

Limited Warranty

Rinnai warranty summary table

This warranty applies to Rinnai Demand Duo skid systems with Rinnai INFINITY HD and EF commercial units.

All terms of the warranty, subject to the conditions below, are effective from the date of installation. Proof of installation date will be required. Where the date of installation is not known or cannot be proven the warranty will commence one month after the date of manufacture.

Component	HEAT EXCHANGER		ALL OTHER PARTS	
	Parts	Labour	Parts	Labour
Rinnai INFINITY HD/EF unit	5000 hours or three years*	1500 hours or one year*	1500 hours or one year*	1500 hours or one year*

* Whichever comes first

Component	Parts	Labour
Demand Duo cylinder	Five years	One year
Pump	Two years	One year
Thermostat, controls, valves, etc.	One year	One year

For commercial applications, the water heating system must be sized and installed to written guidelines from Rinnai.

General warranty terms

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

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.

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 commercial hot water heating systems 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 to do so.
3. All Rinnai commercial hot water heating systems must be operated and maintained in accordance with manufacturer's instructions.
4. The warranty applies only to the components supplied by Rinnai. It does not apply to components supplied by others, such as, but not limited to these, isolating valves, electrical switches, pipe work, electrical cables, and fuses.
5. Where the hot water system 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 system will be chargeable by the attending service person (for example, removal of doors, walls, or the use of special equipment to move components, but not limited to these).
6. The hot water system warranty is for the period indicated in the summary table.
7. Rinnai reserve the right to transfer functional components from defective water heaters if they are suitable.
8. Rinnai reserve the right to have the installed product returned to the factory for inspection.
9. Where the system 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.

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 those authorised by Rinnai.
5. Where the system has failed directly or indirectly as a result of poor water quality outside the limits specified.

TDS (Total Dissolved Solids)	Total Hardness CaCO₃	Dissolved (free) CO₃	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

6. Where it is found that there is no fault with the system and the issue is related to the installation or is due to power failure.
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 or any other faults.