

TERMS & CONDITIONS

1. **Promotion:**
Rinnai x Tradelink – National Hot Water Campaign
2. **The Promoter:**
The “Promoter” is Rinnai Australia Pty Ltd (ABN: 74 005 138 769) 82 – 88 Mills Road, Braeside Victoria 3195.
3. **Promotion Type:**
Cashback via physical Mastercard gift card.
4. **Purchase Period:**
Purchase Period commences 7:00am AEST 1 June 2026
Purchase Period concludes 11:59pm AEST 31 July 2026.
5. **Participating Locations:**
Australian Capital Territory (ACT), New South Wales (NSW), South Australia (SA), Victoria (VIC), Northern Territory (NT), Tasmania (TAS), Western Australia (WA) and Queensland (QLD).

Participating Merchants:

All Merchants within the Tradelink network are deemed Participating Merchants in this Promotion (“Participating Merchants”).

6. **Eligible Claimants:**
 - a) Eligible Claimants mean individuals who:
 - I. Are aged 18 years or older.
 - II. Have a registered trade plumbing account with Tradelink (excludes builders and projects)
 - III. Hold a current plumber’s licence within Australia.
 - IV. Are an Australian resident.

The Promotion is not open to management and any Employee (as defined below), of the Promoter, its associated companies/subsidiaries, the Participating Merchants and agencies associated with this Promotion and the immediate families of the Employee and Participating Merchants.

- b) “Employee” means any person who is employed by the Promoter or by any agency, supplier, contractor, or company associated with the conduct of the Promotion, whether on a full-time, part-time, temporary, casual, or contract basis. For the purposes of these Terms and Conditions, Employee also includes directors, officers, and immediate family members (including spouse, de-facto partner, parent, child, sibling, or household member) of such persons.
- c) The Promoter is responsible for determining whether a person is an Eligible Claimant in its absolute discretion.

7. **Participating Products:**
Participating Products are defined as any of the following products:

INTEGRATED ELECTRIC HEAT PUMP - AR SERIES	
PRODUCT NAME	ORDER CODE
Enviroflo- 265L Vitreous Enamel	EHPG265VMT
Enviroflo - 300L Vitreous Enamel with element	EHPA300VM

Enviroflo - 300L Vitreous Enamel with element	EHPA300VMH
Enviroflo - 340L Vitreous Enamel with element	EHPA340VM
Enviroflo - 340L Vitreous Enamel with element	EHPA340VMH
INTEGRATED ELECTRIC HEAT PUMP - GR SERIES	
15 Amp Models	
Enviroflo - 215L Vitreous Enamel with element 15A	EHPG215VM
Enviroflo - 280L Vitreous Enamel with element 15A	EHPG280VM
Enviroflo - 300L Vitreous Enamel with element 15A - RUN OUT	EHPG300VM
10 Amp Models	
Enviroflo - 180L Vitreous Enamel with element 10A	EHPG180VM10
Enviroflo - 265L Vitreous Enamel with element 10A	EHPG265VM10
Enviroflo - 300L Vitreous Enamel with element 10A	EHPG300VM10

7 kW SPLIT ELECTRIC HEAT PUMP KITS	
PRODUCT NAME	ORDER CODE
SHPL70 + 250L Tank Vitreous Enamel with element	KSHP250M24L70
SHPL70 + 250L Tank Vitreous Enamel with element HW	KSHP250M24L70H
SHPL70 + 315L Tank Vitreous Enamel with element	KSHP315M24L70
SHPL70 + 315L Tank Vitreous Enamel with element HW	KSHP315M24L70H
SHPL70 + 400L Tank Vitreous Enamel with element	KSHP400M24L70
SHPL70 + 400L Tank Vitreous Enamel with element HW	KSHP400M24L70H

**5kW SPLIT ELECTRIC
HEAT PUMP KITS SHPR50**

PRODUCT NAME	ORDER CODE
SHPR50 + 250L Tank Vitreous Enamel with element	KSHP250M24R50
SHPR50 + 250L Tank Vitreous Enamel with element HW	KSHP250M24R50H
SHPR50 + 315L Tank Vitreous Enamel with element	KSHP315M24R50
SHPR50 + 315L Tank Vitreous Enamel with element HW	KSHP315M24R50H

