions can be obtained from: Office of the State Architect, 1102 Q Street, Suite 5100, Sacramento, CA 95814 or you may call 916-445-8100 or ask a storage tank dealer.

However, applicable local codes shall govern installation. For residential storage tanks of a capacity greater than 52 gallons, consult the local building jurisdiction for acceptable bracing procedures.



## SAFETY PRECAUTIONS

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- Read this manual entirely before installing or operating the storage tank.
- Be sure your appliance is properly installed in accordance with local codes and the provided installation instructions.
- **Do not** attempt to repair or replace any part of your storage tank unless it is specifically recommended in this manual. All other servicing should be referred to a qualified technician.



READ AND FOLLOW THIS SAFETY INFORMATION  
CAREFULLY.

---

SAVE THESE INSTRUCTIONS

# Installing the Storage Tank

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## Local Installation Regulations

This storage tank must be installed in accordance with these instructions, local or federal codes.

If the storage tank is to be installed in a restaurant, or other location where NSF International listing is required, it must be weather sealed to the floor, a raised base, or on a shelf so that seepage cannot accumulate under it; or elevated to provide at least (6) inches of clearance from the floor.

In order to meet NSF International requirements for Standard 5, the base of the storage tank must be sealed to the floor to prevent seepage underneath. Apply a 3/8" bead of RTV Silicone completely around the floor edge of the base of the tank.

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## Location

**The location chosen for the storage tank must take into consideration the following:**

Locate the storage tank in a clean dry area as near as practical to the area of greatest heated water demand. Long un-insulated hot water lines can waste energy and water.

The storage tank and water lines should be protected from freezing temperatures. Do not install the storage tank in outdoor unprotected areas or near any other

appliances where high temperatures are present, such as wood burning stoves, boilers, or furnaces. High temperatures can warp or otherwise damage the non-metallic construction of this storage tank.

Make certain the floor underneath the storage tank is strong enough to sufficiently support the weight of the storage tank once it is filled with water.

Unit Capacity (Gallons)	Unit Capacity (Imperial Gallons)	Unit Capacity (Liters)	Dimensions (Inches)		Shipping Weight (lbs)	Approximate Full Weight (lbs)
			Height <sup>1</sup>	Diameter		
50	40	189	66 3/4	23 1/2	100	517
85	70	322	70 1/4	28 1/4	134	843
105	84	397	70 3/4	30 1/4	152	1,028

<sup>1</sup> Height includes factory installed Temperature and Pressure Relief Valve.

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## Thermal Expansion

Determine if a check valve exists in the inlet water line. Check with your local water utility. It may have been installed in the cold water line as a separate back flow preventer, or it may be part of a pressure reducing valve, water meter or water softener. A check valve located in the cold water inlet line can cause what is referred to as a “**closed water system**”. A cold water inlet line with no check valve or back flow prevention device is referred to as an “**open**” water system.

As water is heated, it expands in volume and creates an increase in the pressure within the water system. This action is referred to as “**thermal expansion**”. In an “**open**” water system, expanding water which exceeds the capacity of the storage tank flows back into the city main where the pressure is easily dissipated.

A “**closed water system**”, however, prevents the expanding water from flowing back into the main supply line, and the result of “**thermal expansion**” can create a rapid and dangerous pressure increase in the storage tank and system piping.

This rapid pressure increase can quickly reach the safety setting of the relief valve, causing it to operate during each heating cycle. Thermal expansion, and the resulting rapid and repeated expansion and contraction of components in the storage tank and piping system can cause premature failure of the relief valve, and possibly the heater itself. Replacing the relief valve **will not** correct the problem!

The suggested method of controlling thermal expansion is to install an expansion tank in the cold water line between the storage tank and the check valve (refer to the illustration on the page 8). The expansion tank is designed with an air cushion built in that compresses as the system pressure increases, thereby relieving the over pressure condition and eliminating the repeated operation of the relief valve. Other methods of controlling thermal expansion are also available. Contact your installing contractor, water supplier or plumbing inspector for additional information regarding this subject.

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## Inspect Storage tank

Inspect the storage tank for possible damage.

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**A new combination temperature and pressure relief valve, complying with the Standard for Relief Valves and Automatic Gas Shut-Off Devices for Hot Water Supply Systems, ANSI Z21.22, is supplied and must be installed in the opening provided and marked for the purpose on the storage tank. No valve of any type should be installed between the relief valve and the tank. Local codes shall govern the installation of relief valves.**

## Temperature and Pressure Relief Valve

**▲WARNING: The pressure rating of the relief valve must not exceed 150 PSI, the maximum working pressure of the storage tank as marked on the rating plate.**

Connect the outlet of the relief valve to a suitable open drain so that the discharge water cannot contact live electrical parts or persons and to eliminate potential water damage.

