

Limited Warranty

Rinnai brings you peace of mind with a:

10-year warranty



This warranty is applicable to all **Rinnai Stainless Steel Indoor cylinders** (including Smart stainless steel cylinders).

All terms of the warranty, subject to the conditions below, are effective from the date of first installation. Proof of purchase and installation date will be required at the time of any warranty claim. Where the date of installation is not known or cannot be proven the warranty will commence one month after the date of manufacture—refer to the data label on the cylinder. This warranty is only valid within the country of purchase.

		Residential application	Commercial application
Cylinder only		10 years	3 years
	Labour	5 years	1 year
All other parts supplied by Rinnai (thermostats, elements, seals etc.)	Parts	1 year	1 year
	Labour	1 year	1 year

Please note: Smart Cylinders are NOT SUITABLE for commercial applications

Single residential application warranty

A residential application is defined as an installation where the water heater, with the thermostat set below 70 °C, delivers hot water to a single family residential dwelling, not used for commercial purposes.

Examples where a residential dwelling is used for commercial purposes; hair salon, catering kitchen, communal care facility etc. These installations would be considered commercial applications. An exception would be an accommodation business such as a motel, where the water heater serves the equivalent of a single family dwelling, this would be a residential application.

Commercial application warranty

For constant use applications such as, but not limited to these, underfloor heating and circulating ring mains. The cylinder must be sized and installed according to written guidelines from Rinnai.

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 cylinder 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.

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 date.
2. All Rinnai cylinders 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 cylinders 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 cylinder 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 cylinder 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. The cylinder warranty is for the period indicated in the summary table. Where the cylinder and/or part is replaced under warranty the balance of the original warranty will remain effective.
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 cylinder 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.
10. Rinnai reserves the right to replace the cylinder for another type if upon inspection it is deemed another cylinder of a different construction is more suitable.

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 cylinder has failed directly or indirectly as a result of poor water quality outside the limits specified and/or used with bore or tank water.

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

6. Where it is found that there is no fault with the cylinder 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.

Warranty examples in the real-world

We understand warranty information can be confusing. To help clarify what this means in the real-world we have developed some residential application scenarios to clarify what would fall within warranty and what wouldn't.

Scenario	Age of part/ cylinder	Within warranty	
Faulty thermostat	10 months	Yes	All costs covered by Rinnai.
Faulty element	3 years	No	All costs covered by the owner.
Cylinder leaks as a result of a faulty inner cylinder and causes damage to carpets and flooring	11 months	Yes/No	Cost of cylinder replacement covered by Rinnai. Consequential loss, damage to carpets and flooring, is not ¹ .

¹ Consequential losses

All cylinders are required to be installed with a drip tray, this is a mandatory requirement of the installation. If damage is caused by a leaking cylinder that has not been installed with a drip tray the owner can seek compensation through the installer or consider claiming on insurance.