

RAYPAK COMMERCIAL WATER HEATER WARRANTY

Raypak Australia Pty Ltd* will:

- a) repair or, if necessary, replace any Raypak water heater; or
 - b) replace any component (or, if necessary, arrange the installation of a new water heater),
- which falls within the Warranty Periods specified below, in accordance with and subject to the following table and terms and conditions.

Period	Installation	Model	Warranty
Component and Heat Exchanger Warranty (From Date of Installation)			
12 Months	All Installations	B0507 – B4224	New component, tube bundle or heat exchanger (at Raypak's sole discretion) free of charge, including labour**
Heat Exchanger Warranty (From Date of Installation)			
Years 2 - 5	All Installations	B0507 – B4224	New tube bundle or heat exchanger (at Raypak's sole discretion) free of charge, with installation and labour costs being the responsibility of the owner.

Notes:

*Rheem Australia Pty Ltd provides warranty service on behalf of Raypak Australia Pty Ltd.

**Refer to item 5 of warranty conditions.

Rheem Australia Pty Ltd reserves the right to transfer fully functional components from the defective water heater to the replacement water heater if required.

WARRANTY CONDITIONS

1. This warranty is applicable only to water heaters manufactured from 1st June 2007.
2. The water heater must be correctly commissioned by an authorised and licensed person and certified by the relevant State Gas Authority.
3. The water heater must be installed in accordance with the Raypak installation instructions, supplied with the water heater, and in accordance with all relevant statutory and local requirements of the State in which the water heater is to be installed.
4. Where a failed component or water heater is replaced under Warranty, the balance of the original warranty period will remain effective. The replaced part or water heater does not carry a new warranty.
5. Where the water heater is installed outside the boundaries of a metropolitan area as defined by Rheem Australia Pty Ltd or further than 25 km from a regional Rheem branch office or a Rheem Accredited Service Agent, the costs of transport, insurance and traveling between the nearest Rheem Australia Pty Ltd Accredited Service Agent's premises and the installed site shall be the owner's responsibility.
6. The warranty only applies to the water heater and original or genuine (company) component replacement parts and therefore does not cover any plumbing or electrical parts supplied by the installer and not an integral part of the water heater, e.g. pressure limiting valve, stop cock, non-return valve, electrical switches, pumps, or fuse.
7. The water heater must be sized to supply the hot water demand in accordance with the guidelines in Rheem Water Heater literature.

WARRANTY EXCLUSIONS

1. REPAIR AND REPLACEMENT WORK WILL BE CARRIED OUT AS SET OUT IN THE RAYPAK WATER HEATER WARRANTY ABOVE, BUT THE FOLLOWING EXCLUSIONS MAY CAUSE THE WATER HEATER WARRANTY TO BECOME VOID, AND MAY INCUR A SERVICE CHARGE AND/OR COST OF PARTS.
 - a) Accidental damage to the water heater or any component, including: acts of God, failure due to misuse; incorrect installation; attempts to repair the water heater other than by a Rheem Accredited Service Agent or Rheem Service.
 - b) Where it is found there is nothing wrong with the water heater, where the complaint is related to excessive discharge from the pressure relief valve due to high water pressure; where there is no flow of water due to faulty plumbing; where water leaks are related to plumbing and not the water heater components; where there is a failure of gas, electricity or water supplies; where the supply of gas, electricity or water does not comply with relevant codes or acts.
 - c) Where the water heater or water heater component failed directly as a result of; excessive water pressure, temperature and/or thermal input; incorrect flow rate through the heat exchanger; corrosive atmosphere.
 - d) Where the water heater is located in a position that does not comply with the Raypak installation instructions or relevant statutory requirements, causing the need for major dismantling or removal of cupboards, doors or walls, or use of special equipment to bring the water heater to floor level, or to a serviceable position.
 - e) Repairs to the water heater due to corrosion or scale formation in the waterways when the water heater has been connected to a harmful water supply as outlined in the Operating and Installation Instructions.
2. SUBJECT TO ANY STATUTORY PROVISIONS TO THE CONTRARY, THIS WARRANTY EXCLUDES ANY AND ALL CLAIMS FOR DAMAGE TO FURNITURE, WALLS, FOUNDATIONS OR ANY OTHER CONSEQUENTIAL LOSS EITHER DIRECTLY OR INDIRECTLY DUE TO LEAKAGE FROM THE WATER HEATER.

In addition to this warranty, the Trade Practices Act 1974 and similar laws in each state and territory provide the owner under certain circumstances with certain minimum statutory rights in relation to your Raypak water heater. This warranty must be read subject to that legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

RHEEM AUSTRALIA PTY LTD
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FOR SERVICE TELEPHONE
131 031 AUSTRALIA
0800 657 335 NEW ZEALAND
or refer to local Yellow Pages

NOTE: Every care has been taken to ensure accuracy in preparation of this publication. No liability can be accepted for any consequences, which may arise as a result of its application