



Rinnai®

PRO Network

It's Better *In Network*

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Rinnai PRO Contact List

Customer Care

Consumer #: **800-621-9419**

Distributor PRO #: **800-621-9419**

Rinnai Technical Support #: **888-746-6247**

PRO Network Priority Technical Support #s:

844-319-1230 or 844-316-9918

Rinnai®
PRO Network

Rebate Status:

<https://www.rebateinquiryonline.com/>

PRO Support: prosupport@rinnai.us

Warranty Claims

To request a distributor parts credit:

<https://bit.ly/RinnaiPartsCredit>

To file a Warranty Claim online:

<https://bit.ly/RinnaiWarranty>

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

Commercial Services

More North American businesses rely on Rinnai for hot water than any other tankless manufacturer. It's because we won't waste your time: We promise a 48 hour return on our quotes and 100% guaranteed accuracy on each custom system sizing. Count on worry-free ownership with the industry's leading warranty.

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

Rinnai Merchandise and Literature Store

Access the store through the PRO Portal:

<https://io.rinnai.us/>

- Free Literature (printed/downloadable)
- Rinnai Branded Apparel
- Rinnai Branded Merchandise
- Event & Graphic Displays
- Advertising Packages

For the online Web Parts Store, visit:

<https://bit.ly/RinnaiWebPartsStore>

- Real-Time Inventory Levels with Pricing
- Downloads for Product Specifications
- Manuals and Warranty Documents
- Exploded Product Images

Learn how to register products, see the inside back cover for details.

Have questions regarding the PRO Network, please contact prosupport@rinnai.us



Rinnai. PRO Network



Being a Rinnai PRO sets you apart. Installing and servicing North America's leading brand of residential tankless water and home heating appliances gives you access to unparalleled marketing and sales support.



The PRO Advantage.

- Open more doors by being a part of the Rinnai PRO Network and receive qualified leads
- Being In Network provides benefits to businesses of all sizes
- Achieve additional benefits as you grow your business and elevate your status to Rinnai ACE PRO

Rinnai wants to recognize your hard work, by expanding our industry-leading PRO support and rewards program to give every one of our partners more benefits than ever before. Joining the Rinnai PRO Network is simple and straightforward.

Joining is Simple.

Visit rinnai.ca/professional/enroll

Step 1: Register to be a Rinnai PRO

Step 2: Complete training and paperwork

It really is just that simple. Every Rinnai trained professional can take advantage of the benefits of being "In Network."

After you install and register 50 Rinnai products, upgrade automatically to **Rinnai ACE PRO** to earn even more benefits.

There is always room to grow "In Network."

It's Better *In Network*

**Benefits for every PRO plus
extra benefits for every ACE PRO**

PROGRAM BENEFITS

Rinnai. PRO Network	Rinnai. PRO	Rinnai. ACE PRO
Branded Listing on Rinnai.us	★	Priority
Sales and Service Leads	★	Priority
Customized Landing Page	★	★
Rinnai Rewards	★	★ 2X Points
Consumer Finance Rebate	★ \$50	★ \$150
Customer Satisfaction Surveys	★	★
Call Tracking	★	★
Coupon for First 5 Registrations	★	★
Consumer Rebate Offers	—	★
Priority Tech Support	—	★
In Home Sales Training	—	★
Free Unit* After First 100 Registrations	—	★

*Free Unit is a Rinnai Tankless Water Heater





RINNAI REWARDS LOYALTY PROGRAM

Rewarding Loyalty

PROs (in Network) are automatically enrolled

Earn loyalty points by registering qualified products, Earn and Learn programs, and limited-time promotions. Get rewarded with free merchandise, event tickets, travel, Rinnai branded merchandise, and advertising resources. ACE PROs earn 2X points, for even more rewards.

HOW TO EARN POINTS

- Earn points for every Rinnai product you register (*points vary by product purchased – see back pocket insert for point values*)
- Opportunities are provided to earn additional points throughout the year
- Points never expire*
- Monitor points balance in the app

WHERE & HOW TO REDEEM POINTS

- Go to the **PRO Portal**
- Click on **Rinnai Rewards**
- Shop and manage points in **My Account**

HOW YOU CAN SPEND REWARDS

- Purchase items in **Rewards Store**
 - Electronics
 - Sporting Goods
 - Tools & Hardware
 - Events
 - Travel
- Use Rewards in the **Rinnai Store**
 - Rinnai Branded Apparel
 - Rinnai Branded Merchandise
 - Event & Graphic Displays
 - Advertising Packages

