



Smart cylinders
Mains pressure indoor enamel
Owner and installer guide

Rinnai

Important

Cylinders shall be installed in accordance with:

- Manufacturer's installation instructions
- Current AS/NZS 3000, AS/NZS 3500, and G12/AS1

Must be installed, commissioned, serviced, repaired, and removed by authorised personnel.

Not suitable as a spa or swimming pool heater.

- Owner, please retain this guide for future reference
- Installer, please leave this guide with the owner

Warning

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

This appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.

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

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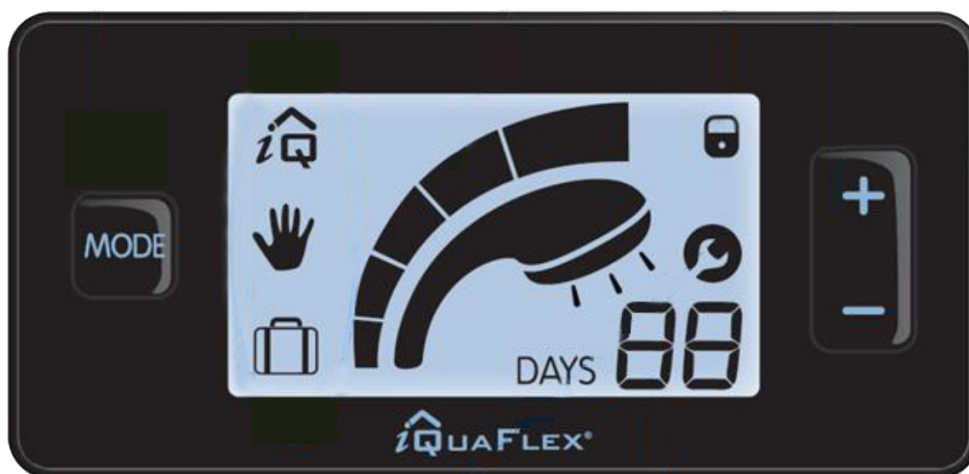
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Please note

Only a licensed tradesperson can install, adjust, maintain, service, and remove this water heater. Any work carried out by a non-licensed tradesperson is illegal and will void any warranty.

About your Rinnai Smart Cylinder™

Your Rinnai Smart Cylinder learns the typical hot water use in the home and then heats the water to suit the anticipated demand. Energy is saved as water is not fully heated when you don't need it.



Your Rinnai Smart Cylinder comes factory preset to operate in automatic mode, at a level setting of three. We recommend staying with this setting to achieve a balance between running cost savings and ensuring you have enough hot water.



The mode button enable selection with the + and - buttons to switch between:



iQ automatic mode

Permanently monitors and learns hot water usage habits. After a minimum of one week it will automatically adjust the cylinder heating times according to your hot water usage pattern. A certain amount of water is guaranteed at all times depending on the level you select.



Manual mode

Permanently maintains the total volume of water at a temperature according to the selected level—operates like a traditional electric storage cylinder.



Vacation mode

Keeps the water in the cylinder at a minimum temperature (6 °C) and prevents the water freezing in cooler areas



Child lock indicator

Screen is able to be locked to avoid settings being changed. To lock and unlock press the mode and - buttons at the same time and hold for three seconds.



Maintenance / error indicator

Error codes are indicated by the maintenance logo, a flashing background light, and the error code number.



Vacation days and error code

Displays either the number of vacation days (if set) or error code

iQ automatic mode



This is the preset default mode for your Rinnai Smart Cylinder. In this mode the level indicator displays an estimate of the amount of hot water available in the tank. The level is monitored and updated in real-time.

There are five different settings available. Your Rinnai Smart Cylinder has been preset to operate on level three which will achieve a balance between energy savings and ensuring you have enough hot water available.

	default setting				
Level	1	2	3	4	5
Comfort level	--	-	+	++	+++
Energy saving level	+++	++	+	-	--

Changing the level setting

Press the + or - buttons and select the level you require—if you don't press any button for three seconds the system will set the level change. The system will then default to showing the estimated amount of hot water in the cylinder again.

Manual mode



Manual mode regulates the water temperature in the cylinder to a preset level. The temperature level is selected by using the + or - buttons. There are five settings available.

