

Limited Warranty

Rinnai brings you peace of mind with a:

Rinnai INFINITY



This warranty is applicable for all Rinnai INFINITY continuous flow water heaters manufactured from 2019 onwards. 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.

Rinnai INFINITY	Application	HEAT EXCHANGER		ALL OTHER PARTS	
		Parts	Labour	Parts	Labour
EF26 and A-Series models	Residential WITHOUT controllers	10 years pro rata ¹	3 years	3 years	3 years
	Residential WITH controllers	12 years pro rata ¹	3 years	5 years	3 years
	Commercial	1500 hours or 1 year ²	1500 hours or 1 year ²	1500 hours or 1 year ²	1500 hours or 1 year ²
HD and N-Series models	Residential	12 years pro rata ¹	3 years	5 years	3 years
	Commercial	5000 hours or 3 years pro rata ²	1500 hours or 1 year ²	1500 hours or 1 year ²	1500 hours or 1 year ²

¹ Under a pro rata warranty, if the heat exchanger fails before the end of the warranty, Rinnai will replace the heat exchanger at a cost that depends on the age of the heat exchanger at the time of the fault. For further details refer to the pro rata table on p.3.

² Whichever comes first

Residential application

A residential application is defined as an installation where a continuous flow unit is set to 55 °C³ or lower, delivering hot water to a single residential dwelling (not used for commercial purposes⁴).

All other installations are defined as commercial applications.

For constant use applications, such as circulating ring mains, the water heater, 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 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 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 the warranty will apply.

³ A solar installation using a Rinnai INFINITY continuous flow unit (excluding EF26 and A-Series models) in a single residential dwelling is considered a residential application.

⁴ Examples of a commercial application in a residential dwelling; hair salon, catering kitchen, communal care facility etc. An accommodation business such as a motel, where a continuous flow unit serves the equivalent of a single family dwelling, is deemed to be a residential application.

Warranty terms and conditions

1. All terms of the 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 gasfitter'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.
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, isolating valves, pipework, and where applicable flue systems, but it is not limited to these.
6. Where the appliance has not been sited in accordance with the installation instructions or installed such that normal 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 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, but not limited to these).
7. Where the failed component is replaced under warranty, the balance of the original warranty will remain effective.
8. Rinnai reserves the right to transfer functional components from defective appliances if they are suitable.
9. Rinnai reserves the right to have installed product returned to the factory for inspection.
10. Where the water heater 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 Rinnai service persons or service centres.
5. Where the water heater has failed directly or indirectly as a result of poor water quality outside the limits specified.
6. Where it is found that there is no fault with the appliance and the issue is related to the installation or is due to failure of electric or gas supplied.
7. Subject to any statutory provisions to the contrary, Rinnai does not accept
 - a. liability for consequential damage or 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 from the appliance or any other faults.

Pro rata heat exchanger warranty table

Under a pro rata warranty, if the **heat exchanger** fails before the end of the warranty, Rinnai will replace the heat exchanger at a cost that depends on the installation application and the age of the heat exchanger at the time of the fault.

Year	EF26 and A-SERIES		HD and N-SERIES	
	Residential WITHOUT controllers	Residential WITH controllers	Residential	Commercial
1	100%	100%	100%	33.3%
2	100%	100%	100%	33.3%
3	100%	100%	100%	33.3%
4	70%	90%	90%	-
5	60%	80%	80%	-
6	50%	70%	70%	-
7	40%	60%	60%	-
8	30%	50%	50%	-
9	20%	40%	40%	-
10	10%	30%	30%	-
11	-	20%	20%	-
12	-	10%	10%	-

The percentages above relate to the heat exchanger component only. It does not include labour.

Water quality

Water quality outside the limits (as set down below) will void this warranty.



Water quality and impurity limits

TDS (Total Dissolved Solids)	Total hardness CaCO ₃	Alkalinity (as CaCO ₃)	Dissolved (free) CO ₂	pH	Chlorides	Magnesium	Sodium	Iron	Langelier Index
Up to 600 mg/L or ppm	Up to 200 mg/L or ppm	Up to 200 mg/L or ppm	Up to 25 mg/L or ppm	6.5-8.5	Up to 300 mg/L or ppm	Up to 10 mg/L or ppm	Up to 150 mg/L or ppm	Up to 1 mg/L or ppm	Between -1.0-0.8

Most metropolitan water supplies fall within these limits. If sludge or foreign matter is present in the water supply, a suitable filter should be incorporated in the water supply.

Some examples of water quality issues where water may need to be treated:

- Hard water (areas including Whanganui)
- Aggressive water (areas including Christchurch)
- Both hard and aggressive water (some bore water)