HOT WATER - STORAGE TANKS**ELECTRIC STORAGE TANKS**

PRODUCT NAME	ORDER CODE
25 LITRE	
HOTFLO - Vitreous Enamel (Plug In)	EHF25S18P
	EHF25S24P
	EHF25S24HP
HOTFLO - Vitreous Enamel	EHF25S36
	EHF25S36H
50 LITRE	
HOTFLO - Vitreous Enamel (Plug In)	EHF50S18P
	EHF50S24P

	EHF50S24HP
HOTFLO - Vitreous Enamel	EHF50S36
	EHF50S36H
80 LITRE	
HOTFLO - Vitreous Enamel	EHF80S18
	EHF80S24
	EHF80S24H
	EHF80S36
	EHF80S36H
125 LITRE	
HOTFLO - Vitreous Enamel	EHF125S18
	EHF125S24
	EHF125S24H
	EHF125S36
	EHF125S36H
160 LITRE	
HOTFLO - Vitreous Enamel	EHFA160S18
	EHFA160S18H
	EHFA160S24
	EHFA160S24H
	EHFA160S36
	EHFA160S36H
	EHFA160T36
	EHFA160T36H
160 LITRE COMPACT	
HOTFLO - Vitreous Enamel	EHFD160S24
	EHFD160S24H

	EHFD160S36
	EHFD160S36H
250 LITRE	
HOTFLO - Vitreous Enamel	EHFA250S24
	EHFA250S24H
	EHFA250S36
	EHFA250S36H
	EHFA250S48
	EHFA250S48H
	EHFA250T36
	EHFA250T36H
	EHFA250T48
	EHFA250T48H
315 LITRE	
HOTFLO - Vitreous Enamel	EHFA315S24
	EHFA315S24H
	EHFA315S36
	EHFA315S36H
	EHFA315S48
	EHFA315S48H
	EHFA315T36
	EHFA315T36H
	EHFA315T48
	EHFA315T48H
400 LITRE	
HOTFLO - Vitreous Enamel	EHFA400S36

	EHFA400S36H
	EHFA400S48
	EHFA400S48H
	EHFA400T36
	EHFA400T36H
	EHFA400T48
	EHFA400T48H

OPTIONAL EXTRAS

GAS STORAGE TANKS

PRODUCT NAME	ORDER CODE
135 LITRE	
4 Star Gas Tank 135 Lt	GHF4135N
4 Star Gas Tank 135 Lt	GHF4135L
4 Star Gas Tank 135 Lt - Hard Water	GHF4135NH
4 Star Gas Tank 135 Lt - Hard Water	GHF4135LH
170 LITRE	
4 Star Gas Tank 170 Lt	GHF4170N
4 Star Gas Tank 170 Lt	GHF4170L
4 Star Gas Tank 170 Lt - Hard Water	GHF4170NH
4 Star Gas Tank 170 Lt - Hard Water	GHF4170LH

8. How to Participate:

- a) During the Purchase Period, an Eligible Claimant must purchase* any Participating Product from a Participating Merchant, ("Qualifying Purchase").
- b) All Qualifying Purchases must be recorded in the Eligible Claimants Tradelink trade account during the Promotional Period to be entitled to a reward under this Promotion.
- c) Any Qualifying Purchase, that is recorded outside of the Promotional Period will be invalid.

9. Validation and Notification:

Once the Participating Product has been purchased from a Participating Merchant, all efforts will be made to ensure the Participating Merchant can supply the Eligible Claimant with the physical Mastercard gift card(s) at the time the Qualifying Purchase is made.

In the event there is insufficient stock of the physical Mastercard gift cards at the time of the Qualifying Purchase, the Participating Merchant will arrange for a gift card to be available for the Eligible Claimant to collect within 30 days of the Qualifying Purchase occurring based on the date of the invoice.

All gift cards will be provided by Participating Merchant to the Eligible Claimants by Monday 7 September 2026.

