

Rinnai periodically receives calls pertaining to distributors/dealers converting the gas type on products as a means of inventory control. Conversions for this purpose are not allowed by Rinnai.

In all future cases involving units that have been converted, Rinnai will be requesting proof from the customer as to when they changed gas types. If it is discovered that the conversion took place before installation due to inventory adjustment, then no warranty request will be granted.

### **Example of proper gas type conversion**

A customer with an apartment complex purchases a number of units and installs them on propane gas. At some time later the natural gas company provides access to their gas supply line. The customer decides to change to natural gas and the gas company converts the units from propane to natural gas according to Rinnai instructions. These units will maintain their warranty.

### **Example of prohibited gas type conversion**

A dealer has sold more natural gas units than anticipated and converts propane gas units to units for use with natural gas in order to maintain his inventory. Warranty will be voided on these units.

If you have any questions or concerns concerning gas type conversions, please contact Rinnai's Technical Support at 1-800-621-9419.