

EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY

This Limited Warranty is the only Warranty for your unit given by the Water Heater Division of Rheem Sales Company, Inc. No one is authorized to make any other warranties on behalf of Rheem. **ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED PREVIOUSLY. RHEEM'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 original installation of your Solahart system may be required to establish its "in-warranty" status. Otherwise, the Effective Date of the Limited Warranty will be the date of manufacture of the oldest major component part (tank or solar collector panel) of your Solahart system plus ninety (90) days.

DO NOT RETURN THIS DOCUMENT TO RHEEM.
KEEP IT WITH YOUR BUSINESS RECORDS.

Name of Owner: _____

Owner's Address: _____

Name of Solahart Installer: _____

Address of Solahart Installer: _____

Telephone Number of Solahart Installer _____

Solahart System's Date of Original Installation _____

Model Number of Solahart Tank _____

Serial Number of Solahart Tank _____

Model Number of Solar Collector Panel #1 _____

Serial Number of Solar Collector Panel #1 _____

Model Number of Solar Collector Panel #2 _____

Serial Number of Solar Collector Panel #2 _____

Model Number of Solar Collector Panel #3 _____

Serial Number of Solar Collector Panel #3 _____

Water Heater Division
Rheem Sales Company, Inc.
Customer Service Department
2600 Gunter Park Drive East
Montgomery, Alabama 36109-1413

Important Telephone Numbers:
Rheem Customer Service Department
(800) 621-5622
Rheem Technical Service Department
(800) 432-8373

Certificate of Limited Warranty



**L AND FREE HEAT MODEL
RESIDENTIAL SOLAR WATER HEATING SYSTEMS
WITH A 10 YEAR TANK AND
SOLAR COLLECTOR PANEL
AND 5 YEAR PARTS LIMITED WARRANTY**

LIMITED WARRANTY
For Solahart Residential Solar Water Heating System L and Free Heat Models

GENERAL

This Solahart residential solar water heating system (Solahart system) includes a water storage tank (tank); solar collector panels; a network of pipes, valves, and fittings and system mounting hardware (component parts).

This Limited Warranty is only available to the original owner of this Solahart system in the original installation location. It is not transferable.

The Water Heater Division of Rheem Sales Company, Inc. (Rheem) warrants this Solahart system, and each of 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, Rheem will repair or replace the defective Solahart system, 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 solar water heating system must be manufactured by Solahart. The replacement component part(s) must be Solahart authorized component part(s). The replacement Solahart system and the replacement Solahart component part(s) will be warranted only for the unexpired portion of the original Solahart product's Applicable Warranty Period.

EFFECTIVE DATE

The Effective Date of warranty coverage (or the beginning of the Applicable Warranty Periods) is the date of the original installation of the Solahart system, if properly documented. You are advised to retain proof of the date of the original installation (i.e. a copy of the invoice or contract received from the Distributor or the Installing Contractor you purchased the Solahart system from). Otherwise, the Effective Date of warranty coverage will be determined by the date of manufacture of the oldest major component part (tank or solar collector panel) of the Solahart system plus ninety (90) days.

APPLICABLE WARRANTY PERIODS

The Effective Date of warranty coverage (or the beginning of the Applicable Warranty Periods) is the date of the original installation of the Solahart system, if properly documented. You are advised to retain proof of the date of the original installation (i.e. a copy of the invoice or contract received from the Distributor or the Installing Contractor you purchased the Solahart system from). Otherwise, the Effective Date of warranty coverage will be determined by the date of manufacture of the oldest major component part (tank or solar collector panel) of the Solahart system plus ninety (90) days.

WARRANTY EXCLUSIONS

This Limited Warranty will **not** cover:

