

Limited Warranty

Rinnai brings you peace of mind with a:



5-year firebox warranty

Rinnai Electric Fires warranty summary

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

All terms of the warranty, subject to the conditions below, are effective from the date of first purchase from an authorised Rinnai dealer and/or date of first installation, which can be found on the electrical compliance certificate left by the installer. Proof of purchase will be required at the time of any warranty claim. This warranty is only valid within the country of purchase. Any warranty claim must be made within a reasonable time of discovery of the potential fault or defect.

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.

General warranty terms

All Rinnai appliances meet or exceed the safety standards required by New Zealand Electricity (Safety) 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 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 to do so.
2. All appliances must be operated and maintained in accordance with the manufacturer's operating instructions.
3. Servicing / repair of the product is to be carried out by a qualified / licensed electrician.
4. 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, but is not limited to these.
5. Where a failed component is replaced under warranty, the balance of the original warranty will remain effective.
6. Rinnai reserves the right to transfer functional components from defective appliances if they are suitable.

7. Rinnai reserves the right to have installed product returned to the factory for inspection.
8. Where the Electric Fire is installed outside the metropolitan area or further than 40 km from an authorised repairer, 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, defects or failure caused by acts of nature (fire, wind, lightning, flood, storm, hail storm fallout), vandalism, earthquake, war, civil unrest, pests, animals, insects, or entry of foreign objects or matter into the product such as dirt, debris or moisture.
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 that are not specified by Rinnai, and damage caused by installation of indoor fires outdoors.
4. Failure or damage caused by alterations, service or repair work carried out by unauthorised personnel.
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 electricity 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 and are established to be within normal operating parameters.
9. Variances in fireplace appearance, including flame picture, from Rinnai promotional images that are due to printing confines, and on-screen display variances.