Level	1	2	3	4	5
Approx. temp in water cylinder	50 °C	55 °C	60 °C	65 °C	70 °C

Biosafe operation

To meet the New Zealand Building Code requirement¹ to disinfect water for legionella bacteria², the system will perform heating above 60 °C whenever risk conditions (<60 °C for 21 days) are detected.

Vacation mode



Switch to vacation mode if you are going away. In vacation mode the cylinder will be set to maintain the water temperature at a minimum of 6 °C to prevent the water from freezing.

Press the 'Mode' button until the suitcase icon appears. By default the number of vacation days is undefined (--). If no period is selected the cylinder will stay in vacation mode until manually changed.

The number of days (max. 99) can be specified using the + or - buttons. A long press will perform a fast speed day selection. After the specified period, the cylinder will automatically go back to the operating mode that was selected before vacation mode was selected. Vacation can be cancelled by pressing the iQ or manual mode buttons.

Warmup indicator

A slow blinking of the shower symbol indicates when the element is heating water—occurs in automatic and manual modes.

¹ Clause G12.3.9, Acceptable Solution G12/AS1 6.14.3

² Legionella is a bacterium that can cause Legionnaires' disease—a severe form of pneumonia

Important

All cylinders have the potential to leak water. To minimise damage to other areas of your home, ensure that your cylinder has been installed with a drip tray—the person doing the installation is responsible for this.



* Refer to the warranty terms and conditions in this guide for more information.

Safety messages

- **Element cover**
Do not remove the element cover, this will expose 230 V wiring, it must only be removed by an authorised person.
- **Damaged components**
If any component is damaged, it must be replaced by an authorised person using Rinnai replacement parts.
- **Child supervision**
Children should be supervised to ensure they do not play with any part of the hot water system.
- **Hot pipe work**
Care should be taken not to touch the pipe work from the cylinder as this could be very hot.

Safety devices

Your cylinder is fitted with a:

- Temperature & Pressure Relief (TPR) valve that ensures the water remains at a safe pressure and temperature.
- Automatic thermostat to maintain water temperature.
- Temperature override cutout for heating element.

The operation of the thermal cutout can indicate a dangerous situation. Do not reset the thermal cutout until the water heater has been serviced by a qualified person.

Do not operate the system unless all the safety devices are fitted and are in working order. It is also important that you do not tamper or remove any of these devices.

Hydrogen gas



If hot water is not used for two weeks or more, a quantity of hydrogen gas, which is highly flammable, may accumulate in the cylinder. To dissipate safely, it is recommended a hot tap (nonelectrical) be turned on for two minutes at a sink, basin or bath. During this procedure there must be no smoking, open flame, or any other appliance operating nearby.

Draining and filling the system

This normally occurs during installation or servicing and must be carried out by an authorised person.

Installation by a licensed tradesperson

Only a licensed tradesperson can install, adjust, maintain, and service this water heater. Any work carried out by a non-licensed tradesperson is illegal and will void any warranty.

Turning the cylinder on/off (we don't recommend this)



If you switch the cylinder off for more than 18 hours it will lose all the water usage history.

Maintenance and servicing



Hot water systems require regular maintenance and servicing. To ensure longevity of your cylinder we recommend the following.

Period	What needs to be done
Every six months	TPR (temperature & pressure relief) operate the easing gear
Year five	Inspection and service the entire hot water system, including element*
Every 24 months after year five	Inspection and service the entire hot water system, including element*

* In hard water areas the element(s) must be periodically descaled. To do this the cylinder must be drained and the element(s) removed

TPR valve

Depending on the model the valve is located near the top, or on top of the cylinder. It is essential for safe operation. The TPR valve works by automatically venting hot water if the temperature or pressure of the water in the cylinder gets too high.

Every six months operate the easing gear to remove lime deposits and to check that it is not blocked. As this will discharge hot water, ensure no one is near the drain line.



WARNING Failure to operate the relief valve easing gear at least once every six months may result in the water heater exploding. Continuous leakage of water from the valve may indicate a problem. It is important that you raise and lower the easing gear gently.

During the operation, if the valve does not discharge water when the easing gear is lifted, or does not seal again when closed, arrange for an authorised person to come and inspect the system immediately.



