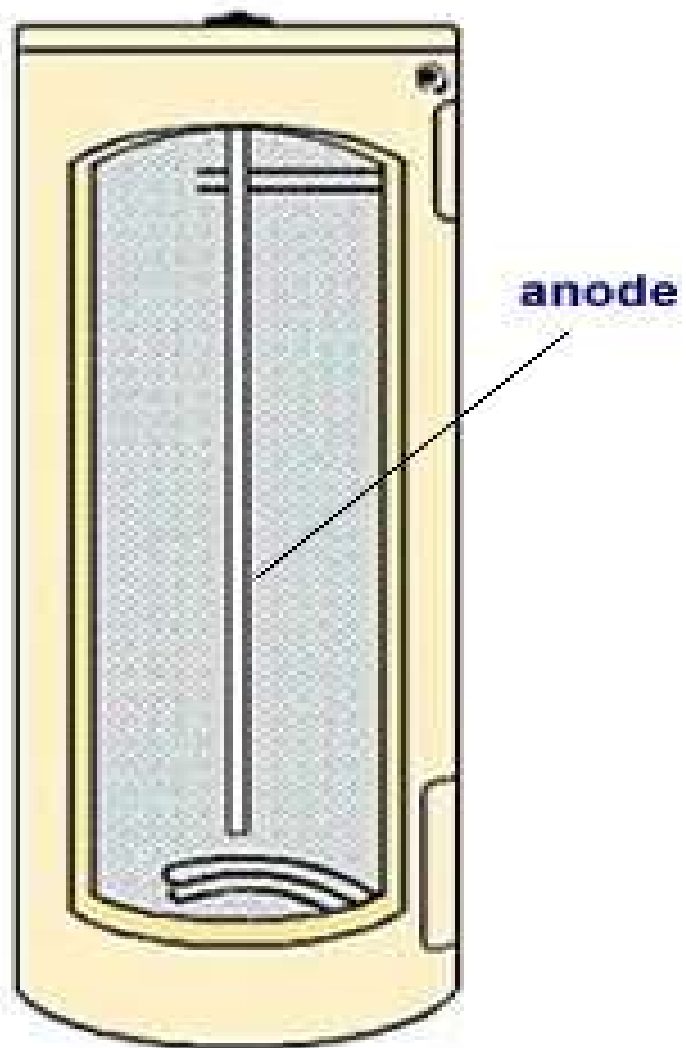


# EXTRALIFE HOT WATER

*Triple the life of your hot water tank  
guaranteed, simple and economic.*



Cutaway section of a  
typical water heater

Established in May 2000

[www.extralife.com.au](http://www.extralife.com.au)

1300 130 626

## FAQ

### HOW OFTEN SHOULD THE ANODE BE REPLACED?

The life of an anode depends on several factors. We assess the relevant factors with the client and make our recommendation accordingly however, the average period is 5 years for each replacement.

### SHOULD I JUST GET A PLUMBER TO CHANGE MY ANODE?

Very few plumbers carry anodes and even those who do, do not understand the technicalities of the job that anodes do. They also do not carry a full range as there are several different alloy variants used for anodes.

### WHAT DOES IT COST?

The cost ranges from \$130 to \$190. The average (most common) is \$165 before our discount offer. There is NO CHARGE to come and inspect / report on your tank and you are under NO obligation. Some tanks have 2 anodes so the cost for such tanks is dearer by approx \$90 on the above prices.

### HOW CAN I PAY?

We accept Visa, Mastercard and American Express or cash. We prefer not to take cash however. We can also allow you to pay via direct debit if you wish. We don't have accounts, so ask for payment on the day please.

### WHAT GUARANTEE DO YOU OFFER?

We offer a full 6 month, money back guarantee against your tank failing because of rust if we deem that it is serviceable. This is subject to us inspecting the failed tank. If we can't inspect the failed tank within 5 working days of it failing (leaking), then we will refund your money on seeing that a new tank is installed at your premises. We will also remove your old tank free of charge under these circumstances.

### HOW LONG DO TANKS USUALLY LAST?

Tanks average a life of 5 to 8 years. Some can last 10 years. By having us service your tank on a regular basis, we can double, even triple its life.

