

Rinnai Warranty Claim Submittal/Payment Process

Warranty parts/labor claims should be submitted only for the replacement of a defective component part within the applicable warranty period. Improper installations, gas system issues, debris, bugs, cleaning, adjustments and general maintenance items are not covered by Rinnai's labor warranty. Always refer to the product's warranty in the owner's manual for details pertaining to the unit's warranty. The warranty period begins from the original date of purchase.

Any warranty claim submitted must include the following information:

- Invoice with all information above including invoice number
- Actual copy of the service work order signed by service technician and by homeowner/customer
- Incident number Rinnai assigned to your case when you called into Tech Support.
- Service Provider name, address, city, state, zip code and phone number
- Product owner name, address, city, state, zip code and phone number
- Complete Model and Serial number of the product serviced
- Date and original proof of purchase
- Date of failure
- Description of service performed
- List all parts used, by description and Rinnai part number
- If parts reimbursement is required, provide the invoice number the part was purchased from Rinnai on or list which distributor parts were purchased from
- W-9 form for US or W8BENE or W8BEN form for Canada.
- List your approved ASP warranty labor rate, if applicable

When ordering parts ensure you provide Rinnai with brand model number off of the product's rating plate. For all water heater parts you must provide the product's complete REU number found on the rating plate, (example REU-VC2837WD-US).

Claims received without adequate information or with incorrect information will be returned without processing payment. Only one product should be listed on each warranty claim.

Warranty labor claims **MUST** be submitted within 45 days from the completion of service directly to Rinnai for processing to the following address:

Rinnai
Attn: Warranty Department
103 International Drive
Peachtree City, GA. 30269

Reasonable Labor Rates:

To ensure customer satisfaction as well as your service department's profitability, one should always strive for a first time completed call repair. We recommend that you take the appropriate part/parts based on the customer's description of the reported issue. Contact Rinnai Technical Support for assistance.

Rinnai does not cover a diagnostic trip only. Rinnai pays a flat rate for completed repairs. Rinnai does not pay for overtime, additional travel time, for additional repair time or for incomplete calls due to the need to order a replacement part. Time allowed for the repair is based on past history of warranty repairs done in the field. Typically all parts can be replaced within 30 minutes or less with the exception of the heat exchanger, this may take 90-120 minutes to complete. As a result, Rinnai will allow 1 hour for non-heat exchanger parts replacement. This will include the trip, diagnostic and completed repair. Rinnai will allow up to 2 hours for the heat exchanger replacement. Anything outside of these parameters **MUST** be pre-approved by Rinnai Technical Support or the Rinnai Regional Service Manager.

It is the responsibility of you, the service provider, to collect from the product owner, for non-warranty services. This includes payment for service involving identification of installation or customer use issues, unless Rinnai has preapproved payment for the call. For installation related issues, if you are not the installer, you should refer the product owner back to the original installer for correction of any identified installation issues.

Anything outside of these parameters must be pre-approved by Rinnai Technical Support or the Rinnai Regional Service Manager.

Generic Warranty Parts Reimbursement process (ASP's follow your warranty parts process):

Return of Warranty Parts

Rinnai does not require the return of warranty parts for credit. However, there may be times Rinnai will request return of a part or parts for our review and analysis for quality improvement opportunities.

Warranty Reimbursement on Parts

Parts purchased from Rinnai and used from your repair parts inventory for warranty purposes will be reimbursed at Service Contractor established pricing. Reimbursement will be issued off of claims processed through the Warranty Administration department. In order to receive reimbursement for a purchased part used for warranty, the service provider must provide appropriate information showing the part was covered under Rinnai's parts warranty (Model/serial, date of purchase, etc.). Additionally, they must provide either Rinnai's Customer Order number or Rinnai's Invoice number for the customer order or invoice associated with the purchase of the part.

Parts purchased through your distributor and used for warranty purposes will be credited through the distributor. You should contact the distributor for warranty credit and provide appropriate information as required.

A service provider must obtain warranty parts credit from the place the part was obtained, whether this is from their Distributor or directly from Rinnai.

There will be no credit issued on parts provided "no charge" by Rinnai.

Training Support

New Support Tools now available includes videos, troubleshooting procedures with step by step instructions, training presentations and much more. This information can be found at the following website:

www.trainingevents.rinnai.us . You will need to create a free account and you will then have access to self-paced training videos, troubleshooting documents and more.

If you have questions or technical issues, please email training@rinnai.us .

The user name and password should be typed in lower case.