- a) Service trips to teach you how to install, use, or maintain your Solahart system or to bring your Solahart system's installation into compliance with local building codes and regulations.
- b) Damages, malfunctions, or failures resulting from failure to install your Solahart system in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices.
- c) Damages, malfunctions, or failures resulting from improper installation or failure to operate and maintain your Solahart system in accordance with the manufacturer's instructions provided.
- d) Damages, malfunctions, or failures caused by failure to install the roof supports for the Solahart system in accordance with the appropriate roof style directions provided in the manufacturer's installation instructions.
- e) Performance problems caused by installing the solar collector panels: not facing within forty-five (45) degrees of due South; in a shaded, or partially shaded area; or without the appropriate slope from horizontal.
- f) Performance problems caused by improper sizing of your Solahart system or electric service voltage, wiring, or fusing.
- g) Damages, malfunctions, or failures caused by failure to properly deactivate and/or reactivate the Solahart system if it is not used for extended periods of time (two weeks or more).
- h) Damages, malfunctions, or failures caused by operating your Solahart system with the anode rod removed.
- i) Damages, malfunctions, or failures caused by installing and/or operating Closed Circuit Solahart systems:
 - Without adequate levels of Hartgard fluid (freeze protection) in locations subject to outside air temperatures below forty-one (41) degrees Fahrenheit;
 - Without installing a minimum of .75 inches of Armaflex (or similar) flexible elastomeric closed cell thermal insulation around the Solahart system's exterior potable water piping if the outside air temperature can fall to nineteen (19) degrees Fahrenheit. Where the outside air temperature can fall to twelve (12) degrees Fahrenheit, this insulation must be a minimum of 1.5 inches thick;
 - In areas where snow will remain on the solar collector panels for more than twenty-four (24) hours continuously.
 - It is the owner's responsibility to protect the Solahart system if the weather conditions and/or outside air temperature are anticipated to approach the limits specified in the Owner's Manual.
- j) Damages, malfunctions, or failures caused by installing and/or operating Open Circuit Solahart systems in locations that are subject to outside air temperatures below forty-one (41) degrees Fahrenheit.
- k) Damages, malfunctions, or failures resulting from tampering with, or removal of, the temperature and pressure relief valve/strainer, expansion valve, or jacket relief system of your Solahart system.
- l) Damages, malfunctions, or failures caused by failure to properly install a thermal expansion tank with a Solahart system installed in a closed water supply system (one having a backflow preventer in the cold water supply).
- m) Damages, malfunctions, or failures caused by operating the Solahart system with water pressure below fifteen (15) pounds per square inch or above one hundred twenty-three (123) pounds per square inch.
- n) Damages, malfunctions, or failures resulting from the installation of non-Solahart component parts; use of any attachment, including any energy saving device, not authorized by Rheem and Solahart; or the unauthorized modification or alteration of your Solahart system or any of its component parts.
- o) System failures (leaks) caused by operating the Solahart system in a corrosive or contaminated atmosphere.
- p) Damages, malfunctions, or failures caused by misuse, abuse, accident, vandalism, fire, flood, freeze, hail, lightning, acts of God and the like, or any extraordinary event beyond Rheem and Solahart's control.
- q) System failures (leaks) caused by operating the Solahart system when it is not supplied with potable water, free to circulate at all times.
- r) Solahart systems installed outside the fifty states (and the District of Columbia) of the United States of America.
- s) Solahart systems removed from the original installation location.
- t) Solahart components that have had their rating labels removed. Solahart components should not be used if the rating label is removed.

WARRANTY LABOR, MATERIALS, EQUIPMENT, SHIPPING, AND PROCESSING COSTS

Rheem will provide **warranty labor** for the **repair or replacement** of Solahart systems during the Applicable Warranty Periods. **Solahart systems should be serviced only by a qualified service technician. CONTACT THE RHEEM TECHNICAL SERVICE DEPARTMENT (by telephone at (800) 432-8373 or via their Internet address (techserv@rheem.com) BEFORE ATTEMPTING TO REPAIR OR REPLACE YOUR SOLAHART SYSTEM OR ANY OF ITS COMPONENT PARTS.** Rheem reserves the right to deny any billing for warranty labor on any Solahart system or any Solahart component part(s) completed prior to or without its authorization.

This Limited Warranty does **not** cover any expenses for **standard maintenance** service, permits, or removal and disposal of your defective Solahart system, or defective component part(s). All such expenses are your responsibility.

This Limited Warranty does **not** cover any **reinstallation materials and equipment costs** for the pipe, valves, fittings, or any other materials (not provided with the original Solahart system); equipment (lifts, hoists, cranes, etc.); or building modifications required to repair or replace your defective Solahart system, or its defective component part(s). All such expenses are your responsibility.