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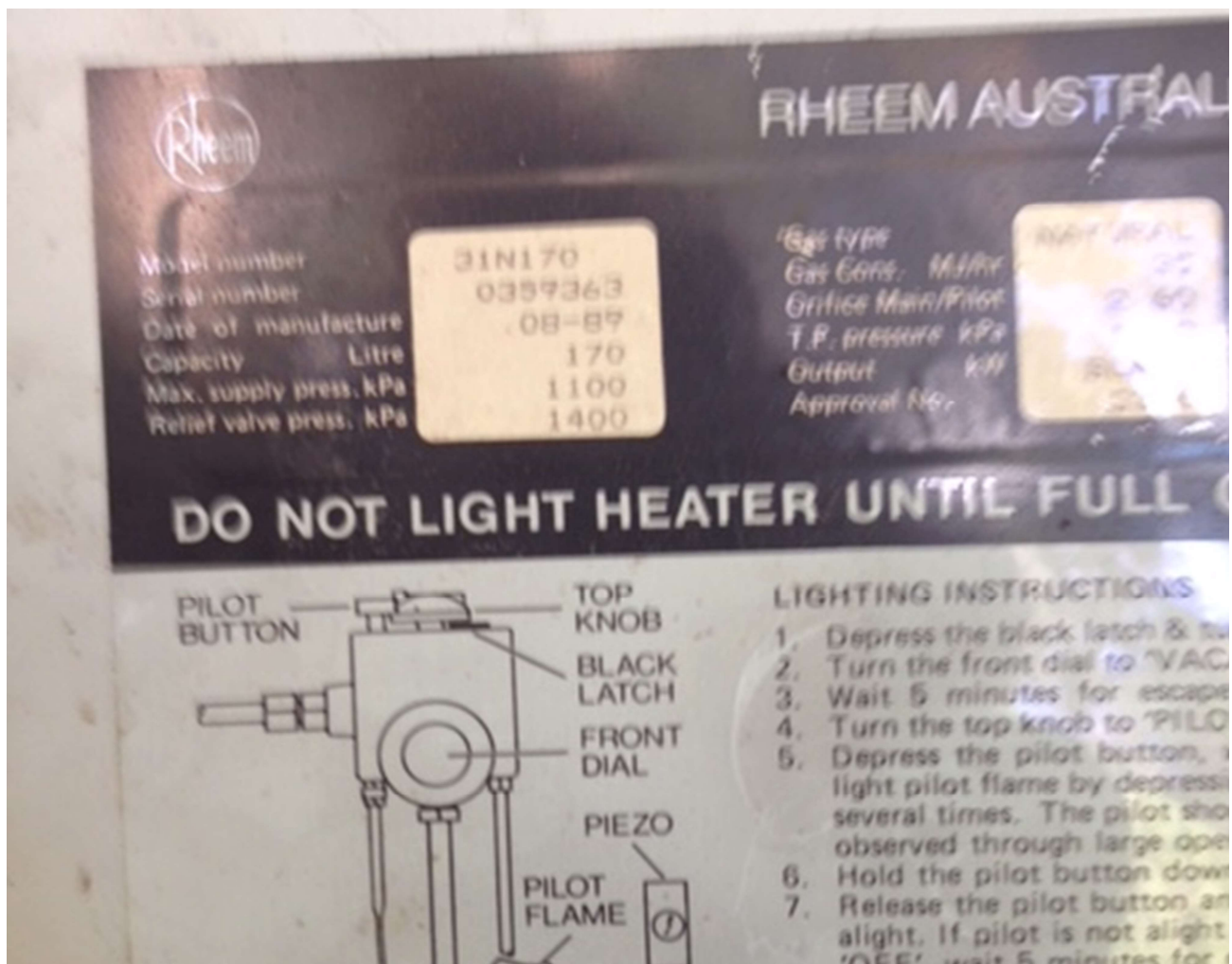


Anodes are installed by the manufacturers to stop the tank from rusting during the warranty period. Once the life of Anode has passed, the tank is quickly destroyed by rust.

Extralife Hot Water has been servicing hot water tanks since early 2000. We are Anode specialists and we offer a client program to keep your gas or electric tank from failing from rust for many years. We have successfully managed many clients hot water tanks for up-to and even beyond 30 years of age.

Whilst we can't give an absolute guarantee to get every hot water tank to last for 30 years, we do guarantee our work with a six month refund guarantee on all tanks we deem to be serviceable.

