

Limited Warranty

Rinnai brings you peace of mind with a:

5-year warranty



Rinnai Velare 1500 - Hybrid Electric Fire warranty summary

	Parts	Labour
Electric fire firebox¹	5 years	5 years
Heat pump system	5 years	5 years
All other parts	2 years	2 years

All terms of the warranty, subject to the conditions below, are effective from the date of first purchase from an authorised Rinnai dealer and/or date of first installation, which can be found on the electrical compliance certificate left by the installer. Proof of purchase will be required at the time of any warranty claim. This warranty is only valid within the country of purchase. Any warranty claim must be made within a reasonable time of discovery of the potential fault or defect.

¹ The firebox is the metal outer casing that surrounds the fire. All other parts of the fire will be covered by a two year limited warranty.

Residential application

A residential application is defined as an installation where the Velare 1500 serves a single residential dwelling (not used for commercial purposes).

All other installations are defined as commercial applications.

General warranty terms

All Rinnai appliances meet or exceed the safety standards required by New Zealand Electricity (Safety) Regulations. The company is constantly improving its products and as such, specifications are subject to change or variation 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 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, 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 the Velare 1500 Hybrid Electric Fire 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.

Warranty terms and conditions

1. 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 to do so.
2. All Rinnai products must be operated and maintained in accordance with the manufacturer's operating instructions.
3. The Velare 1500 Hybrid Electric Fire 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.
4. 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, but is not limited to these.
5. Where a failed component is replaced under warranty, the balance of the original warranty will remain effective.
6. Rinnai reserves the right to have installed product returned to the factory for inspection.
7. 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).
8. Rinnai reserves the right to transfer functional components from defective product if they are suitable.
9. 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 cost of parts (if required).

1. 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.
2. Failure due to abuse or misuse, improper maintenance or improper storage.
3. Failure due to incorrect or unauthorised installations including but not limited to the use of products that are not specified by Rinnai, and damage caused by installation of indoor fires outdoors.
4. Failure or damage caused by alterations, service or repair work carried out by unauthorised personnel.
5. Damage or deterioration of external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions.
6. Product which has been installed in a portable or mobile building, structure or application, but not limited to, a caravan, boat, or trailer.
7. Where it is found that there is no fault with the appliance and the issue is related to the installation or is due to the failure of electricity supplies.
8. Noise caused by minor contraction, movement or expansion of certain parts.
9. Cost of building work to access parts that need repair or replacement, or the costs of building repairs afterwards.
10. Subjective issues such as noise or smell that Rinnai have investigated and are established to be within normal operating parameters.
11. Variances in fireplace appearance, including flame picture, from Rinnai promotional images that are due to printing confines, and on-screen display variances.
12. 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 other consequential loss either directly or indirectly due to leaks from the appliance or any other faults.

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.

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.