Piping used should be of a type approved for hot water distribution. The discharge line must be no smaller than the outlet of

the valve and must pitch downward from the valve to allow complete drainage (by gravity) of the relief valve and discharge line. The end of the discharge line should not be threaded or concealed and should be protected from freezing. No valve of any type, restriction or reducer coupling should be installed in the discharge line.

# Installing the Storage Tank

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## Vacuum Relief Valve

**NOTICE: DO NOT operate the unit without the vacuum relief valve for any reason. Doing so will void the manufacturer's warranty.**

The vacuum relief valve, which must be used when installing the storage tank, is factory installed.

The cold water inlet has a vacuum relief valve installed. Certain conditions in the field may produce a vacuum or negative pressure condition inside the storage tank. This negative pressure can cause the tank to fail. The vacuum relief valve provides a means

to eliminate the negative pressure or vacuum by admitting air into the tank to equalize the pressure.

It is not recommended to pull a vacuum on the unit.

If a vacuum is pulled on the unit, refer to the "To Fill the Storage tank" section to ensure the unit is full of water before operating.

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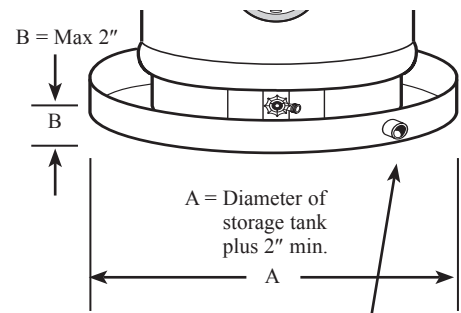
## Drain Pan

**NOTICE: Auxiliary catch pan MUST conform to local codes.**

The storage tank should not be located in an area where leakage of the tank or connections will result in damage to the area adjacent to it or to lower floors of the structure. It is recommended that a suitable catch pan, adequately drained, be installed under the storage tank.

Catch pan kits are available from the store where the storage tank was purchased, or any water heater distributor.

Under no circumstance will the manufacturer be held liable for any water damage in connection with this storage tank.



This line should be at least 3/4" ID and pitched for proper drainage to an open drain.

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## Water Connection Ports – On Sidewall of Unit

Two water connection ports are located on the sidewall of the tank. These ports have 1-1/4" female NPT fittings. (tapered pipe thread).

Teflon pipe tape or "dope" are recommended for these two connections.

**Fittings must be held securely (and not turn) during tightening / installation / removal. Failure to do so may result in catastrophic damage to the storage tank.**

It is recommended that a threaded union be installed near the tank.

Maximum flow rate through ports is 20 GPM.

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## Water Supply Connections - Top of Storage Tank

**▲WARNING:** Failure to follow the instructions provided in this manual may permanently damage the unit and void the manufacturer's warranty.

**NOTICE: DO NOT attempt to turn any fitting connected to the storage tank union hex nuts that are tightened.**

**NOTICE:** The union hex nut connections on the unit use rubber seal rings to provide the water tight seal.

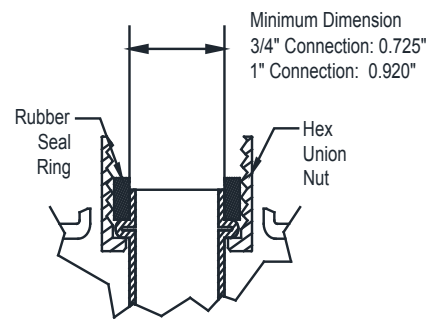
**DO NOT** use pipe sealant on this joint. **DO NOT** torque the union hex nuts to over 35 ft-lbs when reinstalling the components.

**SOLDER WITH CARE!!!** If sweat connections are used, **DO NOT** apply heat directly to any component directly connected to the unit. Assemblies should be built to a minimum length of 12" before attaching to any connection on the unit to avoid damaging the unit.

Refer to the illustration on the next page for suggested typical installation. The installation of unions or flexible copper connectors is recommended on the hot and cold water connections so that the unit may be easily disconnected for servicing if necessary. The HOT and COLD water connections are clearly marked on the top of the unit. Install a shut-off valve in the cold water line near the unit.

