



### General Limited Warranty

## **FAQs**

#### Are Shipping Costs covered in the Limited Parts Warranty?

The Limited Parts Warranty does **NOT** cover ANY shipping costs.

#### Are Labor Costs covered in the Limited Parts Warranty?

The Limited Parts Warranty does **NOT** cover ANY labor costs or expenses for service, nor for removing or reinstalling parts.

#### Does Rheem approve any online resellers of HVAC equipment?

Rheem does not endorse, approve or certify any online sales of its products through auction websites, online retailers, liquidators or any other method of online sales direct to consumers without an in-person sales visit, inspection, and installation by a qualified, trained HVAC professional. Rheem published warranties do <u>NOT</u> cover any HVAC equipment sold in this manner.

#### Is the Limited Parts Warranty transferable to subsequent homeowners?

The conditional portion of the Limited Parts Warranty is <u>NOT</u> transferable. Subsequent homeowners do have the remaining balance of the original *base* Limited Parts Warranty.

### Why are homeowners required to register equipment for certain conditional warranties within 60 days from installation or closing of the purchase of their residence?

Registration of equipment provides Rheem with clear effective dates for the warranty, and provides homeowners with clear information as to the timing of their protection. The 60 day registration period begins at; the *replacement date* as indicated on the dealer invoice, or the *purchase closing date* of a new home.

### Can equipment be registered after 60 days from installation or closing date of residence purchase?

Consumers are encouraged to register their equipment even if it is after the 60 day registration period. If registration occurs after the 60 day registration period, then the base Limited Parts Warranty terms and conditions may apply.



#### How do customers register equipment?

Customers can register equipment online at <a href="https://www.RegisterMyUnit.com">www.RegisterMyUnit.com</a>. A confirmation email will be sent to the homeowner's email address that was provided during registration.

#### What information does the homeowner need to register equipment?

- Model number of each unit (indoor & outdoor models)
- Serial number of each unit (indoor & outdoor models)
- Date of Installation
- Homeowner's Name & Address (where equipment is installed)
- Contractor's Name, Address & Phone Number
- Confirmation of Homeowner's email address.

### Who should the homeowner contact if they have any questions or are having problems with the online registration system or process?

Homeowners should contact the installing contractor, who will work through their local Rheem distributor to solve any problems concerning online registration or to answer any general questions.

# In reference to conditions that require the outdoor model to be installed as part of a properly matched system as specified by the Air Conditioning, Heating & Refrigeration Institute (AHRI), does this apply to both condensing units and heat pumps?

Yes, this condition applies to both condensing units and heat pumps; however, there is a difference. Covered condensing units must be part of a properly matched system as specified by AHRI. Covered heat pumps must be part of a properly matched system as specified by Rheem.

#### What is the definition of a "residential application"?

A residential application is defined as any single-family dwelling, which includes apartments, condominiums, duplexes and homes.

#### For multi-family housing, what information does a property manager need in order to register equipment?

- Project/Property Name
- Unique address: including building, unit or apartment number for each installation
- Model number of each unit (indoor & outdoor models)
- Serial number of each unit (indoor & outdoor models)
- · Date of installation
- · Contractor's Name, Address and Phone Number
- Confirmation of Property Manager's email address

#### Do installations in multi-family housing qualify for Conditional Unit Replacement Warranties?

No, only installations in owner-occupied single family dwellings qualify for Conditional Unit Replacement Warranties.

For more information visit www.Rheem.com



# Prestige Series

LIMITED WARRANTY GUIDE											
MODEL	LIMITED 10-YEAR PARTS WARRANTY <sup>1</sup>	10-YEAR CONDITIONAL PARTS WARRANTY <sup>5</sup>	LIMITED 5-YEAR PARTS WARRANTY <sup>6</sup>	10-YEAR CONDITIONAL UNIT REPLACEMENT WARRANTY <sup>2</sup>	5-YEAR CONDITIONAL UNIT REPLACEMENT WARRANTY <sup>2</sup>	LIFETIME CONDITIONAL UNIT REPLACEMENT WARRANTY <sup>3</sup>	LIMITED LIFETIME HEAT EXCHANGER WARRANTY <sup>4</sup>				
	AIR HANDLERS										
RBHM	V										
RBHN	V										
RHKL		~									
RHPL	~										
RHPN	V										
COILS											
RCHL		<b>V</b>	<b>V</b>								
RCFL		<b>✓</b>	<b>✓</b>								
RCFM		<b>✓</b>	<b>✓</b>								
RCFN	-	<b>V</b>	<b>'</b>	-		-					
RCQD		<b>V</b>	<b>✓</b>								
				<b>CONDENSING U</b>	<u>NITS</u>						
RANL-JEZ	<b>✓</b>				V						
RAPM-JEZ	V				<b>V</b>						
RARL-JEC	<b>✓</b>			<b>✓</b>							
RARL-JEZ	<b>✓</b>			<b>✓</b>							
RASL-JEC	<b>✓</b>			<b>✓</b>							
RASL-JEZ	<b>✓</b>			V							
				HEAT PUMP	<u>S</u>						
RPNL-JEZ	<b>✓</b>				V						
RPQL-JEZ	~				V						
RPRL-JEC	<b>✓</b>			<b>✓</b>							
				GAS FURNAC	<u>ES</u>						
RGFE	<b>✓</b>					<i>'</i>	~				
RGFG	~					V	~				
RGGE	V					V	<i>V</i>				
RGJF	V					V	<i>V</i>				
RGLE	<i>V</i>						<i>V</i>				
RGLR	<i>V</i>						<i>V</i>				
RGPE	<i>V</i>						<i>V</i>				
RGPR	<b>V</b>						<b>✓</b>				

