



Electric Hot Water

Rinnai

Register online at www.rinnai.com.au

Rinnai Electric Water 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 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, Rinnai products are warranted by Rinnai for the cost of labour and components 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.

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

Rinnai Electric Hot Water Systems		Hotflo		Roofmaster	
		Cylinder	Components ⁽¹⁾	Cylinder	Components ⁽¹⁾
Domestic Use	Parts	5 Years	1 Year	7 Years	1 Year
	Labour	3 Years	1 Year	1 Year	1 Year
Commercial Use	Parts	1 Year	1 Year	1 Year	1 Year
	Labour	1 Year	1 Year	1 Year	1 Year

(1) Components include sensors, thermostats, valves, electric heating elements and anodes where applicable.

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 70°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.

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 70°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.
7. Water heater(s) installed as component(s) of centralised bulk hot water system(s).

Warranty Conditions

1. 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.

2. All Rinnai water heating components must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturers installation instructions, current AS 3000, AS 3500 local regulations and municipal building codes by persons authorised by local regulations to do so.
3. All Rinnai water heaters must be operated and maintained in accordance with manufacturers operating instructions.
4. 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.
5. Any inspection, service, repair or replacement activities associated with warranty on Rinnai products must be authorised by Rinnai Australia before commencement.
6. 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).
7. 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.
8. Rinnai reserve the right to have the installed product returned to the factory for inspection.
9. 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.
10. Where a Roofmaster cylinder is used as part of a solar hot water system, refer to the warranty conditions for solar hot water systems.

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
Hotflo electric storage cylinders	2500*	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	Not Applicable	Not Applicable
Roofmaster storage system	600	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	Not Applicable	300

*For TDS levels up to and including 600mg/litre the Rinnai magnesium based anode is to be used. This is the anode fitted during manufacture of the cylinder. For TDS levels greater than 600mg/litre and not exceeding 2500mg/litre the Rinnai aluminium based anode is to be used. This anode can be fitted by Rinnai or an authorised person. This warranty does not apply if the TDS exceeds 2500mg/litre.

Warranty Exclusions

The following exclusions apply to all Rinnai electric 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.



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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.



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

Rinnai

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For further information visit
www.rinnai.com.au