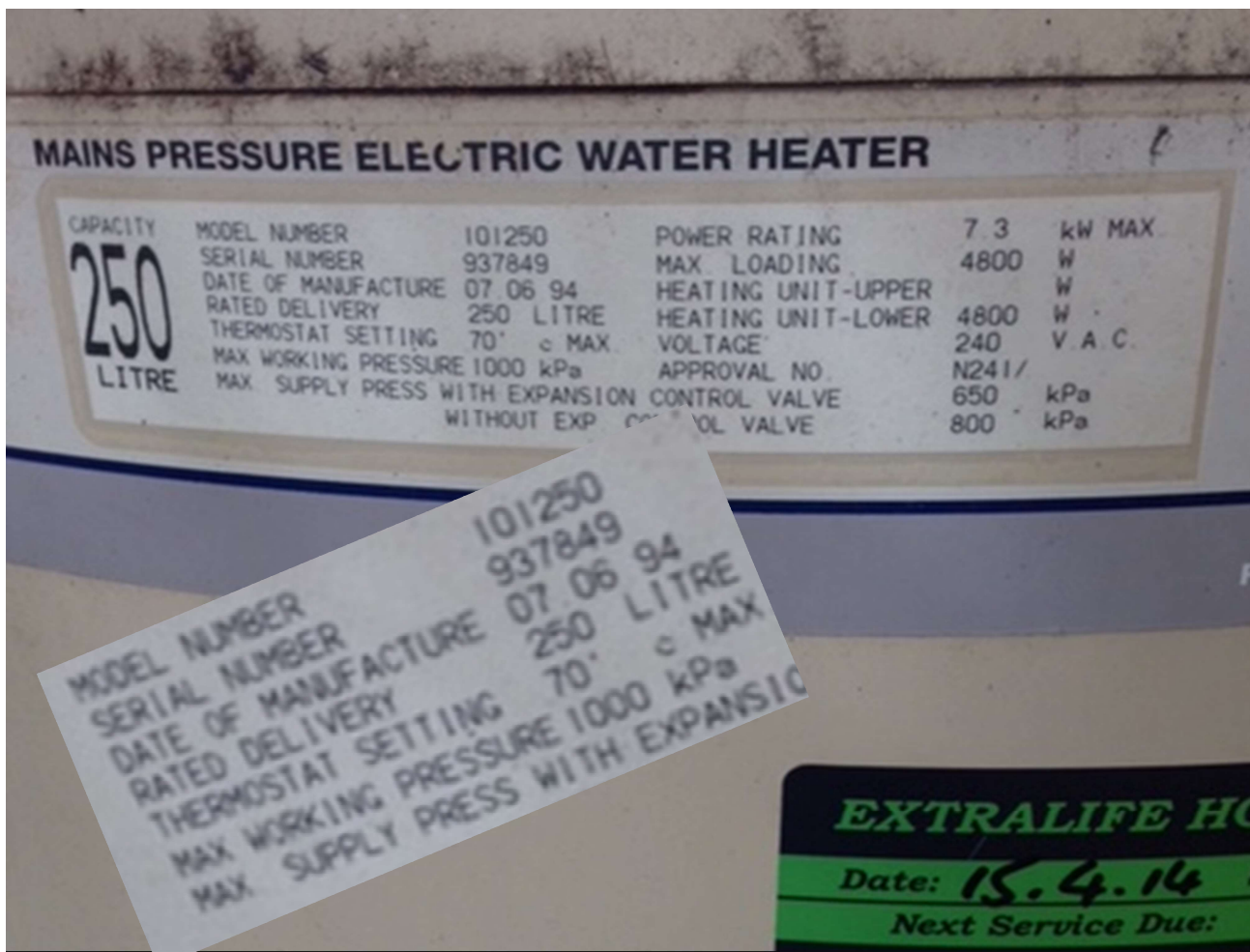
We offer a free of charge and free of obligation inspection of your hot water tank.



