



# Gas Continuous Flow Water Heater

## Warranty Booklet

# Rinnai



# Rinnai Gas Continuous Flow Water Heater Product Warranty

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## Warranty Terms

The warranty terms in this publication apply only to Gas Continuous Flow Hot Water Heaters. The model number is found on the data label on the water heater.

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 warrant 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.

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.
- (c) any excess costs associated with attending a site located in a remote area nominally 40 km from the authorised Rinnai service provider, as confirmed by Rinnai, or off the state/territory mainland. Any such costs including travel, insurance and delivery will be the sole responsibility of the Customer.

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 – PARTS AND LABOUR WARRANTY PERIODS (YEARS)**

<b>Gas Continuous Flow/Instantaneous Water Heaters</b>				
	<b>Product Group</b>	<b>Heat Exchanger*</b>	<b>All Other Components</b>	<b>Labour #</b>
<b>Domestic Use</b>	Infinity Models and Black B26 <sup>(3)</sup>	12 Years or Extended 25 Year Option <sup>(1)</sup>	3 Years <sup>(2)</sup>	3 Years <sup>(2)</sup>
	Infinity Enviro Models <sup>(3)</sup>	12 Years or Extended 25 Year Option <sup>(1)</sup>	3 Years <sup>(2)</sup>	3 Years <sup>(2)</sup>
	Builders Models <sup>(3)</sup>	10 Years or Extended 15 Year Option <sup>(1)</sup>	3 Years <sup>(2)</sup>	3 Years <sup>(2)</sup>
	HD Models <sup>(3)</sup>	12 Years	5 Years	5 Years
	Flowmaster 10 Instantaneous <sup>(3)(5)</sup>	10 Years	3 Years	3 Years
<b>Commercial Use</b>	Infinity Models and Black B26 <sup>(3)</sup>	1 Year	1 Year	1 Year
	Infinity Enviro Models <sup>(3)</sup>	1 Year	1 Year	1 Year
	HD Models <sup>(3)</sup>	5 Years <sup>(6)</sup>	3 Years <sup>(6)</sup>	3 Years <sup>(6)</sup>
	Flowmaster 10 Instantaneous <sup>(3)(5)</sup>	1 Year	1 Year	1 Year

	<b>Accessories</b>	<b>Parts</b>	<b>Labour #</b>
<b>Domestic Use</b>	SmartStart® Water Saver (REU-CUG1)	3 Years	3 Years
	Water Controllers	3 Years	3 Years
	All other Accessories <sup>(4)</sup>	1 Year	1 Year
<b>Commercial Use</b>	SmartStart® Water Saver (REU-CUG1)	1 Year	1 Year
	Water Controllers	1 Year	1 Year
	All other Accessories <sup>(4)</sup>	1 Year	1 Year

\*Parts Warranty.

# All Parts installation and repair.

(1) See terms and conditions for Extended Warranty Option.

(2) Five years if two or more controllers are installed in domestic applications.

(3) The models in this table are unsuitable for solar hot water applications. Any failure or service issue when installed in a solar hot water application is not covered by warranty. Exceptions to this are HD models for Rinnai Demand Duo commercial applications using solar boosting and models in this table converted by Rinnai specifically for solar applications and for use in Rinnai solar hot water systems. See Conditions and Exclusions for more details.

(4) Accessories include pipe covers, recess boxes, security brackets, flue diverters and coaxial flueing.

(5) These models must not be installed in areas where the temperature remains below 0°C for extended periods. Frost failures are not covered by warranty.

(6) One year only on heat exchanger including parts and labour when pre-set to 85°C or 95°C.

# Definitions

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## **Domestic Use:**

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

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

1. Water heaters installed to supply heated water to single family domestic dwelling.
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 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® Water Saver by Rinnai).

## **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, schools, cafes, hotels, 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

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1. The Warranty Conditions (and the extended warranty) that apply are those that accompany the specific product at the date of manufacture.
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 manufacturer's 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 manufacturer's 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 is installed at a location that is determined as remote by Rinnai, or nominally over 40 km from the nearest authorised Rinnai service provider, or off the state/territory mainland, any such costs including travel, insurance and delivery of products will be chargeable to the Customer.
8. 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).

9. 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.
10. Rinnai may at its sole discretion, return any removed product or component to the factory for inspection.
11. 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 generally complies with these requirements.
12. For solar hot water applications, the models in Table 1 must be converted by Rinnai to be solar compatible and must be installed as a component of a Rinnai solar hot water system. If the appliance is converted for solar hot water applications after it is first installed, the balance of the original warranty in Table 1 will remain effective.

**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>
<b>Gas Continuous Flow &amp; Instantaneous Water Heaters</b>	<b>Not Applicable</b>	<b>200</b>	<b>+0.4 to -1.0 @ 65°C</b>	<b>5.5 to 9.5</b>	<b>18</b>	<b>Not Applicable</b>

# 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 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.

## 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, 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 water heater and the issues are related to the plumbing installation or are due to the failure of water, 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.
7. 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.
8. Operating the water heater and components when not completely filled with water.
9. 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.
10. This warranty only applies to water heaters connected to the energy source listed on the data label of the appliance.



