
Limited Warranty



Rinnai Low Pressure Copper Indoor Cylinder warranty summary

	Residential application	Commercial application
Cylinder only	5 years	1 year
Labour	1 year	1 year
All other parts ¹ supplied by Rinnai	1 year	1 year
Labour	1 year	1 year

All terms of the warranty are effective from the first date of installation. Proof of purchase and installation date will be required at the time of any warranty claim. Where the date of installation is not known or cannot be proven, the warranty will commence one month after the date of manufacture—refer to the data label on the cylinder. This warranty is only valid within the country of purchase.

Any warranty claim must be made within a reasonable time of discovery of the potential fault or defect.

¹ All other parts include, but are not limited to; thermostats, elements, seals.

General warranty terms

Rinnai reserves the right to make modifications and change specifications and its parts without notice.

For the purposes of the Consumer Guarantees Act 1993, Rinnai only guarantees the availability of repair facilities and spare parts for the express warranty periods recorded in the Rinnai warranty summary table.

If the Rinnai cylinder is being acquired for personal, domestic or household use², this warranty does not limit any consumer rights or guarantees that may apply under the Consumer Guarantees Act 1993. If the product is being acquired for the purposes of a business³, the provisions of the Consumer Guarantees Act 1993 do not apply and no other warranties (either express or implied by law) apart from those stated in this warranty apply.

²A residential application is defined as an installation where the water heater, with the thermostat set at 70 °C and below, delivers hot water to a single family dwelling, not used for commercial purposes. Examples where a residential dwelling is used for commercial purposes: hair salon, catering kitchen, communal care facility etc. These installations would be considered commercial applications. An exception would be an accommodation business such as a motel, where the water heater serves the equivalent of a single family dwelling, this would be a residential application.

³A commercial application, constant use applications such as, but not limited to these, underfloor heating and circulating ring mains. The cylinder must be sized and installed according to written guidelines from Rinnai.

Warranty terms and conditions

- All terms of this warranty are effective from the date of first installation. The attending service person reserves the right to verify this date.
- All Rinnai appliances must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturer's instructions, local regulations, and municipal building codes by persons authorised by local regulations to do so.
- All appliances must be operated and maintained in accordance with the manufacturer's operating instructions.
- This warranty applies only to the components supplied by Rinnai. It does not apply to components supplied by others, such as, isolating valves, electrical switches, pipe work, electrical cables, fuses, but not limited to these.
- 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 the installation is deemed illegal or access is dangerous, service will be refused. Any work required to gain access to the appliance will be chargeable by the attending service person (for example, removal of walls, or the use of special equipment to move components, but not limited to these).
- 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.
- Rinnai reserve the right to transfer functional components from defective appliances if they are suitable.
- Rinnai reserve the right to have installed product returned to the factory for inspection.
 - The decision of whether to repair or replace a faulty component of the cylinder is at the sole discretion of Rinnai.
 - Where Rinnai determines that the cylinder needs to be removed for repair, Rinnai may undertake such removal and may permanently replace the defective unit with a substitute unit that is the reasonable opinion of Rinnai, in a better or equal condition to the unit being replaced.
- Where the heat pump is installed outside the metropolitan area or further than 40 km from an authorised repairer, travel costs shall be the owner's responsibility.

Warranty exclusions

The following exclusions may cause the warranty to become void and will result in a service charge and costs of parts (if required).

- Accidental damage, defects or failure caused by acts of nature (fire, wind, lightning, flood, storm, hail storm fallout), vandalism, earthquake, war, civil unrest, pests, animals, insects, or entry of foreign objects or matter into the product such as dirt, debris or moisture.
- Defects or failure due to environmental damage such as corrosion.
- Failure due to abuse or misuse, improper maintenance or improper storage.
- Failure due to incorrect or unauthorised installations.
- Failure or damage caused by alterations, service or repair work conducted by individuals not authorised by Rinnai.
- Where the cylinder has failed directly or indirectly as a result of poor water quality outside the limits specified (refer next page).

- Where it is found that there is no fault with the appliance and the issue is related to the installation or is due to power failure.
- Subject to any statutory provisions to the contrary, Rinnai does not accept:
 - Liability for consequential damage or any incidental expenses resulting from any breach of the warranty.
 - Claims for damage to buildings or any other consequential loss either directly or indirectly due to leaks from the cylinder or any other faults.

Water quality

Water chemistry has a direct impact on hot water heaters, affecting corrosion protection measures, or causing scale buildup.

Water quality MUST:

1. Meet the Water Services (Drinking Water Standards for New Zealand) Regulations 2022 and the Aesthetic Values for Drinking Water Notice 2022, or the water standards as statutorily defined at the time; AND
2. Be within the limits shown in the table below.

Water quality outside these limits will void this warranty.

Water quality and impurity limits

TDS (Total Dissolved Solids)	<600 mg/L	Manganese	<0.01 mg/L
Total Hardness CaCO₃	<200 mg/L	Sodium	<150 mg/L
Alkalinity	150-200 mg/L	Iron	<0.1 mg/L
Dissolved (free) CO₂	<25 mg/L	Sulphate	<100 mg/L
pH	6.8-7.5	Nitrate	<11 mg/L
Chlorides	<150 mg/L	Alkalinity/Sulphate ratio	>1
Free Chlorine	<1 mg/L	LSI¹	-1.0-0.8 @20 °C
¹ Langelier Saturation index			

Water quality warranty guidelines

Filtration

Where there is discolouration, foreign debris, or silt present in the water, an inline filter must be fitted into the water supply to protect the copper water heater from corrosion. Particulates and deposits in hot water systems are corrosive to copper and stainless and can lead to premature pitting. The filters must be periodically replaced to maintain the integrity of the system.

Stagnation

Leaving water stagnant in the system will promote corrosion. It is recommended that systems, if not in use, are flushed on an eight week cycle.

Bore and tank water

Bore and tank water supplies should be considered to be corrosive and should be tested prior to using the system. Bore and tank water must meet the water quality parameters stated in the above table.

Warranty examples in the real-world

We understand warranty information can be confusing. To help clarify what this means in the real-world we have developed some residential application scenarios to clarify what would fall within warranty and what wouldn't.

Scenario	Age of part/ cylinder	Within warranty	
Faulty thermostat	10 months	Yes	All costs covered by Rinnai.
Faulty element	3 years	No	All costs covered by the owner.
Cylinder leaks and causes damage to carpets and flooring	11 months	Yes/No	Cost of cylinder replacement covered by Rinnai. Consequential loss, damage to carpets and flooring, is not ¹ .
Cylinder fails	4 years	Yes	Cost of cylinder replacement covered by Rinnai. The cost of removal of the cylinder, re-installation, and labour costs are the responsibility of the owner.

¹ Consequential losses

All cylinders, that have the potential to leak water, are required to be installed with a drip tray. If damage is caused by a leaking cylinder that has not been installed with a drip tray the owner can seek compensation through the installer or consider claiming on insurance.