



Commercial Hot Water Warranty Booklet

Rinnai

Rinnai Gas Continuous Flow Water Heater Product 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 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.

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 ⁽¹⁾		Stainless Steel Storage Cylinders	Quick Recovery Electric Units (QRE) Cylinders	Components ⁽³⁾	Common Flue	Demand Duo Warm Water Valve ⁽²⁾	Flat Plate Solar Collectors	Evacuated Tube Solar Collectors
	Heat Exchanger	All Other Components							
Domestic Use	Parts	12 Years	5 Years	10 Years	1 Year	NA	3 Years	7 Years	15 Years
	Labour	5 Years	5 Years	3 Years	1 Year	NA	1 Year	1 Year	1 Year
Commercial Use	Parts	5 Years	3 Years	5 Years	1 Year	3 Years	3 Years	5 Years	5 Years
	Labour	3 Years	3 Years	1 Year	1 Year	1 Year	1 Year	1 Year	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.

Note: Stand alone 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 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. Warranty and the extended 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 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 safe 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 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 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.
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 any of the limits specified in Table 2.
11. 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

Rinnai Water Heater System Type	Total Dissolved Solids (TDS) mg/Litre or ppm	Hardness (as CaCO₃) mg/Litre or ppm	Saturation Index (Langelier)	pH	Dissolved CO₂ mg/Litre or ppm	Chlorides mg/Litre or ppm
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
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 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 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 are related to the plumbing installation or are due to the failure of water, electric or gas supplies or exposure to 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.
11. This warranty only applies to water heaters connected to the energy source listed on the data label of the appliance.
12. This warranty does not apply to colour damage caused by direct UV exposure.

Rinnai Australia Pty Ltd

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National Help Line

Tel: 1300 555 545* Fax: 1300 555 655
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 higher from mobile or public phones.*

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 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.