

Limited Warranty

Rinnai brings you peace of mind with a:

Rinnai Demand Rapid - Enamelled Steel



Rinnai warranty summary table

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.

Component	Heat exchanger		All other parts	
	Parts	Labour	Parts	Labour
Rinnai INFINITY	5000 hours or three years ¹	1500 hours or one year ¹	1500 hours or one year ¹	1500 hours or one year ¹

¹ Whichever comes first

Component	Parts	Labour
Cylinder	Five years	One year
Pump	Two years	One year
Thermostat, controls, valves, pipework	One year	One year

For commercial applications, the water heating system must be sized and installed 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.

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. 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.

Warranty terms and conditions

5. 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 doors, walls, or the use of special equipment to move components, but not limited to these).
6. Where the failed component is replaced under warranty, the balance of the original warranty will remain effective.
7. Rinnai reserves the right to transfer functional components from defective appliances if they are suitable.
8. Rinnai reserves the right to have installed product returned to the factory for inspection.
9. Where the water heater is installed outside the metropolitan area or further than 40 km from an Rinnai authorised repairer, 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, 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 or moisture.
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 unauthorised personnel.
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. Subjective issues such as noise or smell that Rinnai have investigated (or a Rinnai authorised repairer has investigated) and are established to be within normal operating parameters.
8. 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.

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 latest Water Services (Drinking Water Standards for New Zealand) Regulations and the Aesthetic Values for Drinking Water Notice, 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)	<600 mg/L	Chlorides	<300 mg/L
Total Hardness CaCO₃	<200 mg/L	Magnesium	<10 mg/L
Alkalinity	<200 mg/L	Sodium	<150 mg/L
Dissolved (free) CO₂	<25 mg/L	Iron	<1 mg/L
pH	6.5-8.5	LSI¹	Between -1.0-0.8
¹ Langelier Saturation index—scaling potential of water.			

If sludge or foreign matter is present in the water supply, a suitable filter should be incorporated in the water supply.

Bore and tank water supplies should be considered to be corrosive and should be tested prior to using the system. Bore and tank water must meet the water quality parameters stated above.