10. Required Verification/Proof of Purchase:

The following documentation must form part of a valid claim:

- a) Qualifying Purchase Receipt, which must clearly specify:
 - the Participating Product purchased;
 - the price of the Participating Product purchased;
 - the Participating Merchant of purchase;
 - the purchase date;
 - the receipt number; and
 - that payment for the Qualifying Purchase has been received in full.
- b) If the Qualifying Purchase receipt is missing any of the above information, or is illegible or indecipherable, it will render the claim invalid.
- c) If requested by the Promoter or a Participating Merchant, Eligible Claimants must produce, within the time requested by the Promoter/ Participating Merchant, at its absolute discretion, appropriate photo identification or other documentation to verify the identity, age, eligibility to participate in the Promotion and claim a reward, information to show compliance with these Terms and Conditions, and/or the Qualifying Purchase receipt/s that correspond to the claim/s submitted in the Promotion.
- d) If the items required by the Promoter/ Participating Merchant are not received or a claimant has not been verified to the satisfaction of the Promoter/ Participating Merchant within the time period required by the Promoter/ Participating Merchant, the claim/s submitted by the claimant may be deemed invalid.
- e) Rewards will only be awarded following all validation and verification requirements of the Promoter/ Participating Merchant being met to its satisfaction. It is the responsibility of the claimant to provide the required information.

11. Rewards:

- a) Each Eligible Claimant will receive a Mastercard gift card of the relevant value corresponding to their Qualifying Purchase of Participating Product, as outlined below.

- (i) \$150 Mastercard gift card per Rinnai Heat Pump unit purchased
- (ii) \$30 Mastercard gift card per Rinnai electric and gas Hotflo Hot Water Storage unit purchased.

An Eligible Claimant is entitled to receive a maximum of 5 Mastercard gift cards during Promotional Period.

For Participating Product codes, refer to clause 7 above.

The physical Mastercard gift card must be collected from the Eligible Claimants local Participating Merchant or store as directed by the Participating Merchant. The following Digital Prepaid Mastercard terms and conditions will apply.

Prepaid Mastercard® Terms and Conditions:

PHYSICAL PREPAID MASTERCARD GIFT CARD TERMS AND CONDITIONS

Terms and Conditions

These Terms and Conditions apply to the prepaid physical Mastercard gift card (“the Card”). The Card is issued by EML Payment Solutions Limited ABN 30 131 436 532 AFSL 404131 (“EML”) pursuant to licence by Mastercard and distributed by TCN Group Pty Ltd ABN 87 626 501 568 (“TCN”). In these Card terms and conditions, “we”, “us” or “our” means EML and TCN; and “you”, “your” or “user” means the cardholder. If you acquire the Card you will have a contract with us.

Accepting the Card and agreeing to these Conditions of Use

By using the Card, you agree to be bound by these Terms and Conditions. You must give these conditions to the user of the Card if that is not you. The Card remains our property.

How and where you can use the Card

- The Card is a single load prepaid Mastercard that can be used for purchasing goods and services where Mastercard prepaid cards are accepted for electronic transactions (excluding transactions at ATMs or over the counter at financial institutions).
- The Card must be activated prior to use and expiry. To activate the Card, you must follow the activation steps provided on the back of your card.
- If the Card is not activated within 36 months from the date of issue, it will be closed, and the available balance will be forfeited.
- When using the Card at point of sale, if required, press the Credit button to access the available balance.
- The Card does not have cash out capability. You may not use the Card to withdraw cash.
- The Card cannot be cancelled, used to obtain or redeem cash and cannot be used for making direct debit, recurring, or regular instalment payments. Use of the Card may be declined at some merchants (such as gambling merchants or merchants who choose not to accept the Card). We are not liable in any way when authorisation is declined for any particular transaction except where the authorisation has been declined because of an act or omission on our part.
- The Card is not a credit card and nor is it linked to a deposit account with us.
- The contactless (tap-and-go) feature is not available on this Card.

Checking your Card balance and transaction history

- You acknowledge and agree that we do not provide you with paper statements. Card transaction activity and balance information can be found by accessing [card.gift/redeem](#).

- You are responsible for checking your transaction history and knowing the available balance for the Card.

- You are responsible for ensuring the availability of sufficient funds for all transactions. The Card cannot be used to make transactions that exceed the available balance. For such a transaction you need to pay the difference by another method if the merchant agrees.

- In the event the available amount on the Card is less than the purchase amount, some merchants may not allow the Cardholder to combine multiple payment types (such as cash, cheque or another payment card) to complete the transaction.

