



WARRANTY BOOKLET

Solar Hot Water

Rinnai

Register online at www.rinnai.com.au

Rinnai Solar Water Heating Products Warranty

Warranty Terms

The benefits to the consumer given by this warranty are in addition to all other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Given installation and application is in accordance with the manufacturer's specifications and instructions as published at the date of installation, Rinnai will repair or replace goods free of charge in the event of defects arising from faulty materials and/or workmanship in accordance with the Warranty Terms in Tables 1 and 2, Definitions, Warranty Conditions and Exclusions stated in this document.

Rinnai is responsible for reasonable costs associated with legitimate warranty claims, including call-out of an authorised Rinnai service provider to inspect the faulty product. Rinnai is not responsible for:

- (a) costs for tradespeople that are not authorised Rinnai service providers; or
- (b) any costs, including call-out costs for an authorised Rinnai service provider, associated with a product which is determined upon inspection not to be covered by this warranty.

The consumer will be reimbursed by Rinnai for any reasonable costs associated with making a legitimate warranty claim against Rinnai which are not otherwise specified above.

Enquiries relating to Warranty claims for Rinnai products or services must be made by contacting Rinnai Australia. Contact details are on the back of this document.

TABLE 1 - SOLAR HOT WATER SYSTEMS

Solar Hot Water Systems		Solar Compatible Continuous Flow Water Heaters - Models S20 and S26 and other models converted by Rinnai for Solar applications ^{(1) (3)}		Storage Cylinders		Solar Collectors	Components ⁽²⁾
		Heat Exchanger	All other components	Vitreous Enamel (Glass) Lined	Stainless Steel	Enduro Enduro XL Excelsior E-Frost	
Domestic Use	Parts	12 Years	3 Years ⁽⁴⁾	5 Years	10 Years	7 Years	1 Year ^{(4) (5)}
	Labour	3 Years	3 Years	3 Years	3 Years	1 Year	1 Year
Commercial Use	Parts	5 Years	1 Year	1 Year	5 Years	5 years	1 Year
	Labour	1 Year	1 Year	1 Year	1 Year	1 Year	1 Year

(1) The continuous flow models in this column are suitable only for solar hot water applications. Any failure or service issue when installed in a non solar hot water application is not covered by warranty. (2) Components include pumps, system controllers, sensors, thermostats, valves, electric heating elements and anodes where applicable. (3) Rinnai INFINITY 26 Internal, HD200i, HD200e and HD250e models can be converted for solar applications by Rinnai by order request. (4) For Victorian installations only - 5 Year warranty on the solar circulating pump, solar controller and components within the continuous flow water heater in order to comply with State legislation. (5) For Queensland installations only - 2 Year warranty on the solar circulating pump in order to comply with State Government legislation where applicable.

Definitions

Domestic Use:

The warranty periods that are allocated under “Domestic Use” are based on hot water usage patterns of a typical family.

Rinnai “Domestic Use: warranty periods apply to:

1. Water heaters installed to supply heated water to domestic dwellings.
2. Water heaters installed to supply heated water to commercial installations such as motel units, hotel rooms, caravans, mobile homes, nursing homes, retirement village complexes and other care institutions and like accommodation provided that maximum delivery temperatures do not exceed 70°C and that the hot water systems are not installed as component(s) of centralised bulk hot water systems and the installation does not incorporate building flow and return systems (not including Smartstart®).

Commercial Use:

The warranty periods that are allocated under “Commercial Use” are for applications other than domestic use and include premises such as commercial and industrial buildings, cafes, caravan parks and sporting complexes, but not limited to these.

Rinnai “Commercial Use” warranty applies to:

1. Water heater(s) supplying central shower blocks.
2. Water heater(s) supplying kitchens used for the bulk preparation of food.
3. Water heater(s) delivery temperatures pre-set to exceed 70°C
4. Water heater(s) used in commercial or industrial heating processes.
5. Water heater(s) used in hydronic space heating installations.
6. Any application that uses Rinnai water heater(s) in conjunction with building flow and return systems (not including Smartstart®).
7. Water heater(s) installed as component(s) of centralised bulk hot water system(s).

Warranty Conditions

1. This warranty applies to products which are manufactured on or after the date of publication of this warranty but before the next date of publication of this warranty.
2. All terms of this warranty are effective from date of completion of installation of the appliance(s) and the attending service person reserves the right to verify this date by requesting proof of purchase or a copy of the certificate of compliance prior to the commencement of any warranty work. Where the date of completion of installation is not known, then this warranty will commence 2 months after the date of manufacture. The date of manufacture is stated on the dataplate of the appliance.

