



Rheem Sales Company, Inc.

Authorized Service Provider Guidelines

March 2015

THIS DOCUMENT CONTAINS RHEEM CONFIDENTIAL INFORMATION



Before inspecting, diagnosing, repairing or operating any water heater, be sure to examine all of the safety and warning labels on the tank. Follow the instruction on these warning labels. Read and understand the Use and Care Manual that was shipped with the water heater. Failure to do so can result in unsafe operation of the water heater resulting in property damage, bodily injury, or death. Should you have any problems reading or following the instructions in the Use and Care Manual, please call our Technical Support Line.

Contacts

Service Contracts Department – For general purpose service contractor questions on **billing**, recruitment, access to MyRheem.com and anything **contract** related

Contractors@rheem.com fax 334-260-1332 Phone 877-882-0682

Technical Support – For specific **technical, installation, or specification** questions

TechAnalyst@rheem.com fax 334-260-1341 Phone 800-432-8373

Order Center – For general purpose **parts questions**, parts pricing, or checking on a parts order

CustomerService@rheem.com Phone 800-621-5622

Introduction to Rheem

Being an Authorized Service Provider is not just a matter of signing a contract. When your company becomes an Authorized Service Provider, Rheem expects you to conduct your operations with the highest level of professionalism, providing a well-trained work force and prompt, courteous, professional service. Our customers will expect the same.

This document forms a part of the Authorized Service Provider contract (the “ASP Contract”) between your company and Rheem. Please read this document carefully and be familiar with its terms.

Quality

Rheem ranks each ASPs based on the overall quality of work performed, this is based on first time resolution rate minus replacement rate to obtain an “overall success rate”. The higher your ranking, the more dispatches you will get if you are in an area with other ASPs. Your service ranking is also a consideration when asking for a rate increase.

Service Work

Authorization for all dispatch and service work comes from the Rheem Technical Support Line. **All Dispatches are paid at contract rate unless authorized by Rheem Technical Support or**

Contract Services prior to service. Submit only invoices for verified defective product repairs. All other invoices will be rejected, except where Rheem technical support has given prior authorization. Invoices for out-of-warranty services should be sent for payment to the *authorizing agency* (consumer or dispatching agency). Only manufacturing defects are covered by warranty, if you arrive on a jobsite and determine that the issue is not water heater related or not manufacturing defect, the customer is responsible for all charges (i.e. adjusting a thermostat, relighting a pilot, installation issues, gas pressure, power, slab leak, or something other than the water heater leaking. (**ALL customers are advised this prior to Rheem dispatching for service.)

It is extremely important that you clearly explain to the water heater owner (referred to in this document as the “Customer”) that if the complaint does not come within the Rheem warranty, the Customer will be responsible for the service charge at the time the service is rendered.

When you arrive at the job site, take a moment to note if the installation is up to code. If you suspect the unit is not up to code, please call the Rheem Technical Support Line and advise us before any work is done. Be specific in your opinion of the code violations. **You are not obligated to perform any service work on water heaters that have not been installed to local code.** Your contract with Rheem does not cover bringing a water heater installation into code; that is the owner’s responsibility. You will be paid for the trip if dispatched by Rheem Technical Support even though no work is performed due to code violations.

If at any time you encounter a dangerous situation, shut off the water heater and notify the Customer; then immediately call Rheem at 877-882-0682.

Prior to making a service call, the service contractor should establish contact with the Customer and should know before making the call the following data: date of installation, Customer name, address, phone number, serial number, and model number, service to be performed. An ASP is expected to make a service call within 24-hours of acceptance of the dispatch.

All information should be documented in detail on the Dispatch Request form.

Out of Territory Dispatch

Service Contractors have clearly defined geographical areas (by zip codes) in their contract and no travel will be authorized for service within these zip codes. If we attempt to dispatch you beyond your territory (zip code not provided to Rheem by you) please call 877-882-0682 for an authorization for additional time, **prior to traveling** outside your territory.