<sup>1</sup> Limited Parts Warranty of Ten (10) Years applies to the Manufacturer's heating and cooling models noted above that are installed in residential applications. A Warranty Period of Five (5) Years after the Effective Date will apply to compressors in all three-phase products, and all single-phase products installed in commercial applications.

3 A Conditional Lifetime Unit Replacement Warranty applies to the models noted above, for the Manufacturer to provide an exact replacement model to the original purchaser if the heat exchanger fails AND if the following conditions

a) unit is installed in a residential application, is still owned by the original purchaser; in the original installation location; AND
 b) warranty is registered with the Manufacturer within 60 days of original installation or closing of the purchase of your residence. Product registration is available online at www.registermyunit.com. Please refer to the Limited Warranty Exclusions on the product warranty card for additional information.

an Application warranty Period in Weeling (20) lears after the reflective Date:

§ A Ten (10) Year Conditional Parts Warranty applies to the noted models only, and if the following conditions are satisfied:
a) coils must be installed and properly matched with an outdoor unit from the Manufacturer, as specified by the Manufacturer and AHRI published ratings; AND
b) unit is installed in a residential\* application; is still owned by the original purchaser; in the original installation location; AND
c) warranty is registered with the Manufacturer within 60 days of original installation or closing of the purchase of your residence. Product registration is available online at www.registermyunit.com. Please refer to the Limited Warranty Coverage and Exclusions on the reverse side of this warranty card for additional information.

A Conditional Unit Replacement Warranty of Ten (10) or Five (5) Years after the Effective Date applies to the models noted above, for the Manufacturer to provide a replacement model to the original purchaser if the compressor fails AND if the A Conditional Unit Replacement Warranty of Ten (10) or Five (5) Years after the Effective Date applies to the induces notes above, for the manufacturer, AND is properly matched as specified by AHRI published ratings a) unit is installed with a new air handler from the Manufacturer OR an indoor coil and gas furnace from the Manufacturer, AND is properly matched as specified by AHRI published ratings b) unit is installed in a residential application, is still owned by the original purchaser; in the original installation; AND c) warranty is registered with the Manufacturer within 60 days of original installation or closing of the purchase of your residence. Product registration is available online at www.registermyunit.com. Please refer to the Limited Warranty Exclusions on the product warranty card for additional information.

<sup>4</sup> Limited Lifetime Heat Exchanger Warranty applies to the models noted above that are installed in residential applications. The Manufacturer warrants the primary heat exchanger and the secondary heat exchanger (condensing coil) to the original owner for his or her lifetime, provided the furnace is installed and used in the original owner where the above lifetime limited warranty conditions are not met or cease being met), or if the furnace is installed for non-residential use, the Manufacturer's warranty on the primary heat exchanger and the secondary heat exchanger (condensing coil) is for an Applicable Warranty Period of Twenty (20) Years after the Effective Date.

<sup>6</sup> Limited Parts Warranty of Five (5) Years applies to the Manufacturer's heating and cooling models noted above that are installed in residential applications.

