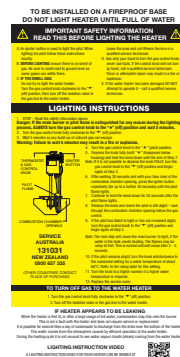




Important Safety Reminder Gas Storage Water Heaters

As someone working with gas, you already understand the importance of following the appliance's operating instructions precisely. We now seek your assistance in making sure your customers are aware of the correct procedure for re-lighting a gas water heater. Obviously the best time to discuss this with your customer is during the initial installation, however any calls you make to a household with a gas storage water heater are opportunities to reinforce the safety message.

All water heaters operate slightly differently, so it is important to familiarise the customer with the correct relighting instructions for their particular model. These are contained in the Owner's Guide and also applied as a sticker to the water heater inside the access panel (see examples below).



If these instructions are unavailable or unclear, videos on how to re-light a gas water heater, and downloadable copies of the Owner's Guide, are available from our website at <http://www.rheem.com.au>

Following the correct procedures is important, so if your customer is still in doubt as to how to go about the re-lighting process, ask them to call you, or us if you prefer, on 13 10 31 for assistance.

Gas storage water heaters are widely used throughout Australia and are safe as long as they are operated and maintained correctly. If you have any queries regarding this advice do not hesitate to call us.

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