



Rheem Water Heaters Customer Care Center

1241 Carwood Court · MONTGOMERY, AL 36117 · Phone (334) 450-2000

October 2010
HP50 Comfort Solution

Dear Customer,

Rheem Water Heating plans to offer a free upgrade to Customers who purchased our initial models of heat pump water heaters (inclusive of the following brands: Rheem, Ruud, Richmond or EcoSense). The existing control system will be upgraded to the latest technology we have in production today. This upgrade will provide more available hot water to the user when the heat pump water heater is operating in Energy Saver mode. We will also perform a complimentary system verification check including compressor performance and refrigerant charge level.

With reference to the figure below and specifically the four numbers 3209 highlighted within the serial number. The second two digits represent the year of manufacture of the unit. The first two digits are the week of that year of manufacture. Therefore, this example says that this product was manufactured the 32nd week of 2009.

If you have a heat pump water heater manufactured after 3510 (September 1, 2010), the technology upgrade has been made and no action is necessary.

Name of product: Heat Pump Water Heater HP50

Manufacturer: Rheem Manufacturing Company

Brands: Rheem, Ruud, Richmond, EcoSense



The picture to the left shows a sample portion of your rating plate. In your serial number, **if the four digit number after the letter “N” is between 3209 – 5009 or 0210 - 3510, then your water heater is eligible for this upgrade.**

Eligible Product Serial Numbers: 3209-5009 or 0210-3510

Action: Complimentary control board replacement, compressor check, and charge verification.

Consumer Contact: If you believe that you're eligible for this field upgrade, please call Rheem toll-free at 800-995-0982 from 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday.

Please have the serial number of your water heater ready when you contact Rheem.