## Classic® & Value Series



LIMITED WARRANTY GUIDE											
MODEL	10-YEAR CONDITIONAL PARTS WARRANTY <sup>2</sup>	LIMITED 5-YEAR PARTS WARRANTY <sup>1</sup>	10-YEAR COMPRESSOR WARRANTY <sup>7</sup>	10-YEAR CONDITIONAL COMPRESSOR WARRANTY <sup>6</sup>	10-YEAR CONDITIONAL UNIT REPLACEMENT WARRANTY <sup>3</sup>	20-YEAR HEAT EXCHANGER WARRANTY <sup>4</sup>	LIMITED LIFETIME HEAT EXCHANGER WARRANTY <sup>5</sup>	5-YEAR HEAT EXCHANGER WARRANTY <sup>8</sup>			
				AIR H	ANDLERS						
RBHP	V										
RHAL	V										
RHBL RHKL	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \										
RHLL	V										
RHSL	V										
RHWB		V						<b>✓</b>			
					COILS						
RCHL RCFL	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \									
RCFM	V	V									
RCFN	V	V									
RCQD	V	V									
					ISING UNITS						
RANL-*AZ RAPM-*AZ	V	<i>V</i>	<i>V</i>								
13AJL	V V	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	<i>V</i>								
14AJL	V	V		V							
13AJ	V	V		V							
14AJM	V	V		✓ // // // // // // // // // // // // //							
					T PUMPS						
RPNL-*AZ RPQL-*AZ	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	<i>V</i>	<i>V</i>	<u></u>							
13PJL	V	V									
14PJL	V	V		V							
14PJM	V	V		V							
15PJL	V	<i>V</i>		CACI							
DOLN					URNACES						
RGLN RGLQ	V V	<i>V</i>									
RGLT	V	V				V					
RGPN	V	V				V					
RGPQ RGPT	V V	<i>V</i>		<u></u>		 V					
RGRA	V	V									
RGRB	V	V					V				
RGRC	V	<i>V</i>					<i>V</i>				
RGRK RGRL	V V	<i>V</i>					<i>V</i>				
RGRM	V	V			<i>V</i>		~				
RGTA	V	V					V				
RGTC RGTK	V V	<i>V</i>					<i>V</i>				
RGTM	V	<u> </u>					<i>V</i>				
RGLS	V	V				V					
RGPS	V	<i>V</i>				<i>V</i>					
RGRS RGRT	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	<i>V</i>				<i>V</i>					
RGTS	V	~				V					
RGLS	V	V				V					
RGPS RGRS	V	<i>V</i>				<i>V</i>					
RGRT	V V	<i>V</i>				<i>V</i>					
RGTS	~	V				V					
				OIL F	URNACES						
ROCA		V					V				
ROLA		V					V				

\*\*PALIMITED RATES Warranty of Five (5) Years after the Effective Date applies to the heating and cooling modes noted above that are installed in residential applications. A Warranty Period of Five (5) Years after the Effective Date will apply to compressors in all three-phase products and all single phase products are products and all single phase products and all single phase products are placed by the Manufacturer, as specified by the Manufacturer and AHRI published ratings; AND

1) unit is installed in a residential application, is still owned by the original purchaser, in the original installation; AND

2) A Conditional Unit Replacement Warranty of Ten (10) Years after the Effective Date applies to the modes noted above, for the Manufacturer to provide a replacement model to the original purchaser if the heat exchanger falls during the first ten (10) years after the Effective Date will provide a public by the models noted above. For the Manufacturer warrants are placement model to the original purchaser in the original purchaser, in the original installation; and information.

2) A Warranty Period of Tiventy (20) Years after to the Limited Warranty Period of Tiventy (20) Years after the Effective Date will apply on the heat exchangers for th

