

RHEEM SOLAR THERMOSIPHON WATER HEATER WARRANTY – AUSTRALIA ONLY

SOLAR THERMOSIPHON WATER HEATER SYSTEMS – 52L, 52H, RL, RLL

1. THE RHEEM WARRANTY – GENERAL

- 1.1 This warranty is given by Rheem Australia Pty Limited ABN 21 098 823 511 of 1 Alan Street, Rydalmere New South Wales.
- 1.2 Rheem offer a trained and qualified national service network who will repair or replace components at the address of the water heater subject to the terms of the Rheem warranty. Rheem Service, in addition can provide preventative maintenance and advice on the operation of your water heater. The Rheem Service contact number is available 7 days a week on 131031 with Service personnel available to take your call from 8am to 8pm daily (hours subject to change).
- 1.3 For details about this warranty, you can contact us on 131031 or by email at warrantyenquiry@rheem.com.au (not for service bookings).
- 1.4 The terms of this warranty and what is covered by it are set out in sections 2 and 3 and apply to water heaters manufactured after 1st September 2014.
- 1.5 If a subsequent version of this warranty is published, the terms of that warranty and what is covered by it will apply to water heaters manufactured after the date specified in the subsequent version.

2. TERMS OF THE RHEEM WARRANTY AND EXCLUSIONS TO IT

- 2.1 The decision of whether to repair or replace a faulty component is at Rheem's sole discretion.
- 2.2 If you require a call out and we find that the fault is not covered by the Rheem warranty, you are responsible for our standard call out charge. If you wish to have the relevant component repaired or replaced by Rheem, that service will be at your cost.
- 2.3 Where a failed component or cylinder is replaced under this warranty, the balance of the original warranty period will remain effective. The replacement does not carry a new Rheem warranty.
- 2.4 Where the water heater is installed outside the boundaries of a metropolitan area as defined by Rheem or further than 25 km from either a regional Rheem branch office or an Accredited Rheem Service Agent's office, the cost of transport, insurance and travelling between the nearest branch office or Rheem Accredited Service Agent's office and the installed site shall be the owners responsibility.
- 2.5 Where the water heater is installed in a position that does not allow safe or ready access, the cost of that access, including the cost of additional materials handling and/or safety equipment, shall be the owner's responsibility. In other words, the cost of dismantling or removing cupboards, doors or walls and the cost of any special equipment to bring the water heater to floor or ground level or to a serviceable position is not covered by this warranty.
- 2.6 This warranty only applies to the original and genuine Rheem water heater in its original installed location and any genuine Rheem replacement parts.
- 2.7 The Rheem warranty does not cover faults that are a result of:
 - a) Accidental damage to the water heater or any component (for example: (i) Acts of God such as floods, storms, fires, lightning strikes and the like; and (ii) third party acts or omissions).
 - b) Misuse or abnormal use of the water heater.
 - c) Installation not in accordance with the Owner's Guide and Installation Instructions or with relevant statutory and local requirements in the State or Territory in which the water heater is installed.
 - d) Connection at any time to a water supply that does not comply with the water supply guidelines as outlined in the Owner's Guide and Installation Instructions.
 - e) Repairs, attempts to repair or modifications to the water heater by a person other than Rheem Service or a Rheem Accredited Service Agent.
 - f) Faulty plumbing or faulty power supply.
 - g) Failure to maintain the water heater in accordance with the Owner's Guide and Installation Instructions.
 - h) Transport damage.
 - i) Fair wear and tear from adverse conditions (for example, corrosion).
 - j) Cosmetic defects.
 - k) Breakage of collector glass for any reason including hail damage (we suggest that the collector glass be covered by your home insurance policy).
 - l) Ice formation in the waterways of a direct open circuit thermosiphon system; or an indirect closed circuit thermosiphon system due to non Rheem approved or incorrectly mixed closed circuit fluid being used.
 - m) Non Rheem approved or incorrectly mixed closed circuit fluid being used or incorrect or insufficient filling of the closed circuit system with the closed circuit fluid.
- 2.8 Subject to any statutory provisions to the contrary, this warranty excludes any and all claims for damage to furniture, carpet, walls, foundations or any other consequential loss either directly or indirectly due to leakage from the water heater, or due to leakage from fittings and/or pipe work of metal, plastic or other materials caused by water temperature, workmanship or other modes of failure.
- 2.9 If the water heater is not sized to supply the hot water demand in accordance with the guidelines in the Rheem water heater literature, any resultant fault will not be covered by the Rheem warranty.

