



WARRANTY BOOKLET

## Commercial Hot Water

# Rinnai

Register online at [www.rinnai.com.au](http://www.rinnai.com.au)

# Rinnai Commercial Water Heating Products Warranty

---

## Warranty Terms

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.

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 & 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.

**TABLE 1**

**COMMERCIAL HOT WATER**

		Heavy Duty (HD) Continuous Flow Models used as Gas Boosters in Demand Duo and Manifold Pack Systems <sup>(1)</sup>		Stainless Steel storage cylinders	Quick Recovery Electric Units (QRE) Cylinders	Components <sup>(3)</sup>	Common Flue	Demand Duo Warm Water Valve <sup>(2)</sup>	Solar SP200A SP200B Excelsior
		Heat Exchanger	All other components						
Domestic Use	Parts	10 Years	3 Years	10 Years	10 Years	1 Year	NA	3 Years	7 Years
	Labour	3 Years	3 Years	3 Years	3 Years	1 Year	NA	1 Year	1 Year
Commercial Use	Parts	5 Years	1 Year	5 Years	7 Years	1 Year	3 Years	3 Years	5 Years
	Labour	1 Year	1 Year	1 Year	3 Years	1 Year	1 Year	1 Year	1 Year

**HEX250 SYSTEMS<sup>(4)</sup>**

		HD Units used as Gas Boosters in HEX250 Systems	Temperature Control Valve / Heat Exchanger Coil	Vented S/S Tank	Components <sup>(3)</sup>
Commercial Use	Parts	5 Years	3 Years	12 Years	1 Year
	Labour	1 Year	1 Year	5 Years	1 Year

(1) One (1) year warranty on Heat Exchanger when pre-set to 85°C or 95°C.

(2) Excludes UV system. UV system warranty is covered by the UV system manufacturer.

(3) Components include pumps, system controllers, sensors, thermostats, valves, frames and bases, insulation, electric heating elements, electric wiring connecting system components and co-axial (non common) flueing.

(4) Rinnai Warranty this system for any utility supplied water, other non-utility supplies water must not exceed the limits specified in Table 2 under Demand Duo Systems, if the limits in Table 2 are exceeded, please contact Rinnai otherwise warranty could be void.

Note: Stand alone INFINITY Heavy Duty units the warranty is covered in the Continuous Flow Water Heater warranty booklet.

# 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 for gas boosted models do not exceed 65°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 (not including Smartstart®).

## **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 65°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 (not including Smartstart®).
7. Water heater(s) installed as component(s) of centralised bulk hot water system(s).

## Warranty Conditions

---

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, AS/NZS 5601, 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. Any inspection, service, repair or replacement activities associated with warranty on Rinnai products must be authorised by Rinnai Australia before commencement.
6. 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.
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 complies with these requirements.
11. Where a solar pre-heat system is used as part of a commercial system, refer to the warranty conditions for solar hot water systems.

**TABLE 2 - WATER CHARACTERISTICS**

<b>Rinnai water heater system type</b>	<b>Total Dissolved Solids (TDS) mg/Litre or ppm</b>	<b>Hardness (as CaCO<sub>3</sub>) mg/Litre or ppm</b>	<b>Saturation Index (Langelier)</b>	<b>pH</b>	<b>Dissolved CO<sub>2</sub> mg/Litre or ppm</b>	<b>Chlorides mg/Litre or ppm</b>
Demand Duo Systems	600	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	18	300
Manifold Pack Systems	Not Applicable	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	18	Not Applicable
Commercial Electric Storage Cylinders	600	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	N/A	300
HEX250 Systems	600	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	18	300
QRE Cylinders	600	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	N/A	300

## Warranty Exclusions

---

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.

### All hot water systems

The following exclusions apply to all Rinnai 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 personnel or Registered 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. If any components not specified by Rinnai are used in Rinnai water heating systems and associated components including but not limited to Rinnai Demand Duo, Rinnai Manifold Pack, Common Flue or Warm Water Valve systems. Examples are (but not limited to) the use of non Rinnai Gas Boosters in Manifold Pack systems or the use of pumps other than those specified by Rinnai in Demand Duo systems. This exclusion does not apply if the specifications and subsequent warranty terms and conditions have been agreed to in writing by Rinnai Australia Engineering and Technical group.

## **RINNAI AUSTRALIA PTY. LTD**

ABN 74 005 138 769

100 Atlantic Drive  
Keysborough VIC 3173

### **National Helpline**

**Phone:** 1300 555 545 **Fax:** 1300 555 565

For further information visit

**[www.rinnai.com.au](http://www.rinnai.com.au)**