# Residential Package Equipment & COMMERCIAL SERIES

LIMITED WARRANTY GUIDE												
	10-YEAR	LIMITED	LIMITED	LIMITED	LIMITED	LIMITED	LIMITED	LIMITED 20-YEAR	LIMITED LIFETIME			
		10-YEAR PARTS	5-YEAR PARTS	1-YEAR PARTS	10-YEAR	5-YEAR	10-YEAR FACTORY	STAINLESS STEEL	STAINLESS STEEL			
MODEL	PARTS	WARRANTY <sup>2</sup>			COMPRESSOR	COMPRESSOR	HEAT EXCHANGER	HEAT EXCHANGER	HEAT EXCHANGER			
	WARRANTY <sup>1</sup>	(Residential Applications)	WARRANTY <sup>3</sup> (Residential Applications)	WARRANTY <sup>4</sup> (Commercial Applications)	WARRANTY <sup>5</sup>	WARRANTY <sup>6</sup>	WARRANTY <sup>7</sup>	WARRANTY <sup>8</sup>	WARRANTY9			
	WARRANTI	(Nesidential Applications)	(Residential Applications)		(Residential Applications)	(Commercial Applications)	WARRAINTT	(Commercial Applications)	(Residential Applications)			
	PACKAGE GAS ELECTRIC											
RKKL				✓ V		V	V	V				
RKMA				V		V	V	V				
RKMB				<b>V</b>		<b>V</b>	✓	V				
RKNL-Res. App.	V		V		<b>✓</b>		V		V			
RKNL-Com. App.	 V			V	 V	<i>V</i>	<i>V</i>	<i>V</i>				
RKPL-Res. App. RKPL-Com. App.				 V			V	 V				
RRNL-Res. App.			~		V							
RRNL-Com. App.				V		<i>V</i>	V	V				
RRPL-Res. App.	V		V		V		V		V			
RRPL-Com. App.				V		V	V	<b>✓</b>				
RRRL-Res. App.		<i>V</i>			V		V		V			
RRRL-Com. App.				V DAOK 6	OF LIEAT D	✓ LINADC	<b>✓</b>	V				
				PACK <i>E</i>	<b>GE HEAT P</b>	UMPS						
RJMB				V		V						
RJNL-Res. App.	V		V		<b>✓</b>							
RJNL-Com. App.				<i>V</i>		· ·						
RJPL-Res. App. RJPL-Com. App.						 V						
RQNL-Res. App.					~							
RQNL-Com. App.	<u> </u>			V								
RQPL-Res. App.	V		V		V							
RQPL-Com. App.				V		V						
RQNM-Res. App.	· ·		V		V							
RONM-Com. App.				<b>✓</b>		<i>V</i>						
RQPM-Res. App. RQPM-Com. App.					<i>-</i> -							
RQPW-Res. App.												
RQPW-Com. App.	<u> </u>			~			<u> </u>					
RQRM-Res. App.	~		V		V							
RQRM-Com. App.				V		<b>V</b>						
				PACKAGE	<b>AIR COND</b>	ITIONERS						
RLKL				V		V						
RLMB				V		V						
RLNL-Res. App.	~		<b>V</b>		~							
RLNL-Com. App.				<b>✓</b>		<i>'</i>						
RLPL-Res. App. RLPL-Com. App.				 V	<i>V</i>							
RSNL-Res. App.					 V							
RSNL-Com. App.				~		~						
RSPL-Res. App.	V		V		V							
RSPL-Com. App.				V		V						
RSNM-Res. App.	~		V		V							
RSNM-Com. App.				~		V						
RSPM-Res. App. RSPM-Com. App.						 V						
IX-SF IVI-COIII. Αρβ.				MMERCIAL								
DANSE					SPLII AIR (							
RAWE				<i>V</i>		<i>V</i>						
RAWL				COMMEDCI	AL COLITIII	LAT DUMDS						
				COMMERCIA	AL SPLIT HI							
RPWL				V		<b>✓</b>						
			C	OMMERCIA	L SPLIT <u>Aif</u>	R HANDL <u>er</u>	<u> </u>					
RHGG				V								
RHGL				V								
RHGM				<b>✓</b>								
				COM	MERCIAL C	OILS						
RCCL				V								
RCCU				V								

<sup>1</sup>A Conditional Parts Warranty of Ten (10) Years after the Effective Date applies to the models noted above, if the following additional conditions are satisfied:
a) unit is installed in a residential application, is still owned by the original purchaser, in the original installation; AND
b) warranty is registered with the Manufacturer within 60 days of original installation or closing of the purchase of your residence.
Product registration is available online at www.registermyunit.com.
Please refer to the Limited Warranty Coverage & Exclusions on the product warranty card for additional information.

The Conditional Ten (10) Year Parts Warranty for the models noted above, installed in residential applications, will default to Five (5) Years if any of the conditions are not satisfied.

Res. App. = Residential Application Com. App. = Commercial Application

The Conditional Ten (10) Year Parts Warranty for the models noted above, installed in residential applications, will default to Five (5) Years if any of the conditions are not satisfied.

A Limited Parts Warranty of Ten (10) Years after the Effective Date applies to the single-phase models noted above that are installed in residential applications.

A Limited Parts Warranty of One (1) Year after the Effective Date applies to the single-phase models noted above that are installed in residential applications.

A Limited Parts Warranty of One (1) Year after the Effective Date applies to the single & three-phase models noted above that are installed in commercial applications.

A Limited Warranty Period in (10) Years after the Effective Date will apply on the compressors in the single phase models noted above that are installed in residential applications.

A Limited Warranty Period Five (5) Years after the Effective Date will apply on the compressors in the models noted above that are installed in commercial applications.

A Limited Warranty Period of Ten (10) Years after the Effective Date will apply to the factory standard heat exchanger for the models noted above, when installed in residential or commercial applications.

A Limited Warranty Period of Ten (10) Years after the Effective Date will apply to the stainless steel heat exchanger for the models noted above when installed in commercial applications.

A Conditional Limited Lifetime Warranty will apply to the stainless steel heat exchanger for the models noted above when installed in commercial applications.

A Limited Warranty Period of Ten (10) Years after the Effective Date will apply to the stainless steel heat exchanger for the models noted above when installed in commercial applications.

A Conditional Limited Lifetime Warranty with the Manufacturer within 60 days of original installation of the product warranty additional conditions are satisfied:

a) unit is installed in a residential application, is still owned by the original installation of the



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right to make changes without notice."

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