

FAQ: COMMERCIAL TANKLESS ELECTRIC WATER HEATERS

Energy efficient, on demand water heaters for low flow applications.



1	Do standard price columns apply?	Pricing is noted in the National Distributors Price List (NDPL) via standard price columns. Price columns are identified by order volume 1-3 units, 4-17 units, and 18+.
2	How is special pricing processed?	Special pricing requests are to be submitted through Rheem's CART process.
3	Is there a difference between Rheem's column pricing/FFA program and Eemax's column pricing/FFA?	There is no difference, as standard price columns apply.
4	Will the 12 unit tankless electric water heater FFA requirement also deliver best column pricing (equivalent to 18+ column price)?	No, standard price columns apply.
5	Who has authority to override standard process?	Any deviation from standard pricing or programs require Wholesale Sales leadership approval. This should be coordinated by the Regional Sales Manager.
6	How are Rheem job quotes processed?	Job quotes are to be submitted through Rheem's CART process.
7	How are no charge samples for reps/ agents processed?	
8	How are no charge samples for builders or contractors processed?	No charge samples must be approved by Regional Sales Managers with oversight from Wholesale Sales leadership. Work with your Regional Sales Manager for details.
9	How are no charge samples for distributors processed?	
10	Where does Rheem literature and marketing / training support materials reside?	Rheem tankless electric collateral is available for download on MyRheem.com. You may also visit Rheem.com for product details.
11	Can product from both brands (Rheem and Eemax) be ordered on the same PO?	Purchase orders are brand dependent. A single PO may not be issued to order both Rheem and Eemax branded products.
12	What is the contact information for technical support?	Contact Rheem at 800-374-8806 for warranty, parts and technical support.



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13	How are spare parts ordered?	Spare parts are outlined by part number in the Installation Guide & User's Manual and also listed on MyRheem.com. Parts are available for order, contact 800-374-8806, please have the serial number and model number of the unit ready.
14	Are Rheem handwashing spare part numbers the same as Eemax spare parts?	Yes, the same spare parts may be ordered regardless of brand. See Installation Guide & User's Manual or MyRheem.com for a list of spare parts.
15	How are returns processed?	A Returned Merchandise Authorization (RMA) is required for any return. The RMA should be handled through the point of purchase. No returns will be accepted by the Manufacturer without a RMA number and Manufacturer assumes no responsibility for a water heater returned without a RMA number.
16	What is the warranty process?	Models to be returned to point of purchase. Valid warranty claims to be processed by contacting the Manufacturer.
17	How are warranty claims processed?	For warranty, spare parts and technical support, are handled by contacting the Manufacturer at 800-374-8806. Warranty claims will be handled through the Manufacturer's National Service and Quality departments.
18	What is the commission rate for sale?	Pursuant to commission terms and Rheem agency agreements.
19	What are the terms?	As per Distributor Agreement.
20	Are there rebates?	
21	Are there buy back guarantees?	No buy back programs are associated with the Rheem handwashing launch.
22	Are Rheem handwashing models available for the retail channel?	Rheem handwashing models are not available via retail channels at this time.
23	Are there any sales or marketing promotions in support of launch?	There are no promotions associated with launch of Rheem handwashing models at this time.

In keeping with its policy of continuous progress and product improvement, Rheem reserves the right to make changes without notice.

Rheem Water Heating • 1115 Northmeadow Parkway, Suite 100
Roswell, Georgia 30076 • www.rheem.com

Rheem Canada Ltd./Ltée • 125 Edgeware Road, Unit 1
Brampton, Ontario L6Y 0P5 • www.rheem.com



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