

Warranty Booklet

Gas Continuous Flow Water Heater

REU-AM2024WD-SA	**– Infinity 20 external – 20e**
REU-AM2626WD-SA	**– Infinity 26 external – 26e**
REU-VRM2632WC	**– 26 external – HD200e**
REU-VRM2632FFUC	**– 26 internal – HD200i**
REU-VRM2024WC	**– 32 external – HD250e**

Rinnai

Warranty Terms

Rinnai products are warranted by Rinnai for the cost of components in the event of defects arising from faulty materials and/or workmanship in accordance with the Warranty Terms, Definitions, Warranty Conditions and Exclusions stated in this document. Given installation and application is in accordance with the manufacturer's specifications and instructions published at the date of installation.
Rinnai is not responsible for the labour content of any warranty claim, including but not limited to call-out fees associated with the inspection of products on site or returned to a workshop for testing.

Warranty Period

Rinnai Water Heaters are warranted for:

Domestic:
Model
REU-AM2024WD-SA – Infinity 20 external – 20e
REU-AM2626WD-SA – Infinity 26 external – 26e

10 year warranty on Copper heat exchanger,
3 year warranty on gas section and gas related parts
1 year warranty on electrical parts

Commercial:
Model
REU-VRM2632WC – 26 external – 200e
REU-VRM2632FFUC – 26 internal – 200i
REU-VRM2024WC – 32 external – 250e

3 year warranty on Copper heat exchanger,
3 year warranty on gas section and gas related parts
3 year warranty on electrical parts

Definitions

Domestic Use: (only applicable for Infinity series water heaters)
The warranty periods that are allocated under "residential Use" are for applications other than commercial and industrial use include residential homes, apartments, townhouses, A/H, farms, etc.

Commercial Use: (only applicable for HD series models)
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.

- 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 65ºC 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®).

- Water heater(s) supplying central shower blocks.
- Water heater(s) supplying kitchens used for the bulk preparation of food.
- Water heater(s) delivery temperatures pre-set to exceed 65 degrees Celsius
- Water heater(s) used in commercial or industrial heating processes.
- Water heater(s) used in hydronic space heating installations.
- Any application that uses Rinnai water heater(s) in conjunction with building flow and return systems
- Bulk Hot water generation for use in Accommodation facilities

Warranty Terms and Conditions

1. All terms of this warranty are effective from date of the respective date of purchase.
2. All Rinnai water heating components must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturers installation instructions, current SANS 10252, SANS 10087-1 & SANS 827 and SANS 10408 local regulations, National standards and municipal building codes by persons authorised by local regulations to do so.
3. All Rinnai water heaters must be operated and maintained in accordance with manufacturers operating instructions.
4. Domestic Model water heaters must be installed under the conditions described above under “Domestic Use”.
5. Any inspection, service, repair or replacement activities associated with warranty on Rinnai products must be performed by the Rinnai Agent for the region the water heater system is installed.
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. Service Call that find any non Rinnai supplied fitting or apparatus to be the root cause of the problem will not be covered by this warranty, and will be charged to the owner of the individual dwelling. Recover of costs from third parties it the responsibility of the owner of the individual dwelling.
7. Rinnai water heaters used as components in non- Rinnai water heating systems shall not cover this warranty. Examples include (but are not limited to): The use of Rinnai water heaters in conjunction with storage cylinders and/or pumps and/or control systems and any associated plumbing hardware specified and supplied by others. This exclusion does not apply if the system specifications and subsequent warranty terms and conditions have been agreed to in writing by Rinnai Engineering and Technical Group.
8. Where the appliance has not been installed in accordance with the installation instructions or installed such that normal service access is difficult, extra charges may 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,

10. Rinnai reserve the right to have the installed product returned to the factory for inspection.
11. 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 1.

Table 1

Rinnai Water Heater Type	Total Dissolved Solids (TDS) Mg/Litres or ppm	Nardness (as CaC03) Mg/Litres or ppm	Saturation Index (Langelier)	pH	Dissolved CO2 mg/Litre or ppm	Chiorides Mg/Litre or ppm
Domestic & Commercial	N/A	200	+0.4 to -1.0 @ 65°	5.5 to 9.5	18	300

Warranty Exclusions

- The liability of Rinnai for a breach of a condition or warranty is limited to supply of the replacement components.
- The following exclusions apply to all Rinnai water heaters. They may cause the warranty to become void and will result in a service charge and costs of parts (if required):
- Accidental damage and acts of God.
- Failure due to abuse or misuse, improper maintenance or failure to maintain.
- Failure due to incorrect or unauthorised installations.
- Failure due to Domestic Model water heaters installed under the conditions described above under “Commercial Use”.
- Failure or damage caused by alterations, service or repair work carried out by persons other than an authorised Rinnai service provider.
- Where it is found that there is no fault with the water heater and the issues is related to the plumbing installation or is due to the failure of water, electric or gas supplies or corrosive atmosphere.
- 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.
- Operating the water heater and components when not completely filled with water.
- 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 1.

removal of cupboards, doors, walls, or the use of special equipment to move components to floor level, 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. Examples of water supplies where chemistry and impurity levels may exceed the limits specified in Table 1 include but are not limited to bore holes, 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.

This warranty does not apply to damage caused by sludge and/or sediment in the water supply. Lightning and electrical power surges.

SUBJECT TO ANY STATUTORY PROVISIONS TO THE CONTRARY, THIS WARRANTY EXCLUDES ANY AND ALL CLAIMS FOR DAMAGE TO FURNITURE, CARPETS, WALLS, FOUNDATIONS OR ANY OTHER CONSEQUENTIAL LOSS EITHER DIRECTLY OR INDIRECTLY DUE TO LEAKAGE FROM THE WATER HEATER, OR DUE TO LEAKAGE FROM FITTINGS AND/OR PIPE WORK OR METAL, PLASTIC OR OTHER MATERIALS CAUSED BY WATER TEMPERATURE WORKMANSHIP OR OTHER MODES OF FAILURE.