

DEFECTIVE HOT WATER HEATER CLAIMS PROCESS

Please use the following procedures to insure a timely turnaround on water heater claims. An addendum of frequently asked questions is included to help guide you through common problems in the claim process.

- 1) Do not return the defective heater to Orgill.
- 2) Remove the rating plate from the defective heater. This tag or sticker is called the Rating or Data plate. This shows the model and serial numbers of the water heater.
- 3) Contact the manufacture and verify if the water heater will be warranted. You will need the model and serial number from the rating plate.

Richmond/Rheem: Richmond Help Desk: 800-621-5622 ext. 4
Reliance: Residential Tech Department: 800-527-1953

If your water heater is a Rheem/ Richmond residential model covered under warranty there will be no RA number required to file your claim. If your model is a Rheem/ Richmond commercial water heater please reference the RA number on your paperwork.

- 4) Only "One Claim" per form will be allowed.
- 5) Cut and Tape (no staples) the rating plate in the box provided labeled "Defective Water Heater Information".
- 6) Remove the Replacement Sticker from the box of the New (Replacement) Hot Water Heater and tape it in the box provided labeled "Replacement Water Heater Information". If the sticker is not available, write the serial and model numbers of the new (replacement) water heater on the form. If the New Replacement box is checked the replacement model and serial number must be provided.
- 7) Complete the form:
 - a) Write the Customer Number in the box provided.
 - b) If the ship-to Customer number is different from the Customer number write the Ship-to Customer number in the box provided.
 - c) Write the Dealer Name, address, city, state and zip code in the space provided.
 - d) Write the Orgill Item number of the Defective Water Heater under "Orgill Item #".
 - e) Write the Installation Date of the Defective Water Heater in the space provided.
 - f) Check One:
 - No Replacement Unit
 - Cash Refund Given to Customer
 - New Replacement UnitIf the New Replacement Unit box is checked the Replacement Model and Serial number must be provided.

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- g) Write your name and the date the Water Heater Claim is filed in the space provided.
 - h) Proof of Sale or Installation must be attached to the back of the form and mailed to Orgill.
- 8) Make copy of complete form for your records.
- 9) Mail completed Original Water Heater Claim Form to:

Orgill, Inc.
Attn: Water Heater Claims
PO Box 140
Memphis, TN 38101-0140

Claims FAQs

The following is a series of frequently asked questions in the claims process. Please refer to these questions if a problem arises in filing a claim.

How do I know if a water heater is in warranty?

Dealers should check to verify that a water heater is within warranty before a claim is filed. Confirming a heater is still within warranty will prevent a claim from being denied later. Both Richmond and Reliance provide an 800 number that can be called to verify a claim. You will need the model and serial number from the rating plate. Claims filed on heaters out of warranty will be denied.

Rheem: Richmond Help Desk: 800-621-5622 ext. 4
Reliance: Residential Tech Department: 800-527-1953

What can I do if a water heater is out of warranty?

If a vendor determines a heater claim is out of warranty ask to confirm the date the claim expired. Warranties are normally tracked based on the date when a heater was made. Allowances can be made based on the date a heater was sold or installed. If the dealer or customer can provide Proof of Sale or installation the expiration date will be calculated from the date of sale or installation. Proof of Sale must be a copy of the receipt when the water heater was sold or a work order from the installer showing the date the water heater was installed. For a claim to be processed after the warranty period a copy of proof of sale or installation must be attached to the claim when submitted to Orgill. Without this proof the claim will default to the manufacture date.

Can I process multiple defective water heaters on the same form?

No. Each water heater claim must be filed on its own claim form. Multiple claims on the same form will be denied.

What do I do with the Rating/ Data plate on a defective water heater?

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The data plate should be removed from the defective heater and taped to the claim form in the box provided. Please do not staple rating plated to the form. Please do not send a copy of the data plate. Warranties cannot be claimed from Richmond or Reliance unless the original data plate is included. The data plate of the replacement heater should not be removed. There will be a sticker on the box with the model and serial numbers. This sticker should be removed from the box and taped to the claim form below the field titled *REPLACEMENT WATER HEATER INFORMATION*. If the sticker is not available please note the model and serial number from the data plate in this field.

What if my Rating/ Data plate will not come off the heater?

Original data plates must be submitted with the Orgill claim form for any claim to be processed. If a data plate cannot be removed from a heater please send a photo of the plate from the unit being filed for warranty and include an explanation in the *NOTE* field. Photos of data plates are **ONLY** accepted in special circumstances and will otherwise result in a denied claim.

Should I print a claim form and hand write in the information?

