

Limited Warranty



Rinnai Heavy Duty Electric Cylinders warranty summary

		Residential application	Commercial application
Cylinder only		10 years	5 years
	Labour	5 years	1 year
Components ¹ supplied by Rinnai	Parts	1 year	1 year
	Labour	1 year	1 year

All terms of the warranty are effective from the first date of installation. Proof of installation date will be required. 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.

Any warranty claim must be made within a reasonable time of discovery of the potential fault or defect.

The cylinder must be sized and installed according to written guidelines from Rinnai.

¹ Components include, but are not limited to; sensors, thermostats, valves, electric heating elements, anodes.

Single residential application warranty

A residential application is defined as an installation where the water heater, with the thermostat set 75 °C or below, 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 heater serves the equivalent of a single dwelling, this would be a residential application.

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

- All terms of this warranty are effective from the date of first installation. The attending service person reserves the right to verify this date.
- 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.

- All Rinnai cylinders must be operated and maintained in accordance with manufacturer's instructions.
- 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.
- 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).
- 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.
- Rinnai reserve the right to transfer functional components from defective water heaters if they are suitable.
- Rinnai reserve the right to have the installed product returned to the factory for inspection.
- 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.
- 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).

- 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.
- Defects or failure due to environmental damage such as corrosion.
- Failure due to abuse or misuse, improper maintenance or improper storage.
- Failure due to incorrect or unauthorised installations.
- Failure or damage caused by alterations, service or repair work carried out by unauthorised persons.
- Where the cylinder has failed directly or indirectly as a result of poor water quality outside the limits specified, refer next page.
- Where it is found that there is no fault with the appliance and the issue is related to the installation or is due to power failure.
- Subject to any statutory provisions to the contrary, Rinnai does not accept:
 - Liability for consequential damage or any incidental expenses resulting from any breach of the warranty.
 - Claims for damage to buildings or any other consequential loss either directly or indirectly due to leaks from the heat

Water quality

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

Water quality MUST:

1. 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
2. Be within the limits shown in the table below.

Water quality outside these limits will void this warranty.

Water quality and impurity limits

TDS (Total Dissolved Solids)	<1000 mg/L	Chlorides	<250 mg/L
Total Hardness CaCO₃	<200 mg/L	Sodium	<200 mg/L
Alkalinity	<200 mg/L	Iron	<1 mg/L
Dissolved (free) CO₂	<25 mg/L	LSI¹	-1.0-0.8 @20 °C
pH	6.8-8.5		

¹ Langelier Saturation index

Water quality warranty guidelines

Stagnation

Leaving water stagnant in the system will promote corrosion. It is recommended that systems, if not in use, are flushed on an eight week cycle.