IMPORTANT During servicing of your cylinder the TPR valve needs to be checked and/or replaced. This needs to be done by an authorised person at intervals not exceeding five years, or more frequently in areas where the water is classified as hard.

A TPR valve must not be replaced with one that has a higher pressure rating than that specified for the cylinder.

Anodes in enamel tanks

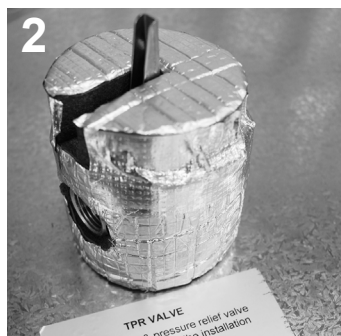
Storage tanks manufactured from metal can be susceptible to corrosion. The combined effects

of water pressure, temperature and water chemistry can create an aggressive environment for corrosion of some materials. For this reason anodes are placed in enamel tanks so as to corrode first. Anodes should be changed every five years or more frequently in hard or aggressive water areas.

Maintenance and servicing

Rinnai has a maintenance, service, and spare parts network with personnel who are fully trained and equipped to give the best advice on your Rinnai product. Regular maintenance and servicing is not covered by the Rinnai warranty.


For help locating a service person in your area call 0800 RINNAI (0800 746 624).



1. Insulated TPR on the top of a cylinder. The lever arm (easing gear) will be in the down position. TPR will be connected to a drain line (not shown in this photo).
2. Operate the easing gear by gently lifting until water flows from the drain line, lower gently.

Troubleshooting

Do not attempt to carry out any work other than that mentioned in this troubleshooting section. If you have any other faults or problems, please contact your installer, or contact Rinnai.

Problem	Recommended action
<p>Error code is flashing on the controller</p> 	<p>Error codes are indicated by the maintenance logo, a flashing background light, and the error code number.</p> <p>Take a note of the error code and phone Rinnai Customer Services (0800 746 624) for advice on whether a plumber or electrician is required.</p>
<p>No display on the controller, but power is on and you have hot water</p>	<p>Call Rinnai Customer Services (0800 746 624).</p>
<p>Nothing happens when the buttons are pressed</p>	<p>Check if the child lock is set. Unlock by pressing the mode and - buttons at the same time for more than three seconds.</p>
<p>I have cold water while in iQ automatic mode</p>	<p>A sudden significant increase of hot water consumption may generate occasional cold water. Change to manual mode and select the desired temperature level and then go back to iQ mode.</p> <p>If this occurs regularly, increase the level in iQ mode or occasionally go into manual mode.</p>
<p>Lack of hot water or no hot water</p>	<p>Is there electricity supply to the cylinder?</p> <p>Check that the isolating switch marked 'hot water' or 'water heater', at the meter box, is switched on. Also check any isolating switches near the water heater are switched on.</p> <p>Check the fuse or circuit breaker marked 'hot water' or 'water heater' at the meter box. Repeated failure of the fuse or tripping of the circuit breaker indicates a fault, which must be investigated by an authorised tradesperson.</p> <p>Most hot water cylinders are controlled at peak times by your electricity supplier via a ripple relay. Contact your electricity supplier to determine if there have been any issues with the power supply.</p>

Problem	Recommended action
Lack of hot water or no hot water	<p>Are you using more hot water than you think?</p> <p>Often you don't realise how much water is actually being used. This applies especially when showering. Typical flow rates for showers is approximately 8-10 litres per minute. Conduct a simple experiment by placing a measured bucket under your shower for ten seconds and multiply by six to determine the amount of water produced over a minute. If your result is significantly more than the rates mentioned you may want to consider installing a low flow shower rose.</p>
Lack of hot water or no hot water	<p>Cold water relief valve discharging continuously?</p> <p>It is normal for the cold water relief valve to discharge a small quantity of water through the drain line. If water is discharging continuously there may be a fault with one of the valves, contact the installer to discuss.</p>
Water is too hot	<p>If possible check the temperature of the water coming out of a hot water tap with a thermometer. If it is higher than 55 °C then this indicates a problem with your system—contact an electrician for advice.</p>
High electricity bills	<p>If you think your electricity bill is too high, investigate the following:</p> <ul style="list-style-type: none"> • Is your controller set correctly • Has your electricity tariff changed? • Is your cold water relief valve discharging continuously? • Are you using more hot water than normal? • Has there been any leaking hot water pipes, or taps?