QUALIFYING PRODUCTS
Tankless Water Heaters SE+ (RUR Models)
Tankless Water Heaters SE+ (RU Models)
Tankless Water Heaters HE+ and SE Series
Condensing Boilers
Direct Vent Wall Furnaces (EX08CT, EX11CT)
Direct Vent Wall Furnaces (EX17CT, EX22CT, EX38CT)
Vent-Free Fan Convectors
Commercial Tankless Water Heater CU199
Commercial Tankless Water Heater CU160
Demand Duo™ Hybrid Water Heating System (119 Gallon)
Demand Duo™ Hybrid Water Heating System (80 Gallon)
Tankless Rack Systems
Air Handler
Infrared Heaters (US only) (SE, SE+, HE, HE+)

Note: HE Series Tankless Water Heaters (V Models) do not qualify.
*No credits will be issued for unused points and points have no cash value.



Earning and Managing Rewards

Refer to the **PRODUCT REGISTRATION OVERVIEW** on page 5 page on how to register products in the PRO Portal.

WHERE & HOW TO REDEEM POINTS

- Go to the **PRO Portal**: <https://io.rinnai.us/>
- Click on **Rinnai Rewards** to shop in the **Rewards Store**

The image shows two overlapping screenshots. The background screenshot is the Rinnai PRO Portal dashboard, featuring a sidebar with navigation links like 'Summary', 'Leads', 'Registrations', and 'Resources'. A central chart displays 'LEADS' data from Jan 2021 to Jun 2021, with a '70% LEADS CONFIRMED' indicator. The foreground screenshot is the Rinnai Rewards Loyalty Program interface, showing a 'Your Available Balance' of 311,402 Points and a 'Featured Departments' grid with categories like Electronics, Home & Garden, Jewelry, Video Games, Sporting Goods, and Tools & Hardware.

- Shop and manage points in **My Account**
 - View **Points Summary**
 - View individual transactions and Points awarded
 - View redeemed Points and Purchases

The image shows the 'MY ACCOUNT' page of the Rinnai Rewards Loyalty Program. It includes a 'Promotion Claims' section with filters for 'Promotions' and 'Claims'. Below this is a 'Points Summary' table showing 'Awarded' (492,100), 'Redeemed' (180,698), and 'Remaining' (311,402) points. At the bottom is an 'Awards and Adjustments' table with columns for Date, Description, and Amount.

Date	Description	Amount
12/3/2021	Points for NF-BA-105510	1,400
11/1/2021	Points for NF-BA-113502	1,400
11/3/2021	Points for NF-BA-113505	1,400
11/1/2021	Points for NF-BA-113466	1,400

- Purchase a Promo Code with Points to shop in the **Rinnai Store**
 - Rinnai Branded Apparel
 - Rinnai Branded Merchandise
 - Event & Graphic Displays
 - Advertising Packages
- Access the **Rinnai Store** through the PRO Portal*



PRODUCT REGISTRATION OVERVIEW

Register your Rinnai product today

Reasons for Registering Rinnai Products

- Extend your customer's service plan on *Rinnai Tankless Water Heaters by an additional **4 years, providing a 5-year service plan on their investment.
- Receive Rinnai Rewards for every product registered in the PRO Portal
- Keep track of all the Rinnai products you register in the PRO Portal
- You are connected to your customer's warranty registration for potential future service of their Rinnai product.



Multiple Ways to Register Rinnai Products

- Register one product at a time
- Register multiple products - download bulk-upload spreadsheet
- Claim a product your customer already registered

Only Register Your Product in the PRO Portal to Receive Rewards

Visit the PRO Portal:
<https://io.rinnai.us>



Or scan this QR code



* SE & HE models do not qualify for the extended service plan

** For Residential applications, products need to be registered within 90 days with the exception of HE+ models, which must be registered within 30 days to qualify for the 4-year Extended Service Plan.

Commercial products receive a 1-year labor warranty with a 1-year Extended Service Plan if registered within 30 days (non-condensing) and within 90 days (condensing). Residential products used in Commercial applications do not qualify for the 4-year Extended Service Plan.x

Have questions regarding registering your products, please contact prosupport@rinnai.us

Quick How-To Registration Videos



How to Register Products in the PRO Portal

Visit this link or scan the QR Code to watch:

<https://bit.ly/RegProductsVideo>



How to Claim a Registration by Serial

Visit this link or scan the QR Code to watch:

<https://bit.ly/ClaimRegSerial>



How to Bulk Register Multiple Products in One Upload

Visit this link or scan the QR Code to watch:

<https://bit.ly/BulkRegMultiProducts>



Required for Bulk Product Registration

Get the spreadsheet from this link or scan the QR Code to download:

<https://bit.ly/3i35Lfk>



*See complete Instructions for completing the spreadsheet on the backside



Instructions for Performing a Bulk Upload of Rinnai Products for Registrations

Once you have downloaded the Excel spreadsheet template, follow the instructions below:

Complete spreadsheet with the following information.