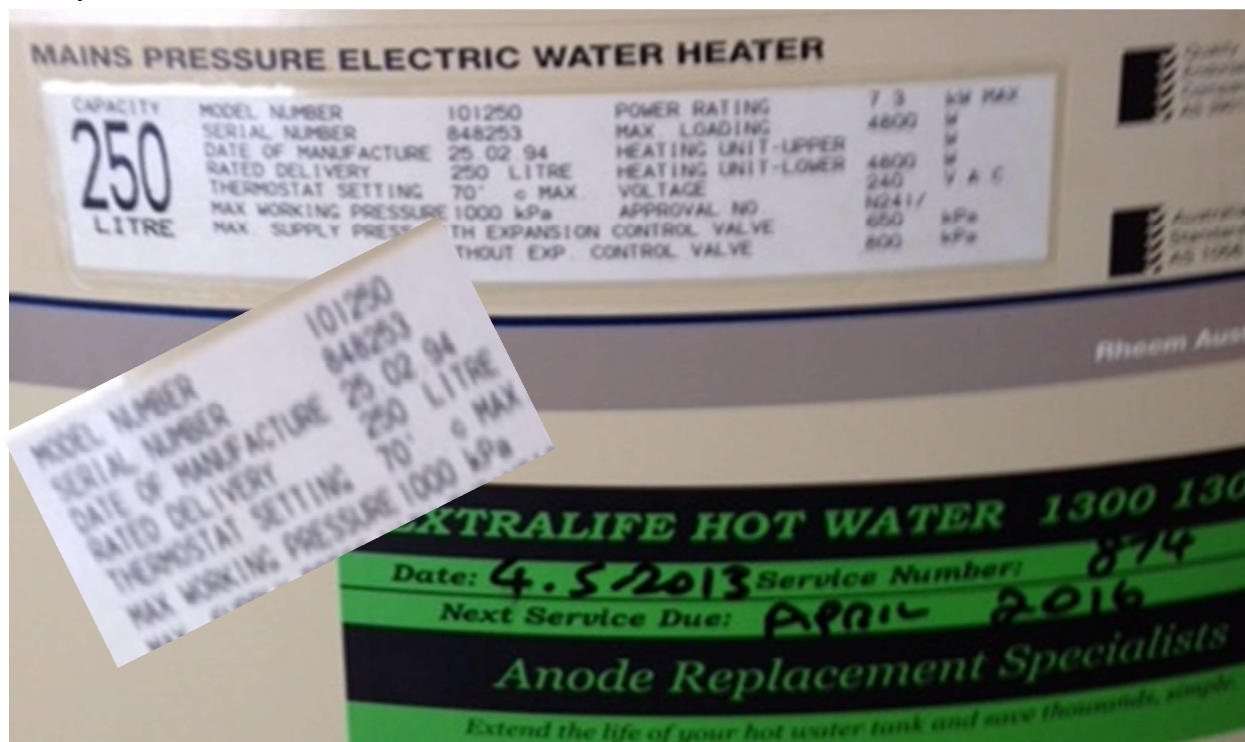
This picture shows the details of this Rheem gas hot water tank manufactured in August 1989. This picture was taken on May 21st, 2014 when it was serviced for the last time at 35 years old. Many more years than the original 5 years it was guaranteed by the manufacturer.