Yes. Claims can be hand written or typed but the information provided must be legible if a claim is to be processed. This includes a clear data plate with model and serial number. The serial number on replacement units must also be legible for a claim to be processed. If a serial number cannot be read, neither vendor will honor a claim and they will be denied.

My customer has a water heater from another brand. Can I file a claim?

Both Richmond and Reliance will accept a claim if they are the manufacture of the replacement water heater. Richmond will accept a Reliance defective with a Rheem replacement and Reliance will accept a claim with a Rheem defective if the replacement is Reliance. Both Richmond and Reliance will also accept any other brand defective as long as it is replaced by a Richmond or Reliance. The manufacture of the replacement is responsible for the claim. Orgill is unable to process claims where the replacement model comes from a manufacturer we do not stock. Examples of these other brands include State, GE, Kenmore, Bradford White, and Ruud. Claims for these brands should be filed directly with the original manufacturer. Any of these claims filed through Orgill will be denied.

What do I do if a customer has a claim on one of the competitive brands that I cannot file a claim on?

If a customer has a competitive water heater brand listed above that cannot be filed for a claim the dealer must contact the company that manufactured that water heater. Orgill cannot file claims on any water heater brand other than Richmond or Reliance. Claims filed on any other brand heater will be denied.

What is the warranty on a water heater that previously replaced another unit?

If a water heater was originally the replacement to another heater from an old claim, the new water heater is only warrantied to the expiration date of the original heater. An example is a 6 year water heater that fails in the 3rd year of use. The replacement heater is only warrantied for the remaining 3 years of the warranty on the original heater. The warranty does not renew for 6 years on the new heater. Dealers should check the remaining warranty through the Richmond and Reliance 800 number before accepting a claim. The #1 cause of denied claims is replacement models claimed outside of the warranty of the original unit. All claims filed on replacement units that exceed the expiration date of the original unit will be denied and not allowed credit.

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What do I do if a claim was denied for being incomplete?

If a manufacturer denies a claim after Orgill has credited a dealer the credit will be charged back to the dealer's account. This most often occurs on claims filed on heater that are no longer in warranty, replacement heaters that have been filed outside the warranty of the original heater, or incomplete claims missing data plates or replacement serial numbers. If a dealer can provide the additional or missing information credit can be reissued to a dealer.

I provided a replacement to a customer. Why was my claim denied?

The most common reason for a claim on a replacement heater to be denied is because the claim submitted without the replacement model and serial number. In order to track the remaining warranty years on a replacement this information must be provided with the original claim. This information is included on the sticker in which the heater ships or will be found on the data plate of the replacement heater. If a claim is filed with the NEW REPLACEMENT UNIT option selected, a replacement model and serial MUST be provided. Replacement unit claims without this information will be denied.

What do I do if my customer does not take a replacement heater or has already purchased one elsewhere?

Should a customer not take a replacement heater you can select the option *CASH REFUND GIVEN TO CUSTOMER*. This option is often used to replace a heater when the customer has already purchased a replacement heater at another source. For these claims the data plate of the original heater should be attached and *CASH REFUND* box should be checked. There will be no information on the replacement water heater and the *REPLACEMENT WATER HEATER INFORMATION FIELD* should be left blank.

What do I do with a defective water heater?

Do not send defective heaters back to Orgill. The data plate should be removed from the heater and included on the Orgill claims form. Defective heaters should be disposed of through local garbage or recycling program per your local rules. Some communities allow these to be disposed of through regular garbage pick-ups while others do not. Be sure to check with your local community before disposing of heaters.



PO Box 140
Memphis, TN 38101-0140
(901) 754-8850

Customer Number

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Ship-to Customer Number

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Water Heater Claims Form

Dealer Name

Complete Address

City State Zip Code

**Please complete claim form and return to Orgill:
ATTN: WATER HEATER CLAIMS DEPT.
*ONE CLAIM PER FORM***

CLAIM CODE:
5

**ATTN: No Water Heater Claims
Can Be Processed Without The
Original Rating Plate Sticker. No
Copies Will Be Accepted!**

Defective Water Heater Information

Cut & Tape Information Portion of Rating Plate Here!
(TAPE ONLY)

MUST HAVE ORIGINAL RATING PLATE STICKER!

Orgill Item #

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Installation Date: _____

✓ Check One Please

<u>No</u> Replacement Unit	
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Cash Refund Given to Customer	
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<u>New</u> Replacement Unit	
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Written by: _____

Date: _____

Notes:

Replacement Water Heater Information (If no replacement sticker, please use Model and Serial Number)

Cut & Tape Replacement Sticker Here
(TAPE ONLY)

Replacement Model #

Replacement Serial #

Administrative Use Only:

Approved by: _____ Date: _____ Net Amount of Credit: \$ _____