



## **Warranty on Retail Sales Center Unit(s)**

The authorized Rheem Distributor is responsible for providing education and training to its Retail Sales Partners regarding the procedures for managing the registration and warranty transfer of units at **Manufactured Housing Retail Sales Centers**.

### **Step 1: Retail Sales Center Registers the Display Unit(s)**

The Retail Sales Center is responsible for registering the Manufactured Housing (MH) equipment when they receive them on site. The warranty registration process will be done through [registermyunit.com](http://registermyunit.com) and will require the following information to be filed out:

- **For Homeowner Information**
  - Input "MH" in the First Name field
  - Input "Retail Sales Center Name" in Last Name field
  - Input the business address of the Retail Sales Center
- **For Contractor Information**
  - Type "Enter Details Manually" and/or type "Retail Sales" while under "Lookup by Contractor Name" and select "Enter Manually"
    - Input your full dealer business information under the Contractor Details

### **Step 2: Transfer the Warranty Upon Sale**

When the home is sold, it is the responsibility of the Retail Sales Lot to inform the customer of the warranty transfer process. Please see some quick highlights (not limited to) on what should be discussed during this conversation:

- The new homeowner should be instructed to reach out to [Registrationhelp@rheem.com](mailto:Registrationhelp@rheem.com) with the following information:
  - Purchase Documentation
  - Homeowner Information
    - First/Last Name
    - New Address
    - Email Address
    - Phone Number

### **Notes Regarding Warranty Continuity**

The warranty will continue from the original installation date/proof of occupancy date and will be adjusted pending purchase documentation provided during **Step 2**, maintaining uninterrupted warranty coverage for the homeowner. This process ensures the display unit's warranty is fully transferable and remains valid from the initial installation date. Like in previous years, MH equipment includes a one-year labor warranty that begins when the homeowner takes occupancy.