

LIMITED WARRANTY

Rinnai warranty summary table

		Domestic Application	Commercial Application
Tank	Parts	5 years	3 years
	Labour	3 years	1 year
All other parts (thermostats, elements etc.)	Parts	1 year	1 year
	Labour	1 year	1 year

All terms of the warranty are effective from the date of installation of the Rinnai Hotflo Electric Storage Water Heater. Proof of installation date will be required.

Domestic vs. commercial application

The reason for distinguishing between a domestic and commercial application is because the expected life of a system is directly related to the hours of use.

A domestic application is defined as an installation that serves a single residential dwelling which is not used for commercial purposes, such as a hair salon, catering kitchen, motel or communal care facility.

All other installations are defined as a commercial application.

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 Hotflo Electric Storage Water Heater is being acquired for personal, domestic or household use, 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 business, 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.

LIMITED WARRANTY

Warranty terms and conditions

1. All terms of this warranty are effective from the date of installation. The attending service person reserves the right to verify this date.
2. All Rinnai appliances must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturer's installation instructions, local regulations, and municipal building codes by persons authorised by local regulations to do so.
3. All appliances must be operated and maintained in accordance with manufacturer's operating instructions.
4. The 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, and where applicable components supplied by others, but not limited to these.
5. 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 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, but not limited to these).
6. 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.
7. Rinnai reserve the right to transfer functional components from defective appliances if they are suitable.
8. Rinnai reserve the right to have the installed product returned to the factory for inspection.
9. Where the water heater is installed outside the metropolitan area or further than 40 km from a Rinnai authorised service centre, travel costs shall be the owner's responsibility.

LIMITED WARRANTY

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).

1. Accidental damage and acts of God.
2. Failure due to abuse or misuse, improper maintenance or improper storage.
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 centres.
5. Where the water heater has failed directly or indirectly as a result of poor water quality outside the limits specified.
6. Where it is found that there is no fault with the appliance and the issue is related to the installation or is due to the failure of electric or gas supplies.
7. Subject to any statutory provisions to the contrary, Rinnai does not accept:
 - a. liability for consequential damage or any incidental expenses resulting from any breach of the warranty,
 - b. claims for damage to building or any other consequential loss either directly or indirectly due to leaks from the solar collector or any other faults.

Water Quality

Water quality outside the limits (as set down below) will void this warranty. Water quality tests must be carried out at the customer's own cost but Rinnai will reimburse any reasonable test costs where water quality is within the limits tabled.

Water Quality and Impurity Limits

TDS (Total Dissolved Solids)	Total Hardness CaCO ₃	Dissolved (free) CO ₂	pH	Langelier Index
Up to 600 mg/L or ppm	Up to 200 mg/L or ppm	Up to 25 mg/L or ppm	6.5-8.5	Between -1.0-0.8

Most metropolitan water supplies fall within these limits. If you are unsure about water quality, please contact Rinnai and we will provide you with the details of an authorised agency able to test your water for compliance to Rinnai standards. If sludge or foreign matter is present in the water supply, a suitable filter should be incorporated in the water supply.

Some examples of water quality issues where water may need to be treated:

- Hard water (areas including Wanganui)
- Aggressive water (areas including Christchurch)
- Both hard and aggressive water (some bore water)