

Rinnai

Operation guide

Continuous flow water heaters



For Rinnai continuous flow water heaters manufactured from 2010 onwards
(serial number 09.12-xxxxxx)

Important:

This appliance shall be installed in accordance with:

- Manufacturer's installation instructions
- AS/NZS 5601 Gas Installations
- Local regulations and municipal building codes

Installation, servicing and repair shall be carried out only by authorised personnel.

Internal Rinnai continuous flow water heaters must be installed with a Rinnai approved flue system.

Not suitable as a spa or swimming pool heater.

All gas appliances require regular servicing. Servicing must be carried out by an authorised person, being in New Zealand a licensed gasfitter.

Owner, please retain this manual for future reference.
Installer, please leave this manual with the owner.

Warning

Improper installation, adjustment, alteration, service or maintenance can cause property damage, personal injury or loss of life.

For more information about buying, using, and servicing of Rinnai appliances call: 0800 RINNAI (0800 746 624)

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About your water heater

Before using or operating your water heater ensure your installer talks to you about the use and care of this appliance, and that you understand these instructions.

Installer

The installer also needs to complete:

- their installer details (p. 20)
- the commissioning checklist supplied with the appliance—verifies the water heater has been installed and commissioned correctly

The installer needs to leave the checklist, and operation guide with you.

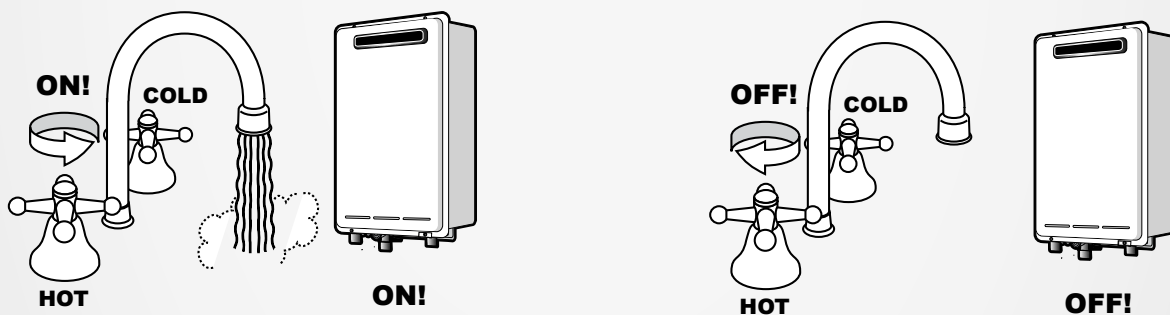
Important

The Rinnai Infinity water heater requires power to prevent damage in freezing conditions. **DO NOT** disconnect the power if there is a likelihood of freezing without draining the water heater. Instructions for draining the water heater can be found at the back of this guide.

Principle of operation

If no controllers are fitted the opening of any hot water tap will automatically start the appliance. Once water is flowing through the appliance the burner will be ignited by electronic ignition. If a controller is fitted it must be switched on for the appliance to heat the water

When the hot water tap is closed and water flowing through the appliance has stopped the burner flame will extinguish.



In the event of a power failure

The water heater will not operate without electricity. If power fails water heating will cease. When power is restored the water flow may need to be stopped and restarted (and a controller, if fitted, switched on) in order for water heating to continue.

Warning about hot water

Excessively hot water is dangerous. Rinnai continuous flow water heaters, through the use of water controllers, allow you to control the temperature of hot water to safe levels.



Water temperatures above 55 °C can cause instant severe burns, such as scalding and may even result in death. Those most at risk; children, disabled, elderly, and the sick. Hot water at 65 °C, a common water temperature in New Zealand, can severely burn a child in less than half a second. At 55 °C, preset temperature for domestic Rinnai continuous flow water heaters, it takes half a minute.

Always

- Test the water temperature with your elbow before placing your child in the bath, and feel the water yourself before bathing or showering
- Supervise children whenever they are in the bathroom
- Make sure the hot water tap is turned off

Consider

Installing child proof tap covers or child resistant taps, both will prevent a child being able to turn on the tap.

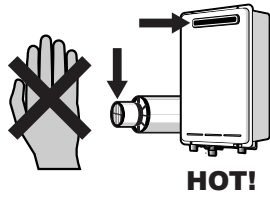
Never

Leave a toddler in the care of another child. They may not understand the need to have the water temperatures set at a safe level.

General safety

Do not:

- Touch the unit cover or the flue outlet
- Insert objects into the flue outlet



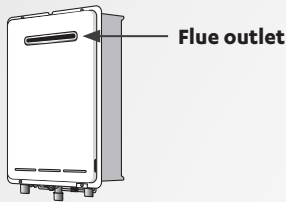
Keep flammable materials, spray cans, fuel containers, pool chemicals, trees, shrubs etc. well clear of the flue outlet.



General information

Discolouration of flue outlets - EF external models

The colour of the flue outlet may change over time due to condensate in the exhaust gases. This is normal. The discolouration will not damage the unit, and will not affect performance of the water heater.

