

# Consumer Warranty

## Limited Warranty

### What is covered?

This Limited 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. This Limited Warranty applies only to products that are installed correctly in the United States and Canada. Improper installation may void this Limited Warranty. In order for this warranty to apply, it is required that you use a licensed professional who has attended a Rinnai installation training class before installing this water heater. This Limited Warranty extends to the original purchaser and subsequent owners, but only while the product remains at the site of the original installation. This Limited Warranty only extends through the first installation of the product and terminates if the product is moved or reinstalled at a new location.

### How long does coverage last?

Item	Period of Coverage (from date of purchase)		
	Residential Applications	If installed with a tankless isolation valve kit for residential applications	If used for both residential water heating and space heating purposes
Heat Exchanger	10 years [1]	12 years [1]	10 years [2]
All Other Parts and Components	5 years [1]	5 years [1]	5 years [2]
Reasonable Labor	1 year	1 year	1 year

[1] The warranty period is reduced to 3 years from date of purchase when the water heater is used as a circulating water heater within a hot water circulation loop, where the water heater is in series with a circulation system and all circulating water flows through the water heater, and where an on-demand recirculation system is not incorporated.

On-demand recirculation is defined as a hot water recirculating loop or system that utilizes existing hot and cold lines or a dedicated return line, and only activates when hot water is used. It can be activated by a push button, motion sensor, or voice activation but not by a temperature sensor. A timer added to a standard recirculating pump is not considered as on-demand.

[2] The air handler pump must be sized for the flow rate of the heat load, pressure losses through air handler coil, pressure losses through Rinnai tankless water heater, piping and components connecting the air handler and tankless unit. Refer to the tankless water heater pressure loss curve and consult with the air handler/component manufacturer for pressure loss information.

### 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. 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. The warranty claim for product parts and labor may be denied if a component or product returned to Rinnai is found to be free of defects in material or workmanship; damaged by improper installation, use or operation; or damaged during return shipping.

### How do I get service?

You must contact a state qualified/licensed professional for the repair of a product under this Warranty. For the name of a licensed professional 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, Georgia 30269.

Proof of purchase is required to obtain warranty service. You may register this product within 30 days of purchase or you may show proof of purchase with a dated sales receipt. To register your tankless water heater, please visit [www.rinnai.us](http://www.rinnai.us). For those without internet access, please call 1-800-621-9419. Receipt of Registration by Rinnai will constitute proof-of-purchase for this product. However, Registration is not necessary in order to validate this Warranty.

### What is not covered?

This Warranty does not cover any failures or operating difficulties due to the following:

- accident, abuse, or misuse
- alteration of the product or any component part
- misapplication of this product
- improper installation (such as but not limited to)
  - ◊ product being installed in a corrosive environment
  - ◊ condensate damage
  - ◊ improper venting
  - ◊ incorrect gas type
  - ◊ incorrect gas or water pressure
  - ◊ absence of a drain pan under the appliance
- Improper maintenance (such as but not limited to scale build-up, freeze damage, or vent blockage)
- incorrect sizing
- any other cause not due to defects in materials or workmanship
- problems or damage due to fires, flooding, electrical surges, freezing or any acts of God.
- any damage caused by poor water quality
- operating the water heater with anything other than potable water at all times
- force majeure

There is no warranty coverage on product installed in a closed loop application, commonly associated with space heating only applications.

The integrated controller on indoor models has a 1 year warranty on parts.

There is no warranty coverage for commercial applications.

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

This Limited Warranty does not cover any product used in an application that uses chemically treated water such as a pool or spa heater. This appliance is suitable for filling large or whirlpool bath tubs with potable water.

Refer to the Water Quality Section in the Operation and Installation Manual.

### Limitation on warranties

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.

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 Limited Warranty lasts, so the above limitation may not apply to you.

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

[www.rinnai.us/warranty](http://www.rinnai.us/warranty)

# Limited Gas Tankless Water Heater Warranty

1. The manufacturer warrants this product against defects in materials or workmanship as described in this document if installed within the United States. The manufacturer or its authorized Service Representative will, at its sole discretion, repair or replace any failed or defective mechanical or electrical parts, or components thereof, or, if the manufacturer or its authorized Service Representative cannot replace said parts, and repair is not commercially practicable, the manufacturer or its authorized Service Representative will refund the manufacturer's allowable amount. This amount does not include installation, shipping, increases related to governing bodies to meet efficiency or other requirements, and any other fees. The manufacturer may, at its sole discretion, use new, refurbished or reconditioned parts.

