



## Continuous Flow & Instantaneous Water Heaters

# Rinnai

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# Rinnai Continuous Flow & Instantaneous Water Heating Products Warranty

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## 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 and 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 - Continuous Flow & Instantaneous Water Heaters**

<b>Continuous Flow Water Heaters <sup>(3)</sup></b>		<b>All INFINITY Models</b>		<b>All B Series Models</b>		<b>All HD / HDC Models</b>		<b>SmartStart® Water Saver Unit Model REU-CUG1</b>	<b>Water Controllers</b>	<b>Accessories<sup>(4)</sup></b>
		Heat Exchanger	All other components	Heat Exchanger	All other components	Heat Exchanger	All other components			
Domestic Use	Parts	12 Years	3 Years <sup>(2)</sup>	10 Years	3 Years <sup>(2)</sup>	12 Years	3 Years <sup>(2)</sup>	3 Years	3 Years	1 Year
	Labour	3 Years <sup>(2)</sup>	3 Years <sup>(2)</sup>	3 Years <sup>(2)</sup>	3 Years <sup>(2)</sup>	3 Years <sup>(2)</sup>	3 Years <sup>(2)</sup>	3 Years	3 Years	1 Year
Commercial Use	Parts	1 Year	1 Year	1 Year	1 Year	5 Years <sup>(1)</sup>	1 Year	1 Year	1 Year	1 Year
	Labour	1 Year	1 Year	1 Year	1 Year	1 Year	1 Year	1 Year	1 Year	1 Year

(1) One (1) year on heat exchanger when pre-set to 85 or 95°C. (2) Five (5) 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/HDC 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.

<b>Instantaneous Water Heaters <sup>(1)(2)</sup></b>		<b>All Hotflo Instantaneous Models (IHF10)</b>	
		Heat Exchanger	All other components
Domestic Use	Parts	10 Years	3 Years
	Labour	3 Years	3 Years
Commercial Use	Parts	1 Year	1 Year
	Labour	1 Year	1 Year

(1) 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. (2) 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.

# 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.

### **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

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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 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 is deemed to comply with these requirements.
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**

<b>Rinnai water heater system type</b>	<b>Total Dissolved Solids (TDS) mg/Litre or ppm</b>	<b>Hardness (as CaCO3) mg/Litre or ppm</b>	<b>Saturation Index (Langelier)</b>	<b>pH</b>	<b>Dissolved CO2 mg/Litre or ppm</b>	<b>Chlorides mg/Litre or ppm</b>
Continuous flow & Instantaneous water heaters	Not Applicable	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	18	Not Applicable

## 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 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 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. 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 Instructions and where no defect is found.



- 11.** All warranty if Rinnai Continuous Flow and Instantaneous water heaters are used as components in non Rinnai water heating systems. Examples include (but are not limited to): The use of Rinnai 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.



**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.



**Call 1st-Care on 1300 555 545 to make a booking**

# Rinnai



## Heating Solutions for indoors

### Rinnai Energysaver® Power Flued Gas Heating

The Rinnai Energysaver® range of Power Flued heaters achieve an ideal balance of an even spread of warm clean air throughout the room, at efficiency levels which out perform most other heating systems. Thermostatically controlled for true peace of mind, the new Rinnai Energysavers offer the ultimate in comfort and safety.

- Efficiency rating between 4.2 - 4.3 Stars
- Superior indoor air quality with zero emissions into the room
- Power Flued allowing flexibility with multiple installation options
- Full Electronic Thermostatic Control
- Dual Digital Timers with Pre-Heat and Economy Modes
- Inbuilt Humidifier Tray
- Child Lock prevents unwanted access

**For further information or to download a brochure see [www.rinnai.com.au](http://www.rinnai.com.au)**

A black and white photograph of a modern outdoor lounge area. In the background, a Rinnai Luminaire Outdoor Gas Flame Fire is mounted on a wall of large, light-colored rectangular tiles. The fire is visible through a glass-enclosed unit with a metal frame. In the foreground, there are two dark wicker armchairs with white cushions and a matching square coffee table. On the coffee table, there is a bottle of wine and several glasses. The overall atmosphere is sophisticated and contemporary.

# Rinnai

## Heating Solutions for outdoors

### Rinnai Luminaire Outdoor Gas Flame Fire

The Rinnai Luminaire is set to revolutionise outdoor entertaining as we know it. With a full range of installation options, this new decorative outdoor flame fire will suit any external setting. Available as a simple freestanding fire or with single or double sided (see-through) cabinets with optional doors.

- Flexible design options that enable installation virtually anywhere outdoors
- Has a large natural flickering flame through a layer of white stones
- Simple ignition with variable flame effect control
- Constructed from quality durable materials
- LPG unit can run on 9kg gas bottle with a simple connection the same as standard BBQs
- Can be converted to Natural Gas and permanently plumbed for convenience
- Suitable for both domestic and commercial hospitality installations

**For further information or to download a brochure see [www.rinnai.com.au](http://www.rinnai.com.au)**

# Rinnai

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