Rheem will pay the **transportation costs** for an **"in-warranty" replacement** Solahart system, or "in-warranty" replacement component part(s), **to a convenient delivery point** (selected by Rheem) near the place the original Solahart system, or original component part(s), is located: such as a local Rheem, Ruud, or Solahart water heating products distributor. You must pay any local freight charges, including the cost of returning the defective Solahart system, or defective component part(s), to a convenient shipping location (selected by Rheem): such as a local Rheem, Ruud, or Solahart water heating products distributor.

Rheem does **not** authorize, recommend, or receive any benefit from any **claims processing or similar fees** charged by others to process warranty claims for any Solahart system, or Solahart component part(s). Rheem 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 Solahart system is "in-warranty" (that is, within the Applicable Warranty Period). You can determine your Solahart system's warranty status by adding its Applicable Warranty Period to its date of original installation. However, if you do not have documentary proof of your Solahart system's date of original installation, your Solahart system's warranty status will be based on its date of manufacture. Use the date of manufacture of the oldest major component part (tank or solar collector panel) of your Solahart system (found on its rating label) and add ninety (90) days plus the Applicable Warranty Period to determine if your Solahart system is still covered by this Limited Warranty. You can also contact **Rheem's Customer Service Department (telephone (800) 621-5622)** with the complete model numbers, complete serial numbers, and original installation date of your Solahart system to determine its warranty status.

If your Solahart system is "in-warranty", contact the Rheem Technical Service Department – by telephone at (800) 432-8373 or via their Internet address (techserv@rheem.com) - for assistance in locating a qualified Solahart service technician or answers to your questions about the operation, maintenance, or repair of your Solahart system before doing any repairs or replacement work. Be prepared to provide the Rheem Technical Service person you call with the complete model numbers, the complete serial numbers, and the date of original installation or date of manufacture of your Solahart system in addition to an explanation of your Solahart system's problem.

If an exact replacement is not available, Rheem will provide you with the current model of your Solahart system, or Solahart component part(s), or a replacement Solahart system, or Solahart component part(s) with comparable operating features. If government regulations or industry certification or similar standards require the replacement Solahart system, or Solahart replacement component part(s), to have features not found in your defective Solahart system, or the defective Solahart 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 Solahart system, you will also receive a complete new Limited Warranty (with the full Applicable Warranty Periods) for the replacement new Solahart system.

DO NOT DESTROY, OR DISPOSE OF, ANY "IN-WARRANTY" DEFECTIVE SOLAHART SYSTEM, OR "IN-WARRANTY" SOLAHART DEFECTIVE COMPONENT PART(S), WITHOUT AUTHORIZATION FROM THE RHEEM TECHNICAL SERVICE DEPARTMENT. Rheem reserves the right to inspect, or require the return of, your defective Solahart system or the defective Solahart component part(s). Each "in-warranty" defective Solahart system must be made available to Rheem (with the original rating labels and all the component parts intact) in exchange for the replacement Solahart system. Each "in-warranty" defective Solahart component part replaced must be returned to Rheem in exchange for the replacement Solahart component part.

Warranty compensation is subject to validation of "in-warranty" coverage by Rheem Customer Service Department personnel:

- To obtain warranty compensation for an "in-warranty" defective Solahart system, you must provide Rheem with: (at Rheem's option) either the defective Solahart system (with the tank, solar collector panels, and component parts intact) or the complete original rating labels (photocopies are not acceptable) removed from the defective tank and defective solar collector panel(s); the complete model numbers and complete serial numbers of the Solahart tank and solar collector panel(s) that replaced the defective Solahart system; and, the date the original Solahart system failed. You may also be required to provide documentary proof of the defective Solahart system's date of original installation to establish its "in-warranty" status.
- To receive warranty compensation for an "in-warranty" defective Solahart component part you must provide Rheem with: the defective Solahart component part; the complete model number and the complete serial number of the Solahart tank or solar collector panel from which the defective component part was removed; and, the date the defective Solahart component part failed. You may also be required to provide documentary proof of the date of original installation of the Solahart system from which the defective component part was removed – or the date of purchase of the Solahart component part (if it was purchased separately) – to establish the "in-warranty" status of the defective Solahart component part.

Warranty claim documentation should be mailed promptly to **Water Heater Division, Rheem Sales Company, Inc., Customer Service Department, 2600 Gunter Park Drive East, Montgomery, Alabama 36109-1413.**

(CONTINUED ON REVERSE)