

## **Rinnai Boiler Limited Warranty**

### **What is covered?**

This warranty covers any defects in materials or workmanship when the product is installed and operated according to Rinnai written installation instructions, subject to the terms within this Limited Warranty document. Improper installation may void this Warranty. Rinnai strongly suggests that you use a state qualified or licensed contractor who has attended a Rinnai Installation class for the installation of the product. This warranty is subject to the conditions that the Rinnai boiler has been installed and proper maintenance has been performed, according to the Installation & Servicing Instructions, by a professional heating contractor. Proof of the required service and maintenance must be kept in the provided Rinnai Installation, Commissioning and Service Record. The Rinnai Boiler heat exchanger shall remain free of leaks for the duration of the warranty provided the conditions set forth in this warranty have been met. This Warranty only extends through the first installation of the product and terminates if the product is moved or reinstalled at a new location.

### **Residential Use Warranty**

Reasonable Labor – 1 year from the date of purchase

Parts – 2 years from the date of purchase \*

Heat Exchanger – 12 years from the date of purchase

### **Commercial Use Warranty**

Reasonable Labor – 1 year from the date of purchase

Parts – 2 years from the date of purchase \*

Heat Exchanger – 5 years from the date of purchase

\*Note: Parts replaced during recommended maintenance procedures are not covered by Rinnai's Limited Warranty.

### **What will Rinnai do?**

Rinnai will repair or replace the covered product or any part or component that is defective in materials or workmanship as set forth as follows. Rinnai will pay reasonable labor charges associated with the repair or replacement of any such part or component. All repair parts must be genuine Rinnai parts. All repairs or replacements must be performed by an individual or servicing company that is properly trained, state qualified or licensed to do the type of repair.

Replacement of the product may be authorized by Rinnai only. Rinnai does not authorize any person or company to assume for it any obligation or liability in connection with the replacement of the product. If Rinnai determines that repair of a product is not possible, Rinnai will replace the product with a

comparable product, at Rinnai's discretion. If a component or product returned to Rinnai is found to be free of defects in materials or workmanship, or damaged by improper installation or damaged during return shipping, the warranty claim for product, parts or labor may be denied.

### **How do I get service?**

You must contact a state qualified/licensed contractor or Rinnai authorized service provider for the repair of a product under this Warranty. For the name of a qualified/authorized service provider please contact your place of purchase, visit the Rinnai website ([www.rinnai.us](http://www.rinnai.us)) call Rinnai at 1-800-621-9419 or write to Rinnai at 103 International Drive, Peachtree City, GA. 30269

Proof of purchase is required to obtain warranty service. You may show proof of purchase with the dated sales receipt, or by registering the product within 30 days of the time of purchase. Please complete product registration online at [www.rinnai.us](http://www.rinnai.us). Receipt of registration will constitute proof of purchase for the product, however, registration is not necessary in order to validate this Warranty.

### **What is not covered?**

This warranty does not cover any failures, heat exchanger leakage, or operating difficulties due to the following:

- Accident, abuse or misuse
- Alteration
- Misapplication
- Force majeure
- Improper installation (such as but not limited to inadequate water quality, condensate damage, improper venting, incorrect gas type, incorrect gas or water pressure, or absence of a drain pan under the product)
- Improper maintenance (such as but not limited to scale build up, freeze damage, or vent blockage)
- Improper water quality or the use of unapproved antifreeze or other chemical additives in the boiler system
- Not using the supplied Rinnai Plumbing Kit and Low Loss Header provided with the boiler
- Installation of the boiler in a heating system where polybutylene pipe without an oxygen barrier is used
- Any Installation that is not closed loop or where oxygen may enter the heating system
- Use in or around areas where chemical agents are used (such as but not limited to chlorine, hair spray, hair dyes)
- Damage or failure caused by contaminated air, including, but not limited to sheetrock particles, plasterboard particles, dust, dirt, or lint entering the boiler or any of its components
- Incorrect sizing
- A failure of any component in the Hydronic system not supplied by Rinnai
- Any other causes other than defects in materials or workmanship

This Warranty does not apply to any product whose serial number or manufacture date has been defaced.

No one is authorized to make any other warranties on behalf of Rinnai America Corporation. Except as expressly provided herein, there are no other warranties, expressed or implied, including, but not limited to warranties of merchantability or fitness for a particular purpose, which extend beyond the description of the warranty herein and further Rinnai shall not be liable for indirect, incidental, special, consequential or other similar damages that may arise, including lost profits, damage to person or property, loss of use, inconvenience, or liability arising from improper installation, service or use. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

**Limitation on implied warranties**

Any implied warranties of merchantability and fitness arising under state law are limited in duration to the period of coverage provided by this limited Warranty, unless the period provided by state law is less. Some states do not allow limitations on how long an implied Warranty lasts, so the above limitation may not apply to you.

This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.