



Commercial Hot Water Warranty Booklet

Rinnai

Rinnai Commercial 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 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 Tables 1(A), 1(B) and Table 2, 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(A) – PARTS AND LABOUR WARRANTY PERIODS (YEARS)

Commercial Air to Water Heat Pump Water Heater		Heat Pump Water Heater	
		Compressor	Components ⁽¹⁾
Commercial Use	Parts	2	2
	Labour	2	2

(1) Components include sensors, thermostats, valves, and all refrigeration components excluding the compressor.

**TABLE 1(B) – PARTS AND LABOUR WARRANTY PERIODS (YEARS)
COMMERCIAL HOT WATER**

		Heavy Duty (HD) Continuous Flow Models used as Gas Boosters in Demand Duo and Manifold Pack Systems ⁽¹⁾		Stainless Steel Quick Recovery Electric and storage only Cylinders ⁽⁴⁾	Vitreous Enamel Quick Recovery Electric and storage only Cylinders ⁽⁴⁾
		Heat Exchanger	All Other Components		
Domestic Use	Parts	12 Years	5 Years	10 Years	10 Years
	Labour	5 Years	5 Years	3 Years	3 Years
Commercial Use	Parts	5 Years	3 Years	7 Years	5 Years
	Labour	3 Years	3 Years	1 Year	1 Year

		Components ⁽³⁾	Common Flue (including power flue fan)	Demand Duo Warm Water Valve ⁽²⁾	Flat Plate Solar Collectors	Evacuated Tube Solar Collectors
Domestic Use	Parts	1 Year	NA	3 Years	7 Years	15 Years
	Labour	1 Year	NA	1 Year	1 Year	1 Year
Commercial Use	Parts	1 Year	3 Years	3 Years	5 Years	5 Years
	Labour	1 Year	1 Year	1 Year	1 Year	1 Year

(1) One (1) year warranty only 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, but not limited to pumps, system controllers, sensors, thermostats, valves, frames and bases, insulation, electric heating elements, electric wiring connecting system components and co-axial (non common) flueing.

(4) One (1) year warranty only on cylinders when set temperature exceeds 76°C

Note: For 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, 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

1. The Warranty Conditions 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, 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 the manufacturer's 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 new product 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 any of 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(B) 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(B) will remain effective.

TABLE 2 - WATER CHARACTERISTICS

Rinnai Water Heater System Type	Total Dissolved Solids (TDS) mg/Litre or ppm	Hardness (as CaCO ₃) mg/Litre or ppm	Saturation Index (Langelier)	pH	Dissolved CO ₂ mg/Litre or ppm	Chlorides mg/Litre or ppm
Demand Duo Systems heat source ⁽¹⁾	600	200	+0.4 to -1.0 @65°C	5.5 to 9.5	18	300
Manifold Pack Systems	N/A	200	+0.4 to -1.0 @65°C	5.5 to 9.5	18	N/A
Stainless Steel Storage Cylinders	600	200	+0.4 to -1.0 @65°C	5.5 to 9.5	N/A	300
Vitreous Enamel Storage Cylinders	600 or 2500 ⁽²⁾	200	+0.4 to -1.0 @65°C	5.5 to 9.5	N/A	N/A
QRE Cylinders	600	200	+0.4 to -1.0 @65°C	5.5 to 9.5	N/A	300
Electric Heat Pump ⁽³⁾	600 or 2500 ⁽⁴⁾	200	+0.4 to -1.0 @65°C	5.5 to 9.5	N/A	300

(1) These parameters are specific to the heat generation products i.e. Heavy Duty gas continuous flow water heater(s) and do not include the storage cylinder.

(2) All Vitreous enamel (VE) cylinders are supplied with a sacrificial anode(s). For TDS levels up to and including 600mg/litre the Rinnai magnesium based anode(s) is to be used. This is the anode(s) fitted during manufacture of the cylinder. For VE cylinder warranty, with TDS levels greater than 600mg/litre and not exceeding 2500mg/litre the Rinnai aluminium based anode(s) 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.

(3) These parameters are specific to the heat generation products that are in contact with the water i.e. heat exchanger(s), pump(s) and pipe work, and do not include the storage cylinder (see separate cylinder limits).

(4) The maximum threshold of 600mg/litre applies to units installed in conjunction with stainless steel cylinders while the maximum threshold of 2500mg/litres applies to units installed in conjunction with Vitreous enamel cylinders with the correct anodes. Refer to point 2) above for relevant anode information.

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, 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 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.
11. 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.
12. This warranty only applies to water heaters connected to the energy source listed on the data label of the appliance.
13. This warranty does not apply to colour degradation/damage caused by direct UV exposure.
14. 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.

Rinnai Australia Pty Ltd

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100 Atlantic Drive, Keysborough, Victoria 3173
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
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.