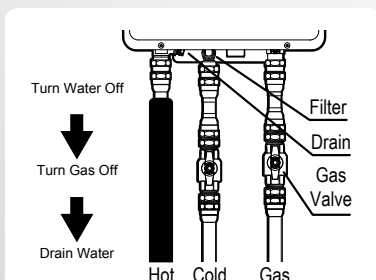


Frost kits

Frost protection is fitted as standard on all models. Frost protection operates automatically, as required, whenever the appliance is connected to the electric power supply.

If power has failed and there is risk of damage from frost, turn off the gas supply to the unit and open a tap slightly to allow flow through the unit. This may prevent damage from freezing.

If the appliance is not going to be used for an extended period and the electric power supply is disconnected, turn off the water and gas supplies and arrange for your plumber to drain all water from the appliance to prevent frost damage. If for practical reasons a plumber is unable to drain your system, we have an instruction sheet on how to drain the unit at the back of this guide.



Installation by a licensed tradesperson

Improper installation, adjustment, service, or maintenance can cause serious injury, property damage, or death. Please ensure your installation is completed by a licensed gasfitter and plumber.

Safety devices

Your Rinnai continuous flow water heater has the following safety devices:

- Flame failure
- Boil-dry protection
- Overheat protection (OHS)
- Fusible link
- Pressure relief valve
- Combustion fan rpm check

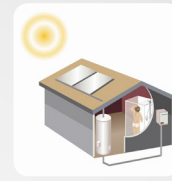
Servicing

Rinnai has a service and spare parts network with personnel who are fully trained and equipped to give the best advice on your Rinnai appliance. If your appliance needs servicing, please call Rinnai (0800 746 624) from a land line and select **option one** for a service centre in your area.

For reliable operation Rinnai continuous flow water heaters in domestic applications should be serviced every three years, including inspection of the flue system (if installed). A service record has been provided at the back of this guide. For commercial use annual servicing is recommended. Rinnai has a recommended 'Commercial Maintenance and Servicing Schedule'. This is available on request, or via our website.

Regular servicing is not covered by the Rinnai warranty. Do not attempt to carry out any service work other than that mentioned in the troubleshooting section. If you have any other faults or problems, please contact your installer or Rinnai.

Solar installations



There is a recommended system layout for Rinnai continuous flow water heaters used in solar

installations. It is important your installer configures your solar system correctly as water heaters in solar installations produce higher than normal temperatures.

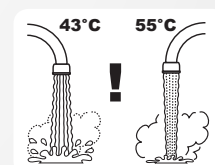
Rinnai water controllers cannot be used with Rinnai continuous flow water heaters in solar installations as the hot water does not always pass through the continuous flow unit.

Preset temperatures

The Rinnai continuous flow water heaters are factory preset to a temperature limit of 55 °C, excluding one commercial model, the Infinity HD200 external.

Temperature controllers are available to allow precise digital temperature control—a great safety feature if you have young children. Controllers can be fitted at any time (except in solar installations) after installation of the hot water unit.

Water flow



The flow will vary slightly depending on the incoming water temperature

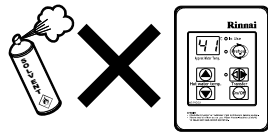
and temperature selected. For example, the water flow will be higher at 43 °C than at 55 °C.

There is also a minimum flow rate required for the continuous flow unit to start, so if a hot water tap is only opened a fraction, there may not be enough flow to start the unit.

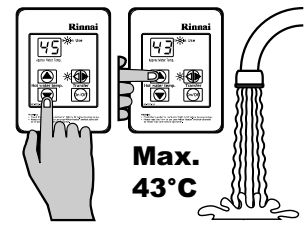
General controller information

To clean your water controller, use a soft damp cloth and mild detergent.

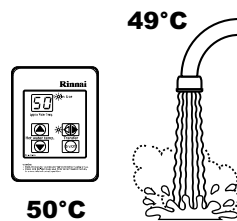
DO NOT use solvents.



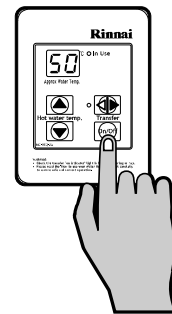
While hot water outlets are open the set temperature may be lowered BUT not raised above 43 °C. Transfer of priority between controllers is not possible. These are safety features.



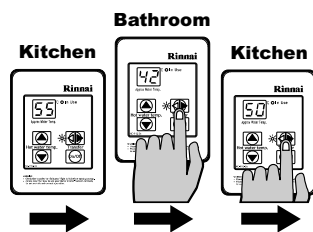
Depending on weather conditions and the length of pipe between the hot water unit and the outlet in use, there may be a variation between the temperatures displayed at the water controller and water outlet.



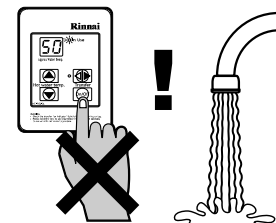
There is no need to turn water controllers off after use.



As a safety precaution, if a kitchen controller temperature is set above 50 °C, transferring and then returning priority will result in a default set temperature of 50 °C. This is a safety feature.