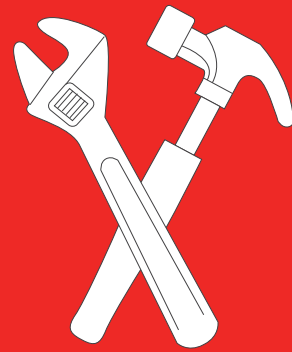
Resetting the Smart Control (only do as a last resort)

Press and hold the + and - buttons at the same time for five seconds or more. Only do this as a last resort. If you reset during normal operation it will lose all the water usage history as well as the memory setting and will default back to the preset factory setting of iQ automatic mode, level setting three.

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Installation

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



Specification summary

Suitability

- Residential indoor installations
- Mains and low pressure systems
- Left or right hand plumbing connections

Not suitable as a pool or spa heater, or for connection to an open loop solar or hot water heat pump system.

The system should be located and arranged so as to achieve the closest proximity to water draw off points. The cylinder also needs to be oriented so that the control is in a position where the homeowner can easily see and access it.

Operating pressures

Maximum working pressure = 850 kPa

Element

3 kW Incoloy 825 alloy sheath element positioned at the bottom of the tank.

Thermostat

- **135 and 180 L**
iTS12001 Cotherm iQuaFlex 14 A probe thermostat. Bimetal safety cutout and manual reset at 77 °C.
- **250 L**
iTS12004 Cotherm iQuaFlex 14 A probe thermostat. Bimetal safety cutout and manual reset at 82 °C.

Protection against water: IPX1

Weights

	empty	full
• 135 L:	42.5 kg	177.5 kg
• 180 L:	53.5 kg	233.5 kg
• 250 L:	81.5 kg	331.5 kg

Pressure limiting (reducing) valve

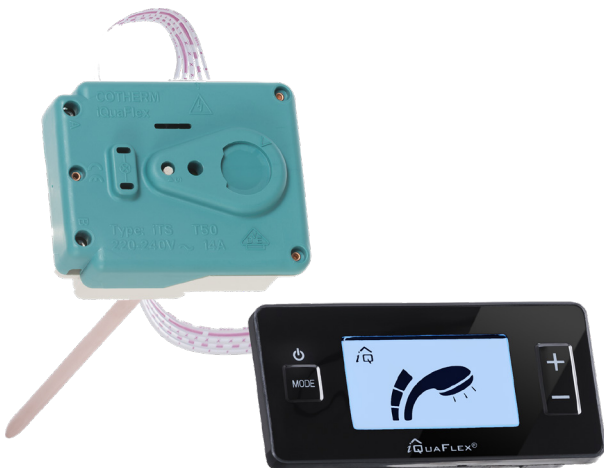
This water heater **MUST** be installed with a 500 kPa or less pressure limiting valve and appropriate cold water expansion valve.

TPR valve

A TPR valve and insulation kit is supplied with the water heater and **MUST** be fitted.

The TPR valve must be fitted with a drain pipe installed in a continuous downward direction, and in a frost-free environment. The drain pipe must be installed to direct any water that may drip from the pressure-relief device to a visible point outside the property—this pipe must be left open to the atmosphere. The drain pipe must be at least the same size as the TPR valve outlet (½" BSP). Where the drain pipe exceeds three metres in length it is recommended an air break be provided within 300 mm of the TPR valve outlet. Where an air break is used it is recommended that the pipe size after the air break be increased to one size larger than the TPR valve.

Cotherm thermostat with control



Dimensions



Anode

3/4" female (all sizes)

Hot outlet (top of cylinder)

3/4" female (all sizes)

Cold inlet

3/4" female (all sizes)

TPR

1/2" female (all sizes)

Please note: 250 L cylinder, the TPR connection is on the top of the cylinder, refer image below.