1. Owner First and Last Name
 2. Owner Company Name
(for Commercial registrations only)
 3. Owner Address
 4. Owner Zip Code/Postal Code
 5. Owner Email
 6. Owner Phone Number
 7. Model Number
 8. Serial Number
 9. Application Type
 10. Recirculation Type
 11. Purchase Date (MM/DD/YYYY)
- Once you have completed the spreadsheet, name the file and save.
 - Select "Choose File" and select the spreadsheet to upload.
 - Submit by clicking VERIFY button.
 - Upon submission of the spreadsheet, the system will perform a series of validation on each row's data. If errors are detected, no data will be saved, you will be provided the row number and the reason for the error, you will need to fix these and resubmit until the whole files pass all checks.
 - Once the spreadsheet passes all verifications you will be presented with the option to SAVE the data, which will persist the information in our database and issue email receipts to owners.

Important:

- Do not modify the worksheet formats in any way
- Limited to 250 entries/rows per bulk upload batch



QUALIFYING PRODUCTS

*Points vary by product purchased –
see back pocket insert for point values*

Tankless Water Heaters
SE+ (RUR Models)

Tankless Water Heaters
SE+ (RU Models)

Tankless Water Heaters
HE+ and SE Series

Condensing Boilers

Direct Vent Wall Furnaces
(EX08CT, EX11CT)

Direct Vent Wall Furnaces
(EX17CT, EX22CT, EX38CT)

Vent-Free Fan Convectors

Commercial Tankless Water Heater CU199

Commercial Tankless Water Heater CU160

Demand Duo™ Hybrid Water Heating System (119 Gallon)

Demand Duo™ Hybrid Water Heating System (80 Gallon)

Tankless Rack Systems

Air Handler

Infrared Heaters (US only)
(SE, SE+, HE, HE+)

Note: HE Series Tankless Water Heaters (V Models) do not qualify.
*No credits will be issued for unused points and points have no cash value.



STAY IN STEP WITH THE RINNAI APP

With the Rinnai PRO App, you'll have access to technical manuals and troubleshooting guides, instructional videos, and access to the Rinnai Learning Management System that give you an advantage over your competition.



Download from your App Store

TV (Video) Commercials and Radio Spots

Free Downloadable TV (Video) Commercials and Radio Spots (15 and 30 Seconds)



Scenes from commercials



- Add Your Company Information
- Order a Customized Company Tag at the End of Your Video Commercial (applicable fee)
- 15 and 30 second radio spots do not come with the option of a Company Tag - usually provided by the Radio Stations


Access PRO Advertising Resources in the Rinnai Store via the PRO Portal

<https://io.rinnai.ca>




Customizable Trade Ads

Build Your Quarter-Page, Half-Page or Full-Page Customizable Ads in Minutes



All-in-One Comfort for You and Your Family




Customers can enjoy efficient home heating and hot water simultaneously with one complete, energy-saving system. The new Rinnai® Hybrid Air Handler System makes the traditional furnace a thing of the past. For more information, contact us—a Rinnai® PRO.

Special Offer: Lorem ipsum dolor sit amet, consectetur adipiscing quam ipsum dolor. Verurorus cupplique nit.

Your COMPANY Logo Rinnai Pro Logo OR Rinnai Ace Pro Logo

Company Name • 12345 X Street Name, CityName, ST 00000
000-000-0000 • HeatingCompanyEmail@something.com • HeatingWebURL.com


1/4 - Page Ad



Put Worrying About Hot Water Out of Your Mind

Replace your standard tank water heater and start saving money, energy, and space. With a Rinnai® tankless water heater, you'll never run out of hot water. Contact us—a Rinnai® PRO.

Special Offer: Lorem ipsum dolor sit amet, consectetur adipiscing quam ipsum dolor. Fugiasprovidestrunt eos volorec usandis.



Your COMPANY Logo Rinnai Pro Logo OR Rinnai Ace Pro Logo

Plumbing Company Name • 12345 X Street Name Here • CityName, ST 00000
PlumbingCompanyEmail@something.com • PlumberWebURL.com

1/2 - Page Ad



Provide Outdoor Comfort with Warmth and Reliability

Cutting edge infrared heating from Rinnai® will increase your year round outdoor seating capacity while keeping your customers comfortable and cozy. For more information, contact us—a Rinnai® PRO.

