

Limited Warranty - HydraHeat



Rinnai HydraHeat warranty summary

	HydraHeat head unit	HydraHeat cylinder	All other parts ¹
Product	Residential - 5 years Commercial - 1 year	Residential - 7 years Commercial - 3 years	Residential - 5 years Commercial - 3 years
Labour	1 year	1 year	1 year

All terms of the warranty are effective from the first date of installation. Proof of installation will be required. Where the date of installation is not known or cannot be proven, the warranty will be based on the date of manufacture. Any warranty claim must be made within a reasonable time of discovery of the potential fault or defect.

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

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 Rinnai HydraHeat 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.

*A residential application is defined as an installation where the water heater, with the thermostat set at 70 °C and below, delivers hot water to a single family 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 water heater serves the equivalent of a single family dwelling, this would be a residential application.

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 appliances must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturer's instructions, local regulations, and municipal building codes by persons authorised by local regulations to do so.
- All appliances must be operated and maintained in accordance with the manufacturer's operating instructions.
- This warranty applies only to the components supplied by Rinnai. It does not apply to components supplied by others, such as, isolating valves, electrical switches, pipe work, electrical cables, fuses, but not limited to these.

- Where the appliance 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 access to the appliance will be chargeable by the attending service person (for example, removal of walls, or the use of special equipment to move components, but not limited to these).
- Where a failed component is replaced under warranty, the balance of the original appliance warranty will remain effective. The replacement part or appliance does not carry a new warranty.
- Rinnai reserve the right to transfer functional components from defective appliances if they are suitable.
- Rinnai reserve the right to have installed product returned to the factory for inspection.
 - The decision of whether to repair or replace a faulty component of the heat pump unit is at the sole discretion of Rinnai.
 - Where Rinnai determines that the heat pump unit needs to be removed for repair, Rinnai may undertake such removal and may permanently replace the defective heat pump unit with a substitute unit that is in the reasonable opinion of Rinnai, in a better or equal condition to the repaired unit.
- Where the heat pump 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.

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 persons other than a Rinnai service person or service centre.
- Where the heat pump or 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 pump 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 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)	<600 mg/L	Manganese	<0.01 mg/L
Total Hardness CaCO₃	<200 mg/L	Sodium	<150 mg/L
Alkalinity	150-200 mg/L	Iron	<0.1 mg/L
Dissolved (free) CO₂	<25 mg/L	Sulphate	<100 mg/L
pH	6.8-7.5	Nitrate	<11 mg/L
Chlorides	<150 mg/L	Alkalinity/Sulphate ratio	>1
Free Chlorine	<1 mg/L	LSI¹	-1.0-0.8 @20 °C

¹ Langelier Saturation index—scaling potential of water.

Water quality warranty guidelines

Filtration

Where there is discolouration, debris, or silt present in the water, an inline filter must be fitted into the water supply to protect the copper in the HydraHeat head unit from corrosion. Particulates and deposits in hot water systems are corrosive to copper and stainless steel and can lead to premature pitting. The filters must be periodically replaced to maintain the integrity of the system.

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.

Bore and tank water

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 in the above table.