11. This warranty does not apply to damage caused by sludge and/or sediment in the water supply nor corrosion due to stray electrical currents affecting the associated piping.
12. This warranty does not apply to colour degradation/damage caused by direct UV exposure.
13. 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.
14. All warranty if Rinnai Gas Continuous Flow Water Heaters are used as components in non Rinnai water heating systems. Examples include (but are not limited to): The use of Rinnai Gas Continuous Flow and Instantaneous Water Heaters in conjunction with storage cylinders and/or pumps and/or control systems and any associated plumbing hardware specified and supplied by others.

This exclusion does not apply if the system specifications and subsequent warranty terms and conditions have been agreed to in writing by Rinnai Australia Engineering and Technical Group.



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## 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 online:**  
**[www.rinnai.com.au/support-resources/online-service-booking/](http://www.rinnai.com.au/support-resources/online-service-booking/)**  
**or call 1st-Care on 1300 555 545**

# Extended Warranty Option

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## Terms and Conditions

1. Participation in this extended warranty is optional and subject to these terms and conditions.
2. Within the first 12 months of installation you must complete and submit your product warranty registration. When registering your product details you agree to be contacted by Rinnai to arrange service bookings. The Extended Warranty Option can only be registered online, please visit [www.rinnai.com.au](http://www.rinnai.com.au) for registration.
3. Each eligible Infinity Enviro, Infinity or Black B26 product must have general maintenance completed in accordance with the following Service Maintenance Schedule, performed by Rinnai Australia Pty Ltd (or its nominated appointee) as follows:
  - Serviced within the fifth year after the date of installation.  
*This provides an additional 4 years warranty on the Heat Exchanger (for a total of 16 years)*
  - Serviced within the tenth year after the date of installation.  
*This provides an additional 3 years warranty on the Heat Exchanger (for a total of 19 years)*
  - Serviced within the fifteenth year after date of installation.  
*This provides an additional 3 years warranty on the Heat Exchanger (for a total of 22 years)*
  - Serviced within the twentieth year after date of installation.  
*This provides an additional 3 years warranty on the Heat Exchanger (for a total of 25 years)*
4. Each eligible Builders model must have general maintenance completed in accordance with the following Service Maintenance Schedule, performed by Rinnai Australia Pty Ltd (or its nominated appointee) as follows:
  - Serviced within the fifth year after the date of installation.  
*This provides an additional 3 years warranty on the Heat Exchanger (for a total of 13 years)*
  - Serviced within the tenth year after the date of installation.  
*This provides an additional 2 years warranty on the Heat Exchanger (for a total of 15 years)*
5. These services will be charged by Rinnai.
6. In addition to meeting the conditions set out above, it is essential to comply with all of the general terms and conditions of the product warranty.
7. To obtain your extended warranty you must:
  - During your scheduled service year, contact Rinnai to have a general service performed, and charged for by Rinnai. Service can be booked online, [www.rinnai.com.au/support-resources/online-service-booking/](http://www.rinnai.com.au/support-resources/online-service-booking/) or call **1300 555 545**.
  - Ensure you retain proof of service in the form of proof of payment for service to Rinnai, and that the service maintenance schedule following has been completed and endorsed.
8. Standard warranty applies should you not opt into the Extended Warranty Option.
9. For Infinity Enviro products, the preheat or secondary heat exchanger is defined as a component and therefore is excluded from the extended warranty option.

# Service Maintenance Schedule

## Gas Continuous Flow Water Heater Models

<b>DATE OF INSTALLATION</b>		/	/	Installed by:	
<b>YEAR OF SERVICE</b>	<b>5</b>	<b>10</b>	<b>15</b>	<b>20</b>	
Service Date	/	/	/	/	/
Service Company/Technician					
Model Details					
<b>ELECTRICAL</b>					
Wiring					
Combustion Fan Motor					
Over Heat Switches					
Printed Circuit Boards					
<b>HEATING ASSEMBLY</b>					
Burners and Injectors					
Ignition System					
Flame Sensor					
Burner Pressure (High Rate)*	kPa	kPa	kPa	kPa	kPa
Burner Pressure (Low Rate)*	kPa	kPa	kPa	kPa	kPa
<b>MAJOR COMPONENTS</b>					
Water Filter Changed					
Heat Exchanger					
Case					
Combustion Air Intakes					
Visual Check of Flueing (if applic)					
<b>SYSTEM OPERATION</b>					
Sequence of Operation					
Hours of Operation					
Number of Operations (ON/OFF)					
Hot Water Temperature	°C	°C	°C	°C	°C
Flow Rate at 25°C Temp Rise					
<b>ACTION CODES</b>					
Inspected - Working Correctly - No action required	Adjusted Part	Cleaned Part	Replaced Part	Repaired Part	Referred to Installer
✓	A	C	R	RP	RI

\* Note: This does not apply to N3237 and NB3237 models.

# Rinnai Australia Pty Ltd

ABN 74 005 138 769 | AU45204

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

## National Help Line

Tel: 1300 555 545\*

*Monday to Friday, 8.00 am to 5.00 pm EST.*

## After Hours Hot Water Service Line

Tel: 1800 000 340\*

*\*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](http://www.rinnai.com.au)  
or email [enquiry@rinnai.com.au](mailto: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 our National Help Line.

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

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