



Solar Hot Water
Warranty Booklet

Rinnai

Rinnai Solar Water Heating Products Warranty

Warranty Terms

The warranty terms in this publication apply only to Solar Hot Water Systems.

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 caused by the product, and not the installation. 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 and 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 – SOLAR HOT WATER SYSTEMS – PARTS AND LABOUR WARRANTY PERIODS (YEARS)

Solar Hot Water Systems		Solar Compatible Continuous Flow Water Heaters - Models S20 and S26 and other models converted by Rinnai for Solar applications ⁽¹⁾ (3) (4)		Storage Cylinders ⁽⁴⁾		Flat Plate Solar Collectors ⁽⁴⁾	Evacuated Tube Solar Collectors** ⁽⁴⁾	Other Components ^{(2) (4)}	
		Heat Exchanger*	All other Components	Vitreous Enamel (Glass) Lined		Stainless Steel	Enduro XL Excelsior	(Including Manifold)	
				Ground Mounted Tanks	Roof Mounted Tanks				
Domestic Use	Parts	12	3	10	5**	10	7**	15	1
	Labour#	3	3	3	3	3	1	1	1
Commercial Use	Parts	5	1	1	1**	5	5**	5	1
	Labour#	1	1	1	1	1	1	1	1

* Parts Warranty.

** The installation of Roof mounted solar systems without pumped frost protection is not warranted for Frost protection, in locations with known annual frost events.

All Parts installation and repair.

(1) The continuous flow models in this column are suitable only for solar hot water applications. Any failure or service issue when installed in a non solar hot water application is not covered by warranty.

(2) Other components include but not limited to: pumps, system controllers, sensors, thermostats, valves, electric heating elements and anodes where applicable.

(3) Rinnai 28i Internal Gas booster, Infinity 32 and non condensing Heavy Duty models can be converted for solar applications by Rinnai by order request.

(4) No Labour warranty, including service call-out fee, applies to all component, solar collector and cylinder warranties outside the specified Labour Warranty period.

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 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 (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 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 (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, 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 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.

TABLE 2 - WATER CHARACTERISTICS

Rinnai water heater system type	Total Dissolved Solids (TDS) ⁽¹⁾ 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
All Gas Boosted Solar Systems	600	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	18	300
All Electric Boosted Solar Systems	600	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	Not Applicable	300

(1) For systems incorporating 'Vitreous Enamel' storage cylinders only - 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

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.

The following exclusions apply to Rinnai Solar water heating systems and components. They may cause the warranty to become void and will result in a service charge and costs of parts (if required):

All States and Territories

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. 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.
12. All frost damage of split systems using Evacuated Tube Collectors where electric power supply failure results in the Rinnai Frost Protection System being unable to operate when required.
13. All frost damage of split systems using Evacuated Tube Collectors where failure of the pump or controller outside of the warranty term, results in the Rinnai Frost Protection System being unable to operate when required.
14. Any failure of a Solar compatible continuous flow water heater installed in a non solar water heating application.
15. All frost damage where Evacuated Tube Collectors are used with non-pumped (eg: Close Coupled) solar hot water systems where evacuated tube or flat plate collectors are used with non-pumped (e.g. Close-Coupled) solar hot water systems and without independently warranted frost protection components (supplied by others).
16. All frost damage where Evacuated Tube Collectors are used where the controller is not set to "low temperature" mode or "PFP" mode depending on the controller version.
17. All warranty if any Rinnai components are used in non Rinnai water heating systems. Examples include (but not limited to):
 - a. The use of Rinnai solar collectors in conjunction with storage cylinders, solar pumps, gas or electric boosters, solar control systems, associated plumbing hardware and any other components supplied and/or specified by others.
 - b. The use of Rinnai solar gas boosters in conjunction with storage cylinders, solar pumps, solar control systems, associated plumbing hardware and any other components supplied and/or specified by others.

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

18. This warranty does not apply to colour degradation/damage caused by direct UV exposure to components in the system that are not the solar collector.

All States and Territories

- Any frost damage of systems fitted with Evacuated Tube Collectors, if failure occurs as a result of the minimum temperature falling below -12°C. Climate information on the Commonwealth Bureau of Meteorology website* contains historical minimum temperature data and will be used by Rinnai to confirm the cause of failure.