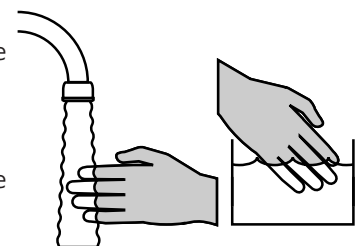
Do not push the On/Off button on any controller when the red water heater 'In Use' indicator is on. This will turn off the water heater causing the water to go cold.



Temperatures higher than 55 °C should not be able to be selected on controllers installed in bathrooms, ensuites or toilets. This is to reduce the risk of burns from hot water. If this is not the case, the controllers have been incorrectly installed and you should contact your installer.



Check the water temperature before use. A parent or carer should ALWAYS check the temperature before a child is placed in contact with hot water.



Water controllers are an optional extra. They allow precise temperature control—no need to mix hot and cold water.

When used correctly, the hot water unit will deliver the selected temperature, even when the water flow is varied, or when more than one tap is in use.

Each water controller can be individually programmed, however the water heater can only deliver one set temperature at any time. The available temperatures are shown in the table below.

Rinnai controllers

- Universal (Compact), temperature selection only
- Kitchen Deluxe, temperature selection and voice prompting
- Bathroom Deluxe, temperature selection, shower saver, bath fill, and voice prompting
- Wireless, temperature selection only

Controller configurations

A maximum of four water controllers can be fitted with a combination of wired and wireless controllers, with the following limitations:

- maximum of one Kitchen Deluxe controller (MC-100V)
- maximum of two Bathroom Deluxe controllers (BC-100V)

Only one controller can be set to deliver 55 °C, this cannot be a Bathroom Deluxe controller.

Controllers need to be turned on for delivery of hot water

The water heater will not heat water unless the controller(s) are turned on. If water is flowing before a controller is turned on, the water heater will not heat the water. Turn off the tap for a few seconds then turn on again.

Ignition problems

If the water heater fails to ignite, the 'In Use' indicator will not illuminate. The water heater will not attempt re-ignition until water flow is stopped for a few seconds and then restarted.

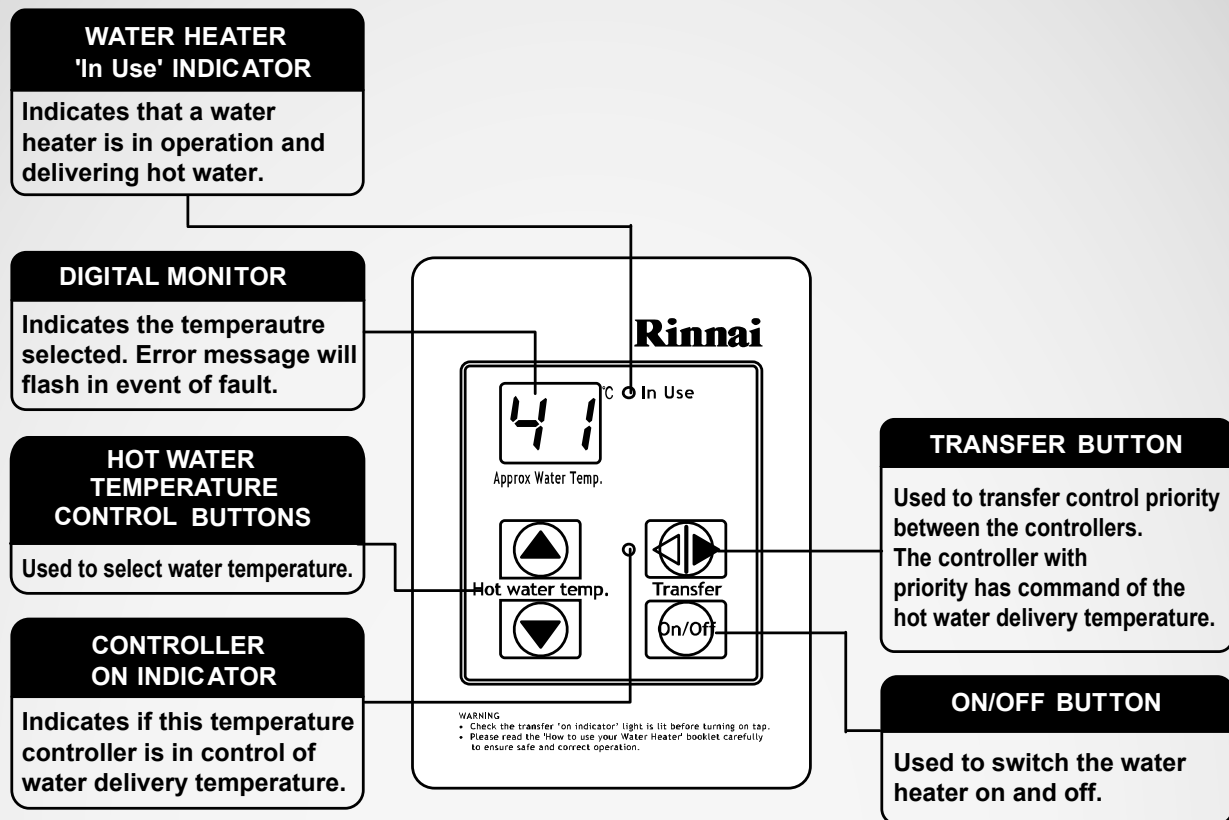
When gas bottles have been changed or the gas supply is disrupted (controller may display error code 11 or 12) ignition may fail and the 'In Use' indicator won't be on. The water flow may need to be stopped and restarted several times before the appliance will remain alight.