250 L additional connections

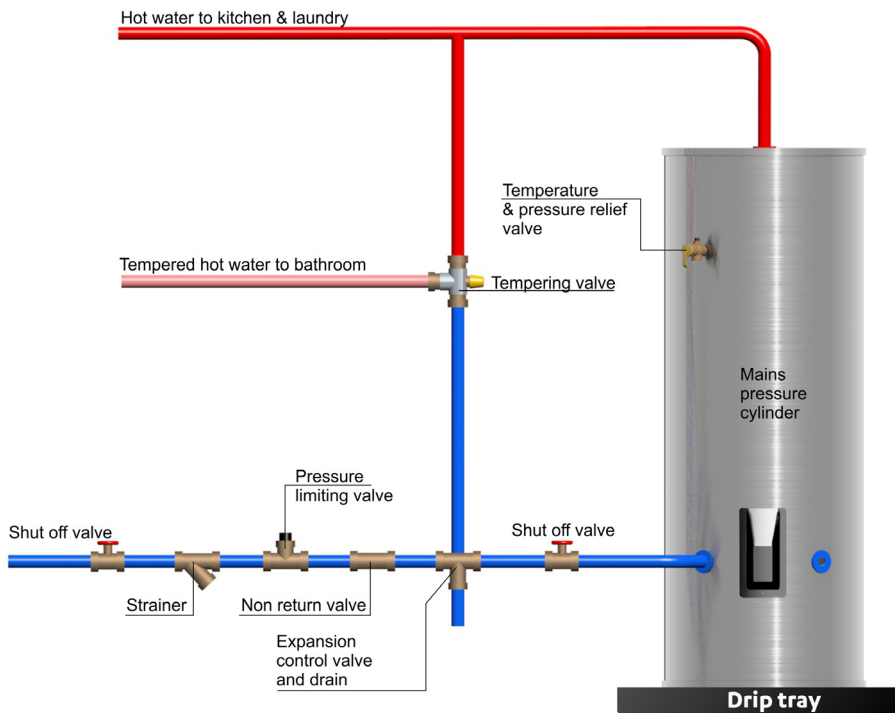
The 250 L cylinder has additional connections for supplementary heat sources. These are not applicable for Rinnai Smart Cylinders as they are not suitable for connecting to open loop solar or hot water heat pump systems.

Tank size	Cold inlet	Element	TPR	Height	Diameter
135 L	190 mm	306 mm	1070 mm	1325 mm	Ø 488 mm
180 L	190 mm	306 mm	1440 mm	1695 mm	Ø 488 mm
250 L	235 mm	335 mm	N/A	1595 mm	Ø 590 mm

Plumbing setup

Cylinders should be installed in accordance with G12/AS1. For servicing and maintenance, please allow sufficient room for access to covers and valves.

Plumbing setup for a mains pressure cylinder



The appliance is not intended to be connected by a hose-set

Base requirements

Cylinders should be installed on a flat level base of sufficient strength to support the weight of the water heater when full.

Seismic restraint

The water heater must be suitably restrained against seismic activity, 'G12/AS1 Figure 14' details an acceptable method of restraint.

Drip tray/catch pan (MUST be fitted)

The Rinnai warranty does not cover any consequential loss from leaks to the cylinder, so it's important a suitably drained drip tray/catch pan is fitted as per AS/NZS 3500.4 5.4 and G12/AS1 6.11.3.

Pipe work

It is the installer's responsibility to adequately size the distribution pipe work in a property to ensure sufficient performance from all outlet fittings. Water pipe sizing should be performed in accordance with AS/NZS 3500.4 and/or G12/AS1. Pipe sizing and valve selection must be performed to allow for the water supply pressure.

A drain off tap or line must be fitted to the inlet of the water heater.

All hot water pipe work should be insulated with polythene foam or equivalent insulation to optimise performance and energy efficiency.

DO NOT drill anything into the water heater, this could damage critical components and cause corrosion.

Pressure reducing valve

If the water supply pressure exceeds the rated pressure, a pressure reducing valve is to be fitted in the installation.

TPR valve

A TPR is supplied with the water heater and MUST be fitted. Use spanner flats on the valve body to tighten, DO NOT use a wrench on the valve body.

The TPR valve must be fitted with a drain pipe to direct any water discharged to a visible point outside the property. The drain pipe must have a continuous fall and be at least the same size as the TPR valve outlet. It must also be protected from freezing conditions.

Where the drain pipe exceeds three meters in length it is recommended an air break be provided within 300 mm of the TPR valve outlet. Where an air break is used it is recommended that the pipe size after the air break be increased to one size larger than the TPR valve.

