



**Gas Continuous Flow Water Heater**  
Warranty Booklet

**Rinnai**



# Rinnai Gas Continuous Flow Water Heater Product Warranty

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## Warranty Terms

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 warrant 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.

Given installation and application is in accordance with the manufacturer's specifications and instructions as published at the date of installation, Rinnai will repair or replace goods free of charge in the event of defects arising from faulty materials and/or workmanship in accordance with the Warranty Terms in Table 1, Definitions, Warranty Conditions and Exclusions stated in this document.

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 a legitimate warranty claim 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.

**TABLE 1 - GAS CONTINUOUS FLOW & INSTANTANEOUS WATER HEATERS**

Gas Continuous Flow/Instantaneous Water Heaters				
	Product Group	Heat Exchanger	All Other Components	Labour
Domestic Use	Infinity Models <sup>(3)</sup>	12 Years or Extended 25 Year Option <sup>(1)</sup>	3 Years <sup>(2)</sup>	3 Years <sup>(2)</sup>
	Infinity Enviro Models <sup>(3)</sup>	12 Years or Extended 25 Year Option <sup>(1)</sup>	3 Years <sup>(2)</sup>	3 Years <sup>(2)</sup>
	Builders Models <sup>(3)</sup>	10 Years or Extended 15 Year Option <sup>(1)</sup>	3 Years <sup>(2)</sup>	3 Years <sup>(2)</sup>
	HD Models <sup>(3)</sup>	12 Years	5 Years	5 Years
	Flowmaster 10 Instantaneous <sup>(3)(5)</sup>	10 Years	3 Years	3 Years
Commercial Use	Infinity Models <sup>(3)</sup>	1 Year	1 Year	1 Year
	Infinity Enviro Models <sup>(3)</sup>	1 Year	1 Year	1 Year
	HD Models <sup>(3)</sup>	5 Years <sup>(6)</sup>	3 Years <sup>(6)</sup>	3 Years <sup>(6)</sup>
	Flowmaster 10 Instantaneous <sup>(3)(5)</sup>	1 Year	1 Year	1 Year
Accessories				
Domestic Use	SmartStart® Water Saver (REU-CUG1)		3 Years	3 Years
	Water Controllers		3 Years	3 Years
	All other Accessories <sup>(4)</sup>		1 Year	1 Year
Commercial Use	SmartStart® Water Saver (REU-CUG1)		1 Year	1 Year
	Water Controllers		1 Year	1 Year
	All other Accessories <sup>(4)</sup>		1 Year	1 Year

(1) See terms and conditions for Extended Warranty Option.

(2) Five years if two or more controllers are installed in domestic applications.

(3) The models in this table are unsuitable for solar hot water applications. Any failure or service issue when installed in a solar hot water application is not covered by warranty. Exceptions to this are HD models for Rinnai Demand Duo commercial applications using solar boosting and models in this table converted by Rinnai specifically for solar applications and for use in Rinnai solar hot water systems. See Conditions and Exclusions for more details.

(4) Accessories include pipe covers, recess boxes, security brackets, flue diverters and coaxial flueing.

(5) These models must not be installed in areas where the temperature remains below 0°C for extended periods. Frost failures are not covered by warranty.

(6) One year on heat exchanger including parts and labour when pre-set to 85 or 95°C.

# Definitions

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## **Domestic Use:**

The warranty periods that are allocated under “Domestic Use” are based on hot water usage patterns of a typical family.

## **Rinnai “Domestic Use” warranty periods apply to:**

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 provided that maximum delivery temperatures do not exceed 65°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®).

## **Commercial Use:**

The warranty periods that are allocated under “Commercial Use” are for applications other than domestic use and include premises such as commercial and industrial buildings, cafes, 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 65°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

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1. Warranty and the extended 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.
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 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 manufacturers 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 manufacturers operating 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 has not been sighted 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, access is deemed 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 to floor level, but not limited to these).
8. 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.
9. Rinnai reserve the right to have the installed product returned to the factory for inspection.

10. 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 2.
11. For solar hot water applications, the models in Table 1 must be converted by Rinnai to be solar compatible and must be installed as a component of a Rinnai solar hot water system. If the appliance is converted for solar hot water applications after it is first installed, the balance of the original warranty in Table 1 will remain effective.

**TABLE 2 - WATER CHARACTERISTICS**

<b>Rinnai Water Heater System Type</b>	<b>Total Dissolved Solids (TDS)</b> mg/Litre or ppm	<b>Hardness (as CaCO<sub>3</sub>)</b> mg/Litre or ppm	<b>Saturation Index (Langelier)</b>	<b>pH</b>	<b>Dissolved CO<sub>2</sub></b> mg/Litre or ppm	<b>Chlorides</b> mg/Litre or ppm
<b>Gas Continuous Flow &amp; Instantaneous Water Heaters</b>	<b>Not Applicable</b>	<b>200</b>	<b>+0.4 to -1.0 @ 65°C</b>	<b>5.5 to 9.5</b>	<b>18</b>	<b>Not Applicable</b>

## Warranty Exclusions

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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.