Controllers - available temperatures

Kitchen	Domestic	37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 48, 50, 55 °C
	Commercial	60, 65, 75 °C
Bathroom (hot water)		37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 48, 50 °C
Bathroom (bath fill)		37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48 °C
Suggested temperatures	Kitchen	50-55 °C
	Shower	37-43 °C
	Bath fill	39-45 °C

To obtain water temperatures lower than 37 °C add cold water.

Universal controller (Compact)



Turning on

If the water controller is switched off (no digits displayed in the digital window) press the On/Off button once. The On indicator will illuminate, indicating the continuous flow water heater will be ready to supply hot water once a hot water tap is opened.

Adjusting the temperature

Select the desired temperature using the 'Hot water temp.' up and down buttons until the required temperature is displayed.

To operate the continuous flow water heater, open any hot water tap. This will automatically light the burner providing hot water. The water heater 'In Use' indicator will illuminate on the water controller.

Once the hot water is running, if the set temperature is either too hot or cold, press the 'Hot water temp.' up or down buttons

until the desired temperature is reached.

Muting the 'beep' sound

The 'beep' sound can be muted by pressing the 'Hot water temp.' up and down buttons simultaneously for more than three seconds.

How to use two or more Compact controllers

Turning on

If the controllers are switched off, press the On/Off button once. The On indicator on the desired controller will illuminate, indicating that the hot water unit will be ready to supply hot water once a hot water tap is opened.

Transferring priority

An illuminated On/Off indicator confirms that the desired controller is in control of the water delivery temperature. If the On/Off indicator is not illuminated press the 'Transfer' button once

(while water is not flowing). The On/Off indicator on the controller will illuminate indicating that the hot water temperature control has been transferred to this controller and that the continuous flow water heater will be ready to supply hot water.

Adjusting the temperature

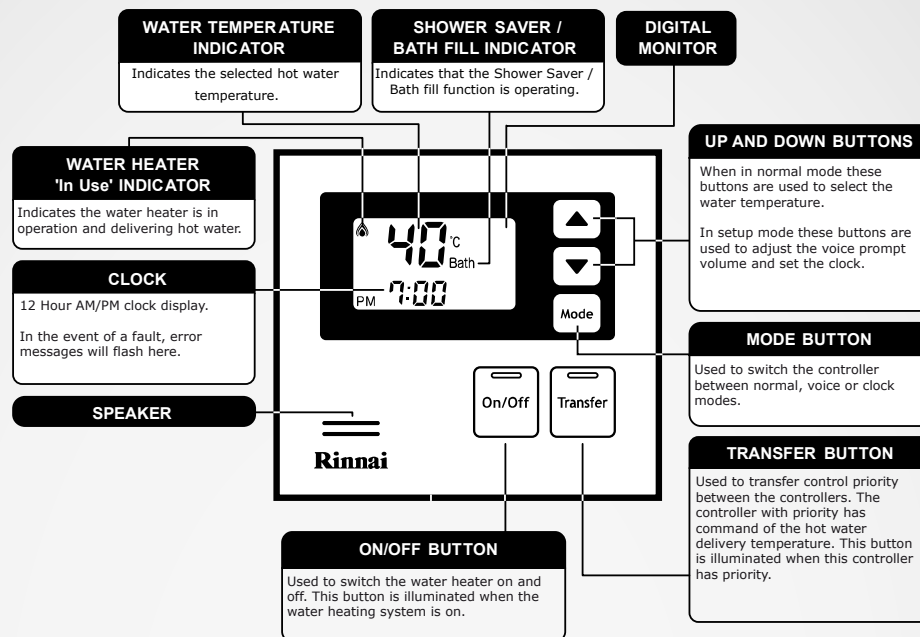
Select the desired temperature using the 'Hot water temp.' up and down buttons until the desired temperature is displayed.

Once the hot water is running, if the set temperature is too hot or cold, press the 'Hot water temp.' up and down until the desired temperature is reached.

With the water running the temperature can be adjusted down as desired, but as a safety feature, can only be adjusted up as far as 43°C. To increase the temperature above 43°C, first stop the water flow.

Kitchen Deluxe controller

The Kitchen Deluxe controller is not water resistant, avoid direct exposure to water or steam as these conditions may cause damage.



Turning on

If the water controller is switched off (no digits displayed in the digital window) press the On/Off button once.

The On indicator will illuminate, indicating the continuous flow water heater will be ready to supply hot water once a hot water tap is opened.

If more than one controller is fitted press the 'Transfer' button once to transfer priority to the desired controller.

Setting the clock

The clock is a 12 hour AM/PM display. To set the time press the 'Mode' button twice. In the digital monitor the word 'Clock' will be displayed and the clock digits will flash, if this is the first time the clock has been set the starting time will be AM 12:00.

Use the up and down buttons to select the desired time. Holding these buttons down continuously cycles the digits. When you get close to the time you wish to set,

press the button intermittently to avoid going further than the desired time.