The hot water connection is provided with a  $\frac{3}{4}$ " or 1" connection depending on the size of the unit. A metal fitting should be used for the connection to the unit at this location. The hot water connection contains a plastic cap to contain a rubber seal ring that is used to form a water tight connection. Take care when removing the plastic cap so the rubber seal ring is not lost. Be sure the rubber seal ring is seated inside the union hex nut before making the final connection. **DO NOT** use pipe sealant on this joint. **DO NOT** torque the union hex nuts to over 35 ft-lbs when reinstalling the components.

The cold water connection and the temperature and pressure relief valve are supplied with  $\frac{3}{4}$ " NPT connections. They may be temporarily disconnected from the unit to ease installation by loosening the union hex nuts connecting the fittings to the unit. The connection of these parts to the unit use rubber seal rings to form a water tight connection. Re-use the rubber seal rings that are provided with the unit when re-installing these components. Follow the instructions listed for the hot water connection to reconnect the union hex nuts.



The hot water connection fitting must have a inside diameter greater than the minimum shown in the picture above.

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## To Fill the Storage tank

Make certain the drain valve on the storage tank is completely closed.

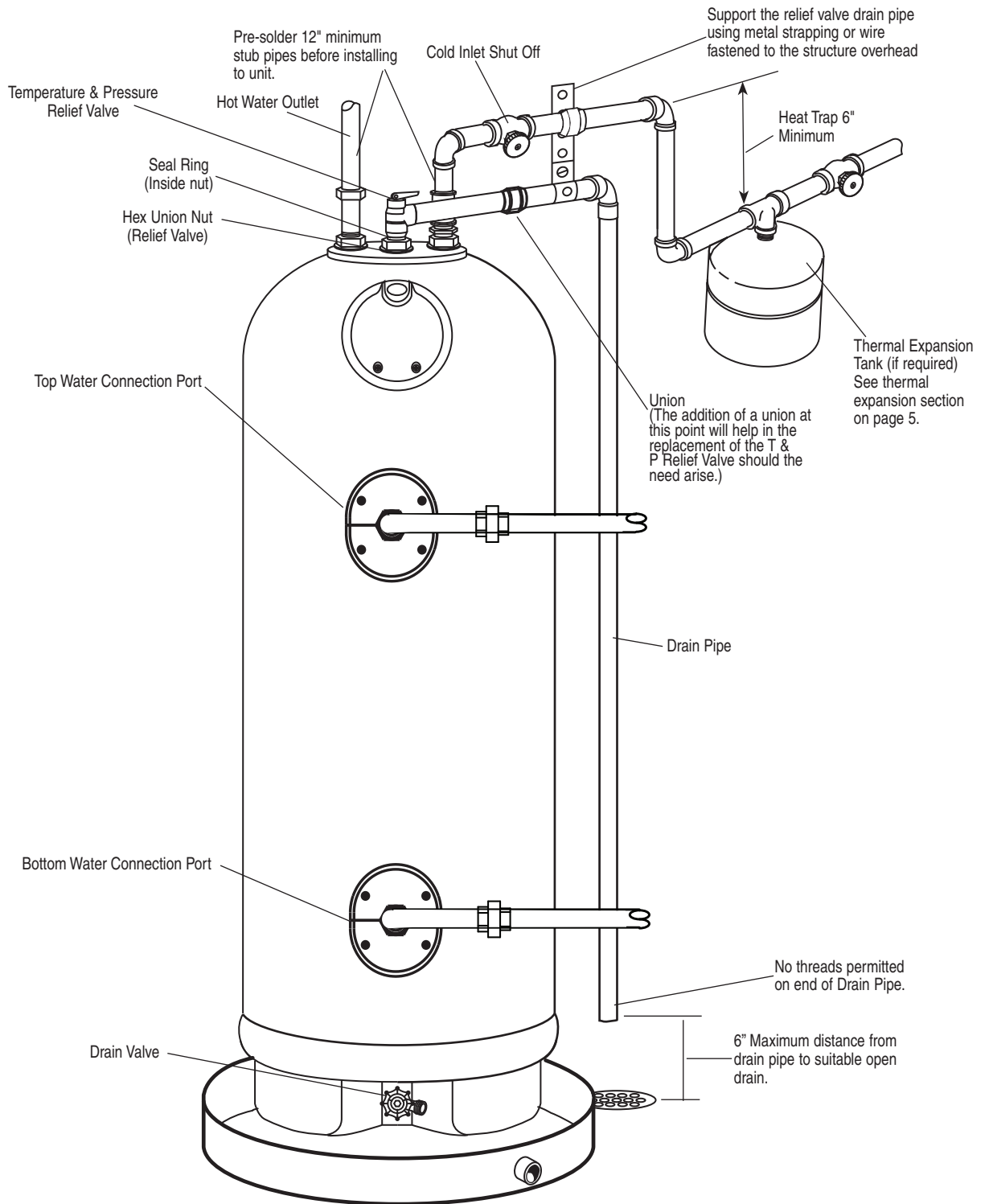
Open the shut-off valve in the cold water supply line.