*(<http://www.bom.gov.au>)

For all installations the following 'fit for purpose' conditions apply:

- No warranty against damage caused by frost or freezing on any solar system in Alpine areas above 900 metres, including those shown in Table 3. Any damage caused by frost or freezing of Rinnai solar systems in these areas is at 'own risk'.
- Warranty of Rinnai solar systems against damage caused by frost or freezing is dependent on the appropriate collector and components being installed in listed areas as determined by postcode. Refer to tables 4, 5, 6, 7 and 8 for details.

TABLE 3

List of Alpine areas that have no warranty for damage caused by frost or freezing.

Alpine Areas - VIC	Alpine Areas - NSW/ACT	
Bogong	Adaminaby	Lithgow
Falls Creek	Armidale	Millthorpe
Lake Mountain	Bell	Mount Kosciusko
Mt Baw Baw	Blackheath	Mount Selwyn
Mount Buffalo	Black Mountain	Nimmitabel
Mount Buller	Charlotte Pass	Oberon
Mount Hotham	Crackenback	Perisher Blue
	Dry Plain	Portland
	Glen Innes	Thredbo
	Guyra	Uralla
	Jindabyne	Walcha
	Katoomba	

Warranty Eligibility of Rinnai Solar Systems

The following tables contain a list of postcodes to determine where a pumped evacuated tube solar system **MUST** be installed to be covered by warranty against damage caused by frost or freezing. All other postcodes are eligible for installation of any type of Rinnai Solar system. Note: Alpine areas and locations greater than 900 metres above sea level listed in Table 3 are excluded from the following tables.

TABLE 4

Victoria / Tasmania		
3335-3338	3557 - 3564	3697 - 3701
3341	3566 - 3568	3705
3345	3571 - 3573	3707
3391 - 3393	3575	3709
3396	3579 - 3580	3713
3431	3584 - 3586	3715
3434 - 3438	3588 - 3591	3719 - 3720
3350 - 3358	3594 - 3597	3722 - 3723
3440 - 3442	3608	3725 - 3728
3444	3610	3730
3446 - 3451	3612	3732 - 3733
3453	3614	3735
3458	3616 - 3618	3737
3460 - 3461	3620 - 3624	3739 - 3741
3478	3629 - 3631	3744
3480	3633 - 3641	3746 - 3747
3482 - 3483	3659 - 3660	3749
3485	3662 - 3664	3833
3517 - 3523	3666	3858
3525	3669 - 3670	3862
3527	3672-3673	3885 - 3886
3529 - 3531	3675	3888
3533	3677 - 3678	3895 - 3896
3537	3682 - 3683	3898
3540	3685	3900
3542	3687 - 3688	7000 - 7900
3544	3690 - 3691	
3551	3694 - 3695	

TABLE 5

New South Wales		
2340	2617 - 2623	2758
2345 - 2347	2625 - 2627	2773 - 2774
2350	2629 - 2633	2776 - 2780
2352 - 2355	2655 - 2656	2782 - 2787
2358 - 2361	2658 - 2661	2790 - 2795
2365	2663	2797 - 2800
2369 - 2372	2665 - 2666	2803 - 2810
2380	2668 - 2669	2820 - 2821
2382	2671 - 2672	2828
2390	2675	2830 - 2831
2395	2678	2839
2402 - 2404	2680	2842 - 2850
2410	2700 - 2703	2852
2476	2705 - 2707	2864 - 2871
2575 - 2590	2710 - 2716	2873 - 2877
2594	2720 - 2722	2900
2600 - 2607	2725 - 2727	2902 - 2906
2609	2729 - 2733	2912
2611 - 2615	2735 - 2737	2914

TABLE 6

Queensland		
4357	4385	4415 - 4416
4365	4387 - 4388	4421
4370 - 4377	4390	4424 - 4425
4380 - 4383	4405 - 4407	4427 - 4428

TABLE 7

Western Australia		
0872	6436 - 6438	6639
6355	6440	6642
6359	6442	6646
6425 - 6426	6445	6773
6429 - 6432	6450	
6434	6484	

TABLE 8

South Australia / Northern Territories		
5308	5440	5700
5311	5452 - 5454	5710
5322	5462	5720
5330 - 5333	5464	5722 - 5725
5340 - 5345	5470	5731 - 5732
5357	5472 - 5473	5734
5415 - 5417	5480 - 5483	0860
5419	5485	0870
5421 - 5422	5490 - 5491	0872
5431	5601	
5433 - 5434	5690	

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.