To return to normal mode, press the 'Mode' button once. If no buttons are pressed for approximately 10 seconds the controller will return to normal mode.

The time is always displayed regardless of whether the controller is turned On or Off. The clock may need resetting if power to the water heater is disrupted due to a power failure or if the power is switched off over a prolonged period.

Setting the sound options

Voice prompts are only available when Bathroom Deluxe controllers are installed. To set the sound options press the 'Mode' button once to place the controller into voice mode. Use the up and down buttons to select the audible setting as follows:

- Voice high, med., low or off, sets the voice prompt volume

but does not affect the 'beep' sound when pressing the buttons.

- Sound off mutes all voice prompts and audible tones.

To return to normal mode, press the 'Mode' button once, if no buttons are pressed for approx. 10 seconds the controller will return to normal mode.

Adjusting the temperature

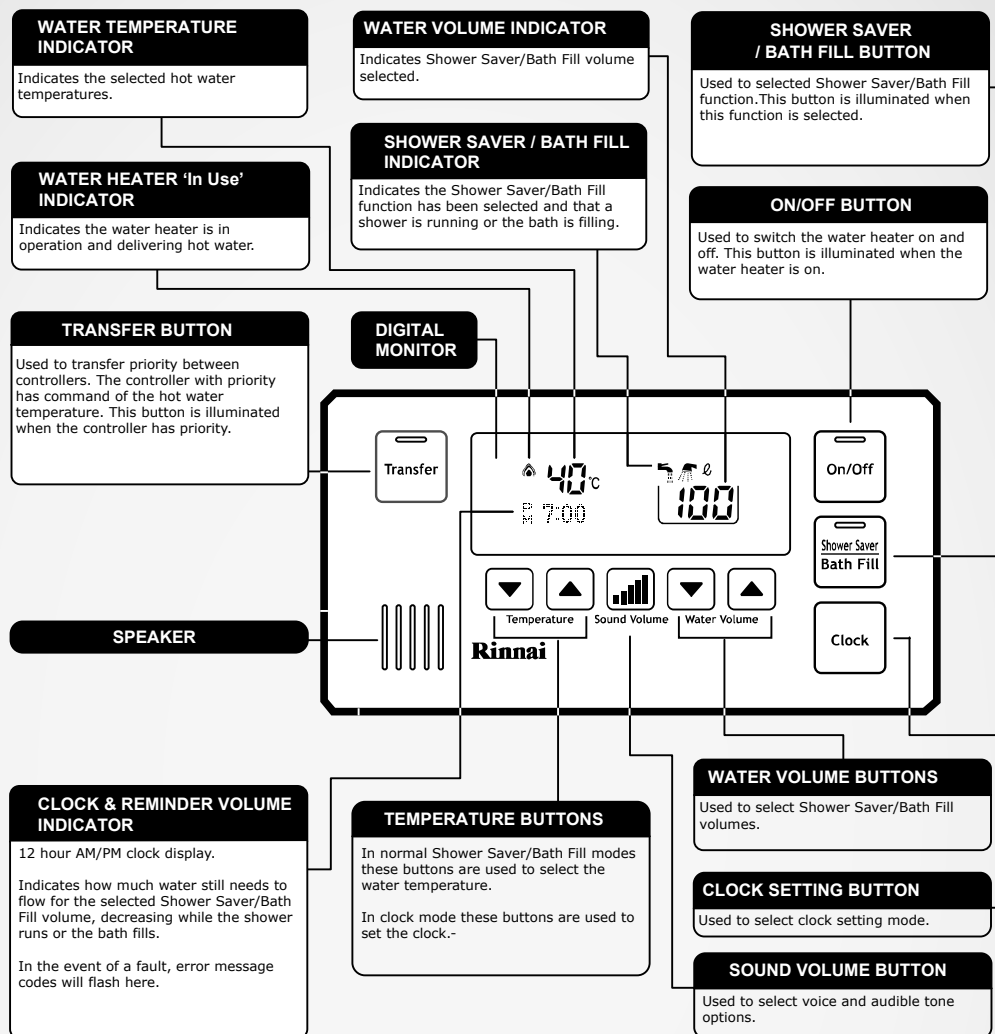
Select the desired temperature using the 'Hot water temp.' up and down buttons until the required temperature is displayed.

Once the hot water is running, if the set temperature is too hot or cold, press the 'Hot water temp.' up and down buttons until the desired temperature is reached.

With the water running the temperature can be adjusted down as desired, but as a safety feature can only be adjusted up as far as 43°C. To increase the temperature above 43°C, first stop the water flow.

Bathroom Deluxe controller

Avoid getting water directly into the speaker as this may cause damage.



Turning on

If the water controller is switched off (no digits displayed in the digital window) press the On/Off button once.

The On indicator will illuminate, indicating the continuous flow water heater will be ready to supply hot water once a hot water tap is opened.

If more than one controller is fitted press the 'Transfer' button once to transfer priority to the desired controller.

Setting the clock

The clock is a 12 hour AM/PM display. To set the time press the 'Clock' button once. In the digital monitor the clock digits will flash, if this is the first time the clock has been set the starting time will be AM 12:00.

