



Water Heater Serial Number

Home > Water Innovations

Better Support, Better Solutions

Doing what we do better. It's what we strive for, and it's what motivates us to develop innovative solutions to make plumbers' jobs a little easier. So, Rheem® is always thinking about new ways to be smarter, faster, simpler and better—from the products we make to the support we provide our partners. That's why we spend countless hours on research and development to bring the products, features, tools and programs that make the biggest positive impact. What follows are some of our latest innovations designed to do just that.



ProPlumber Loyalty Program
LEARN MORE >

New Rheem Water Softeners
LEARN MORE >

Parts Xpress Xpansion
LEARN MORE >

Training & Support

Virtual Help, Real Solutions

Help Lightning™ uses merged reality to create a real-time Virtual Interactive Presence. This allows you to visually interact, assist with issues and resolve problems as though you are working side-by-side with a Rheem Tech Support representative.

Merged reality blends together two real-time environments allowing you to interact in a virtual environment with our technical support team. It's like having our technical analyst on site with you. After calling into Tech Service, we send a link to your smart phone. You simply tap the link, and we can see and share information through the virtual environment.

- **Robust Features** – Telestrate, freeze images, use hand gestures, share pictures and even add real objects into the merged reality environment
- **Quick & Accurate Diagnosis** – Minimize wait or customer downtime
- **Mobile Environment** – Works with iOS and Android devices

P2P: Plumber To Plumber Training Help Lightning Fixit Applet



DOWNLOAD BROCHURE

Have an Idea Rheem Should Explore?

Give us a suggestion, and it just might lead to our next innovation

SUBMIT YOUR IDEA



Helpful for Homeowner

Products

Heating & Cooling
Water Heaters
Pool & Spa Heaters
EcoNet®
Home Innovations
ENERGY STAR® Products

Tools & Resources

Find a Pro
Find a Store
Water Heater Cross Reference
Product Registration
Water Heating Blog
Air Conditioning Blog
Rebate Center
Federal Tax Credits
Consumer Financing
Homeowner Help Center
Frequently Asked Questions
Promotions
Water Heater Technical Bulletins

Commercial Solutions

Products

Heating & Cooling
Commercial Water Heaters
Commercial Innovations

Tools & Resources

National Accounts
Builders Program
Commercial Financing
Commercial Resources
Water Heater Cross Reference
Air Conditioner Cross Reference

Pro Toolbox

MyRheem Portal

Become a Rheem Pro

Tools & Resources

Contractor Financing
Replacement Parts
Rheem Academy
ILC Training

Company Information

Why Rheem

Locations & Brands

Careers

Developers

Sustainability

Degrees of Innovation
Degrees of Efficiency
Degrees of Leadership
Product Sustainability



Top Pros By City – [More Cities](#)*

Austin, Texas

Boston, Massachusetts

Charlotte, North Carolina

Chicago, Illinois

Columbus, Ohio

Dallas, Texas

Denver, Colorado

Detroit, Michigan

El Paso, Texas

Fort Worth, Texas

Houston, Texas

Indianapolis, Indiana

Jacksonville, Florida

Los Angeles, California

Memphis, Tennessee

Nashville, Tennessee

New York, New York

Oklahoma City, Oklahoma

Philadelphia, Pennsylvania

Phoenix, Arizona

Portland, Oregon

San Antonio, Texas

San Diego, California

San Francisco, California

San Jose, California

Seattle, Washington

Washington DC,
District of Columbia



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Rheem Manufacturing ranks as the global leader in the manufacture of high-quality, sustainable, and innovative water heaters, tankless water heaters, air conditioners, furnaces, pool heaters, and HVAC systems for residential and commercial applications, and is a full member of AHRI, the Air-Conditioning, Heating, & Refrigeration Institute. *All pros listed are independent dealer-owned businesses, and not owned or operated by Rheem Manufacturing Company.

¹Where available. Rebates vary by state and utility provider. ²Source: Rheem leak-sensing data; testing under a vacuum lock using 50 gallon tank, no expansion tank, average tank pressure of 40 psi, assuming no additional faucets are opened. ³Warranty parts only. Most common parts are stocked. In select areas.