Open each hot water faucet slowly to allow the air to vent from the storage tank and piping.

A steady flow of water from the hot water faucet(s) indicates a full storage tank.

# Installing the Storage Tank

## Typical Installation





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## Insulation Blankets

**▲WARNING:** If local codes require external application of insulation blanket kits the manufacturer's instructions included with the kit must be carefully followed.

Insulation blankets, available to the general public, for external use on storage tanks are not necessary. The purpose of an insulation blanket is to reduce the standby heat loss encountered with storage tank heaters.

The manufacturer's warranty does not cover any damage or defect caused by installation, attachment or use of any type of energy saving or other unapproved devices (other than those authorized by the manufacturer) into, onto or in conjunction with the storage tank. The use of unauthorized energy saving devices may shorten the life of the storage tank and may endanger life and property.

The manufacturer disclaims any responsibility for such loss or injury resulting from the use of such unauthorized devices.

**▲CAUTION:** If local codes require the application of an external insulation blanket to this storage tank, pay careful attention to the following so as not to restrict the proper function and operation of the storage tank:

- Do not cover the operating or warning labels attached to the storage tank or attempt to relocate them on the exterior of insulation blanket.
- Do not cover the vacuum valve, or pressure and temperature relief valve.
- Inspect the insulation blanket frequently.

# Installation Checklist

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## A. Storage Tank Location

- Close to area of heated water demand.
  - Indoors and protected from freezing temperatures.
  - Area free of flammable vapors.
  - Provisions made to protect area from water damage.
  - Sufficient room to service unit.
- 

## B. Water Supply

- Storage tank completely filled with water.
  - Air purged from storage tank and piping.
  - Water connections tight and free of leaks.
- 

## C. Relief Valve

- Temperature and Pressure Relief Valve properly installed and discharge line run to open drain.
  - Discharge line protected from freezing.
- 

## Operating the Storage Tank

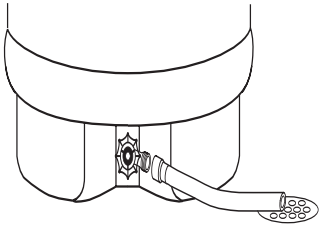
### Safety Precautions

- A** This storage tank will not control the water temperature.
- B** Maximum operating temperature of water in tank = 170° F.
- C** Temperature & Pressure Safety Relief valve opens at: 210° F, and/or 150 PSI..
- D** Maximum flow rate permissible through ports on side wall of tank = 20 GPM.

# Care and Cleaning of the Storage Tank

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## Draining the Storage tank



**⚠DANGER:** Before manually operating the relief valve, make certain no one will be exposed to the hot water released by the valve. The water drained from the tank may be hot enough to present a scald hazard and should be directed to a suitable drain to prevent injury or damage.

**NOTICE:** Additional instructions for draining the unit are located on the storage tank.

In order to drain the storage tank, turn off the cold water supply. Open a hot water faucet first or lift the handle on the relief valve (and keep open) to admit air to the tank during draining. (This will relieve the pressure in the line.)

Attach a garden hose to the drain valve on the storage tank and direct the stream of water to a drain. Open the valve.

Please reference the "To Fill the Storage tank" section for instructions on how to refill the unit.

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## Routine Preventative Maintenance

**⚠DANGER:** Before manually operating the relief valve, make certain no one will be exposed to the danger of coming in contact with the hot water released by the valve. The water may be hot enough to create a scald hazard. The water should be released into a suitable drain to prevent injury or property damage.

Properly maintained, your storage tank will provide years of dependable trouble-free service.

It is suggested that a routine preventive maintenance program be established and followed by the user.

At least once a year, lift and release the lever handle on the temperature pressure relief valve, located near the top of the storage tank, to make certain the valve operates freely. Allow several gallons to flush through the discharge line to an open drain.

A storage tank's tank can act as a settling basin for solids suspended in the water. It is therefore not uncommon for hard water deposits to accumulate in the bottom of the tank. It is suggested that a few quarts of water be drained from the storage tank's tank every month to clean the tank of these deposits.

Rapid closing of faucets or solenoid valves in automatic water using appliances can cause a banging noise heard in a water pipe. Strategically located risers in the water pipe system or water hammer arresting devices can be used to minimize the problem.

Periodically check for external water leaks at all connection points.