Storage and delivery temperatures

Storage temperature: Biosafe operation

To meet the New Zealand Building Code requirement¹ to disinfect water for legionella bacteria, the system will perform heating above 60 °C whenever risk conditions (<60 °C for 21 days) are detected.



- The access cover to the element and the thermostat must only be removed by an electrician or other suitable qualified tradesperson.
- Thermostat settings must only be adjusted by an electrician or other suitably qualified tradesperson.

Hot water temperatures

NZBC G12.3.6 states that “*Where hot water is provided to sanitary fixtures and sanitary appliances, used for personal hygiene, it must be delivered at a temperature that avoids the likelihood of scalding.*”

In order to prevent scalding the delivered hot water temperature at any sanitary fixture used for personal hygiene must meet:

- G12/AS1 6.14.1 a)
- G12/AS1 6.14.1 b)

Sanitary fixtures used for personal hygiene includes showers, baths, hand basins and bidets.

In kitchens and laundries, heated water must be delivered to fixtures and appliances at flow rates and temperatures which are adequate for the correct functioning of those fixtures and appliances. The temperature required may be greater than 55°C.

To comply with these requirements, a temperature limiting device, such as a tempering or thermostatic mixing valve will be required on standard residential installations.

¹ Clause G12.3.9, Acceptable Solution G12/AS1 6.14.3

Electrical supply and connections

The electrical connection must be carried out by a qualified person in accordance with NZ Electrical Regulations. The water heater must have the heating element connected to an independent, fused, AC 230 V 50 Hz power supply with an isolating switch installed at the switch board. Disconnect all power prior to installation and commissioning.

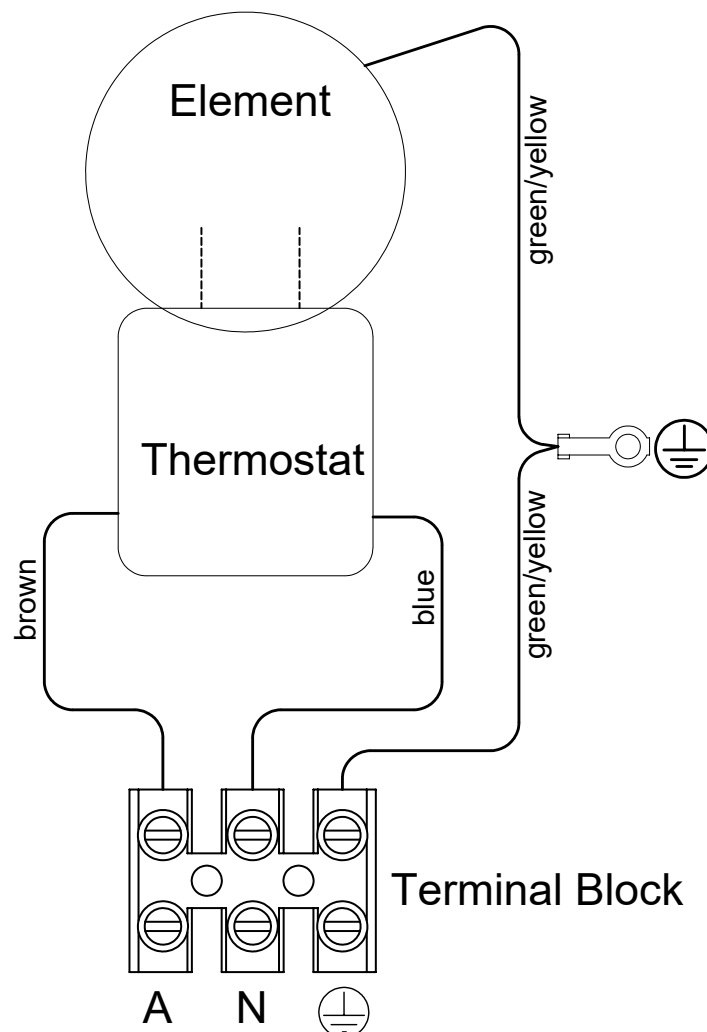
- The water heater must be filled with water prior to connection to the power supply
- Household wiring to the heater must be capable of withstanding the appliance load
- Fixed wiring must be protected from contact with the internal hot surface of the water heater

Electrical access is via a hole in the element cover for mounting with an approved electrical conduit gland. For entry to the element cover remove the two fixing screws.