Use the up and down buttons to select the desired time. Holding these buttons down continuously cycles the digits. When you get close to the time you wish to set, press the button intermittently to avoid going further than the desired time.

To return to normal mode, press the 'Clock' button once. If no buttons are pressed for approximately 10 seconds the controller will return to normal mode.

The time is always displayed regardless of whether the controller is turned On or Off. The clock may need resetting if power to the water heater is disrupted due to a power failure or if the power is switched off over a prolonged period.

Setting the sound options

Voice prompts are only available when Bathroom Deluxe controllers are installed. To set the sound options press the 'Mode' button once to place the controller into voice mode. Use the up and down buttons to select the audible setting as follows:

- Voice high, med., low or off, sets the voice prompt volume but does not affect the 'beep' sound when pressing the buttons.
- Sound off mutes all voice prompts and audible tones.

To return to normal mode, press the 'Mode' button once, if no buttons are pressed for approximately 10 seconds the controller will return to normal mode.

Adjusting the temperature

Select the desired temperature using the 'Hot water temp.' up and down buttons until the required temperature is displayed.

Once the hot water is running, if the set temperature is too hot or cold, press the 'Hot water temp.' up and down buttons until the desired temperature is reached.

With the water running the temperature can be adjusted down as desired, but as a safety feature can only be adjusted up as far as 43 °C. To increase the temperature above 43 °C, first stop the water flow.

Operating the shower saver and bath fill

Initial settings:

- Temperature: 40 °C
- Volume: 100 L (range 30-400 L)

Setting shower/bath temperature and volume

With the system on, select a Deluxe Bathroom Controller. If it does not have priority, press the 'Transfer'

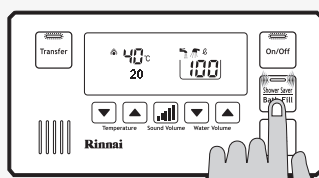
button once and the 'Transfer' button will illuminate.

Press 'Shower Saver/Bath Fill' button once. The button will illuminate and voice prompt and tone will sound. Ensure you have the voice and sound turned on.

To select the desired delivery temperature use the 'Temperature' up and down buttons. The selected temperature will be displayed on the digital monitor and will remain as the default 'Shower Saver/Bath Fill' temperature until it is changed or if the mains power is turned off for an extended period.

When filling a bath for the first time, it is recommended that a low bath fill volume such as 60 litres or lower be used. During subsequent bath fills the volume can then be adjusted to suit your known bath volume or desired fill level.

A volume counter (to highlight remaining volume of water to be delivered) displays on the controller below the temperature display (replaces the clock during 'Shower Saver/Bath Fill' operation).



When filling the bath or if the water has been turned off

Be careful not to overfill the bath, an average bath volume is 160 litres. It is recommended that when filling a bath for the first time you should:

- remain by the bath during the filling process
- use a low bath fill volume such as 60 litres or less

If the 'Shower Saver/Bathfill' is interrupted (water is turned off) for any reason and there is more than half the volume of the set

amount of water delivered, the 'Shower Saver/Bath Fill' will reset itself back to normal operation when turned on again.

For example:

Set volume	Delivered volume interrupted*	Delivered volume restarted**
160 L	50 L	110 L
160 L	110 L	Resets***

* Bath fill interrupted—tap closed

** Bath fill restarted—tap turned on again

*** Resets back to normal operation

Using shower saver/bath fill

Press the 'Shower Saver/Bath Fill' button once. The button will illuminate and a voice prompt and tone will sound. During 'Shower Saver/Bath Fill' operations the 'Bath' indicator will also be displayed on the Kitchen Deluxe Controller digital monitor (when fitted).

The voice prompt will say "The hot water system is ready. Open the hot water tap". Open the hot water tap for the shower or bath.

The 'In Use' indicator will illuminate on all deluxe water controllers and the shower will run or the bath will start to fill.

To stop shower saver/bath fill operations

If you wish to stop the water flow while the shower saver/bath fill function is in operation, press the 'Shower Saver/Bath Fill' button. The button will flash and the voice prompt will say "Hot water is not available. Turn off all hot water taps and push the 'Bath Fill' button". Follow the voice prompt instructions.

When the shower saver/bath fill operation finishes

Once the shower saver/bath fill operation finishes, the following occurs:

1. Flow from the shower/bath hot water tap stops.
2. 'Shower Saver/Bath Fill' button will flash.
3. Kitchen Deluxe Controller (if fitted) 'Bath' indicator will flash.
4. A tone will sound.
5. The voice prompt will say "Bath fill is complete. Turn off the bath hot water tap and push the 'Bath Fill' button."

Follow the voice prompt instructions. Note, the water heater will not allow hot water to flow from any fixture until the 'Shower Saver/Bath Fill' button has been pressed.

Using multiple controllers

The water heater can be turned on and off at any water controller. If more than one controller is fitted, press the 'Transfer' button to transfer priority to the desired water controller.

Troubleshooting with controllers

With controllers or status monitor

Your Rinnai continuous flow water heater has a self diagnostic capability. If a fault occurs, an error code will flash on the digital monitor (if you have water controllers) or status monitor (selected models only). This assists with diagnosing the fault and may enable you to overcome a problem without a service call. Please quote the code displayed when contacting Rinnai.