### All hot water systems

The following exclusions apply to all Rinnai water heating systems. They 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 failure to maintain.
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 agents.
5. Where it is found that there is no fault with the water heater and the issues is related to the plumbing installation or is due to the failure of water, electric or gas supplies or corrosive atmosphere.
6. 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.
7. Operating the water heater and components when not completely filled with water.
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 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.
9. This warranty applies to water heaters connected to the energy source listed on the data label of the appliance.
10. This warranty does not apply to damage caused by sludge and/or sediment in the water supply.

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 warranty if Rinnai Gas Continuous Flow Water Heaters are used as components in non Rinnai water heating systems. Examples include (but are not limited to): The use of Rinnai Gas Continuous Flow and Instantaneous Water Heaters in conjunction with storage cylinders and/or pumps and/or control systems and any associated plumbing hardware specified and supplied by others.

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



**1st-Care**  
installation • service

**Need a Service?**

Rinnai appliances like any, benefit from regular maintenance in order to maximise ongoing performance.

We recommend that our appliances are serviced at least every 2 years to minimise any potential down time, ensure safety of the product and ultimately prolong the life span of the unit.

To support this, our highly experienced 1st-Care Service Team are available to assist with any of your ongoing service and installation needs.



**Call 1st-Care on 1300 555 545 to make a booking**

# Extended Warranty Option

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## Terms and Conditions

1. Participation in this extended warranty is optional and subject to these terms and conditions.
2. Within the first 12 months of installation you must complete and submit your product warranty registration. When registering your product details you agree to be contacted by Rinnai to arrange service bookings. The Extended Warranty Option can only be registered online, please visit [www.rinnai.com.au](http://www.rinnai.com.au) for registration.
3. Each eligible Infinity or Infinity Enviro product must have general maintenance completed in accordance with the following service schedule, performed by Rinnai Australia Pty Ltd (or its nominated appointee) as follows:
  - Serviced within the fifth year after the date of installation.  
*This provides an additional 4 years warranty on the Heat Exchanger (for a total of 16 years)*
  - Serviced within the tenth year after the date of installation.  
*This provides an additional 3 years warranty on the Heat Exchanger (for a total of 19 years)*
  - Serviced within the fifteenth year after date of installation.  
*This provides an additional 3 years warranty on the Heat Exchanger (for a total of 22 years)*
  - Serviced within the twentieth year after date of installation.  
*This provides an additional 3 years warranty on the Heat Exchanger (for a total of 25 years)*
4. Each eligible Builders (B Series) product must have general maintenance completed in accordance with the following service schedule, performed by Rinnai Australia Pty Ltd (or its nominated appointee) as follows:
  - Serviced within the fifth year after the date of installation.  
*This provides an additional 3 years warranty on the Heat Exchanger (for a total of 13 years)*
  - Serviced within the tenth year after the date of installation.  
*This provides an additional 2 years warranty on the Heat Exchanger (for a total of 15 years)*
5. These services will be charged by Rinnai.
6. In addition to meeting the conditions set out above, it is essential to comply with all of the general terms and conditions of the product warranty.
7. To obtain your extended warranty you must:
  - During your scheduled service year, contact Rinnai to have a general service performed, and charged for by Rinnai. Service can be booked online or by calling **1300 555 545**.
  - Ensure you retain proof of service in the form of proof of payment for service to Rinnai, and that the service maintenance schedule following has been completed and endorsed.
8. Standard warranty applies should you not opt into the Extended Warranty Option.
9. For Infinity Enviro products, the preheat or secondary heat exchanger is defined as a component and therefore is excluded from the extended warranty option.

# Service Maintenance Schedule

## Infinity and Builders Gas Continuous Flow Water Heater Models

DATE OF INSTALLATION		/	/	Installed by:	
YEAR OF SERVICE	5	10	15	20	
Service Date	/	/	/	/	/
Service Company/Technician					
Model Details					
<b>ELECTRICAL</b>					
Wiring					
Combustion Fan Motor					
Over Heat Switches					
Printed Circuit Boards					
<b>HEATING ASSEMBLY</b>					
Burners and Injectors					
Ignition System					
Flame Sensor					
Burner Pressure (High Rate)*	kPa	kPa	kPa	kPa	kPa
Burner Pressure (Low Rate)*	kPa	kPa	kPa	kPa	kPa
<b>MAJOR COMPONENTS</b>					
Water Filter Changed					
Heat Exchanger					
Case					
Combustion Air Intakes					
Visual Check of Flueing (if applic)					
<b>SYSTEM OPERATION</b>					
Sequence of Operation					
Hours of Operation					
Number of Operations (ON/OFF)					
Hot Water Temperature	°C	°C	°C	°C	°C
Flow Rate at 25°C Temp Rise					
<b>ACTION CODES</b>					
Inspected - Working Correctly - No action required	Adjusted Part	Cleaned Part	Replaced Part	Repaired Part	Referred to Installer
√	A	C	R	RP	RI

\* Note: This does not apply to N3237 models.

# Rinnai Australia Pty Ltd

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## **National Help Line**

Tel: 1300 555 545\* Fax: 1300 555 655

*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 higher from mobile or public phones.*

For further information visit [www.rinnai.com.au](http://www.rinnai.com.au)  
or email [enquiry@rinnai.com.au](mailto: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.