



Electric Continuous Flow Water Heater

Warranty Booklet

Rinnai

Rinnai Electric Continuous Flow Water Heater Product Warranty

Warranty Terms

The warranty terms in this publication apply only to Electric Continuous Flow Hot Water Heaters. The model number is found on the data label on the water heater.

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.

Australia Only: Our goods come with guarantees that cannot be excluded under 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 caused by the product. 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.

New Zealand Only: 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.

Rinnai will repair or provide parts for repair or replacement, in the event of product defects arising from faulty materials and/or Rinnai 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, if and when validated by Rinnai. This includes call-out of an authorised Rinnai service provider to inspect the product. Subject to any statutory provisions to the contrary, Rinnai is not responsible for:

- (a) any costs that are not pre-approved in writing by Rinnai Australia or Rinnai New Zealand
- (b) any costs associated with a product which is determined upon inspection not to be covered by this warranty.
- (c) liability for consequential damage or any incidental expenses resulting from any breach of the warranty. **(New Zealand only)**
- (d) claims for damage to building or any other consequential loss either directly or indirectly due to leaks or any other faults. **(New Zealand only)**

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.

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Warranty Terms (continued)

Enquiries relating to warranty coverage and claims for Rinnai products or services must be made by contacting Rinnai Australia or Rinnai New Zealand.

Authorised Rinnai service providers can repair or replace product components, subject to Rinnai warranty terms and conditions. Rinnai Australia or Rinnai New Zealand can, in addition, provide information on operation and maintenance of Rinnai products. Rinnai Australia or Rinnai New Zealand contact details are on the back of this document.

TABLE 1 – PARTS AND LABOUR WARRANTY PERIODS (YEARS)

Electric Continuous Flow/Instantaneous Water Heaters				
	Product Group	Heat Exchanger*	All Other Components*	Labour #
Domestic Use	Efinity Models	5 Years	5 Years	5 Years
Commercial Use	Efinity Models	1 Year	1 Year	1 Year

*Parts Warranty.

All Parts installation and repair.

(1) 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.

(2) 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.

(3) The models in this table are NOT suitable for use as a spa or swimming pool heater.

(4) The models in this table are designed for 'Indoor' installation only.

Definitions

Domestic Use:

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

Rinnai “Domestic Use” warranty periods apply to:

1. Water heaters installed to supply heated water to single family domestic dwelling.
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 60°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.

Commercial Use:

The warranty periods that are allocated under “Commercial Use” are for all other applications other than domestic use and include premises such as commercial and industrial buildings, schools, cafes, hotels, 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 60°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 limited to 60°C.
7. Water heater(s) installed as component(s) of centralised bulk hot water system(s).

Warranty Conditions

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 proof of purchase or 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 or New Zealand.

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, 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 or Rinnai New Zealand 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 sited in accordance with the installation instructions or installed such that safe assessment or service access requires machinery or is difficult, a service charge will apply. If at the discretion of the attending service person, access is deemed dangerous, service will be refused until resolved. Any work required to gain reasonable or safe 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, perform diagnostics, but not limited to these).
8. Where a failed appliance or 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 may at its sole discretion, return any removed product or component to the factory for inspection.

10. New Zealand Only: Where the appliance 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.

11. Australia Only: 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. The water supply from water utilities generally complies with these requirements. However, where water sources change, or any history of uncertainty exists, water quality must be tested, or otherwise treated, to comply with these specifications. If unsure check with your water authority.

12. New Zealand Only: Water chemistry has a direct impact on hot water heaters, affecting corrosion protection measures, or causing scale buildup.

