

RIELLO INFORMS YOU

RIY_ENG & SERVICE_04_2022

November 23, 2022

Enhanced Warranty

Riello Representative Network

NEW! Enhanced Warranty Program

Riello is pleased to introduce new Enhanced Warranty, to work in conjunction with the new Training Certification Program ([SEE "RIY_ENG & SERVICE_03_2022"](#))

You must be certified, on the respective product that you are trying to claim for enhanced warranty. There are 4 certifications:

1. Array 2.5/800 Boiler
2. Array SE/Condexa
3. Linkageless Burners
4. Linkage Burners

Please note that any coordination with the Riello office should be directed to our Riello Training and Service email: riellotrainingandservice@carrier.com.

Definitions:

Standard Warranty: Warranty period initiated on shipment of product from Riello to representative.

Enhanced Warranty: Warranty period initiated on commissioning of product and subject to extension based on fulfillment of Enhanced Warranty requirements.

Standard Warranty and Enhanced Warranty:

Program Courses	Standard Warranty	Enhanced Warranty
Eligibility	All Products	Only products commissioned by a CERTIFIED TECHNICIAN
Array 2.5 / 800 Boiler	18 months from date of shipment from Riello	24 months from date of commissioning
Array SE / Condexa		
Linkageless Burners (3 day course)	24 months from date of shipment from Riello	
Linkage Burners (2 day course)		
Notes	--	

Procedure for Submitting for Enhanced Warranty

Please note that any coordination with the Riello office should be directed to our Riello Training and Service email: riellotrainingandservice@carrier.com.

Step #1:

- Technician must be certified in the respective product

Step #2:

- Submit commissioning form
 - o Commissioning form can be downloaded from the Riello website
 - <https://www.riello.com/north-america/service/technical-support/commissioning>

Step #3:

- The commissioning form will be reviewed for completion, which should include the following information. **NOTE: If any information is missing, the commissioning form will be sent back to Area Representative for completion.**
 - o All relevant readings
 - o Boiler information
 - o Technician
 - o Commissioning date
 - o Job name
 - o Installation site name
 - o Installation site address
 - o Signature from client upon completion
 - o Serial number of product
 - o RBNA number (applicable is the equipment is a commercial burner)