

EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY

This Limited Warranty is the only Warranty given by the manufacturer, the Paloma Water Heater Operation of Rheem Manufacturing Company, for this unit. No one is authorized to make any other warranties on behalf of the manufacturer. **ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED PREVIOUSLY. THE MANUFACTURER'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 installation or date of purchase (whichever came first) of your water heater may be required to establish its "in-warranty" status. Otherwise, the Effective Date of this Limited Warranty will be the date of manufacture of the water heater plus ninety (90) days.

DO NOT RETURN THIS DOCUMENT TO PALOMA.
KEEP IT WITH YOUR WATER HEATER OR BUSINESS RECORDS.

Name of Owner: _____

Owner's Address: _____

Date of Installation or Date of Purchase of Your Water Heater : _____

Name of Paloma Retailer: _____

Address of Paloma Retailer : _____

Telephone Number of Paloma Retailer: _____

Complete Model Number of Your Water Heater: _____

Complete Serial Number of Your Water Heater: _____



Paloma

**RESIDENTIAL TANKLESS
GAS WATER HEATERS
WITH A 10 YEAR HEAT EXCHANGER AND
3 YEAR PARTS LIMITED WARRANTY**

**Paloma Water Heaters
Claims Department
2600 Gunter Park Drive East
Montgomery, Alabama 36109**

**Important Telephone Numbers:
Paloma Claims Department
(800) 621-5622
Paloma Technical Service Department
(800) 432-8373**

LIMITED WARRANTY

For the Paloma® Residential Tankless Gas Water Heaters.

GENERAL

This Limited Warranty is only available to the original owner of this water heater. It is not transferable.

The Paloma Water Heater Operation of Rheem Manufacturing Company (Paloma) warrants this water heater, and its component parts, to be free from defects in materials and workmanship, under normal use and service, for the Applicable Warranty Period. 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 Period. The replacement water heater must be a Paloma model. The replacement component part(s) must be Paloma authorized component part(s). The replacement unit will be warranted only for the unexpired portion of the original unit's Applicable Warranty Period.

EFFECTIVE DATE

The Effective Date of warranty coverage (or the beginning of the Applicable Warranty Periods) is the date of installation of the water heater, if properly documented. Otherwise, it is the date of manufacture of the water heater plus ninety (90) days.

APPLICABLE WARRANTY PERIODS

The Applicable Warranty Periods are ten (10) years from the Effective Date for the heat exchanger and three (3) years from the Effective Date for the component parts if the water heater is installed in a single-family dwelling. If the water heater is installed anywhere other than a single-family dwelling, the Applicable Warranty Periods will be limited to one (1) year from the Effective Date.

WARRANTY EXCLUSIONS

This Limited Warranty will **not** cover:

- a) Service trips to your home 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) This residential tankless water heater if it is installed for any commercial use.
- c) This residential tankless 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.
- d) Units installed in any circulating system or system in which the heated water is recirculated or passed through the water heater from a tank, radiator, piping, another heater, or the like, in any manner, whether in an open or closed circuit, or any similar system.
- e) 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.
- f) 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 as listed in the chart below.

pH	TDS (Total Dissolved Solids)	Free Carbon Dioxide (CO ₂)	Total Hardness	Aluminum	Chlorides	Copper	Iron	Manganese	Zinc
6.5 to 8.5	Up to 500 mg/l	Up to 15mg/L	Up to 200 mg/l	Up to 0.2 mg/l	Up to 200 mg/l	Up to 1.0 mg/l	Up to 0.3 mg/l	Up to 0.05 mg/l	Up to 1.0 mg/l

- g) 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.
- h) Damages, malfunctions or failures caused by improper conversion from natural gas to LP gas or LP gas to natural gas fuel source.
- i) Damages, malfunctions or failures caused by operating the water heater with any parts removed or with modified, altered, or unapproved parts installed.
- j) Damages, malfunctions or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God and the like.
- k) Heat exchanger failures (leaks) caused by operating the water heater in a corrosive or contaminated atmosphere or damages, malfunctions or failures caused by lime or mineral build-up.
- l) Damages, malfunctions or failures caused by operating the unit at water temperatures exceeding the maximum setting of the operating, or high limit, control.
- m) Heat exchanger failures caused by operating the water heater when it is not supplied with potable water, free to circulate at all times.
- n) Damages, malfunctions or failures caused by subjecting the heat exchanger to pressures, or firing rates, greater than those shown on the rating label.
- o) Damages, malfunctions or failures resulting from the use of any attachment, including any energy saving device, not authorized by Paloma.
- p) Units installed outside the fifty states (and the District of Columbia) of the United States of America and the Dominion of Canada.
- q) Units removed from the original installation location and reinstalled elsewhere.
- r) 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.

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 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 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® water heater retailer.

Paloma® does **not** authorize, 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 installation. However, if you do not have documentary proof of your water heater's date of installation, 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 installation of your water heater and then accessing the "Warranty Verification" information on Rheem Water Heaters' internet website (www.rheem.com) or contacting Paloma Claims Department (telephone (800) 621-5622) during normal business hours (in the Central Time Zone) to determine if the Applicable Warranty Period has expired.

If your water heater is "in-warranty", refer to the Use & Care Manual that accompanied it or contact the Paloma **Technical Service Department (by telephone at (800) 432-8373 or via our website - www.rheem.com)** to obtain the information you need to repair or replace your defective unit. You may also select a plumber, or mechanical contractor, from your local Yellow Pages to assist you - at your expense. Be prepared to provide the plumber, mechanical contractor, or Paloma Technical Service person you call with the complete model number, the complete serial number, and the date of installation or date of purchase of your water heater (whichever came first) in addition to an explanation of your water heater problem.

If an exact replacement is not available, you will receive the current model of your Paloma 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 those 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 Claims Department personnel.

- To obtain warranty compensation for an "in-warranty" water heater failure, you must provide Paloma (or a local Paloma retailer) with: (at Paloma's option) either the failed water heater (with the rating label and all the component parts intact) or the complete original rating label (**photocopies are not acceptable**) removed from the failed water heater; 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's date of installation to establish its "in-warranty" status.
- To receive warranty compensation for an "in-warranty" defective component part, you must provide Paloma (or a local Paloma retailer) 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 installation or the date of purchase (whichever came first) of the Paloma water heater from which the defective component 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 **Paloma Water Heaters, Claims Department, 2600 Gunter Park Drive East, Montgomery, Alabama 36109.**

(CONTINUED ON REVERSE)