Rinnai

LIMITED WARRANTY

BOILERS

Rinnai Commercial Boiler (RCB)

Models

- **Wall-Hung Models:** RCB301AN, RCB399AN
- **Floor Models:** RCB500AN, RCB750AN, RCB1000AN

What is Covered?

The Rinnai Standard Limited Warranty covers any defects in materials or workmanship when the product is installed and operated according to Rinnai published product specifications, subject to the terms within this Limited Warranty document. This Limited Warranty applies only to products that meet the requirements of a "qualified product installation" and are originally installed in the United States and Canada. Improper installation may void this Limited Warranty. A "qualified product installation" consists of the following: (1) installed by a company or individual which (a) holds a current government issued license which certifies the company or individual is qualified to install and service commercial gas boilers in the state where the product is located, if such licensing is required; and, (b) has successfully completed Rinnai commercial gas boiler product training at an approved Rinnai training facility and/or by a remote training program Rinnai authorized trainer, and (2) installation, startup, operation and service is performed in compliance with (a) all Rinnai published engineering, application, installation, startup and service documentation, (b) all applicable federal, state and local laws, (c) applicable plumbing, electrical, mechanical and building codes and best industry standards. This Limited Warranty is subject to the conditions that the Rinnai boiler has been installed per the "qualified product installation" terms and ongoing and proper maintenance has been performed, according to Rinnai Installation and Service documentation, by a professional, licensed (if required) heating contractor. Proof of the required service and maintenance tasks being completed must be kept in the provided Rinnai Installation, Commissioning and Service Record. This Limited Warranty coverage, as set out in the table below, extends to the original end use purchaser and subsequent owners, but only while the product remains at the site of the original installation, and terminates if the product is moved or reinstalled at a new location.

Item	Period of Coverage (from date of purchase)
Heat Exchanger	10 Years
All Other Parts and Components [1]	1 Year
Reasonable Labor	1 Year

[1] Parts replaced during recommended maintenance procedures are not covered by this Limited Warranty.

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 in the above table for products which meet the "qualified product installation" requirements. Rinnai will pay reasonable labor charges associated with the repair or replacement of any such part or component during the term of the labor warranty period. All repair parts must be genuine Rinnai parts. All repairs or replacements must be performed by a qualified professional who is properly trained to do the type of repair.

Replacement of the product may only be authorized by Rinnai at its sole discretion. 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 may replace the product with a comparable product at Rinnai's sole 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 To Obtain Service

For the name of a trained and qualified professional, 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 90 days of purchasing the product. To register your Rinnai Commercial Boiler, please visit 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. Registration of product installed in new home construction may be verified with a copy of the closing papers provided by the initial home buyer. However, registration is not necessary in order to validate this Limited Warranty.

What Is Not Covered?

This Limited Warranty does not cover any failures, heat exchanger leakage, or operating difficulties due to the following:

- Accident, abuse, or misuse
- Alteration
- Misapplication
- Force majeure
- Improper installation (such as but not limited to inadequate water quality, condensate damage, improper venting, incorrect gas type, incorrect gas or water pressure, or absence of a drain pan under the product)
- Improper maintenance (such as but not limited to scale build-up, freeze damage, or vent blockage)
- Improper water quality or the use of unapproved antifreeze or other chemical additives in the boiler system
- Installation of the boiler in a heating system where polybutylene pipe without an oxygen barrier is used
- Any installation that is not closed loop or where oxygen may enter the heating system
- Use in or around areas where chemical agents are used (such as but not limited to chlorine, hair spray, or hair dyes)

- Damage or failure caused by contaminated air, including, but not limited to sheetrock particles, plasterboard particles, dust, dirt, or lint entering the boiler or any of its components
- Incorrect sizing
- A failure of any component in the Hydronic system not supplied by Rinnai
- Any other causes other than defects in materials or workmanship

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 Limited Warranty does not cover any other costs including but not limited to lodging, fuel, transportation, handling, etc. incurred during in the installation, removal, replacement, repair, maintenance, troubleshooting or complying with National, State or Local building, mechanical or electrical codes nor any expenses associated with providing substitute or temporary equipment and/or service during time in which product is inoperable or not being utilized pending repair or replacement under this Limited Warranty.

If you purchase a Rinnai product from an unauthorized dealer, or if the original factory serial number has been removed, defaced or altered, your Rinnai warranty will not be valid.

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.

This Limited Warranty shall not be affected, extended, or enlarged and no additional obligation or liability will be incurred by Rinnai providing technical information, applications recommendations, or equipment modifications to any entity or person who is related to the design, equipment selection, installation, operation, maintenance, service, or repair of the product.

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.

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.

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

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