

Consumer Support

Warranty Information

The installer is responsible for your heater's correct installation.

Please complete the information below to keep for your records:

Purchased from: _____

Address: _____ Phone: _____

Date of Purchase: _____

Model No.: _____

Serial No.: _____

Installed by: _____ Installer's License No.: _____

Address: _____ Phone: _____

Date of Installation: _____

Limited Warranty

Gas Fan Convection Heater

What is covered?

This Warranty covers any defects in materials or workmanship, subject to the terms stated below. This Warranty extends to the original purchaser and subsequent transferees, but only while the product remains at the site of the original installation. This 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
All Parts	3 years from date of purchase

What will Rinnai do?

Rinnai will provide a replacement part or component that is defective in materials or workmanship as set forth. All repair parts must be genuine Rinnai parts. All repairs must be performed by an individual or servicing company that is properly trained, state qualified or licensed to do the type of repair.

Limited Warranty - continued

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 material or workmanship, or damaged by improper installation or damaged during return shipping, the warranty claim for parts may be denied.

How do I get service?

You must contact a state qualified/licensed contractor or 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), 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 show proof of purchase with a dated sales receipt, or by registering within 30 days of purchasing the product. To register your appliance, please visit www.rinnai.us. For those without internet access, please call 1-866-RINNAI1 (745-6241). 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 (the product is not designed to be used as primary/sole heat source and is intended for supplemental heat only)
- force majeure
- discoloration of carpet, walls, flooring, ceilings, furniture or clothing
- improper installation (such as but not limited to, incorrect gas type, or incorrect gas pressure)
- improper maintenance
- incorrect sizing
- 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.

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 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.

PRIVACY NOTICE: Rinnai sometimes shares customer contact information with businesses that we believe provide products or services that may be useful to you. By providing this information, you agree that we can share your contact information for this purpose. If you prefer not to have your information shared with these businesses, please contact customer service and ask not to have your information shared. We will however, continue to contact you with information relevant to the product(s) you registered and/or your account with us.

If you have any questions or feel that the manual is incomplete contact Rinnai at 1-800-621-9419.

NOTES

A tradition of

TRUE RELIABILITY.

For nearly 100 years, we at Rinnai have been fiercely committed to delivering nothing less than a superior experience at every touch point.

Beyond manufacturing the highest quality products, our people stand behind all that we make—before, during and long after installation. From the 24/7/365 technical support for professionals, to our national network of independent installers for homeowners, to on-staff engineers who can assist with choosing the right products and sizes—we're inspiring confidence right along with the comfort our solutions provide.



Learn more about Rinnai high-performance Tankless Water Heaters, Hybrid Tank-Tankless Water Heaters, Boilers, Vent-Free Fan Convectors and Direct Vent Wall Furnaces at www.rinnai.us

Rinnai®

Rinnai America Corporation • 103 International Drive, Peachtree City, GA 30269

Toll-Free: 1-800-621-9419 • Phone: 678-829-1700 • www.rinnai.us

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