Note: Certificates of compliance must be issued by the installer by law in all States and Territories of Australia.
3. All Rinnai water heating components must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturers installation instructions, current AS 3000, AS 3500, AS/NZS 5601, local regulations and municipal building codes by persons authorised by local regulations to do so.
4. All Rinnai water heaters must be operated and maintained in accordance with manufacturers operating instructions.
5. Any inspection, service, repair or replacement activities associated with warranty on Rinnai products must be authorised by Rinnai Australia before commencement.
6. The warranty applies only to the components supplied by Rinnai. It does not apply to components supplied by others, such as pressure limiting valves, isolating valves, non return valves, electrical switches, pipework, electrical cables and fuses, but not limited to these.
7. 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, access is deemed 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 to floor level, but not limited to these).
8. 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.
9. Rinnai reserve the right to have the installed product returned to the factory for inspection.
10. This warranty applies to water heaters connected to a water supply where the water chemistry and impurity levels do not exceed the limits specified in Table 2. The water supply from water utilities is deemed to comply with these requirements.

TABLE 2 - WATER CHARACTERISTICS

Rinnai water heater system type	Total Dissolved Solids (TDS) ⁽¹⁾ mg/Litre or ppm	Hardness (as CaCO₃) mg/Litre or ppm	Saturation Index (Langelier)	pH	Dissolved CO₂ mg/Litre or ppm	Chlorides mg/Litre or ppm
All Gas Boosted Solar Systems	600	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	18	300
All Electric Boosted Solar Systems	600	200	+0.4 to -1.0 @ 65°C	5.5 to 9.5	Not Applicable	300

(1) For systems incorporating 'Vitreous Enamel' storage cylinders only - TDS levels up to and including 600mg/litre the Rinnai magnesium based anode is to be used. This is the anode fitted during manufacture of the cylinder. For TDS levels greater than 600mg/litre and not exceeding 2500mg/litre the Rinnai aluminium based anode is to be used. This anode can be fitted by Rinnai or an authorised person. This warranty does not apply if the TDS exceeds 2500mg/litre.

Warranty Exclusions

No warranties except those implied and that by law cannot be excluded are given by Rinnai in respect of Goods supplied. Where it is lawful to do so, the liability of Rinnai for a breach of a condition or warranty is limited to the repair or replacement of the Goods, the supply of equivalent Goods, the payment of the cost of repairing or replacing the Goods or acquiring equivalent Goods as determined by Rinnai.

The following exclusions apply to Rinnai Solar water heating systems and components. They may cause the warranty to become void and will result in a service charge and costs of parts (if required):

All States and Territories

1. Accidental damage and acts of God.
2. Failure due to abuse or misuse, improper maintenance or failure to maintain
3. Failure due to incorrect or unauthorised installations.
4. Failure, damage and associated costs resulting from product alterations, service or repair work not authorised by Rinnai.
5. Where it is found that there is no fault with the water heater and the issue is related to the plumbing installation or is due to the failure of water, electric or gas supplies or corrosive atmosphere.
6. Where the water heater has failed directly or indirectly as a result of excessive water pressure, negative water pressure (partial vacuum) or water pressure pulsation.

7. Operating the water heater and components when not completely filled with water.
8. This warranty does not apply to water heaters connected to water supplies if the water chemistry and impurity levels exceed the limits specified in Table 2. Examples of water supplies where chemistry and impurity levels may exceed the limits specified in Table 2 include but are not limited to private bores, private dams and water from water utilities where the chemistry is deliberately altered by parties other than the water utility before supplying the water heater.
9. This warranty does not apply to damage caused by sludge and/or sediment in the water supply.
10. Labour costs incurred due to a Rinnai Service person or service agent performing checks which should have been carried out by the customer in accordance with the Customer Instructions and where no defect is found.
11. Glass breakage on solar collectors for any reason. This type of damage should be included in the home owner's insurance policy.
12. All frost damage of split systems using E-Frost collectors where electric power supply failure results in the Rinnai Frost Protection System being unable to operate when required.
13. All frost damage of split systems using E-Frost collectors where failure of the pump or controller outside of the warranty term, results in the Rinnai Frost Protection System being unable to operate when required.
14. Any failure of a Solar compatible continuous flow water heater installed in a non solar water heating application.
15. All frost damage where E frost collectors are used with non-pumped (eg: Close Coupled and Roofmaster) solar hot water systems.
16. All frost damage where E-Frost collectors are used where the controller is not set to "low temperature" mode.
17. All warranty if any Rinnai components are used in non Rinnai water heating systems. Examples include (but not limited to):
 - a. The use of Rinnai solar collectors in conjunction with storage cylinders, solar pumps, gas or electric boosters, solar control systems, associated plumbing hardware and any other components supplied and/or specified by others.
 - b. The use of Rinnai solar gas boosters in conjunction with storage cylinders, solar pumps, solar control systems, associated plumbing hardware and any other components supplied and/or specified by others.

This exclusion does not apply if the specifications of the complete non Rinnai water heating system and subsequent warranty terms and conditions have been agreed to in writing by Rinnai Australia Engineering & Technical Group.

All States and Territories except VIC, NSW and ACT

1. All frost damage unless suitable frost tolerant collectors (Enduro FTC, Enduro XL FTC Excelsior FTC or E-Frost) have been fitted.
2. All frost damage of systems fitted with (Enduro FTC, Enduro XL FTC, Excelsior FTC if failure occurs as a result of the minimum temperature falling below -6°C. Climate information on the Commonwealth Bureau of Meteorology website* contains historical minimum temperature data and will be used by Rinnai to confirm the cause of failure.
3. All frost damage of systems fitted with E-Frost collectors if failure occurs as a result of the minimum temperature falling below -12°C. Climate information on the Commonwealth Bureau of Meteorology website* contains historical minimum temperature data and will be used by Rinnai to confirm the cause of failure.

