

Flued Heaters



Gas Fires



Portable Heaters



Space Heating

Warranty Booklet

Rinnai

Rinnai 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 provide parts for repair or replacement in the event of product defects arising from faulty materials and/or Rinnai workmanship in accordance with the Warranty Terms in Table 1, Definitions, Warranty Conditions and Exclusions stated in this document.

Rinnai is responsible for reasonable costs associated with legitimate warranty claims, if and when validated by Rinnai. This includes call-out of an authorised Rinnai service provider to inspect the product. Rinnai is not responsible for:

- (a) any costs that are not pre-approved in writing by Rinnai Australia
- (b) any costs associated with a product which is determined upon inspection not to be covered by this warranty.

Customers located within 30 km of the nearest authorised service provider, as determined by Rinnai, will not be charged travel costs. Where a service location is more than 30 km from the nearest authorised service provider, the Customer will be responsible for all travel costs attributable to the distance beyond 30 km, together with any additional costs associated with servicing locations situated off the mainland of the relevant State or Territory, including transportation, freight, delivery and insurance costs.

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 coverage and claims for Rinnai products or services must be made by contacting Rinnai Australia.

Authorised Rinnai service providers can repair or replace product components, subject to Rinnai warranty terms and conditions. Rinnai Australia can, in addition, provide information on operation and maintenance of Rinnai products. Rinnai Australia contact details are on the back of this document.

TABLE 1 - WARRANTY TERMS

Rinnai Heating Products		Flued Heaters		Portable Radiant	Portable Convector
		Energysaver	LS Series Gas Fire	Titan Granada	Avenger Dynamo Enduro
		Gas Fires 650/750 Range SS850 Range 950 Range 1250 Range			
Domestic Use	Heat Exchanger	10 years pro rata ⁽¹⁾	10 years pro rata ⁽³⁾	10 years pro rata ⁽²⁾	10 years pro rata ⁽³⁾
	Fan	2 years	2 years	3 years	5 years
	All other parts	1 year	2 years	3 years	5 years
	Free Labour *	1 year	2 years	3 years	5 years
Commercial Use	Heat Exchanger	1 year	1 year	1 year	1 year
	Fan	1 year	1 year	1 year	1 year
	All other parts	1 year	1 year	1 year	1 year
	Free Labour *	1 year	1 year	1 year	1 year

(1) Full part supply costs in the first year, reducing 10% per year thereafter. Consumer responsible for remainder.
(2) Full part supply costs in the first 3 years, reducing 15% per year thereafter. Consumer responsible for remainder.
(3) Full part supply costs in the first 5 years, reducing 20% per year thereafter. Consumer responsible for remainder.

* Repair and Installation Labour.

Definitions

Domestic Use:

The warranty periods in Table 1 that are allocated under “Domestic Use” are based on the heating requirements of a typical single family domestic dwelling.

Commercial Use:

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

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. For flued heaters: All terms of this warranty are effective from date of completion of installation. 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, this warranty will commence two months after the date of manufacture. The date of manufacture is 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. For portable heaters: For portable heaters in ‘fixed’ (non-portable) installations the conditions for flued heaters described in (1) above apply. In all other instances all terms of this warranty are effective from date of purchase and the attending service person reserves the right to verify this date by requesting a copy of the purchase receipt prior to the commencement of any warranty work. Where the date of purchase is not known, this warranty will commence two months after the date of manufacture. The date of manufacture is on the dataplate of the appliance.
4. All Rinnai heating appliances must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturer’s installation instructions, current AS/NZS 3000, AS/NZS 3500 and AS/NZS 5601, local regulations and municipal building codes by persons authorised by local regulations to do so.
5. All appliances must be operated and maintained in accordance with manufacturer’s operating instructions.
6. Any inspection, service, repair or replacement activities associated with warranty on Rinnai products must be authorised by Rinnai Australia before commencement.

7. Customers located within 30 km of the nearest authorised service provider, as determined by Rinnai, will not be charged travel costs. Where a service location is more than 30 km from the nearest authorised service provider, the Customer will be responsible for all travel costs attributable to the distance beyond 30 km, together with any additional costs associated with servicing locations situated off the mainland of the relevant State or Territory, including transportation, freight, delivery and insurance costs.
8. The warranty applies only to the components supplied by Rinnai. It does not apply to components supplied by others, such as, isolating valves, electrical switches, pipe work, electrical cables, fuses and where applicable, flue systems supplied by others, but not limited to these.
9. Where the appliance has not been sited in accordance with the installation instructions or installed such that safe assessment or service access requires machinery or 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 or safe 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 the appliance or components to floor level, perform diagnostics, but not limited to these).
10. Where a failed appliance or 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.
11. Rinnai reserve the right to transfer functional components from defective appliances if they are suitable.
12. Rinnai may at its sole discretion return any removed product or component to the factory for inspection.

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 a 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 may cause the warranty to become void and will result in a service charge and costs of parts (if required):

1. Damage, problems or failure caused by acts of God, fire, wind, lightening, flood, storm, hail storm fallout, vandalism, earthquake, war, civil insurrection, misuse, abuse, negligence, accident, pests, animals, pets, vermin, insects, spiders/bugs or entry of foreign objects or matter into the Product such as dirt, debris, soot, moisture.

2. Failure due to abuse or misuse, improper maintenance, failure to maintain or improper storage.
3. Failure due to incorrect or unauthorised installations.
4. Failure, damage and associated costs resulting from product alterations, service or repair work or methods not authorised by Rinnai.
5. Where it is found that there is no functionality fault with the appliance and the issue is related to the installation or is due to the failure of electric or gas supplies.
6. Where exposed to corrosive atmosphere, salt affected or coastal environments: and including exposure causing superficial discolouration and aging that is immaterial to the performance and reliability of the product



1st-Care
installation • service

Need a Service?

Rinnai appliances like any, benefit from regular maintenance in order to maximise ongoing performance.

We recommend that our appliances are serviced at least every 2 years to minimise any potential down time, ensure safety of the product and ultimately prolong the life span of the unit.

To support this, our highly experienced 1st-Care Service Team are available to assist with any of your ongoing service and installation needs.



To make a booking call 1st-Care on 1300 555 545 or visit www.rinnai.com.au/support-resources/online-service-booking/

Rinnai Australia Pty Ltd

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82-88 Mills Road, Braeside, Victoria, 3195
P.O. Box 460, Braeside, Victoria 3195
Tel: (03) 9271 6625

Customer Support

Tel: 1300 555 545*

Monday to Friday, 8.00 am to 5.00 pm EST.

**Cost of a local call may be higher from a mobile phone.
(National calls from public phones in Australia are free.)*

For further information visit www.rinnai.com.au
or email enquiry@rinnai.com.au

Rinnai has a Service and Spare Parts network with personnel who are fully trained and equipped to give the best service on your Rinnai appliance. If your appliance requires service, please call Customer Support.

With our policy of continuous improvement, we reserve the right to change, or discontinue at any time, specifications or designs without notice.

JULY 2026