



Riello Burners North America

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Subject: Riello R-Series Warranty Policy

The Riello R-Series commercial burners are warranted to the original purchaser of the burner for 24 months from the day of start-up (not to exceed 30 months from the day of shipping from the Riello plant in Mississauga, ON). This warranty includes all Riello parts. All non-Riello parts are warranted as per manufacturer's warranty.

Warranty will be void if the burner is used in an abusive, non-typical, and or a faulty installation. A qualified and Riello trained technician must perform the burner start-up. A start-up report must be sent to the Riello engineering department to activate the burner warranty. If a completed start-up report is not provided to the Riello engineering department, via fax 905-542-1525, at the time of the burner start-up, the burner warranty will be voided.

The burner shall have an annual maintenance inspection and combustion analyst done by a qualified technician. It is highly recommended to have a maintenance inspection and combustion analyst done by a qualified technician semi-annually.

The original purchaser of the burner must notify Riello Customer Service within 30 days of discovering a defect in the burner or its components. Upon completing the Riello RGA (Return Goods Authorization) request form and returning it to Riello Customer Service, an RGA number will be issued by Riello for the defective part. The original purchaser shall issue a PO to Riello for the new part replacement. Riello will issue an invoice at the time of shipment of the part. The invoice will not be credited until the defective component is returned to Riello (must be within 60 days of RGA issue). The credit will be issued only if the part is deemed to be defective. Non-Riello parts will have to be sent to the original part manufacturer by Riello and inspected by their technicians. Once they approve of the defect, a credit will be issued.

Warranty is for parts only; installation is to be by others.

Delivery: FOB Mississauga, ON Canada.

If there are any questions please feel free to contact Riello at 1-800-4-RIELLO (1-800-474-3556)

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