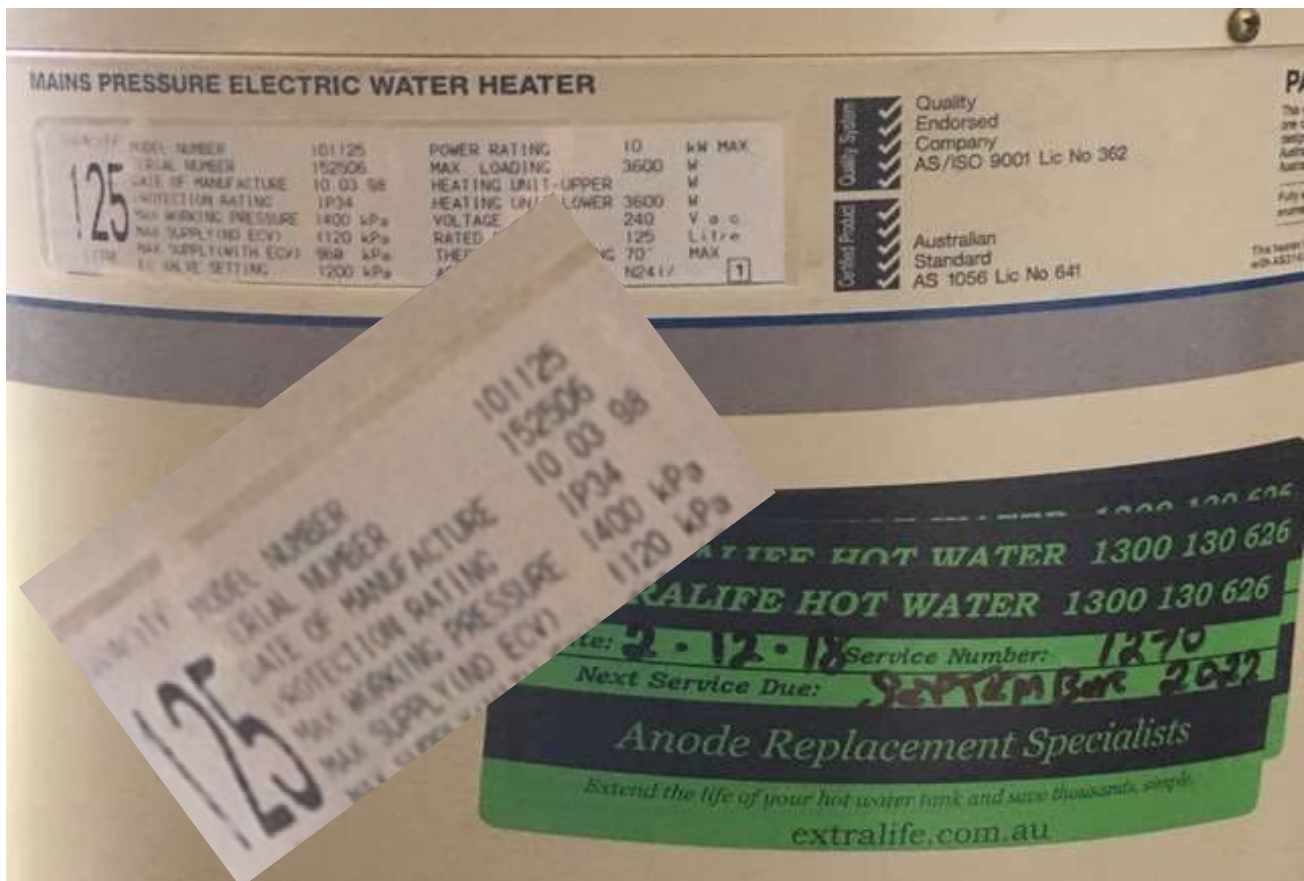




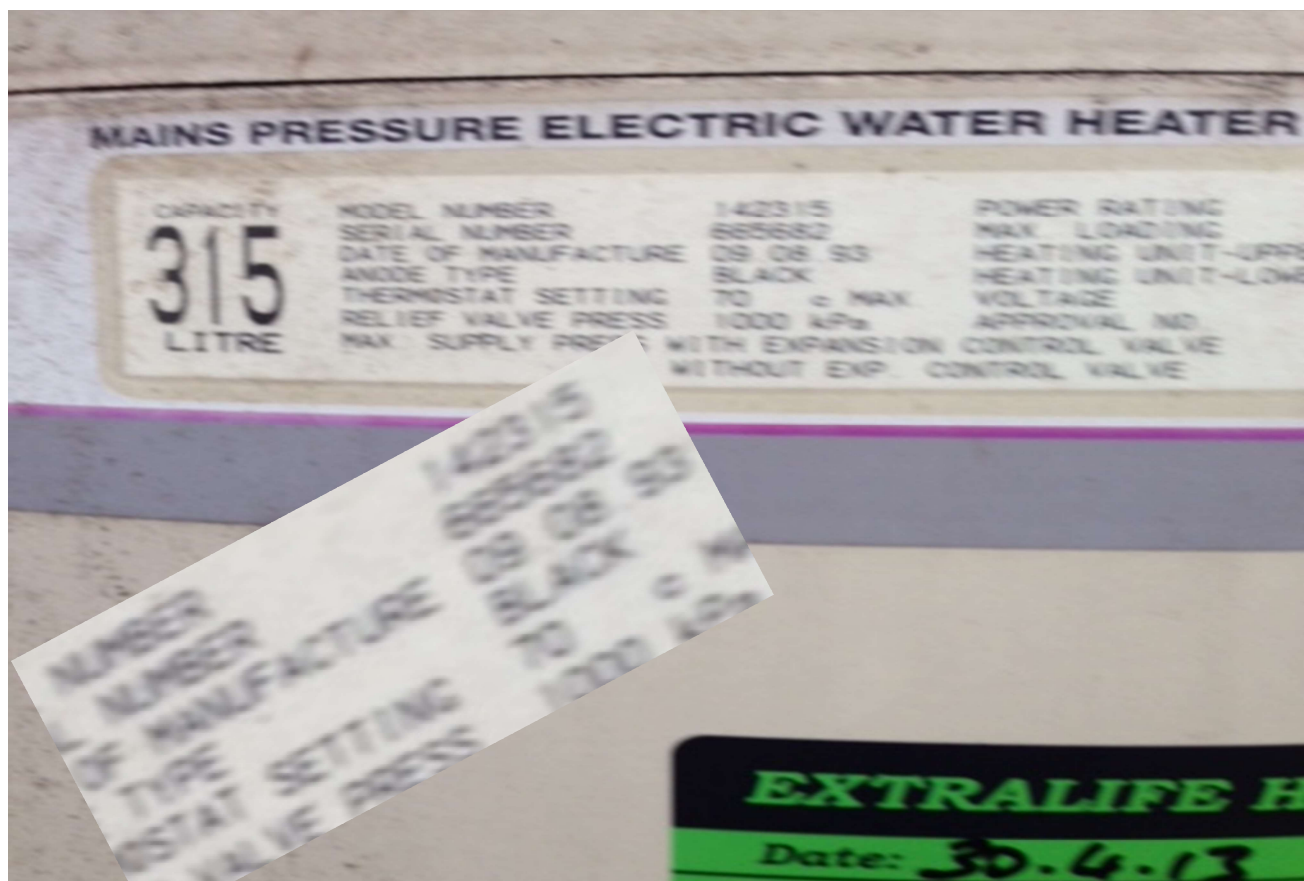
Another standard Rheem electric tank still operating after 20 years.



