



Hotflo (HFE) Series  
Electric Storage Water Heaters

**Rinnai**

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# Rinnai Hotflo (HFE) Series Electric Water Heating Product Warranty

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## Warranty Terms

The warranty terms in this publication apply only to Hotflo Electric Hot Water Heaters where the model number commences with HFE, for example, HFE160S24. The model number is found on the data label on the water heater.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Given installation and application is in accordance with the manufacturer's specifications and instructions as published at the date of installation, Rinnai will repair or replace goods free of charge in the event of defects arising from faulty materials and/or workmanship in accordance with the Warranty Terms in Tables 1(a), 1(b) and 2, Definitions, Warranty Conditions and Exclusions stated in this document.

Rinnai is responsible for reasonable costs associated with legitimate warranty claims, including call-out of an authorised Rinnai service provider to inspect the faulty product. Rinnai is not responsible for:

- (a) costs for tradespeople that are not authorised Rinnai service providers; or
- (b) any costs, including call-out costs for an authorised Rinnai service provider, associated with a product which is determined upon inspection not to be covered by this warranty.

The consumer will be reimbursed by Rinnai for any reasonable costs associated with making a legitimate warranty claim against Rinnai which are not otherwise specified above.

Enquiries relating to Warranty claims for Rinnai products or services must be made by contacting Rinnai Australia. Contact details are on the back of this document.

The benefits to the consumer given by this warranty are in addition to all other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Warranty claims for Rinnai products or services must be made by contacting Rinnai Australia. Contact details are on the back of this document.

**TABLE 1(a)**

Rinnai Electric Hot Water Systems 80L, 125L, 160L, 250L, 315L & 400L		Hotflo (HFE) Series	
		Cylinder	Components <sup>(1)</sup>
Domestic Use	Parts	10 Years	1 Year
	Labour	3 Years	1 Year
Commercial Use	Parts	1 Year	1 Year
	Labour	1 Year	1 Year

(1) Components include sensors, thermostats, valves, electric heating elements and anodes where applicable.

**TABLE 1(b)**

Rinnai Electric Hot Water Systems 25L and 50L		Hotflo (HFE) Series	
		Cylinder	Components <sup>(1)</sup>
Domestic Use	Parts	7 Years	1 Year
	Labour	3 Years	1 Year
Commercial Use	Parts	1 Year	1 Year
	Labour	1 Year	1 Year

(1) Components include sensors, thermostats, valves, electric heating elements and anodes where applicable.

## Definitions

### Domestic Use:

The warranty periods that are allocated under “Domestic Use” are based on hot water usage patterns of a typical family.

### Rinnai “Domestic Use: warranty periods apply to:

1. Water heaters installed to supply heated water to domestic dwellings.
2. Water heaters installed to supply heated water to commercial installations such as motel units, hotel rooms, caravans, mobile homes, nursing homes, retirement village complexes and other care institutions and like accommodation provided that maximum delivery temperatures do not exceed 70°C and that the hot water systems are not installed as component(s) of centralised bulk hot water systems and the installation does not incorporate building flow and return systems.

## Commercial Use:

The warranty periods that are allocated under “Commercial Use” are for applications other than domestic use and include premises such as commercial and industrial buildings, cafes, caravan parks and sporting complexes, but not limited to these.

### Rinnai “Commercial Use” warranty applies to:

1. Water heater(s) supplying central shower blocks.
2. Water heater(s) supplying kitchens used for the bulk preparation of food.
3. Water heater(s) delivery temperatures pre-set to exceed 70°C.
4. Water heater(s) used in commercial or industrial heating processes.
5. Water heater(s) used in hydronic space heating installations.
6. Any application that uses Rinnai water heater(s) in conjunction with building flow and return systems.
7. Water heater(s) installed as component(s) of centralised bulk hot water system(s).

## Warranty Conditions

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1. This warranty applies to products which are manufactured on or after the date of publication of this warranty but before the next date of publication of this warranty.
2. All terms of this warranty are effective from date of completion of installation of the appliance(s) and the attending service person reserves the right to verify this date by requesting proof of purchase or a copy of the certificate of compliance prior to the commencement of any warranty work. Where the date of completion of installation is not known, then this warranty will commence 2 months after the date of manufacture. The date of manufacture is stated on the dataplate of the appliance.

