

## Marathon water heater troubleshooting process

1. Refer to your Marathon Use & Care Manual (troubleshooting guide section); or hire a licensed plumber to diagnose the problem. New Hampshire Electric Co-op (NHEC) does not diagnose, service, or install water heaters. **Please refer to the manufacturer's limited warranty that came with your water heater for specific warranty information.**
2. If you purchased the Marathon water heater from NHEC, please contact our Member Solutions department at 800-698-2007 (Mon. – Fri. 8 a.m. – 5 p.m.) Please note: if you purchased the Marathon water heater elsewhere, you should contact your distributor to order replacement parts.
  - a. Provide your name (and the members name if different), service address, and the serial & model numbers of the water heater
  - b. Order the replacement part needed
  - c. Our representative will assist you in determining if the part is within the warranty period:
    - i. **Residential use** – parts are covered for 6 years from the date of manufacture (as determined by the serial number); the tank is warranted not to leak for as long as the original purchaser owns the home and does not move the water heater (if the home is sold the tank warranty converts to 15 years from the date of manufacture).
    - ii. **Commercial use** – parts are covered for 5 years from the date of manufacture; the tank is warranted for 10 years from the date of installation.
    - iii. **Dairy use** – parts are covered for 3 years from the date of manufacture; the tank is warranted for 10 years from the date of installation.
    - iv. **Industrial use** – parts are covered for 1 year from the date of manufacture; the tank is warranted for 5 years from the date of installation.
    - v. **The defective part must be returned to NHEC for warranty processing. If you wish to purchase additional parts you may do so when you place your order with our Member Solutions representative.**
    - vi. **If the part is not covered under the warranty you will be charged for the replacement part and will not be required to return the defective part.**
  - d. Schedule a time and location (at one of our nine district offices throughout New Hampshire) to pick up the replacement part and return the defective part; and make payment (if applicable).
3. **Bring the defective part with you when you pick up the replacement part (as required for warranty processing).** If NHEC does not receive the defective part you will be billed for the replacement part. NHEC staff will examine the part for warranty processing.

Please note: exclusions to warranty may apply. Example - if an element is determined to be “dry-fired” or parts are deemed defective due to improper installation, they are not covered under the manufacturer's warranty and you will be billed for the replacement part. For specific warranty information (including exclusions) please refer to the manufacturer's limited warranty that came with your Marathon water heater.