

WARRANTY

Applies only to Gas Storage Water Heaters where the model number commences with GHF, for example GHF4135N.

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.

THIS HOT WATER SYSTEM COMES WITH A COMPREHENSIVE 1 YEAR PARTS AND LABOUR WARRANTY AND A GUARANTEE TO REPLACE YOUR HOT WATER UNIT IF THE INNER CYLINDER FAILS WITHIN EIGHT (8) YEARS under domestic use.

"Domestic Use" is defined as follows:

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.

This water heater comes with a comprehensive one year parts and labour warranty under commercial use. Commercial use is defined as water heaters used in applications other than domestic use and include premises such as commercial and industrial buildings, cafés, caravan parks and sporting complexes, but not limited to these.

"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) used in commercial or industrial heating processes.
4. Water heater(s) used in hydronic space heating installations.
5. Any application that uses Rinnai water heater(s) in conjunction with building flow and return systems.
6. Water heater(s) installed as component(s) of centralised bulk hot water system(s).

The terms of the Warranty and Replacement Guarantee are set out below.

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.

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.

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 legitimate warranty claims 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.

Warranty (Domestic and Commercial use)

1. Your hot water system and its components are covered by a 1 year warranty against defective factory parts or workmanship from the date your hot water unit is installed. If the date of installation is unknown, the warranty commences 1 month after the date of manufacture (which can be found on the data plate on the hot water unit).
2. This warranty is for normal use of the hot water system and covers the repair and/or replacement of any failed component in the hot water unit or where necessary, the hot water unit itself. Under this warranty Rinnai will repair or replace the component or hot water unit free of charge.
3. The warranty only applies to defects in the hot water unit which have arisen solely due to faulty materials or workmanship.

Replacement Guarantee (Domestic use only)

4. If an inner cylinder fails on a Rinnai Gas storage hot water unit, within a further 7 years after the end of the 1st year warranty period, Rinnai will provide a free replacement hot water unit at the nearest approved Rinnai agent or Rinnai office to the owner's home. Under this replacement guarantee, the transport, installation and labour costs of delivering the replacement hot water unit and removing and replacing the existing hot water unit with the replacement hot water unit will be the responsibility of the owner of the existing hot water unit.

Scope of Warranty and Guarantee

5. The warranty and replacement guarantee do not apply to any defects or damage not due to faulty factory parts or workmanship, installation /system selection, including but not limited to defects or damage caused by or resulting from:
 - a. Accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse water conditions, contamination or corrosion from particles in the water supply, excessive water pressure, over temperature or neglect of any kind to the hot water unit or its components.
 - b. Alteration or repair of the hot water unit other than by an approved Rinnai agent or a Technician of a gas or electricity utility approved by Rinnai.
 - c. Attachment of any parts or accessories other than those manufactured or approved by Rinnai.
 - d. Faulty or improper installation of the hot water unit, including installation otherwise than in accordance with the instructions contained in the owner's manuals supplied by Rinnai.
 - e. Where cold water temperature and pressure relief valve, expansion valve, check valve and strainer is not fitted in areas where mains pressure is likely to exceed 1200 kPa.
 - f. The warranty only applies to the hot water unit or components in the hot water unit and does not cover any plumbing or associated parts, including but not limited to, pressure limiting valves, stop cocks, non return valves, electrical switches, pumps or fuses, supplied by any person installing the hot water unit.
 - g. Where a hot water unit or a component in a hot water unit is replaced by Rinnai, the balance of any original warranty or replacement guarantee period will remain effective. The replacement part or hot water unit does not carry any additional warranty or replacement guarantee.
 - h. Where the warranty applies but the hot water unit is installed or located in a position that does not comply with the Rinnai installation instructions or any relevant statutory requirements, the owner of the hot water system will be responsible for the costs of:
 - the dismantling or removal of cupboards, doors, walls of special equipment and
 - any labour required to gain access to and to bring the system / unit to a position that complies with the installation instructions or relevant statutory requirements.
6. Any claim under the warranty or replacement guarantee must include full details of the defect and/ or damage to the hot water unit or components in the hot water unit. All claims must be made within one month of the detection of the defect.
7. 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 1. Water characteristics" on page 19. The water supply from water utilities is deemed to comply with these requirements.

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 1 below. Examples of water supplies where chemistry and impurity levels may exceed the limits specified in Table 1 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. This warranty does not apply to damage caused by sludge and/or sediment in the water supply 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.

Water Characteristics

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 2500 mg/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 2500 mg/litre.

Total Dissolved Solids (TDS)	Hardness (as CaCO ₃)	Saturation Index	pH	Dissolved CO ₂	Chlorides
2500 *	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	Not Applicable	Not Applicable

Table 1. Water characteristics