



A Touchstone Energy® Cooperative

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Water Heater - Leaky Tank Claim Procedure

Marathon (Rheem) Brand

Option #1: Contact Your Local Menards Store

Call Menards with the model # and serial # before traveling to the store. A Menards customer service representative will check the credit/exchange details for your particular model.

Menards will instruct you to either:

- Bring in the whole defective unit.
- Bring in the name plate sticker (serial # sticker). →



Guidelines vary with each model. Menards will perform an even exchange for a new unit, or issue a credit. Local store phone numbers:

Defiance, OH - **419-782-0436**

Angola, IN - **260-665-0600**

Fort Wayne, IN - **260-492-8430**

Holland (Toledo), OH - **419-865-1898**

Option #2: Call a Rheem Authorized Dealer

Call the contractor's office with the model # and serial #. They will then contact the manufacturer on your behalf. Local dealer phone numbers:

Woolace & Johnson (Defiance, OH) - **419-682-4316**

Unity Plumbing & Heating (West Unity, OH) - **419-924-2423**

Option #3: Call Rheem Technical Support

A Rheem representative will go over the options with you. If the claim is approved, they will issue a credit or release a refund in the amount of the fair market value.

Call: 1-800-321-6718, Option #1

Freedom Brand

Contact Freedom Technical Support

A Freedom representative will review the information regarding the warranty and will inform you of the available options.

Call: 1-800-365-8170