



Technical Bulletin 120-Updated Commercial Tankless Warranty

The purpose of this technical bulletin is to communicate an update being made to the warranty for the commercial tankless water Heater model (C199). This change increases the heat exchanger warranty period from 5 years to 6 years. The section detailing the length of warranty coverage has been updated to the following:

How long does coverage last?

Item	Period of Coverage (from date of purchase)
	Commercial Applications
Heat Exchanger	6 years [1] [2]
All Other Parts and Components	5 years [1]
Reasonable Labor	1 year [3]

- [1] Period of coverage is reduced to 3 years from date of purchase when used as a recirculating water heater within a hot water recirculation loop, where the water heater is in series with a recirculation system and all recirculating water flows through the water heater, and where an aquastat / thermostat, timer, or an on-demand recirculation system is not incorporated.
- [2] The Rinnai Limited Warranty for a heat exchanger used in a recirculation system which is controlled through an aquastat / thermostat, or timer, or an on-demand system is 6 years for commercial applications.
- [3] Labor coverage is extended to 2 years in commercial applications if the product is registered within 30 days (except registration is not required in California and Quebec) and/or if the other conditions above in the Commercial Applications sections are satisfied.

This update is effective for product newly installed on or after October 15, 2015.

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