

**Service Advantage
9 year warranty***

Rinnai

Relax with Rinnai.



*5 years standard parts / labour warranty + 4 years optional extended warranty. See over for terms and conditions.

Quality And Performance For Over 45 Years

Rinnai products are renowned for their quality, performance and reliability, and have been keeping Australians comfortable for over 45 years. Our commitment to producing exceptionally engineered, high quality products is supported by our manufacturer's warranty through factory-trained professionals, ensuring your ultimate protection and peace of mind.

The Rinnai standard parts and labour product warranty is 5 years. From 1 November 2016, Rinnai is offering the option of extending this warranty up to a further 4 years, for a total of 9-year parts and labour warranty, on Rinnai Ducted Evaporative Coolers.

Cooling equipment is subject to normal wear and tear and often operates under extreme conditions. It is recommended that such appliances be serviced and maintained by qualified licensed technicians at a minimum of once every two years to prolong the life of the unit, help keep it running safely and at optimum efficiency.

Rinnai Service Advantage Program

The optional 4 years parts and labour extended warranty is in addition to the standard 5 year Rinnai parts and labour warranty, and is available when you elect to participate in the Rinnai Service Advantage program.

The program is subject to terms and conditions as detailed below, including registering your product with Rinnai and completing the scheduled servicing. Benefits include:

- Covers eligible Rinnai products irrespective of where they are purchased
- Factory-direct service; deal with the manufacturer
- Factory-trained, licensed technicians
- Comprehensive 'log book' type service
- Up to 9 years parts and labour warranty



Rinnai Service Advantage Extended Warranty Program Terms and Conditions

1. Participation in the Rinnai Service Advantage 4 year extended warranty program is optional and subject to these terms and conditions
2. Each eligible Rinnai product must have a general maintenance completed in accordance with appliance's Service Maintenance Schedule, performed by Rinnai Australia Pty. Ltd. (or its nominated appointee) as follows:
 - Service within the fourth year after date of purchase
 - this provides an additional 2 years warranty (for a total of 7 years)
 - Once serviced in year 4, service in the sixth year after date of purchase
 - this provides a further 1 year warranty (for a total of 8 years)
 - Once serviced in year 4 and year 6, service in the eighth year after date of purchase
 - this provides an additional 1 year warranty (for a total of 9 years)
3. These services will be charged for by Rinnai
4. In addition to meeting the conditions set out above, it is essential to comply with all of the general terms and conditions of the product warranty – details in the appliance Owner's Manual or available online at rinnai.com.au.
5. To obtain your extended warranty you must:
 - Within the first 12 months of purchasing your product, visit rinnai.com.au and follow the links for product warranty registration. Warranty must be registered online and cannot be registered by post.
 - In the fourth, sixth and eighth year after purchase, contact Rinnai to have a general maintenance service performed, and charged for by Rinnai. Service can be booked online or by calling 1300 555 545
 - Ensure you retain proof of service in the form of proof of payment for service to Rinnai, and that the service maintenance schedule of the product has been endorsed.
6. Standard 5 year parts and labour warranty applies should you not opt in the Rinnai Service Advantage program

IMPORTANT NOTE: The benefits given by these warranties are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates. Australian purchasers have the benefit of statutory rights and nothing in these terms of warranty has the effect of excluding, restricting or modifying those rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not constitute a major failure.