

**RED
HOT**

**REPAIR
SERVICE**

Partner with a supplier who has your back. We know the product because we sell the product.

Professional, factory trained technicians to service the water heaters you purchase from us. We're here for you if and when you need us. Consider us an extension of your team.

Whether it's in-warranty or out-of-warranty water heater service — we are here to make you look good in front of your customer. If we service the unit in warranty you and your customer will not see a bill. If the unit is out of warranty we will get your permission to install the part and bill you, which puts you in the driver's seat when billing your customer.

- All of our technicians are factory trained and certified with all models and diagnostic equipment which will ensure that we quickly and efficiently service your customer.
- Rundle-Spence is not an Authorized Service Provider (ASP) and is not listed in any ASP directory for end consumers. We only service what we sell (warranty & out-of-warranty) and will never compete with our contractor ASP partners.
- We will handle all paperwork related to the warranty service work we do.





DELIVERY RADIUS AND FEES	
<i>The rates below will be billed from the time our tech leaves Rundle-Spence until he returns to Rundle-Spence or from job to job.</i>	
Standard Rates apply Monday thru Friday 7am - 5pm, excluding Holidays	After Hours Rates
Red Hot Repair Service - \$95 per hour <i>(minimum 1 hour)</i>	Red Hot Repair Service After Hours - for out-of-warranty \$142.50/hr. <i>(minimum 1 hour)</i> Red Hot Repair Service After Hours - for in-warranty \$47.50/hr. <i>(minimum 1 hour)</i> <i>Manufacturers do not cover after hours rates. Therefore, the contractor will be billed for rates exceeding the regular rates.</i>

- ▶ **Do you service brands other than Rheem?**
 Yes. We also service Noritz and Rinnai tankless water heaters. Rheem is the only tank-type water heater we service. We may be servicing more in the future, so please check back with us!
 - Rundle-Spence will not service water heaters sold from other wholesale companies.
 - We offer service on residential, commercial and tankless units.
 - We stock a large inventory of parts to service these units on the very first call.
- ▶ **What's the cost for warranty work?**
 Nothing, unless the repair involves an installation error, venting issues or gas pressure issues (which are not covered under manufacturer warranty), charges will be applied to the contractors account requesting service.
- ▶ **What will happen if a heater is determined to be out of warranty?**
 We will inform the customer of the issue and contact the contractor so they can choose to repair it themselves or have our technician perform the repair onsite.
- ▶ **How do you charge for out of warranty service?**
 If we assess that the heater is out-of-warranty we will contact you before installing any service parts. We will bill you, the contractor, so you have the ability to mark up our out-of-warranty service. Our out-of-warranty service rates are as follows:
 - We charge for time and materials. Both our Standard rates and After Hour rates are listed above. We charge time and a half for service during nights, weekends and holidays.
 - Parts for out-of-warranty work are at a set price which allows us to keep a larger inventory of parts as well as our hourly rates competitive.
 - Contractors will have the ability to mark these prices up.
- ▶ **Do you compete with plumbers that are Rheem Authorized Service Providers (ASP)?**
 No. Rundle-Spence is not a contractor or licensed plumber. Although we are authorized by the manufacturer to repair their products, we are not listed as an Authorized Service Provider (ASP) in any ASP directory for end consumers. We only service what we sell (warranty & out-of-warranty) and will never compete with our contractor or ASP partners.
- ▶ **Will you accept service requests from end consumers?**
 No. We will never accept service requests from anyone other than a contractor with a current account on products purchased from our company. Contractors will have the ability to mark these prices up.
- ▶ **Do you replace leaking water heaters?**
 No. Our technicians do not hold plumbing licenses, therefore we are not authorized to replace or install water heaters.
- ▶ **How far will we travel to repair? Is there a mileage limit?**
 Yes. We will travel 60 miles from each of our locations. For out-of-warranty work we will travel further, however, we charge on total time and materials.
- ▶ **Do you carry liability insurance for service?**
 Yes.

MILWAUKEE (262) 782-3000 (800) 783-6060	MADISON (608) 222-0636 (800) 783-7373	FOND DU LAC (920) 322-2800 (855) 329-2800
RED HOT REPAIR SERVICE / Emergency phone numbers:		
(414) 588-9186	(608) 622-7330	(920) 238-6440