Water quality MUST:

- (a) meet the Water Services (Drinking Water Standards for New Zealand) Regulations 2022 and the Aesthetic Values for Drinking Water Notice 2022, or the water standards as statutorily defined at the time; AND
- (a) be within the limits shown in the Table 3. Water quality outside these limits will void this warranty

TABLE 2 - AUSTRALIA WATER CHARACTERISTICS

Rinnai Water Heater System Type	Chlorides mg/L	pH	Saturation Index	Total Dissolved Solids (TDS) mg/L	Water Resistivity Range Ω.cm @ 20°C	Water Conductivity Range µS/cm
Electric Continuous Flow & Instantaneous Water Heaters	≤ 200	5.5 to 9.5	-1.0 to +0.4 @65°C	≤ 875	≥ 800	≤ 1250

TABLE 3 - NEW ZEALAND WATER CHARACTERISTICS

Rinnai Water Heater System Type	Total Dissolved Solids Range mg/L	Total Hardness CaCO₃ mg/mL	Alkalinity mg/L	Dissolved (free) CO₂ mg/L	pH	Chlorides mg/L	Free Chlorine mg/L
Electric Continuous Flow & Instantaneous Water Heaters	≤ 600	< 200	150-200	< 25	6.8 to 7.5	≤ 150	<1
Rinnai Water Heater System Type	Manganese mg/L	Sodium mg/mL	Iron mg/L	Sulphate mg/L	Nitrate	Alkalinity/ Sulphate ratio	LSI¹ mg/L
Electric Continuous Flow & Instantaneous Water Heaters	< 0.01	< 150	< 0.1	< 100	< 11	> 1	1.0-0.08 @ 20°C

¹ Langelier Saturation Index – scaling potential of water

Warranty Exclusions

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. Normal fair wear and tear.
2. Ingress of vermin.
3. Damage in transit.
4. Connection to faulty equipment, such as damaged valves.
5. Ice formation in the waterways of a water heater: where the electricity supply has been switched off or has failed and the water heater has not been drained in accordance with the instructions; or due to an ambient temperature below -20°C (including wind chill factor).
6. Accidental damage and acts of God.
7. Failure due to abuse or misuse, improper maintenance or failure to maintain.
8. Failure due to incorrect or unauthorised installations.
9. Failure, damage and associated costs resulting from product alterations, service or repair work or methods not authorised by Rinnai.
10. Where it is found that there is no functionality fault with the water heater and the issues is related to the plumbing installation or are due to the failure of water or electric supplies.
11. Where exposed to corrosive atmosphere, salt-affected or coastal environments; and including exposure causing superficial discolouration and aging that is immaterial to the performance and reliability of the product.
12. 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.
13. Operating the water heater and components when not completely filled with water.

- 14.** 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.
- 15.** This warranty applies to water heaters connected to the energy source listed on the data label of the appliance.
- 16.** This warranty does not apply to damage caused by sludge and/or sediment in the water supply nor corrosion due to stray electrical currents affecting the associated piping.
- 17.** This warranty does not apply to colour degradation/damage caused by direct UV exposure.
- 18.** 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 Operation Instructions and where no defect is found.
- 19.** All warranty if Rinnai Electric 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 Electric 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 or Rinnai New Zealand Engineering and Technical Group.

Service Maintenance Schedule

Electric Continuous Flow Water Heater Models

DATE OF INSTALLATION		/	/	Installed by:		
YEAR OF SERVICE	1	2	3	4	5	
Service Date	/ /	/ /	/ /	/ /		
Service Company/Technician						
Model Details						

ELECTRICAL

Wiring					
Printed Circuit Boards					

MAJOR COMPONENTS

Water Filter Changed					
Heat Exchanger					
Case					

SYSTEM OPERATION

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					

ACTION CODES

Inspected - Working Correctly - No action required	Adjusted Part	Cleaned Part	Replaced Part	Repaired Part	Referred to Installer
√	A	C	R	RP	RI

Rinnai Australia Pty Ltd

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100 Atlantic Drive, Keysborough, Victoria 3173
P.O. Box 460, Braeside, Victoria 3195
Tel: (03) 9271 6625

National Help Line

Tel: 1300 555 545*

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 may be higher from a mobile phone.
(National calls from public phones in Australia are free.)*

For further information visit **www.rinnai.com.au**
or email **enquiry@rinnai.com.au**

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For further information visit:

www.rinnai.co.nz

[youtube.com/rinnainz](https://www.youtube.com/rinnainz)

[facebook.com/rinnainz](https://www.facebook.com/rinnainz)

or email **info@rinnai.co.nz**

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.