Connect all LIVE, NEUTRAL and EARTH wires in accordance with the wiring diagram. Inspect and ensure all wiring links are secure prior to fixing the access cover and turning the power on.

To ensure the over-temperature and energy cutout is set press the 'reset' button on the thermostat.

The appliance is intended to be connected to cables of fixed wiring which has a cross-sectional area of 1.5 mm² - 2.5 mm².



Valves and fittings

Valves with pressure ratings other than those listed in this manual must not be used.

Fittings supplied with the cylinder

Brass plugs, to plug unused connections, and the owner and installer guide are packaged in a plastic bag inside the element cover.

The TPR valve, valve insulation kit and instructions are supplied in a clear plastic bag fixed to the element cover as shown. The valve insulation kit is provided to reduce heat loss from the TPR and must be fitted.



Commissioning

Commissioning and draining activities must be carried out by an authorised person.

To fill and turn on the water heater

1. Open all hot water taps in the house including the shower.
2. Open the cold water isolation valve to the water heater. Air will now be forced out of the taps.
3. Close each tap when the water runs freely without air bubbles.
4. Check all plumbing connections and pipe work for water leaks.
5. Switch on the electric power supply.

To turn off the water heater

It may be necessary to turn off a water heater after installation and commissioning, for example during building activities or if the premises are vacant.

1. Switch off the electricity supply at the isolating switch to the water heater.
2. Close the cold water isolation valve at the inlet to the water heater.

To drain the water heater

1. Turn off the water heater as above.
2. Close all the hot water taps.
3. Gently operate the TPR valve release, this will relieve the pressure in the water heater.
4. Open the drain valve—make sure no damage will occur from discharged water.
5. Operate the TPR valve again. This allows air into the water heater and will result in the water draining.

Limited Warranty

Rinnai brings you peace of mind with a:

7-year warranty



This warranty is applicable to all **Rinnai mains pressure enamel indoor cylinders** (including Smart enamel cylinders).

All terms of the warranty are effective from the first date of installation. Proof of installation date will be required. Where the date of installation is not known or cannot be proven the warranty will be based on the date of manufacture—refer to the data label on the cylinder. Any warranty claim must be made within a reasonable time of discovery of the potential fault or defect.

Rinnai warranty summary		Residential application
Cylinder only		7 years
	Labour	5 years
Components ¹ supplied by Rinnai	Parts	1 year
	Labour	1 year

¹ Components include, but are not limited to; sensors, thermostats, valves, electric heating elements

General warranty terms

Rinnai reserves the right to make modifications and change specifications and its parts without notice.

For the purposes of the Consumer Guarantees Act 1993, Rinnai only guarantees the availability of repair facilities and spare parts for the express warranty periods recorded in the Rinnai warranty summary table.

If the Rinnai cylinder is being acquired for personal, domestic or household use*, this warranty does not limit any consumer rights or guarantees that may apply under the Consumer Guarantees Act 1993. If the product is being acquired for the purposes of a business, the provisions of the Consumer Guarantees Act 1993 do not apply and no other warranties (either express or implied by law), apart from those stated in this warranty, apply.

*A residential application is defined as an installation where the water heater, with the thermostat set at 70 °C and below, delivers hot water to a single family dwelling, not used for commercial purposes. Examples where a residential dwelling is used for commercial purposes: hair salon, catering kitchen, communal care facility etc. These installations would be considered commercial applications. An exception would be an accommodation business such as a motel, where the water heater serves the equivalent of a single family dwelling, this would be a residential application.

Warranty terms and conditions

- All terms of this warranty are effective from the date of first installation. The attending service person reserves the right to verify this date.
- All Rinnai appliances must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturer's instructions, local regulations, and municipal building codes by persons authorised by local regulations to do so.
- All appliances must be operated and maintained in accordance with the manufacturer's operating instructions.

