



Massachusetts Supplemental Limited Commercial Warranty for Multiple Commercial Hybrid Water Heaters

- Internal (Indoor) Models: CHS199100CUi, CU199i

What Is Covered?

The Rinnai Supplemental Limited Commercial Warranty covers any defects in materials or workmanship when the product is installed and operated according to Rinnai written installation instructions, subject to the terms within this Supplemental Limited Commercial Warranty document. This Supplemental Limited Commercial Warranty applies only to products that are installed correctly in the State of Massachusetts, when a minimum of two (2) and a maximum of four (4) Demand Duos™ are installed with reverse manifold piping. Improper installation may void this Limited Warranty. For this warranty to apply, it is required that you use a trained and qualified professional who has attended a Rinnai installation training class before installing this water heater. This Limited Warranty only extends to the first/original installation of the product and terminates if the product is moved or reinstalled at a new location.

| Item | Warranty Coverage |
|--------------------------------|-------------------|
| Heat Exchanger* | 8 Years |
| Storage Tank | 10 Years |
| All Other Parts and Components | 5 Years |
| Reasonable Labor | 1 Year |

*The heat exchanger warranty is 8 years or 12,000 operation hours, whichever occurs first.

Notes:

- From date of purchase, period of coverage is reduced to 8 years or 12,000 operation hours, whichever occurs first, if the Rinnai water heater temperature settings exceeds 160°F (71°C).
- The integrated controller has a 1-year warranty on parts.

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. 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 licensed professional who is properly trained to do the type of repair.

Replacement of the product may be authorized by Rinnai only 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 Do I Get Service?

You must contact a trained and qualified professional for the repair of a product under this Supplemental Limited Commercial Warranty. 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 30 days of purchasing the product. To register your Rinnai Tankless Water Heater, please visit www.rinnai.us. For those without internet access, please call 1-866-RINNAI1 (746-6241). 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 to validate this Limited Warranty.

What Is Not Covered?

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

1. Any water heater purchased from an unauthorized dealer.
2. Any water heater not installed by a licensed plumber.
3. Service trips to teach how to install, use, maintain, bring into compliance with codes and regulation.
4. Accident, abuse, or misuse.
5. Alteration of the product or any component part.
6. Misapplication of this product.
7. Improper installation (such as but not limited to):
 - a. Product being installed in a corrosive environment
 - b. Condensate damage
 - c. Improper venting
 - d. Incorrect gas type
 - e. Incorrect gas or water pressure
 - f. Absence of a drain pan under the appliance
8. Improper maintenance (such as but not limited to scale build-up, freeze damage or vent blockage).
9. Components that are not defective but must be replaced during the warranty period as a result of reasonable wear.
10. Incorrect sizing.
11. Any other cause not due to defects in materials or workmanship.
12. Problems or damage due to fires, flooding, electrical surges, freezing or any acts of God.
13. Any damage caused by poor water quality. Water Chemistry Requirements: Sodium less than 20 mgL. Water pH between 6.0 and 8.0. Hardness less than 7 grains. Chlorine concentration less than 100 ppm.
14. Operating the water heater with anything other than potable water at all times.
15. Force majeure.



16. Tank failures caused by operation of the water heater in a corrosive or contaminated environment.
17. Any damage, malfunctions, or failures resulting from the use of dielectric unions.
18. Damages, malfunctions, or failures caused by subjecting the tank to pressures or firing rates greater than those shown on the rating label.
19. Water Heaters installed outside Massachusetts.
20. Water Heaters moved from the original installation location.
21. Water Heaters with their rating labels removed.
22. Installation of less than two (2) or more than four (4) water heaters.
23. Water Heaters used in any installation other than parallel-piped commercial applications.

There is no warranty coverage on product installed in a closed loop application, commonly associated with space heating only applications.

This Limited Warranty does not apply to any product whose serial number or manufacture date has been defaced.

This Limited Warranty does not cover any product used in an application that uses chemically treated water such as a pool or spa heater.

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.

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.

www.rinnai.us