

Rinnai PRO Contact List

Customer Care:

Consumer Number: 800-621-9419

Distributor Number: 800-621-9419

Customer Care Number for French Speaking Countries: 833-396-1885

Tech Service Number: 888-746-6247

PRO Line Number: 844-319-1230 / 844-316-9918

Rinnai. PRO Network

Rebate Status: <http://www.rebateinquiryonline.com/>

PRO Support: prosupport@rinnai.us

Warranty Claims:

To request a distributor parts credit,
<https://www.cognitofirms.com/Rinnai1/DistributorWarranty-PartsCreditRequest>

To file a Warranty Claim online,
<https://www.cognitofirms.com/Rinnai1/ServiceClaimsForm>

National Accounts Program

Rinnai provides world class service and responsiveness to keep businesses up and running.

- Factory Trained Commercial Service Providers
- Nationwide support and coverage
- Turnkey guaranteed pricing programs
- One call for immediate replacement, installation and preventative maintenance

For complete details on commercial water heating solutions and maintenance services, call **866-383-0707** or email **commercialservices@rinnai.us**.

Application Engineering

800-621-9419, Option #3



Our team of application engineers are available to provide quotes, size your system, and provide designs for your specific commercial projects — all at no charge and backed by our 100% sizing guarantee*.

** Sizing is guaranteed provided original fixture list and sizing parameters (e.g., temps, elevation) do not change.*

For more information: **engineering@rinnai.us**

Electronic Ordering Process

With two different ways to order and obtain Rinnai products, (including finished goods, parts, and accessories), ordering has never been easier!

For EDI (Electronic Data Interchange) setup, email: edicontact@rinnai.us.

Benefits:

- Streamline Process Through Automated Ordering
- Consistent Integration of Data for all Business and Trade Partners
- Reduced Lead-time for Order Processing
- Reduction of Transaction Errors
- Ensures Traceability of Orders
- Faster Invoicing
- Acknowledgement Receipts

To make purchases via the online store, visit <https://store.rinnai.us> and enroll today.

- Real-Time Inventory Levels with Pricing
- Order History
- Ability to Duplicate Previous Orders
- Shipment Tracking
- Downloads for Product Specifications
- Manuals and Warranty Documents
- Exploded Product Images

All products should be registered via the PRO portal. Have questions regarding registering products, please contact prosupport@rinnai.us.