Common error codes	Fault	Possible solution
-	Noticeable reduction in water flow	Inlet water filter needs to be cleaned—service call.
03	Power interruption during bath fill, water will not flow when power is back on	Turn off all hot water taps and press On/Off twice.
10	Air intake or flue blocked	Service call.
11	No ignition, no gas supply	Check gas is turned on at water heater and gas meter, or cylinder.
12	Flame failure, low gas flow	Check gas is turned on at the water heater and gas meter or cylinder. Check there are no obstructions to the flue outlet.
14	Overheat thermal fuse	Service call.
16	Over temperature warning	Service call.
25	Condensate trap error	Check condensate drain for blockage.
32	Outgoing water temperature sensor faulty	Service call.
33	Heat exchanger outlet sensor faulty	Service call.
34	Air temperature sensor faulty (internal models only)	Service call. Will require; checking sensor wiring for damage, measuring resistance of sensor, checking combustion fan, checking internal flue leakage, checking flue system integrity, and possibly replacing sensor.
52	Gas modulating valve faulty	Service call.
61	Combustion fan failure	Service call.
65	Water flow control faulty—does not stop flow properly	Service call.
71	Microprocessor failure	Service call.
72	Microprocessor failure	Service call.
LC	Scale build-up in heat exchanger—when checking maintenance code history, 00 is substituted for LC	Service call.

In all cases you may be able to clear the error code by turning the hot water tap off, then on again. If this does not clear the error code, try pushing the On/Off button Off, then On again. If the error code remains, contact Rinnai for advice.

Troubleshooting without controllers

Fault	Possible solution
Unit does not start	Check power is on at the unit. Check gas isolation valve at the unit and gas meter are fully open.
Unit starts and then shuts down immediately	Check power is still on. Check gas isolation valve at the unit and gas meter are fully open. Open your hot water tap fully.
Unit starts then water goes cold	Check power is still on. Open hot water tap fully.
Excessive temperature fluctuation while water is flowing	Service call
Excessive noise or vibration from the water heater	Service call

Faults caused by insufficient gas supply, insufficient water supply, gas quality, water quality, installation errors or operation errors are not covered by the Rinnai warranty.

Service record

Model: _____

Serial Number: _____

For domestic use Rinnai recommends servicing every three years. For commercial use annual servicing is recommended.

Service 1	Date _____
Company	_____
Address	_____
_____	_____
Phone	_____
Contact	_____
Comments	_____
_____	_____

Service 2	Date _____
Company	_____
Address	_____
_____	_____
Phone	_____
Contact	_____
Comments	_____
_____	_____

Service 3	Date _____
Company	_____
Address	_____
_____	_____
Phone	_____
Contact	_____
Comments	_____
_____	_____

Service 4	Date _____
Company	_____
Address	_____
_____	_____
Phone	_____
Contact	_____
Comments	_____
_____	_____

Service 5	Date _____
Company	_____
Address	_____
_____	_____
Phone	_____
Contact	_____
Comments	_____
_____	_____

Service 6	Date _____
Company	_____
Address	_____
_____	_____
Phone	_____
Contact	_____
Comments	_____
_____	_____

Service 7	Date _____
Company	_____
Address	_____
_____	_____
Phone	_____
Contact	_____
Comments	_____
_____	_____

Service 8	Date _____
Company	_____
Address	_____
_____	_____
Phone	_____
Contact	_____
Comments	_____
_____	_____

Service record - parts replaced

Unit	Run Hours / Ignition Cycles	Part Replaced	Reason	Date	Company
All parts must be replaced with genuine replacement parts available from Rinnai.					

Draining your water heater

Frost protection is fitted as standard on all models manufactured from 2010 onwards. Frost protection operates automatically (as required) whenever the appliance is connected to the electric power supply.

If you live in an area prone to frost and will be away for an extended period with the power supply disconnected, Rinnai recommend draining your appliance to prevent frost damage (not covered by warranty).

We strongly recommend having your water heater drained by a plumber or gasfitter but understand that remote locations and cost may prohibit this.

About this instruction

These instructions are intended as a guide only. Rinnai will not accept liability for issues arising from the use of this information. In particular Rinnai will not be responsible for damage caused by water freezing where this procedure was followed and sufficient water failed to drain from the unit.

Instructions

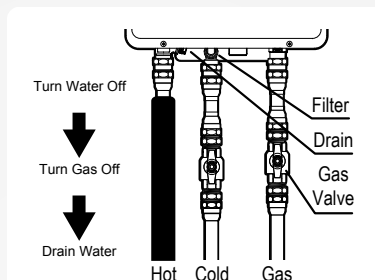
You will need:

- A bucket if water cannot be drained into a garden or drain
- Approx. 15 minutes (to complete)



To avoid burns wait until the water heater cools before draining the water as hot water may drain from the unit if there has been recent hot water use.

1. Turn off any water controllers in the building and then turn off the water, gas, and power at the unit.



2. To flush the water heater open all hot water taps in the building. Refer to picture on next page.
3. If required, place the bucket under the unit and unscrew the water filter and hot water drain plug. If you have an EF continuous flow water heater you will also need to unscrew the condensate trap and water drain plugs.
4. Drain the water heater—can hold up to one litre of water and surrounding pipes.

