

# 450 L Commercial Cylinder Limited Warranty

Rinnai brings you peace of mind with a:

5-year inner cylinder  
1-year parts and labour



All terms of the warranty, subject to the conditions below, are effective from the date of installation. Proof of installation date will be required.

## Commercial application warranty

Component	Warranty period	Warranty
All components	Up to 1 year	Replace or repair free of charge the cylinder and/or part if it fails due to faulty manufacture.
Inner cylinder	5 years	Replace or repair free of charge* the inner cylinder if it fails due to faulty manufacture. The cost of removal of the cylinder, re-installation, and labour costs are the responsibility of the owner.

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

\* Except for certain travel and transport costs, refer to the 'Warranty terms and conditions' (9).

## 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 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. Rinnai reserve the right to transfer functional components from defective water heaters if they are suitable.

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 inner cylinder and/or part is replaced under warranty, the replacement cylinder and/or part will carry a new warranty.
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. Water supplied to the cylinder by an uncontrolled heat source or by a controlled heat source in excess of 75 °C.
2. Accidental damage and acts of God.
3. Failure due to abuse or misuse, improper maintenance or improper storage.
4. Failure due to incorrect or unauthorised installations.
5. Failure or damage caused by alterations, service or repair work carried out by persons other than those authorised by Rinnai.
6. Where the cylinder has failed directly or indirectly as a result of poor water quality outside the limits specified.

TDS (Total Dissolved Solids)	Total Hardness CaCO <sub>3</sub>	Dissolved (free) CO <sub>2</sub>	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

7. 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.
8. 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.