**Note:** Certificates of compliance must be issued by the installer by law in all States and Territories of Australia.

3. All Rinnai water heating components must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturers installation instructions, current AS/NZS 3000, AS/NZS 3500 local regulations and municipal building codes by persons authorised by local regulations to do so.
4. All Rinnai water heaters must be operated and maintained in accordance with manufacturers operating instructions.
5. The warranty applies only to the components supplied by Rinnai. It does not apply to components supplied by others, such as pressure limiting valves, isolating valves, non return valves, electrical switches, pipework, electrical cables and fuses, but not limited to these.

6. Any inspection, service, repair or replacement activities associated with warranty on Rinnai products must be authorised by Rinnai Australia before commencement.
7. Where the appliance has not been sited in accordance with the installation instructions or installed such that normal service access is difficult, a service charge will apply. If at the discretion of the attending service person, access is deemed dangerous, service will be refused. Any work required to gain reasonable access to the appliance will be chargeable by the attending service person (for example, removal of cupboards, doors, walls, or the use of special equipment to move components to floor level, but not limited to these).
8. Where a failed component is replaced under warranty, the balance of the original appliance warranty will remain effective. The replacement part or appliance does not carry a new warranty.
9. Rinnai reserve the right to have the installed product returned to the factory for inspection.
10. This warranty applies to water heaters connected to a water supply where the water chemistry and impurity levels do not exceed the limits specified in Table 2. The water supply from water utilities is deemed to comply with these requirements.

**TABLE 2 - WATER CHARACTERISTICS**

<b>Rinnai water heater system type</b>	<b>Total Dissolved Solids (TDS)</b> mg/Litre or ppm	<b>Hardness (as CaCO<sub>3</sub>)</b> mg/Litre or ppm	<b>Saturation Index (Langelier)</b>	<b>pH</b>	<b>Dissolved CO<sub>2</sub></b> mg/Litre or ppm	<b>Chlorides</b> mg/Litre or ppm
Hotflo (HFE) electric storage cylinders	2500*	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	Not Applicable	Not Applicable

\*For TDS levels up to and including 600mg/litre the Rinnai magnesium based anode is to be used. This is the anode fitted during manufacture of the cylinder. For TDS levels greater than 600mg/litre and not exceeding 2500mg/litre the Rinnai aluminium based anode is to be used. This anode can be fitted by Rinnai or an authorised person. This warranty does not apply if the TDS exceeds 2500mg/litre.

## Warranty Exclusions

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No warranties except those implied and that by law cannot be excluded are given by Rinnai in respect of Goods supplied. Where it is lawful to do so, the liability of Rinnai for a breach of condition or warranty is limited to the repair or replacement of the Goods, the supply of equivalent Goods, the payment of the cost of repairing or replacing the Goods or acquiring equivalent Goods as determined by Rinnai.

The following exclusions apply to all Rinnai electric water heating systems. They may cause the warranty to become void and will result in a service charge and costs of parts (if required):

1. Accidental damage and acts of God.
2. Failure due to abuse or misuse, improper maintenance or failure to maintain.
3. Failure due to incorrect or unauthorised installations.
4. Failure or damage caused by alterations, service or repair work carried out by persons other than Rinnai Service persons or service agents.
5. Where it is found that there is no fault with the water heater and the issues is related to the plumbing installation or is due to the failure of water, electric or gas supplies or corrosive atmosphere.
6. Where the water heater has failed directly or indirectly as a result of excessive water pressure, negative water pressure (partial vacuum) or water pressure pulsation.
7. Operating the water heater and components when not completely filled with water.
8. This warranty does not apply to water heaters connected to water supplies if the water chemistry and impurity levels exceed the limits specified in Table 2. Examples of water supplies where chemistry and impurity levels may exceed the limits specified in Table 2 include but are not limited to private bores, private dams and water from water utilities where the chemistry is deliberately altered by parties other than the water utility before supplying the water heater.
9. This warranty does not apply to damage caused by sludge and/or sediment in the water supply.
10. Labour costs incurred due to a Rinnai Service person or service agent performing checks which should have been carried out by the customer in accordance with the Customer Operation Instructions and where no defect is found.

# Rinnai

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