

BENCO ELECTRIC COOPERATIVE RHEEM MARATHON WATER HEATER



Frequently Asked Questions

WILL THE LOAD CONTROL DEVICE HELP SAVE ME MONEY?

You will not see direct savings on your monthly bill. The load control on the water heater helps BENCO control its peak energy purchases which help keep the entire Cooperative's wholesale energy costs down. This affects the rates all members pay.

WHAT IS THE WARRANTY OF THE WATER HEATER?

The water heater tank has a residential lifetime warranty against leaking to the original purchaser and six years on parts. For commercial accounts, the tank is covered under the warranty for ten years and six years on parts.

DOES BENCO PAY FOR WARRANTY REPLACEMENT?

BENCO will help supply parts or water heaters that are within their warranty period. Costs for labor are not included within the warranty.

WHAT IS THE PHYSICAL SIZE OF THE WATER HEATER?

BENCO offers the MR50245C, MRG85245C and MRG105245C. Additional specification information can be found by clicking the Water Heater Specifications button on the webpage.

WHY IS THE WATER HEATER SO LARGE?

These water heaters have larger capacity so that it can continue supplying hot water to your home during control periods. Sometimes, control periods can last up to eight hours.

WHAT IS THE VOLTAGE OF THE WATER HEATER?

The water heater operates on 240 volts. It will also operate on 208 volts.

HOW OFTEN IS THE WATER HEATER CONTROLLED?

In an average month, BENCO controls approximately two or three days. Control periods can be as long as eight hours at a time but usually end up being only 4 - 6 hours long.

WILL THE WATER HEATER RUST OR LEAK?

BENCO uses Rheem Marathon water heaters that are made of plastic and guaranteed not to leak for the life of the water heater.

CAN I PURCHASE A WATER HEATER AND USE IT WITH MY WOOD STOVE OR GEO UNIT?

No, water heaters purchased through BENCO must be heated solely by electricity.

HOW DO I REGISTER MY WATER HEATER?

You can register your water heater at <https://www.rheem.com/warranties>.