	ABN 74 005 138 769	0004-C
apac by Rinnai	**TERMS & CONDITIONS OF PRODUCT WARRANTY**	

GENERAL WARRANTY STATEMENT - We warrant all our products and equipment against failure due to defects in material and workmanship under normal use and service, subject to the conditions and time periods set forth herein.

RINNAI AUSTRALIA PTY LTD SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OR LOSSES FROM ANY CAUSE WHATSOEVER, INCLUDING, WITHOUT LIMITATION, LOSS OF USE, COMMERCIAL PROFITS, OR CUSTOMER GOODWILL, AND ANY OTHER CLAIMS BASED ON CONTRACT OR FORMAL AGREEMENTS.

Owner's responsibility:
In the event of an operational issue please carryout the following checks prior to lodging a warranty request in order to prevent an unnecessary service call and save you money. All costs associated with an unnecessary warranty call out or service visit for issues not related to the product will be chargeable.

Power: Check electrical isolator is in the 'ON' position and mains circuit breaker has not tripped.
System Controller: Check the system controller's (supplied by others) 'ON' and 'COOL' or 'HEAT' modes are set correctly.
Obstructions: Check there are no air flow obstructions, e.g., dirty air filters, dust/dirt, objects or leaves blocking indoor side or outdoor side coils.
Installation: Check the product is installed correctly, in accordance with the product installation, operation and maintenance literature.
Location: Check the product is installed in an area open to the outside environment and not in a confined area where hot air rejected from the outdoor condenser section can re-circulate.

Obligations of Owner (not included in this warranty):
1. Failure to start due to voltage conditions, blown fuses or other damage due to inadequacy or interruption of electrical power.
2. Filter replacement or cleaning of evaporator coil, condenser coil or heat exchanger.
3. Damage due to freezing of water, inadequate or interrupted water supply, use of corrosive water or rearrangement of plumbing system (where applicable).
4. Failure resulting from improper use, improper control or product adjustments.
5. Damage caused by accident, misapplication, abuse, alteration, tampering or servicing.
6. Damage resulting from use of equipment in corrosive atmosphere.
7. Damage due to improper service or lack of proper maintenance.

1. This Warranty:
a) covers the product described above against labour and faulty materials for the period stated in table 1, starting from the date of commissioning or 12 months from date of shipment, whichever is the first to occur.*
b) covers replacement of parts and repair labour provided under this Warranty for the remaining period of Warranty for the product into which they are incorporated or applied.
c) only covers the product if purchased in Australia and operated in Australia or its territories.
d) does not cover any consumables including accessories and/or air filters supplied with the product unless such items are shown to be defective when the product was first purchased.
e) does not cover any damage to paintwork, metalwork, or finished trims of the product caused by weathering, atmospheric fallout, hail, salt, or other corrosive residue.

*Additional warranty covered by an agreement at time of purchase shall be separate and apart from this factory equipment warranty.

2. This Warranty will not apply if:
a) the product is damaged by the use of an accessory not supplied by Rinnai Australia Pty Ltd.
b) the product is damaged by a consumable which is not supplied by Rinnai Australia Pty Ltd.
c) the product is tampered with by a person other than Rinnai Australia Pty Ltd recognised repairer, or the recognised repair agent other than carrying out maintenance such as the cleaning of filters or coils.
d) the product is damaged by the incorrect use or installation of any consumable.
e) the product is damaged by a failure to check and clear obstructions in both indoor and outdoor sections of the product, including the air filters, vents, coils and drainage pipes.
f) the product is installed in a moveable dwelling, e.g., motor home, caravan or marine vessel.
g) the product is re-installed during the period of the Warranty at any location other than the original location.
h) the product is installed in an industrial or process application without demonstration of suitable preventative measures and maintenance approved by Rinnai Australia Pty Ltd in writing prior to or at time of purchase.
i) the product is used for a purpose other than the conditioning (cooling and heating) of air.

3. Under this Warranty:
a) product defects covered by this Warranty will be, during normal business hours repaired by Rinnai Australia Pty Ltd recognised repairer, or a recognised repair agent without cost to the owner for parts and repair labour or, at the sole discretion of Rinnai Australia Pty Ltd, the product will be replaced.
b) the owner is responsible for all transport costs and in transit insurance costs if the product or part has to be returned for repair Rinnai Australia Pty Ltd recognised repairer, or the recognised repair agent. The product should be returned in its original carton and packing or in packing suitable to prevent damage to the product. Rinnai Australia Pty Ltd will not accept responsibility for damage to the product caused by unsuitable or inadequate packing.
c) the owner is responsible for all flights, travel, accommodation and transport costs if the owner requests any repair to be performed at premises outside areas normally serviced by Rinnai Australia Pty Ltd recognised repairer, or the recognised repair agent.
d) the owner is responsible for any additional time associated with inductions, medical assessments, work permits, on site supervision and or delays in performing the actual activity of repair work.

e) the owner is responsible for providing reasonable and safe service access to the product. This Warranty does not cover any costs or additional labour associated with gaining access to the product installed in restricted access or high locations.

f) the owner is at all times responsible for the repair of defects caused by accidental or intentional damage, improper voltage, fire, misuse, abuse, neglect, alterations by or negligence of the consumer, incorrect or incomplete installation or operation by the consumer, Acts of God, such as vermin or foreign matter entering the product, e.g. dirt and moisture. The OWNERS RESPONSIBILITY list is provided to help in this regard. Refer to the Installation, operation and maintenance manual for other information.

4. For repair of the product under this Warranty:
a) the SUPPLIER of the product should be contacted within thirty (30) days of the fault developing.
b) this Warranty with the original purchase documents must be presented to Rinnai Australia Pty Ltd recognised repairer, or the recognised repair agent.

5. Various warranties or conditions may be implied or obligations may be imposed on Rinnai Australia Pty Ltd by provisions of the Trade Practices Act 1974 and other laws in force in Australia. If any such provision applies, then to the extent permitted by law and to the extent that this Warranty is given in addition to such warranties or conditions, any liability under this Warranty is expressly limited to:

a) in the case of products, the replacement of the product, the payment of the cost of replacing the product or of acquiring an equivalent product, at the discretion of Rinnai Australia Pty Ltd; and
b) in the case of services, supplying the services again or the payment of the cost of having the services supplied again, at the discretion of Rinnai Australia Pty Ltd.

6. This is the only factory equipment Warranty given by Rinnai Australia Pty Ltd. No other person or non-statutory organisation is authorised to vary the conditions of this Warranty.

Table 1:

PRODUCT IDENTIFICATION	DOMESTIC APPLICATION	COMMERCIAL APPLICATION	INDUSTRIAL APLICATION	MARINE / OFFSHORE APPLICATION
All Equipment	24 Months Parts & Labour	24 Months Parts & Labour	12 Months Parts & Labour	12 Months Parts Only

Note: Demonstration of suitable preventative measures and maintenance records must be made available and are to be approved by Rinnai Australia Pty Ltd to ensure validity. In other words one cannot expect product warranty validity if the product is not maintained throughout warranty time period.

Please complete the following information and retain:

PRODUCT INFORMATION	
Product Model Number	
Product Serial Number	
Address of Installation	
Installed By	
Date of Commissioning	
Owners Contact Details	