**NOTICE:** If the temperature and pressure relief valve on the hot storage tank discharges periodically, this may be due to thermal expansion in a closed water system. Contact the water supplier or your plumbing contractor on how to correct this. Do not plug the relief valve outlet.

**Water conditions can cause mineral deposits to build up inside pipes. This build up can reduce the effectiveness of the vacuum relief valve. The vacuum relief valve should be replaced every six years.**

---

## Vacation and Extended Shut-Down

If the storage tank is to remain idle for an extended period of time, the water to the appliance should be turned off to conserve energy.

If the storage tank is installed in a location where it could freeze when not operational, all water must be

drained from the unit and piping. If the tank is full of water and freezes, the tank will break. See the "Draining the Storage tank" section for details on draining the unit. Freeze damage is not covered under the manufacturer's warranty.

## Before You Call For Service...

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### Troubleshooting Tips

Save time and money! Review the chart on this page first and you may not need to call for service.

Problem	Possible Causes	What to Do
<b>Rumbling noise upon start-up</b>	Normal settling of internal components.	<ul style="list-style-type: none"><li>● No action required.</li></ul>
<b>Relief valve producing popping noise or draining</b>	Pressure build up caused by thermal expansion in a closed system.	<ul style="list-style-type: none"><li>● This is an unacceptable condition and must be corrected. Contact the water supplier or plumbing contractor on how to correct this. Do not plug the relief valve outlet.</li></ul>

**Notes:**

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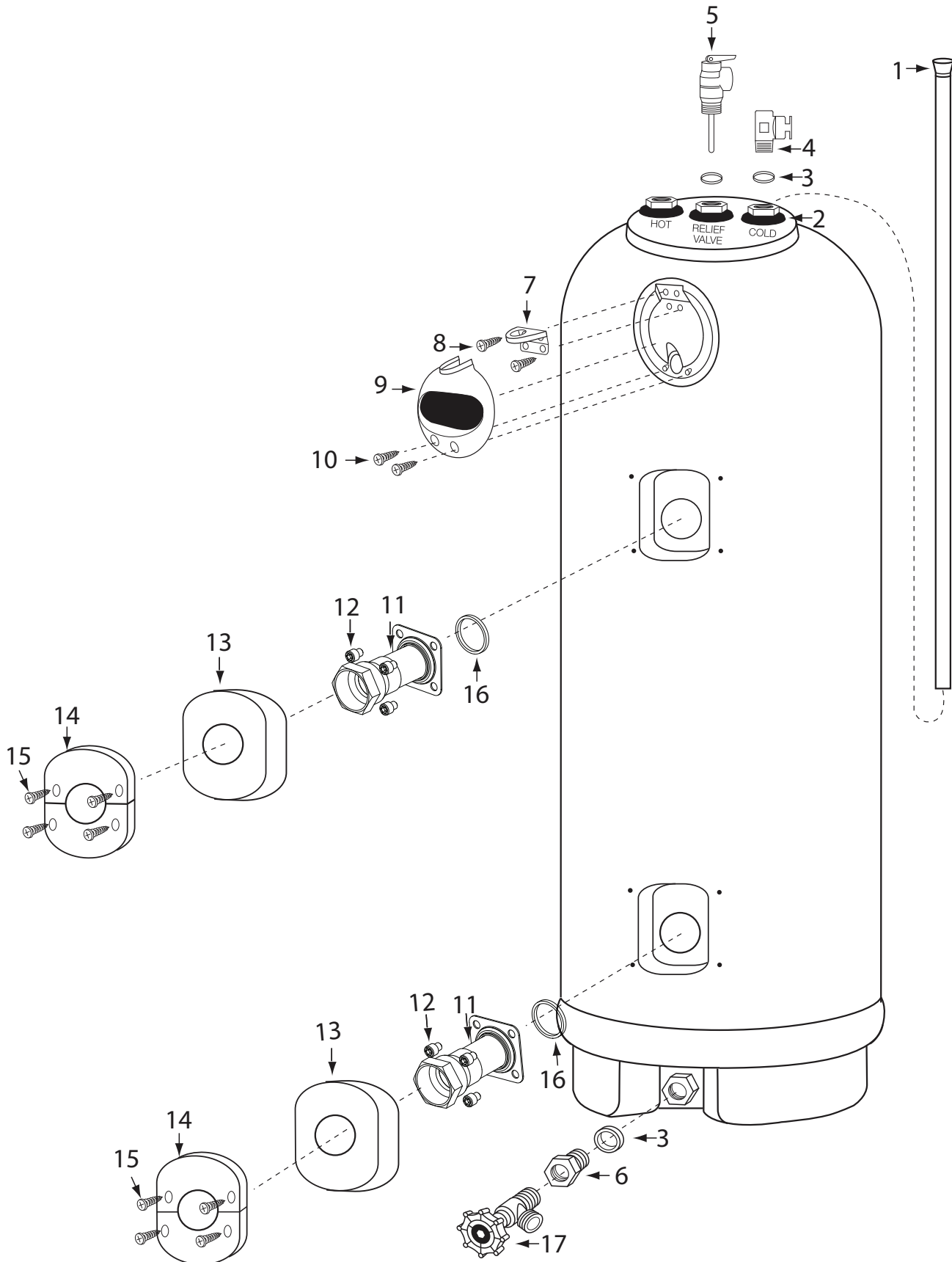
## Replacement Parts

