

# Heat Pump Limited Warranty

Rinnai brings you peace of mind with a:



## 7-year parts and labour



This warranty applies to residential Rinnai Heat Pump product purchased from June 2025 (excluding Q Series or earlier product ranges). All terms of the warranty, subject to the conditions below, are effective from the date of first purchase. The attending service person reserves the right to verify this by requesting a copy of the electrical 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. Installation must be completed by a Rinnai accredited installer.

This warranty is only valid within the country of purchase.

Equipment defects covered by this warranty will be repaired or replaced at the discretion of Rinnai NZ without cost to the owner for parts or direct labour repair. The repair or replacement shall be performed during normal business hours by an authorised Rinnai service centre.

| HEAT PUMP SYSTEM     |         | ALL OTHER PARTS |         |
|----------------------|---------|-----------------|---------|
| Parts                | Labour  | Parts           | Labour  |
| 7 years <sup>1</sup> | 7 years | 7 years         | 7 years |

<sup>1</sup> The Rinnai NZ Heat pump equipment is warranted against defects in design, materials and workmanship for a period of 7 years from the date the equipment is purchased by the original owner.

### Residential application

A residential application is defined as an installation where a heat pump system serves a single residential dwelling (not used for commercial purposes<sup>2</sup>).

All other installations are defined as commercial applications.

### 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.

### Owners responsibility

1. The purchaser must operate and maintain the product in accordance with the operating instructions and service maintenance schedule, including conducting an appropriate number of services to the unit during the warranty period, based on usage and the usage environment.
2. Regular cleaning of the air filter(s) and replacement where necessary. For reliable operation Rinnai Heat Pumps should be serviced annually. Regular servicing will help extend the life of the system.
3. Ensuring that the air inlet and outlet on the outdoor unit is kept clear of any obstructions and clear of dust buildup, dirt, debris and plant matter.
4. Ensuring that the condensate drain is kept clear of obstructions.
5. Application of additional corrosion protection if the product is installed in a corrosive environment (for example: sea air, high sulphur content, industrial pollution).
6. Replacing expired batteries or other consumables as required.

<sup>2</sup> 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 heat pump system 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 the equipment is purchased by the original owner. The attending service person reserves the right to verify this by requesting a copy of the electrical 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 Rinnai NZ Accredited Installer.
2. All Rinnai products 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 Rinnai products must be operated and maintained in accordance with the manufacturer's operating instructions.
4. Your Rinnai air conditioning system should be maintained annually after the date of installation by a Rinnai authorised service centre. Failure to do so during the product warranty period may void your warranty. This periodic service and maintenance will prolong the useful life of the unit, and help keep it running safely and at optimum efficiency.
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, ducting, return air filters, grilles, zone motors, thermostats, 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. Any Rinnai parts or equipment replaced under this warranty will be warranted in accordance with the provisions of this warranty for the remainder of the original warranty or for a period of twelve (12) months from the completion of the repair, whichever is greater.
8. Rinnai reserves the right to transfer functional components from defective product if they are suitable.
9. Rinnai reserves the right to have installed product returned to the factory for inspection.
10. Where a system is installed outside the metropolitan area or further than 40 km from a Rinnai NZ accredited installer or authorised service centre, travel and freight charges (inclusive of insurance) 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 or damage, defects or failure caused by acts of nature, fire, wind, lightning, flood, storm, hail storm fallout, vandalism, earthquake, war, civil unrest, misuse, abuse, negligence, pests, animals, pets, insects, or entry of foreign objects or matter into the product such as dirt, debris, soot or moisture.
2. Failure due to abuse or misuse, improper maintenance, improper storage, or lack of servicing.
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 NZ accredited installers, service persons or service centres.
5. Where it is found that there is no fault with the product and the issue is related to the installation or is due to faulty or incorrect external electrical wiring, incorrect power supply, voltage fluctuations, or electromagnetic interference not originating within the equipment.
6. Damage or deterioration of external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions.
7. Equipment that has been re-installed at a location other than the original location.
8. Product which has been installed in a portable or mobile building, structure or application, but not limited to, a caravan, boat, or trailer.
9. Any consumable items such as batteries, filters or belts supplied with the equipment unless the item is shown to have been defective at the time of purchase.
10. 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.
11. The 7-year warranty does not apply to the Q Series or any earlier product ranges. These models remain covered under their existing 6-year warranty for parts and labour.

## Limitations

Third parties are often involved in providing advice to consumers about climate control solutions best suited to the consumer's needs. Any advice or recommendations given by such parties, including advice about product fitness for purpose and overall system design, sizing and application are not the responsibility of Rinnai. This includes but is not limited to the heat load calculations, airflow and system balancing.

Geographical climate zones—Rinnai New Zealand Ltd does not exclude this product from installation in colder climatic zones but cannot guarantee appliance heating performance at temperatures below zero.