2. Warranty for the following models:

T-KJr2, 110U, 110C, T-K4, 310U, 310C, T-D2, 510U, 510C, T-H3M, T-H3J, T-H3S, T-H3 and 540P  
 Water: incorrect water pipe sizing, water pressures that fall outside the product's specified range, recirculation flow rates that fall outside the product's specified range (air removal), and/or lack of proper methods of air removal in a closed-loop, circulation system. (See installation manual for details.)

Application Type	Heat Exchanger	Parts	Labor <sup>(1)</sup>
Single Family Domestic Hot Water	15 <sup>(2)(3)</sup>	5	1
Commercial or Multi-Family Domestic Hot Water	5 <sup>(2)(3)</sup>		
Single Family Combination Heating and Domestic Hot Water	10 <sup>(3)(4)</sup>		

(1) Limited Labor Coverage

- The manufacturer will provide for reasonable labor charges associated with warranty repairs or replacements within one (1) year from the date of purchase. Reasonable labor charges shall be determined at the sole discretion of the manufacturer and paid directly to the Service Representative or licensed plumbing professional.
- Warranty service must be performed by an authorized Service Representative. A list of authorized Service Representatives is available upon request.
- All warranty claims and warranty service must be authorized and approved by the manufacturer.

(2) Includes recirculation and storage tank applications with proper circulation pump control (e.g. aquastat and/or timer).

- Lack of a proper pump control will reduce the heat exchanger and parts warranty to 3 years

(3) In all applications, the total of length of operation time must be:

- Less than 3,000 hours for T-KJr2, 110U Ser. 200, 110C, T-K4, 310U Ser. 200, 310C, T-H3M, T-H3J, and T-H3S models.
- Less than 9,000 hours for T-D2, 510U Ser. 200, 510C, T-H3, and 540P models.

(4) Combination heating and domestic hot water in commercial or multi-family applications will reduce the heat exchanger warranty to 5 years.

3. General terms of limited warranty:

This limited warranty gives you specific legal rights, and you may also have other rights which vary from State to State. The manufacturer will honor the warranty to the original retail buyer at the original location only, within the United States, and it is not transferable.

**THIS WARRANTY COVERS ONLY FAILED MECHANICAL AND ELECTRICAL PARTS DUE TO FACTORY DEFECTS UNDER NORMAL USAGE FOR THE PRODUCT'S INTENDED PURPOSES AND WITHIN THE APPLICABLE PERIOD SPECIFIED IN THE TABLE ABOVE. ONLY DIRECT DAMAGES SHALL BE RECOVERABLE BY A CLAIMANT UNDER THIS LIMITED WARRANTY AND, IN NO EVENT, WHETHER AS A RESULT OF BREACH OF CONTRACT, BREACH OF WARRANTY, TORT LIABILITY (INCLUDING NEGLIGENCE), STRICT LIABILITY, INDEMNITY OR OTHERWISE WILL BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR INDIRECT CONSEQUENTIAL DAMAGES INCLUDING PROPERTY DAMAGE, PERSONAL DAMAGES, LOSS OF USE, OR INCONVENIENCE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

4. **THIS WARRANTY WILL NOT COVER THE FOLLOWING:**

- Any product that is not installed by a licensed plumber, gas installer, or contractor.
- Damages due to accidents, abuse, misuse, improper installation, misapplication, or incorrect sizing.
- Damages due to a lack of maintenance (e.g. water filter, water treatment system, vent blockage, etc.).
- Damages due to improper installation:
  - Water: incorrect water pipe sizing, water pressures that fall outside the product's specified range, recirculation flow rates that fall outside the product's specified range (air removal), and/or lack of proper methods of air removal in a closed-loop, circulation system. (See installation manual for details.)
- Damages due to water quality:
  - Introduction of pool water, spa water, or any chemically treated water into the product.
  - Introduction of hard water measuring more than 7 grains per gallon (120 ppm) for single family domestic applications or more than 4 grains per gallon (70 ppm) for all other types of applications into the product.
  - Introduction of untreated or poorly treated well water into the product.
  - Introduction of water with pH levels less than 6.5 and greater than 8.5 into the product.