Validity and Card Expiry

- The Card is valid until the expiry date shown on the Card and cannot be used after expiry. After its expiry, or cancellation for non-activation, any balance will be forfeited and the Card will be declined when presented for use. We will not give you any notice before this happens.

- To check the Card expiry date, go to card.gift/redeem

Your Card, your responsibility

- The Card is like cash and may not be replaced if misused, lost, stolen or damaged. We have no obligation to replace or refund value for misused, lost, stolen or damaged Cards except where we have breached any condition or warranty implied under consumer protection legislation that cannot be excluded in these Terms and Conditions.

- You are responsible for all transactions on the Card, except where there has been fraud or negligence by our staff or agents. If you notice any error relating to the Card, you should notify TCN promptly on 1300 375 346.

- Except to the extent required by law, we are not liable for any loss or damage arising out of or in any way related to the use of the Card, including:

- a. if authorisation is declined for any transaction, except where the authorisation has been declined because of an act or omission on our part;

- b. if you permit someone else to use the Card, you will be responsible for any transactions initiated by that person with the Card;

- c. the availability of merchants who allow the use of the Card as payment;

- d. reduced levels of service caused by the failure of third-party communications and network providers (except to the extent caused by our fraud, negligence or wilful misconduct (including that of our officers, employees, contractors or agents)).

Changes to these Terms and Conditions

- We reserve the right to change these Terms and Conditions at any time. Except where we are required by a law to do so, or the change is materially adverse to you, you will not receive any advanced notice of such changes. If the change is materially adverse to you, we will notify you at least 14 days before the effective date of the change. However, if the change is made for one or more of the following reasons we can implement such change without prior notice: to comply with any change or anticipated change in any relevant law, code of practice or guidance; to reflect any decision of a court, ombudsman or regulator; or for security reasons where reasonably necessary to address security concerns or vulnerabilities. Any changes to the Terms and Conditions can be viewed at <https://card.gift/terms-and-conditions>.

- Information will be disclosed to third parties about the Card, or transactions made with the Card, whenever allowed by law, and also where necessary to operate the Card and process transactions. A full privacy policy can be viewed at <https://card.gift/privacy-policy>

- EML's full privacy policy can be viewed at <https://www.emlpayments.com/privacy>

12. The Promoter's decision in relation to any aspect of these Term and Conditions and the Promotion is final and binding on every person who participates in the Promotion. No correspondence will be entered into.

13. This Promotion is not valid in conjunction with any other offer.
14. Any values stated in these Terms and Conditions are in AUD/RRP/including GST.
15. The Promotion may be extended at the Promoter's absolute discretion, subject to the written directions of any regulatory authority.
16. Eligible Claimants can only participate in the Promotion in their own name. Eligible Claimants who enter using multiple aliases (e.g. multiple names, addresses and/or email addresses) will be disqualified and will forfeit the right to any reward.
17. If the Promoter learns that a claim has been submitted, by anyone other than an Eligible Claimant, and the reward has already been supplied, the Promoter may request payment from the individual to cover the cost of the reward given.
18. Incomplete, indecipherable or incorrect claims will be deemed invalid. Eligible Claimants are responsible for ensuring their correct personal details are provided and any updated details are notified to the Promoter and Participating Merchant. The Promoter accepts no responsibility should an Eligible Claimant fail to receive their reward because of a failure to notify the Promoter or Participating Merchant of correct details or of a change to their details, or for providing invalid information.
19. Claims are deemed to be received at the time of receipt into the Promoter's/ Participating Merchant's database, not time of transmission by the claimant.
20. The Promoter does not warrant that the claim mechanism will be available, or the Participating Merchants will be open, at all times during the Promotion Period.
21. The Promoter is not responsible for any undelivered emails due to an Eligible Claimant's spam filters or email settings.
22. The Promoter shall not be liable for a reward being lost, deleted, stolen, damaged or tampered with in any way before it reaches a claimant or after it has been released to an Eligible Claimant.
23. Any costs associated with accessing the Promotion or reward provider's website, or associated with redeeming a reward are the Eligible Claimant's responsibility and are dependent on the internet service provider used.
24. The Promoter may, in its sole discretion, declare any claim or claimant invalid if the claimant:
 - a) disrupts, annoys, abuses, threatens, harasses or attempts to do any of these things to the Promoter, another claimant or potential claimant of, or anyone else associated with, this Promotion;
 - b) submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claim process; or
 - c) engages in conduct in relation to this Promotion which is misleading, deceptive, fraudulent or damaging to the Promoter's goodwill or reputation.
25. If this Promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law to modify, suspend, terminate or cancel the Promotion, as appropriate, subject to any directions from any relevant authority.
26. As a condition of claiming a reward, the Eligible Claimant may be required to (at the Promoter's/ Participating Merchant discretion) sign any legal documentation as and in the form required by the Promoter, Participating Merchant and/or reward suppliers in their absolute discretion.
27. The Promoter or Participating Merchant may communicate or advertise this Promotion via Facebook and Instagram. However, the Promotion is in no way sponsored, endorsed or administered by, or associated with, Facebook or Instagram. Individuals are providing their information to the Promoter/

