

# LIMITED WARRANTY

## Rinnai Demand Duo Packaged Systems

### Rinnai Warranty Summary Table and General Warranty Terms

		Rinnai Infinity	Demand Duo Tank
<b>Domestic Applications</b>			
Heat Exchanger and Tank	Parts	10 years pro rata	5 years
	Labour	3 years	3 years
All Other Parts (pump, thermostat etc)	Parts	3 years	1 year
	Labour	3 years	1 year
<b>Commercial Applications</b>			
Heat Exchanger and Tank	Parts	5 years pro rata	3 years
	Labour	3 years	1 year
All Other Parts (pump, thermostat etc)	Parts	3 years	1 year
	Labour	3 years	1 year

All terms of the warranty are effective from the date of installation of the Rinnai Demand Duo system. Rinnai New Zealand Limited (Rinnai) reserves the right to verify this date.

#### 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 Rinnai Demand Duo system 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.

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### Rinnai Warranty Terms for Rinnai Infinity

#### Extended Warranty for Rinnai Infinity Heat Exchanger

The parts warranty on heat exchangers in Rinnai Infinity installed for domestic use is 10 years pro rata (i.e. in the 4th year, 70% of the value of the part is covered by the warranty and 40% of the value of the part is covered by warranty in the 7th year).

For Rinnai Infinity units installed for commercial use the parts warranty for the heat exchanger is 5 years pro rata (i.e. in the 4th year, 40% of the value of the part is covered by the warranty and 20% of the value of the part is covered by the warranty in the 5th year).

This warranty is subject to Terms and Conditions below.

All other parts and labour for the Rinnai Infinity are covered for 3 years in accordance with the Terms and Conditions below.

#### Rinnai Infinity Warranty - Terms and Conditions

1. During the warranty period and subject to clauses 2 and 3 below, Rinnai will, at its own discretion, either replace or repair any defective product at no charge to the customer.
2. This warranty covers manufacturing defects only. This warranty will not apply (for example) if the Rinnai Infinity has been improperly installed or is otherwise installed contrary to manufacturer's recommendations, has been damaged during or after installation, or has been subjected to damage or abuse beyond that expected from conditions of normal use.
3. Warranty claims may be invalid if not accompanied by details of the installing or supervising gas fitters registration number and the gas fitting certification number.
4. This warranty commences from the date of installation. Proof of purchase is required at the time of the warranty claim.
5. Servicing of the Rinnai Infinity is to be carried out by a Rinnai authorised service centre.

#### Water Quality for Rinnai Infinity

Water quality outside the maximum recommended 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 if the product is found to be defective.

Water chemistry and impurity limits are detailed in the table below. Most metropolitan water supplies fall within these requirements. If you are unsure about water quality, contact your water authority. If sludge or foreign matter is present in the water supply, a suitable filter should be incorporated.

Standard Infinity Water Quality Limits									
TDS (Total Dissolved Solids)	Total Hardness CaCO <sub>3</sub>	Alkalinity (as CaCO <sub>3</sub> )	Dissolved (free) CO <sub>2</sub>	pH	Chlorides	Magnesium	Sodium	Iron	Langelier Index
Up to 600mg/litre or ppm	Up to 200mg/litre or ppm	Up to 200mg/litre or ppm	Up to 25mg/litre or ppm	6.5 to 8.5	Up to 300mg/litre or ppm	Up to 10mg/litre or ppm	Up to 150mg/litre or ppm	Up to 1mg/litre or ppm	Between -1.0 and 0.8
Aggressive Water (AW) Infinity Water Quality Limits									
Up to 600mg/litre or ppm	Up to 200mg/litre or ppm	Up to 200mg/litre or ppm	Up to 25mg/litre or ppm	6.2 to 8.5	Up to 300mg/litre or ppm	Up to 10mg/litre or ppm	Up to 150mg/litre or ppm	Up to 1mg/litre or ppm	Between -2.5 and 0.8

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

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

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## Rinnai Demand Duo Packaged Systems

### Rinnai Warranty Terms for Demand Duo Tanks

#### In Relation to Storage Tanks

The following exclusions apply:

- Accessibility - Where the cylinder is not easily accessible for maintenance and replacement, this warranty will not cover any additional costs caused by access difficulty.
- Leaks - To the fullest extent permitted by law, this warranty does not cover any consequential loss resulting from leaks to a cylinder. Accordingly it is important that a suitably drained catch pan is fitted where damage could be caused by discharge from the cylinder.