Parts

You must use Rheem Original Equipment Manufacturer (OEM) parts on Rheem, Ruud, Richmond, Paloma, Encore, Hotpoint, Vanguard or GE water heaters when you perform warranty service work under the ASP agreement. When you become an ASP, a parts account is set up for you, you may purchase and stock parts directly from Rheem at the wholesale distributor price, allowing you avoid the distributor markup.

All ASPs are expected to stock basic parts as outlined in the Recommended Parts Stocking List. The amount and type of parts you stock will depend on the mix of water heaters you work on. At a minimum, Rheem suggests you keep the following parts for immediate use (Call for customized recommendations): gas valve, thermocouple kits, heating elements (4500 watt/240 volt) upper and lower thermostats for residential electric, T&P valves, and drain valves.

Parts may be ordered individually or in bulk. Parts must be ordered on the ASP Parts Order form. If you do not have the part number, please have your model and serial number available.

Our invoices are dated the day of shipment and our present terms for ASPs are net 30 days. Any overdue balance may be subject to a service charge at the rate of one and one half percent (1 ½ %) per month. If payment is not made, deductions will be made from the labor claim.

Please note that the Dispatch Form asks you to choose whether you want Rheem to credit your account or to send you a replacement part for the part you use during the repair. If you do not mark either option, Rheem will credit your account.

Return Goods Authorization (RGA)

Please obtain a Return Goods Authorization (RGA) number from our Customer Service Department before you return any new and unused parts. To obtain a RGA number, please call our 1-800-621-5622 toll free line and talk to the agents that can order parts. They will issue an RGA and arrange for crediting your account upon receipt of the unused parts from you. We will need the original purchase order number the parts were purchased on or a copy of the invoice. Unused part returns are subject to a 25% restocking fee for invoices no more than 90 days. We do not issue RGA numbers to ASPs for in-warranty replacements.

Troubleshooting Support

Technical Support

For technical information and assistance regarding a water heater problem, please call Technical Support at 800-432-8373. Our technical support analysts will help you walk through troubleshooting on commercial or residential products. They can also authorize additional time and order warranty repair parts if needed.

For information unique to your ASP Contract with Rheem, you may call the Service Contract Analyst at 877-882-0682; or fax to 334-260-1332; or email to contractors@rheem.com. Service Contract Analysts can discuss bills received, bills paid, contract rates, contract status and authorize additional time if you are already on the jobsite.

Website

The Rheem website contains a technical support library. You can find technical support bulletins, use and care manuals, training manuals, part's diagrams and parts documents. Visit the

website at www.MyRheem.com. The same login is used for www.RheemParts.com which enables you to look up parts based on serial number.

Dispatch Request

Once a contractor accepts a Dispatch, the contractor must contact the customer within one (1) business day. If diagnostic assistance is needed, please contact Technical support for priority on-site assistance at **877-882-0682**, option 1. This will ensure you get priority call handling when on site.

Upon completion of job, please finish paperwork at jobsite.

If for any reason you are unable to accept a dispatch, you must notify Contract Services within two (2) hours and give the reason why.

Paperwork

The completed Dispatch Request must include the following: Start date and time; end date and time; Customer's signature to verify status (awaiting part or heater is working properly); service time; and travel time, if applicable.

You may only bill using Rheem's current Dispatch Request form. Payments will be delayed if not submitted on a properly completed dispatch form. Please keep a copy of the Dispatch Request for your record.

Please mail, email or fax Dispatch forms to:

**Rheem Manufacturing Co.
Attention: Contract Services
1241 Carwood Court
Montgomery, AL 36117
Fax: 334-260-1332
Email: Contractors@Rheem.com**

Un-Paid Dispatch Request

If at any time you find a Rheem Dispatch Request that you have sent and has not been paid, please call the office of the Service Contract Analyst at 877-882-0682 or fax a copy with a note to 334-260-1332. **The request for unpaid Rheem Dispatch Requests must be done within the 60-day period of the date on the Dispatch Request. We must have a copy of the Rheem Dispatch Request and not a copy of your invoice so we can pay you for the service performed.**