



Subject: FLOOD DAMAGED WATER HEATERS

As noted in an August 29, 2007 News Release from GAMA (Gas Appliance Manufacturer's Association), "it is important to remember that all flood-damaged plumbing, heating, cooling and electrical appliances and related systems should be replaced, rather than repaired. [...] The association also recommended that all work on flooded equipment be performed by qualified, licensed contractors, not by homeowners."

In addition to the information provided by GAMA on their website at www.gamanet.org, the following are guidelines for our product:

The standard warranty on residential and commercial water heaters both state that warranty is void if the heater has been in a flood. As the damage was due to a flood, no warranty reimbursement for tank, parts or labor will be provided regardless of age of the heater. The home/business owner should look to their insurance for reimbursement.

Any **residential gas or electric** water heater that has been flooded must be replaced. Rebuilding of the heater is not allowed.

Any **commercial electric** water heater that has been flooded must be replaced.

Any **commercial gas** water heater that has been flooded should be replaced. Rebuilding the heater, especially if it has been totally submerged, is not recommended. If the heater is rebuilt, the remainder of the warranty will not be provided. The entity rebuilding the unit and the end user/owner accept full responsibility for any property, bodily, or other damages that occur with continued use of the unit.

For further information on flood damaged heaters, please refer to GAMA's website, www.gamanet.org; Click on "News & Publications"; then "News Releases" contact Reliance Water Heaters at:

1.800.365.4054

Or view the GAMA article dated 08/29/07 using the URL below:

[http://www.gamanet.org/gama/news.nsf/7cc08f1cee1371ec85256e5f005a02ea/49bffac257019b8385257346006a7a39/\\$FILE/Flood%20Appliance%20Awareness%202007.pdf](http://www.gamanet.org/gama/news.nsf/7cc08f1cee1371ec85256e5f005a02ea/49bffac257019b8385257346006a7a39/$FILE/Flood%20Appliance%20Awareness%202007.pdf)