Participating Merchant and not to Facebook or Instagram. Individuals completely release Facebook and Instagram from any and all liability.

28. Rewards must be taken as offered and may not be varied. Rewards are not transferable, exchangeable, or redeemable for cash. If a reward is unavailable for any reason, the Promoter reserves the right to substitute another reward of equal or greater value for that reward, or element of it, subject to the approval of any relevant authority.
29. Except for any liability that cannot be excluded by law, the Promoter (including its officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the Promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; (d) any variation in reward value to that stated in these Terms and Conditions; (e) any tax liability/implications incurred by a claimant; or (f) use of a reward.
30. The:
 - a) Promoter, the Promoter's related entities, the Participating Merchants and all agencies associated with the Promotion; and
 - b) the employees, agents, directors and contractors, of all entities referred to in this clause, shall not be liable for any loss or claim, action, demand, liability, damage, cost, expense or personal injury whatsoever (including but not limited to any direct, indirect or consequential loss), incurred, suffered or sustained by any person or entity (without limitation) in connection with, or arising from, the Promotion or acceptance of a reward, except that which cannot be excluded by law (in which case that liability is limited to the maximum extent allowable by law).
31. Eligible Claimants agrees, at the Promoter's/ Participating Merchant request, to participate in any Promotion activity (such as publicity and photography) relating to participating in the Promotion, free of charge, and they consent to the Promoter/ Participating Merchant using their name and image in any future promotional material.
32. CAUTION: Any attempt to deliberately undermine the legitimate operation of this Promotion may be a violation of criminal and civil laws and should such an attempt be made, whether successful or not, the Promoter reserves the right to refer the matter to law enforcement authorities and/or to seek damages or such other civil remedies as the Promoter may determine from time to time to the fullest extent permitted by law.

Personal Information:

33. Immediately upon submission by an Eligible Claimant, their claim becomes the property of the Promoter and Participating Merchant.
34. All information Eligible Claimants provide ("Personal Information") will be used by the Promoter/ Participating Merchant for the purpose of administering this Promotion and awarding the rewards.
35. The Promoter and Participating Merchant may disclose Eligible Claimants' Personal Information to its contractors and agents to assist in conducting this Promotion and as required, to Australian regulatory authorities.
36. The Promoter's privacy policy can be found at <https://www.rinnai.com.au/support-resources/privacy-statement/>.
37. The Participating Merchant's privacy policy can be found at <https://tradelink.com.au/privacy-policy/>
38. The above Privacy Policies contains information on:

- a) how individuals may access the Personal Information that is held by the Promoter/ Participating Merchant and seek correction of such information; and
- b) how individuals may complain about a breach of the Australian Privacy Principles, the Privacy Act 1988 (Cth) or a privacy policy that binds the Promoter and Participating Merchant, and how the Promoter will deal with such a complaint.

If an individual has any questions regarding their privacy, they should contact the Promoter/ Participating Merchant using the contact details contained in the Privacy Policies.

39. The Promoter and the Participating Merchant are bound by the Australian Privacy Principles in the Privacy Act 1988 (Cth).
40. Each Eligible Claimant is responsible for ensuring their familiarity with these Terms and Conditions at the time of participation. Participation in this Promotion is deemed acceptance of these Terms and Conditions. The Promoter/ Participating Merchant decision not to enforce a specific restriction (whether communicated to a claimant or not) does not constitute a waiver of that restriction or of these Terms and Conditions generally.
41. **NSW Authority No: TP/04642**