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Key No.	Description
1	Dip Tube
2	Grommet, Large
	Grommet, Small
3	Seal Ring, Large
	Seal Ring, Small
4	Vacuum Valve
5	Temperature and Pressure Relief Valve
6	Reducer Bushing, 3/4" NPT x 1" NPT - (105 Gallon Only)
7	Knock-Out Bracket
8	Screw, #8 x 3/4"
9	Junction Box Cover
10	Screw #8-16 x 5/8"
11	Water Connection Fitting
12	Screw, SHCS - 5/16-18
13	Cavity Insulation
14	Cover Plate
15	Screw, #10-16 x 5/8"
16	Gasket
17	Drain Valve
▲	Drain Pan
▲	Use and Care Manual
▲	Not Illustrated

# Replacement Parts

50, 85, 105 gallon models.



# LIMITED WARRANTY

## Marathon Storage Tanks

### EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY

This Limited Warranty is the only Warranty for this unit and its component parts given by Rheem Sales Company, Inc. No one is authorized to make any other warranties on our behalf. ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED IN THIS LIMITED WARRANTY. WATER HEATER INNOVATION'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.

It is recommended that you immediately complete the information on the back cover of this manual and retain it in the event warranty service is needed. Reasonable proof of the date of installation of your storage tank may be required to establish its "in-warranty" status. If you are not able to provide documentary proof of the date of original installation, the Effective Date of this Limited Warranty will be the date of manufacture of the storage tank plus 90 days.

### GENERAL

Rheem Sales Company, Inc. warrants this product and its component parts to be free from factory defects in materials and workmanship, under normal use and service, for the Applicable Warranty Period set forth below. At its option, Rheem Sales Company, Inc. will repair or replace the defective storage tank, 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 storage tank must be manufactured by Rheem Sales Company, Inc.. The replacement component part(s) must be a Rheem Sales Company, Inc. authorized component part(s). The replacement unit will be warranted only for the unexpired portion of the original unit's Applicable Warranty Period.

### WARRANTY EXCLUSIONS

This Limited Warranty will **not** cover:

- a) Service trips to your home to teach you how to install, use, or maintain this storage tank or to bring the storage tank installation into compliance with local building codes and regulations.
- b) Conditions including damages, malfunctions or failures resulting from failure to install the storage tank in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices.
- c) Conditions including damages, malfunctions, or failures resulting from improper installation or failure to operate and maintain the storage tank in accordance with the manufacturer's instructions provided.
- d) Performance problems caused by improper sizing of the storage tank or electric service voltage, wiring, or fusing.
- e) Conditions including damages, malfunctions, or failures caused by operating the storage tank with modified, altered, or unapproved parts installed.
- f) Conditions including damages, malfunctions, or failures caused by abuse, misuse, accident, fire, flood, freeze, lightning, acts of God, and the like.
- g) Tank failures (leaks) caused by operating the storage tank in a corrosive or contaminated atmosphere.
- h) Conditions including damages, malfunctions, or failures caused by operating the storage tank with an empty, or partially empty, tank (also known as "dry firing").
- i) Conditions including damages, malfunctions, or failures caused by operating the unit at water temperatures exceeding the maximum setting of the operating, or high limit, control.
- j) Tank failures caused by operating the storage tank when it is not supplied with potable water, free to circulate at all times.
- k) Conditions including damages, malfunctions or failures caused by subjecting the tank to pressures greater than those shown on the rating label.
- l) Conditions including damages, malfunctions or failures resulting from alterations or the use of any attachment, including any energy saving device, not authorized by Rheem Sales Company, Inc..
- m) Units installed outside the fifty states (and the District of Columbia) of the United States of America and the provinces of Canada without prior authorization from Rheem Sales Company, Inc..
- n) Units that have had their rating labels removed. A storage tank should not be operated if the rating label is removed.