*(<http://www.bom.gov.au>)

VIC, NSW and ACT Only

For all installations the following 'fit for purpose' conditions apply:

1. No warranty against damage caused by frost or freezing on any solar system in Alpine areas shown in Table 3. Any damage caused by frost or freezing of Rinnai solar systems in these areas is at 'own risk'.
2. Warranty of Rinnai solar systems against damage caused by frost or freezing is dependent on the appropriate collector being installed in listed areas as determined by postcode. These are detailed in Table 4 and 5.

TABLE 3

List of Alpine areas that have no warranty for damage caused by frost or freezing

Alpine Areas - VIC	Alpine Areas - NSW/ACT
Bogong	Charlotte Pass
Falls Creek	Mt Selwyn
Mount Buffalo	Mt Kosciusko
Mount Buller	Perisher Blue
Mount Hotham	Thredbo
Mt Baw Baw	
Lake Mountain	

TABLE 4 - VICTORIA ONLY

Below is a list of Victorian Postcodes to determine the type of Collectors covered by warranty against damage caused by frost or freezing. Note: Alpine areas listed in Table 3 are excluded from this table.

Postcode Range	Collector Options	Postcode Range	Collector Options	Postcode Range	Collector Options
3000 - 3233	A	3407	C	3700 - 3707	B
3235 - 3237	B	3409 - 3424	B	3708 - 3715	C
3238 - 3238	A	3427-3429	A	3717 - 3718	B
3239	B	3430 - 3442	C	3719 - 3749	C
3240 - 3243	A	3444	B	3750 - 3764	A
3249 - 3254	B	3446 - 3464	C	3765 - 3770	B
3260	A	3465 - 3478	B	3775 - 3796	A
3264 - 3265	B	3480	C	3797 - 3799	B
3266 - 3287	A	3482 - 3537	B	3800 - 3816	A
3289	C	3540 - 3549	A	3818 - 3857	B
3292	A	3550 - 3579	B	3858	C
3293 - 3302	C	3580 - 3599	A	3859 - 3860	B
3303 - 3304	B	3607 - 3620	C	3862	C
3305	A	3621 - 3624	B	3864 - 3865	B
3309 - 3312	B	3629 - 3644	C	3869 - 3882	A
3314	C	3646 - 3649	B	3885	C
3315 - 3319	B	3658 - 3659	A	3886 - 3887	B
3321 - 3341	A	3660 - 3665	B	3888	C
3342	B	3666	C	3889	A
3345 - 3361	C	3669 - 3675	B	3890	C
3363 - 3371	B	3676 - 3687	C	3891 - 3892	A
3373 - 3379	C	3688 - 3695	B	3893 - 3900	C
3380 - 3402	B	3697 - 3699	C	3902 - 3996	A

A - All Rinnai Solar Collectors are suitable

B - Enduro FTC, Enduro XL FTC, Excelsior FTC or E-Frost Collectors only

C - E-Frost Collectors only

TABLE 5 - NSW & ACT ONLY

Below is a list of NSW and ACT Postcodes to determine the type of Collectors covered by warranty against damage caused by frost or freezing. Note: Alpine areas listed in Table 3 are excluded from this table.

Postcode Range	Collector Options	Postcode Range	Collector Options	Postcode Range	Collector Options
1001 - 2177	A	2453 - 2454	B	2675 - 2717	B
2178	B	2455 - 2473	A	2720 - 2722	C
2179 - 2324	A	2474 - 2476	C	2725	B
2325 - 2326	C	2477 - 2535	A	2726 - 2730	C
2327	A	2536	B	2731 - 2739	B
2328	C	2537 - 2549	A	2745 - 2752	A
2329 - 2331	A	2550	B	2753 - 2755	C
2333	C	2551	A	2756 - 2775	A
2334 - 2335	A	2555 - 2556	B	2776 - 2821	C
2336 - 2355	C	2557	A	2823 - 2842	B
2356 - 2357	B	2558 - 2563	B	2843 - 2868	C
2358 - 2372	C	2564 - 2565	A	2869 - 2870	B
2379	B	2566 - 2574	B	2871 - 2672	C
2380 - 2382	C	2575 - 2633	C	2873 - 2878	B
2386 - 2396	B	2640 - 2648	B	2879 - 2899	A
2397	C	2649 - 2655	C	2900 - 2914	C
2398 - 2402	B	2656 - 2660	B	3691 - 3707	B
2403 - 2404	C	2661	C	4377	C
2405 - 2411	B	2663 - 2671	B	4380 - 4383	B
2415 - 2452	A	2672	C	4385	C

A - All Rinnai Solar Collectors are suitable

B - Enduro FTC, Enduro XL FTC, Excelsior FTC or E-Frost Collectors only

C - E-Frost Collectors only

Rinnai

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