- This warranty applies only to the components supplied by Rinnai. It does not apply to components supplied by others, such as, isolating valves, electrical switches, pipe work, electrical cables, fuses, but not limited to these.
- Where the appliance has not been sited in accordance with the installation instructions or installed such that normal service access is difficult, a service charge will apply. If at the discretion of the attending service person the installation is deemed illegal or access is dangerous, service will be refused. Any work required to gain access to the appliance will be chargeable by the attending service person (for example, removal of walls, or the use of special equipment to move components, 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.
- Rinnai reserve the right to transfer functional components from defective appliances if they are suitable.
- Rinnai reserve the right to have installed product returned to the factory for inspection.
 - The decision of whether to repair or replace a faulty component of the cylinder is at the sole discretion of Rinnai.
 - Where Rinnai determines that the cylinder needs to be removed for repair, Rinnai may undertake such removal and may permanently replace the unit with a substitute unit that is in the reasonable opinion of Rinnai, in a better or equal condition to the unit being replaced.
- Where the cylinder is installed outside the metropolitan area or further than 40 km from an authorised repairer, travel costs shall be the owner's responsibility.

Warranty exclusions

The following exclusions may cause the warranty to become void and will result in a service charge and costs of parts (if required).

- Accidental damage, defects or failure caused by acts of nature (fire, wind, lightning, flood, storm, hail storm fallout), vandalism, earthquake, war, civil unrest, pests, animals, insects, or entry of foreign objects or matter into the product such as dirt, debris or moisture.
- Defects or failure due to environmental damage such as corrosion.
- Failure due to abuse or misuse, improper maintenance or improper storage.
- Failure due to incorrect or unauthorised installations.
- Failure or damage caused by alterations, service or repair work carried out by individuals not authorised by Rinnai.
- Where cylinder has failed directly or indirectly as a result of poor water quality outside the limits specified (refer next page).
- Where it is found that there is no fault with the appliance and the issue is related to the installation or is due to power failure.
- Subject to any statutory provisions to the contrary, Rinnai does not accept:
 - Liability for consequential damage or any incidental expenses resulting from any breach of the warranty.
 - Claims for damage to buildings or any other consequential loss either directly or indirectly due to leaks from the cylinder or any other faults.

Water quality

Water chemistry has a direct impact on hot water heaters, affecting corrosion protection measures, or causing scale buildup.

Water quality MUST:

1. Meet the Water Services (Drinking Water Standards for New Zealand) Regulations 2022 and the Aesthetic Values for Drinking Water Notice 2022, or the water standards as statutorily defined at the time; AND
2. Be within the limits shown in the table below.

Water quality outside these limits will void this warranty.

Water quality and impurity limits

TDS (Total Dissolved Solids)	<1000 mg/L	Chlorides	<250 mg/L
Total Hardness CaCO₃	<200 mg/L	Sodium	<200 mg/L
Alkalinity	<200 mg/L	Iron	<1 mg/L
Dissolved (free) CO₂	<25 mg/L	LSI¹	-1.0-0.8 @20 °C
pH	6.5-8.5		

¹ Langelier Saturation index — scaling potential of water

Water quality warranty guidelines

Stagnation

Leaving water stagnant in the system will promote corrosion. It is recommended that systems, if not in use, are flushed on an eight week cycle.

Warranty examples in the real-world

We understand warranty information can be confusing. To help clarify what this means in the real-world we have developed some residential application scenarios to clarify what would fall within warranty and what wouldn't.

Scenario	Age of part/ cylinder	Within warranty	
Faulty thermostat	10 months	Yes	All costs covered by Rinnai.
Faulty element	3 years	No	All costs covered by the owner.
Cylinder leaks as a result of a faulty inner cylinder and causes damage to carpets and flooring	11 months	Yes/No	Cost of cylinder replacement covered by Rinnai. Consequential loss, damage to carpets and flooring, is not ¹ .

¹ Consequential losses

All cylinders are required to be installed with a drip tray, this is a mandatory requirement of the installation. If damage is caused by a leaking cylinder that has not been installed with a drip tray the owner can seek compensation through the installer or consider claiming on insurance.

Purchase details

Record your purchase details 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.	Register your system online: www.rinnai.co.nz/register/ for service reminders, product updates, and special offers. You can unsubscribe at any time.

Installer details

Company name: _____	
Installer name: _____	
Address: _____ _____	
Phone: _____	Mobile: _____
Signed: _____	
Date: _____	

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