

# WE MAKE PLUMBING MORE PLEASANT

Everything we do, we consider how it will affect the lives of plumbers who've partnered with us. And we have a team of people whose sole job is to move plumbing forward.

## Pro Profile Pages

We just made your profile page on **Rheem.com** or **Ruud.com** even better. These new enhanced pages make it easy to give you greater customer trust, more installs, more service calls—and more revenue. Your page can include:

- Business hours, address and contact details
- Images and video of your team, offices, latest installations, etc.
- Current offers and promotions
- Link to your online booking tool
- Ratings and reviews from your customers
- Social media links and more

Update yours at **MyRheem.com** or **MyRuud.com**

## RealSupport

If a plumber runs into an issue in the field, RealSupport enables person-to-person video call support with augmented reality (AR) capabilities. So, a plumber in the field can call another plumber, the support person at his office or even a distributor technical rep to help troubleshoot an installation or service issue. You save time, truck rolls—and of course, money.

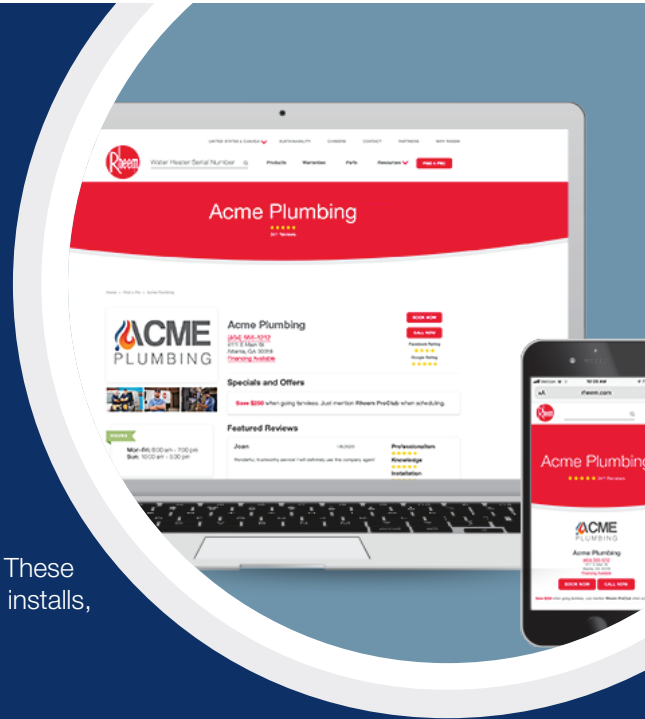
### Key Features:

- Audio, video and on-screen drawing to quickly solve problems
- Get eyes on a problem remotely and avoid dispatching a second plumber
- Drawings stay where you drew them, so as you move the camera, you can trouble shoot in a new area without losing on-screen annotations in the previous
- Add a third person to call for additional help

## EcoNet Diagnostic Mode

During a service call, the plumber can scan the water heater's barcode and access the unit's alarm/alert history without using the homeowner's phone or needing to get a password for their WiFi network. So you don't have to go through a time-consuming diagnostic process—with EcoNet Diagnostic Mode, you can identify the issue in seconds. The result is shorter service calls—and ultimately, happier customers.

EcoNet Diagnostic Mode is available now on Rheem Gladiator™ and ProTerra™ Hybrid Electric Water Heaters, with more coming soon.



The new degree of comfort.®