

Limited Warranty

Rinnai brings you peace of mind with a:

5-year firebox warranty



This warranty is applicable to all Rinnai gas fires manufactured from 01 May 2019. All terms of the warranty, subject to the conditions below, are effective from the date of first installation. The attending service person reserves the right to verify this by requesting a copy of the gas certificate of compliance prior to commencement of any warranty work. Proof of purchase and installation date will be required at the time of any warranty claim. This warranty is only valid within the country of purchase.

FIREBOX ¹		ALL OTHER PARTS	
Parts	Labour	Parts	Labour
5 years ²	2 years ²	2 years ²	2 years ²

¹ The firebox is the metal outer casing that surrounds the fire. All other parts of the fire will be covered by a two year limited warranty

² From date of first installation

General warranty terms

All Rinnai appliances meet or exceed the safety standards required by New Zealand gas and electrical regulations. The company is constantly improving its products and as such, specifications are subject to change or variation 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 period recorded in the table above.

This warranty does not limit any consumer rights or guarantees that may apply under the Consumer Guarantees Act 1993. If the product is 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 the warranty will apply.

Warranty terms and conditions

1. All terms of this warranty are effective from the date of first installation. The attending service person reserves the right to verify this by requesting a copy of the gas certificate of compliance prior to commencement of any warranty work. The installer must issue a certificate of compliance by law in New Zealand. Warranty claims may be invalid if not accompanied by details of the installing or supervising gas fitter's registration number and the gas certification number.
2. All Rinnai appliances must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturer's installation instructions, local regulations, and building codes by persons authorised by local regulations to do so.
3. All appliances must be operated and maintained in accordance with the manufacturer's operating instructions. Rinnai recommends that gas fires are serviced every two years, including inspection of the flue system.

Warranty terms and conditions continued

4. Servicing of the product is to be carried out by a Rinnai authorised service centre.
5. The warranty applies only to the components supplied by Rinnai. It does not apply to components supplied by others, such as electrical switches, electrical cables, fuses and where applicable flue systems, but is not limited to these.
6. Where a failed component is replaced under warranty, the balance of the original warranty will remain effective.
7. Rinnai reserves the right to transfer functional components from defective appliances if they are suitable.
8. Rinnai reserves the right to have installed product returned to the factory for inspection.
9. Where the gas fire 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 cost 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 including but not limited to the use of products, including flue systems, that are not specified by Rinnai, damage caused by installation of indoor fires outdoors and outdoor fires indoors.
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 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.
6. Noise caused by minor contraction, movement or expansion of certain parts.
7. Cost of building work to access parts that need repair or replacement, or the costs of building repairs afterwards.
8. Subjective issues such as noise or smell that Rinnai have investigated (or a Rinnai service agent has investigated) and are established to be within normal operating parameters.
9. Variances in fireplace appearance from Rinnai promotional images that are due to gas type and printing confines.

How to make a warranty claim

To make a warranty claim, contact Rinnai on 0800 RINNAI (0800 746 624) or email info@rinnai.co.nz.