Refilling your water heater

1. Check that the gas and power is turned off. Turn off any open hot water taps.
2. Insert the condensate trap plug, screw in the water heater drain plugs and the water filter in the cold water inlet.
3. Turn on the cold water at the continuous flow water heater.
4. Turn on the hot tap to purge air from the pipe work and unit.

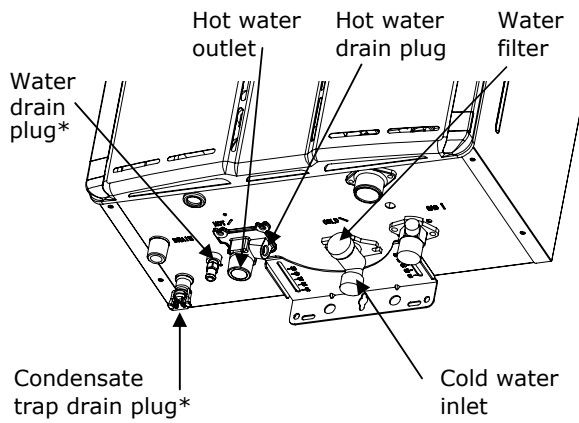
5. Turn off the hot tap.
6. Turn on the gas and power at the continuous flow water heater and turn on any temperature controllers in the building.

When the water heater or external pipes have frozen

DO NOT operate the water heater if it or the external pipes have frozen. Close the gas and water valves and turn off the power. Wait until the water thaws, check this by opening the water supply valve.

Check the water heater and pipes for leaks.

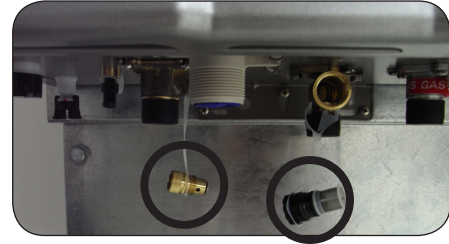
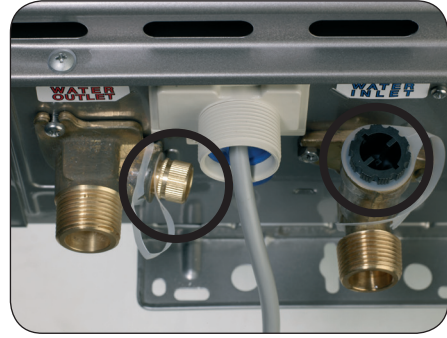
Line drawing showing the different connections underneath a continuous flow unit



* Condensate trap and water drain plugs—EF models only.

Wash hands after dealing with condensate as it is mildly acidic.

Photos highlighting connections that need to be drained



Installer details

Company name:

Installer name:

Address:

Phone:

Mobile:

Certificate of compliance number for installation:

Signed:

Date:

Installer, please remember to complete and leave the commissioning checklist with the owner.

Limited Warranty

Rinnai brings you peace of mind with a:

Rinnai warranty

Rinnai offers you real peace of mind with comprehensive warranty plans covering parts and labour. For full details on Rinnai product warranties go to www.rinnai.co.nz/warranty.html.

This warranty is applicable to all Rinnai continuous flow water heaters installed from 2010. All terms of the warranty are effective from the date of installation.

Warranty summary

Rinnai continuous flow water heater	Application	HEAT EXCHANGER		ALL OTHER PARTS	
		Parts	Labour	Parts	Labour
White domestic models	Domestic WITHOUT a Rinnai controller	10 years pro rata	3 years	3 years	3 years
	Domestic WITH a Rinnai controller	12 years pro rata	3 years	5 years	3 years
	Commercial	1500 hours or 1 year*	1500 hours or 1 year*	1500 hours or 1 year*	1500 hours or 1 year*
Silver commercial models	Domestic WITHOUT a Rinnai controller	12 years pro rata	3 years	5 years	3 years
	Commercial	5000 hours or 3 years*	1500 hours or 1 year*	1500 hours or 1 year*	1500 hours or 1 year*

* Whichever comes first

Domestic vs commercial applications

A domestic application is defined as an installation where a continuous flow unit is set to 55 °C¹ or lower, delivering hot water to a single residential dwelling (not used for commercial purposes²).

All other installations are defined as commercial applications.

For constant use applications such as, underfloor heating, circulating ring mains, spa pools (but not limited to), the water heater must be sized and installed according to written guidelines from Rinnai.

¹ A solar installation using a Rinnai continuous flow unit in a single residential dwelling is considered a domestic application

² Examples of a commercial application in a domestic dwelling; hair salon, catering kitchen, communal care facility etc. An accommodation business such as a motel, where a continuous flow unit serves the equivalent of a single family dwelling, is deemed to be a domestic application.

Proof of purchase

RECORD YOUR DETAILS
OF PURCHASE BELOW:

ATTACH YOUR PROOF OF
PURCHASE HERE:



Retailer:

Retailer address:

Date of purchase:

Product details:

Please keep these details in a safe place for future reference.



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