### LABOR, SHIPPING, AND PROCESSING COSTS

This Limited Warranty does not cover any labor expenses for service, repairs, reinstallation, permits, or removal and disposal of the failed storage tank, or defective component part(s). All such expenses are your responsibility.

Rheem Sales Company, Inc. will pay the transportation costs for an "in-warranty" replacement storage tank, or "in-warranty" replacement component part(s), to a convenient delivery point (selected by Rheem Sales Company, Inc.) near the place the original storage tank, or original component part(s), is located. You must pay any local freight charges, including the cost of returning the failed storage tank, or defective component part(s) to a convenient shipping location (selected by Rheem Sales Company, Inc.).

Rheem Sales Company, Inc. 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 Sales Company, Inc. storage tank or component part(s). Rheem Sales Company, Inc. will not reimburse any party for these, or any other, fees not specifically covered in this Limited Warranty document.

### THE EFFECTIVE DATE

The Effective Date of warranty coverage (or the beginning of the Applicable Warranty Periods) is the date of original installation of the storage tank, if properly documented. If you are not able to provide the documentary proof of the date of original installation, the Effective Date will be the date of manufacture of the storage tank plus 90 days.



## APPLICABLE WARRANTY PERIODS

Category	Application	MR & MTS Series		MHD Series	
		Tank	Parts	Tank	Parts
Single family dwelling	<ul style="list-style-type: none"> <li>Owned by the original purchaser with proof of purchase</li> <li>And Water heater is registered online within 90 days of the installation date</li> </ul>	Extended* LIFETIME	Extended* 6 years	Extended* LIFETIME	Extended* 6 years
	<ul style="list-style-type: none"> <li>The original purchaser does not have proof of purchase; or</li> <li>Home is not owned by the original purchaser or</li> </ul>	10 Years	1 year	10 years	1 year
	<ul style="list-style-type: none"> <li>Installed in the Caribbean Islands (except Cuba) In accordance with applicable US law, this product must not be sold or re-sold into Cuba or to the Cuban government or Cuban nationals. This limited warranty is void with respect to any products installed in Cuba or otherwise sold in violation of US law.</li> </ul>	10 years	1 Year	10 years	1 year
	<ul style="list-style-type: none"> <li>The unit is part of a rental program; or</li> <li>The unit is moved from its original installation location</li> </ul>				
Commercial	<ul style="list-style-type: none"> <li>A residential rental property; or</li> <li>Installed in a commercial building</li> </ul>	5 years	1 year	5 years	1 year
	<ul style="list-style-type: none"> <li>Any agricultural application (ex dairy barn)</li> </ul>				
	<ul style="list-style-type: none"> <li>Any application where the water is used as a part of an industrial or commercial process</li> </ul>				

**\* Extended warranty is provided to original customer after online product registration under residential installation**

### HOW TO MAKE A CLAIM

Any claim for warranty assistance must be made promptly. First, determine if your storage tank is "in-warranty" (that is, within the Applicable Warranty Period). You can determine your unit's warranty status by obtaining the complete model number, the complete serial number, and the date of original installation of your storage tank by contacting Rheem Sales Company, Inc. Water Heaters' Warranty Department (telephone (800) 321-6718) during normal business hours (Central Time USA) to determine if the Applicable Warranty Period has expired. If your storage tank is "in-warranty", contact the plumber, or mechanical contractor, that installed it for assistance with the warranty repairs, or replacement, required. You may also select a plumber, or mechanical contractor, from your local Yellow Pages to assist you. Rheem Sales Company, Inc. Technical Service personnel are available to assist you by telephone (800) 321-6718 to answer your questions about the operation or repair of your storage tank during normal business hours. Be prepared to provide the plumber, mechanical contractor, or Rheem Sales Company, Inc. Technical Service person you call with the complete model number, the complete serial number, and the date of original installation of your storage tank in addition to an explanation of your storage tank problem. If an exact replacement is not available, Rheem Sales Company, Inc. will provide you with the current model of your storage tank, or component part(s), or a replacement unit with comparable operating features. If government regulations or industry certification or similar standards require the replacement storage tank, or replacement component part(s), to have features not found in the defective storage tank, 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 storage tank, you will also receive a complete new Limited Warranty (with the full applicable warranty period) for the replacement new storage tank. Rheem Sales Company, Inc. reserves the right to inspect, or require the return of, the failed storage tank or the defective component part(s). Each "in-warranty" failure storage tank must be made available to Rheem Sales Company, Inc. (with the rating label and all the component parts intact) in exchange for the replacement storage tank. Each defective "in-warranty" component part to be replaced may be required to be returned to Rheem Sales Company, Inc. in exchange for the replacement component part. Warranty compensation is subject to validation of "in-warranty" coverage by Rheem Sales Company, Inc. Claims Department personnel.