Manufactured in February 1994 - still going 19 years later



Manufactured in March 1998 - still going strong 20 years later



Manufactured in August 1993 - still going strong 20 years later




A space of at least 340mm is required above your tank to enable a replacement anode to be installed.



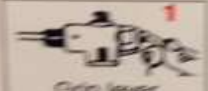
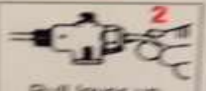
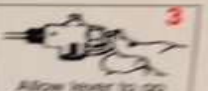
## SAFETY VALVES

We can supply and install a replacement safety valve when required at half the price you are likely to pay anyone else. All safety valves installed by us are guaranteed for 2 years.

**9977 0319**

 **ACTIVATE THE VALVE EVERY 6 MONTHS**

**Rheem Water Heater Protection Services**  
**"BASIC WATER HEATER MAINTENANCE"**  
**"Have you activated your safety valve lately?"**  
**It's as Easy as 1 2 3. Heres how:-**

 <b>1</b> Grip lever with thumb & forefinger	 <b>2</b> Pull lever up for 2 seconds with forefinger	 <b>3</b> Allow lever to go back & press with thumb to make sure valve has reseated
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**REPLACE THE VALVE AT LEAST EVERY 5 YEARS**

Rheem Australia recommends you have your water heaters **SAFETY VALVE** checked and/or replaced at intervals not exceeding 5 years.  
"The Sacrificial Anode" (rust protection) should be inspected at the same time.  
Going on holidays? To prevent water damage to your property while away:  
1. Turn off the water supply to the tank (Tap is at the bottom left or right side).  
2. Turn off hot water switch at switch board or gas valve at bottom of tank.  
3. Release pressure by activating safety valve (see diagram above).  
4. When you arrive home turn on water first, than electricity or gas.  
5. **IMPORTANT:** turn on any hot tap slowly to release any air build up in pipes.  
If your tank is over 4 years old call Rheem Water Heater Protection Services **FOR A FREE SAFETY CHECK WITH A WRITTEN REPORT. CALL NOW 9977 0319**

## TANKS THAT HAVE ANODES

Heat-pump solar systems have anodes if they are not made with a stainless steel tank.



SOLAR systems also have anodes in the storage tank even if they are an electric or gas backed-up system.





Large and small, electric and gas, storage hot water tanks have anodes unless the tank is made from copper or stainless steel.

Naturally the cost for 2 anodes in a tank is a bit more, however the service intervals are longer apart than single anode tanks so they are not really dearer in the long run.



Some tanks have 2 anodes such as the Rheem Stella shown above.

## TANKS WE DO NOT SERVICE

There are some hot water systems that we do not service for different reasons. The roof-top solar system where the tank is also on the roof is one system we will not service.



If you have a continuous flow system, either gas or electric, we do not service as they are not a storage system and therefore do not have an anode nor pressure valve