



Riello Burners North America

Head Office

2165 Meadowpine Blvd
Mississauga ON L5N 6H6
Canada

35 Pond Park Road
Hingham, MA 02043
USA

Phone (905) 542-0303
Toll Free (800) 4-RIELLO
Fax (855) 878-6599

March 2017

RE: R-Series Warranty Policy

The Riello R-Series commercial burners are warranted to the original purchaser of the burner for 24 months from day of start-up (not to exceed 30 months from day of shipping from the Riello plant in Mississauga, Ontario).

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 start-up of burner. A start up report must be sent to Riello engineering department to activate warranty. If a completed start up sheet is not provided to Riello Engineering, via fax (800) 878-6599, at time of start-up burner warranty is voided.

The burner shall have an annual maintenance inspection and combustion analyst done by a qualified technician. It is highly preferred to have a maintenance inspection and combustion analysis done by a qualified technician semiannually.

The original purchaser of the burner must notify Riello Commercial Customer Service within 30 days of discovery of defect. An "RGA" (Return Goods Authorization) number will be issued by Riello for defective part. The original purchaser shall issue a PO to Riello for the new part. Riello will issue an invoice at the time of shipment of the part and the invoice will not be credited until the defective component is returned to Riello within 60 days. The credit will be issued only if the part is deemed defective. Non-Riello parts will be sent to the original manufacturer by Riello and inspected by them. Once they approve of the defect a credit will be issued.

Warranty is for parts only, installation is by others.

Delivery: FOB Mississauga, Ontario.

For inquiries about the warranty policy please contact Riello at: (905) 542 – 0303 or toll free at (800) 4-RIELLO