- To obtain warranty compensation for an "in-warranty" storage tank failure, you must provide Rheem Sales Company, Inc. with: (at Rheem Sales Company, Inc. option) either the failed storage tank (with the rating label and all the component parts intact) or the complete original rating label (photocopies are not acceptable) removed from the failed storage tank; the complete model number and the complete serial number of the storage tank that replaced the failed unit; and the date the original storage tank failed. You may also be required to provide documentary proof of the failed storage tank's date of original installation to establish its "in-warranty" status.

- To receive warranty compensation for an “in-warranty” defective component part, you must provide Rheem Sales Company, Inc. with: (at Rheem Sales Company, Inc. option) either the defective component part or the part number on the failed component part; the complete model number and the complete serial number of the storage tank 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 original installation of the storage tank 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.

Warranty claim documentation should be mailed promptly to Rheem Sales Company, Inc.

Rheem Sales Co. Inc.  
1241 Carwood Ct  
Montgomery, Al. 36117

## FOR YOUR RECORDS

Owner Information		
Name	Address	
Plumber / Mechanical Contractor – Installer Information		
Name	Address	Telephone Number
Storage tank Information		
Model Number	Serial Number	Date of Installation

## How to Register Your Product:

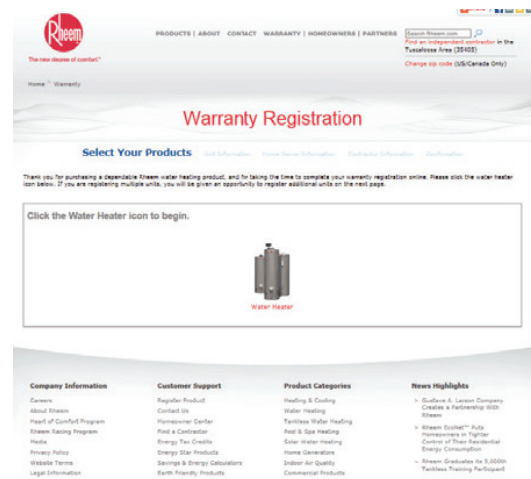
### Step 1:

- Go to [www.rheem.com/warranty](http://www.rheem.com/warranty)
- Click Start Registration



### Step 2:

- Click on the Water Heater icon to begin.



# How to Register Your Product:

## Step 3:

1. Enter the fields on the screen
  - Warranty Type choices are
    - Standard
    - Protection Plus Kit Installed
  - For Marathon products, always select:
    - Standard
  - Install Date is captured but not used to change the warranty periods. Registration uses manufacturing date. The owner of the water heater is still required to provide proof of purchase/ownership at the time of claim if the install date is after the registration date.
  - Property type choices are:
    - Residential
    - Business
2. Click Next

## Step 4:

1. For Property Type Residential enter the fields on the screen
2. Click Next

## Step 5:

1. Enter contractor information if it is available.
2. Click Next

## Step 6:

1. Review confirmation page and make any necessary edits. Once verified click **Finish**.

Notice the disclaimer at the bottom that explains the proof of purchase/owner is required at the time of claim if install date is greater than manufacture date.

## Step 7:

1. You will receive a confirmation email. Notice the same disclaimer appears on the confirmation email

# IF YOU NEED SERVICE

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1. Should you have any questions about your new storage tank, or if it requires repair, or routine maintenance, it is suggested that you first contact your installer, plumbing contractor or previously agreed upon service agency. In the event the firm has moved, or is unavailable, refer to the telephone directory, commercial listings or local utility for qualified service assistance.
2. Should your problem not be solved to your complete satisfaction, you should then contact the Manufacturer's National Service Department at the following address:

Rheem Sales Co. Inc.  
1241 Carwood Ct  
Montgomery, Al. 36117

When contacting the manufacturer, the following information will be requested:

- a. Model and serial number of the storage tank as shown on the rating plate attached to the jacket of the unit.
- b. Address where the storage tank is located and physical location in the dwelling.
- c. Name and address of installer and any service agency who performed service on the storage tank.
- d. Date of original installation and dates any service work was performed.
- e. Details of the problems as you can best describe them.
- f. List of people, with dates, who have been contacted regarding your problem.

Additional service information can be found at [www.rheem.com](http://www.rheem.com).