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3.1 Rheem will repair or replace a faulty component of your water heater if it fails to operate in accordance with its specifications as follows:

What components are covered	The period from the date of installation in which the fault must appear in order to be covered	What coverage you receive
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All Systems (all installations)

All components	Year 1	Repair and/or replacement of the faulty component, free of charge, including labour.
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52H/S200, 52H/SP Series Systems

The cylinder (if the water heater is installed in a single-family domestic dwelling)	Years 2 to 7	Replacement cylinder, free of charge. Installation and repair labour costs are the responsibility of the owner.
The cylinder (if the water heater is not installed in a single-family domestic dwelling)	Years 2 & 3	Replacement cylinder, free of charge. Installation and repair labour costs are the responsibility of the owner.
The solar collector (all installations)	Years 2 to 5	Replacement solar collector, free of charge. Installation and repair labour costs are the responsibility of the owner.

RL, RLX Australis Series & 52L/NPT, 52H/NPT Series Systems
(if the water heater is installed in a single-family domestic dwelling)

The cylinder and solar collector(s)	Years 2 & 3	Replacement cylinder or solar collector, free of charge, including labour.
The cylinder and solar collector(s)	Years 4 to 7	Replacement cylinder or solar collector, free of charge. Installation and repair labour costs are the responsibility of the owner.

RL, RLX Australis 10 & Titan Series Systems & 52L, 52H / L & CS Series Systems
(if the water heater is installed in a single-family domestic dwelling)

All components	Year 2 to 5	Repair and/or replacement of the faulty component, free of charge, including labour.
The cylinder and solar collector(s)	Years 6 to 10	Replacement cylinder or solar collector, free of charge. Installation and repair labour costs are the responsibility of the owner.

RL, RLX Australis, Australis 10 & Titan Series Systems & 52L, 52H / NPT, L & CS Series Systems
(if the water heater is not installed in a single-family domestic dwelling)

The cylinder and solar collector(s)	Years 2 & 3	Replacement cylinder or solar collector, free of charge. Installation and repair labour costs are the responsibility of the owner.
The cylinder and solar collector(s)	Year 4	Replacement cylinder or solar collector, supplied at 75% of list price. Installation and repair labour costs and 25% of cylinder or solar collector list price are the responsibility of the owner.
The cylinder and solar collector(s)	Year 5	Replacement cylinder or solar collector, supplied at 50% of list price. Installation and repair labour costs and 50% of cylinder or solar collector list price are the responsibility of the owner.

This revised warranty periods table is for use as an addendum with installation instructions booklet AQ0901073 Rev A dated 2014 September and replaces the original page 67 in the booklet. Additional new system information has been added.

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4. ENTITLEMENT TO MAKE A CLAIM UNDER THIS WARRANTY

- 4.1 To be entitled to make a claim under this warranty you need to:
- a) Be the owner of the water heater or have consent of the owner to act on their behalf.
 - b) Contact Rheem Service without undue delay after detection of the defect and, in any event, within the applicable warranty period.
- 4.2 You are not entitled to make a claim under this warranty if your water heater:
- a) Does not have its original serial numbers or rating labels.
 - b) Is not installed in Australia.

5. HOW TO MAKE A CLAIM UNDER THIS WARRANTY

- 5.1 If you wish to make a claim under this warranty, you need to:
- a) Contact Rheem on 131031 and provide owner's details, address of the water heater, a contact number and date of installation of the water heater or if that's unavailable, the date of manufacture and serial number (from the rating label on the water heater).
 - b) Rheem will arrange for the water heater to be tested and assessed on-site.
 - c) If Rheem determines that you have a valid warranty claim, Rheem will repair or replace the water heater in accordance with this warranty.
- 5.2 Any expenses incurred in the making of a claim under this warranty will be borne by you.

6. THE AUSTRALIAN CONSUMER LAW

- 6.1 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 for 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 amount to a major failure.
- 6.2 The Rheem warranty (set out above) is in addition to any rights and remedies that you may have under the Australian Consumer Law.

RHEEM AUSTRALIA PTY LTD, A.B.N. 21 098 823 511, www.rheem.com.au
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