



KEY POINTS OF WARRANTY COVERAGE

1. Warranty covers any defects in materials or workmanship when the product is installed and operated according to Rinnai written installation instructions
2. Warranty applies only to products that are installed per local and/or state codes. Improper installation may void the warranty.
3. Warranty doesn't cover failure due to accident, abuse, misuse, alteration, misapplication, force majeure, improper installation, maintenance, or service, inadequate water quality, scale buildup, or freeze damage
4. Warranty doesn't cover any product used as a pool or spa heater. Warranty **does** cover bathroom whirlpool tubs.
5. Warranty does not cover product or component failures where the water supply **does not meet** the National Secondary Drinking Water Regulations.

What will Rinnai do?

1. Rinnai will repair or replace the covered product or any part or component that is defective in materials or workmanship. Rinnai will pay reasonable labor charges associated with the repair or replacement of any such part or component. 12 yrs Heat Exchanger – 5 yrs all other parts and components 1yr reasonable labor.

How do I get service?

1. Replacement of the product may be authorized by Rinnai **ONLY**.
2. Rinnai does not authorize any person or Company/distributor or plumber to assume for it any obligation or liability in connection with the replacement of the product. **Don't pull the unit off the wall until Rinnai Authorizes!**
3. When an Incident occurs contact Rinnai @ 1800-621-9419 ext 5
4. If a component or product returned to Rinnai is found to be free of defects in Material or workmanship, or damaged by improper installation or damaged during return shipping, the warranty claim for product, parts and labor may be denied.