Special Offer: Lorem ipsum dolor sit amet, consectetur adipiscing quam ipsum dolor. Verurorus cupplique niu quosum ideluderfec furiore batiurorita nit.



SE Series (Outdoor Only)



SE+ Series (Outdoor Only)

Your COMPANY Logo Rinnai Pro Logo OR Rinnai Ace Pro Logo

Plumbing Company Name • 12345 X Street Name Here • CityName, ST 00000
PlumbingCompanyEmail@something.com • PlumberWebURL.com

Full-Page Ad

Build your Ad using our Tankless, Home Heating, Commercial, **Worry-Free** Hot Water™ Templates.

Access PRO Advertising Resources in the Rinnai Store via the PRO Portal

<https://io.rinnai.ca>



Free Downloadable Ad Templates

Pre-Built Ads for Social Media, Email, and Google (Tankless/Home Heating/Commercial)



Never Run Out of Hot Water Again

Experience a limitless supply of uninterrupted hot water.



Rinnai



Efficient & Reliable Home Heating

Rinnai offers superior quality and performance for all your home heating needs.



Rinnai



Never Run Out of Hot Water Again

Experience a limitless supply of uninterrupted hot water.



Rinnai

Efficient & Reliable Home Heating



Rinnai offers superior quality and performance for all your home heating needs.



Rinnai




Never Run Out of Hot Water Again

Experience a limitless supply of uninterrupted hot water.




Rinnai



Efficient & Reliable Home Heating

Rinnai offers superior quality and performance for all your home heating needs.



Rinnai

Build your Ad using our Tankless, Home Heating, Commercial, **Worry-Free** Hot Water™ Templates.

Access PRO Advertising Resources in the Rinnai Store via the PRO Portal

<https://io.rinnai.us/>



Discounted Business Services

Vehicle Wraps

Obtain discounts on wrapping your service vehicles



Visit the PRO Portal:
<https://io.rinnai.ca>



SCAN ME

Rinnai provides the Vehicle Wrap Service through a North American partnership with SpeedPro.
Corporate discount of 10-15% based on individual locations.

Access PRO Advertising Resources in the Rinnai Store via the PRO Portal
<https://io.rinnai.ca>



Discounted Business Services



Get more online reviews | Convert more customers from your site | Streamline communications



Top integrations



Service Fusion



FieldEdge



SlimPRO



Housecall Pro



Service Titan

Trusted by 100,000+ businesses.

"People aren't wowed by average anymore. Right from the very first moment we make contact with a customer, they have that sense that 'yeah, I'm dealing with a company that cares and has taken the time to acknowledge me.' Podium has helped us wow our customers and share that amazing experience to build a great online reputation."

Dane Beazley

Owner - Gold Coast Plumbing

In Network PROs with Rinnai, get a 20% discount on all Podium annual plans. Visit podium.com/rinnai to learn more and sign up for a free demonstration.



SCAN ME

PRO Product Overview

Designed to help the PRO provide their customers with the information they need to make a buying decision.

Available in a Hot PDF or an ePublication.

Created with a responsive design to be used on any digital platform.

Rinnai®



<https://stpress-ftp.com/Rinnai/epublications/PRO-Product-Overview>



First Major Tankless Brand to Manufacture in the USA

Rinnai established its US operations in 1974 and introduced Tankless Water Heating to the North American Market in 1999. In 2018 Rinnai manufactured its first tankless water heater in the United States in Griffin, Georgia. Our new manufacturing facility was completed in 2021 with production of the new RE•Series™ tankless water heaters beginning in 2022. Rinnai continues to make significant investments in expanding its operations and product portfolio, focusing on its brand promise of **Creating a healthier way of living®**



Rinnai America Manufacturing in Griffin, Georgia, USA

Rinnai®



Over 100 Years of Smart Comfort

Through many years of innovation, including decades of commercial water heating experience, Rinnai has enhanced the way businesses operate, while creating a healthier way of living for their customers. With headquarters in Japan and a network of 20 subsidiaries and 86 sales offices in 13 countries, this commitment has made us the number one selling brand of tankless water heater systems. Dedicated to a smarter kind of comfort, our value-added products continue to stay in step with the demands of a changing world.



Water Heating Solutions



Home Heating Solutions



Commercial Water Heating Solutions

Every. Detail. Matters.™

You don't become a market leader without thinking through every single detail. Then overthinking it. Then rethinking it. Every small detail matters. A lot. From flexible venting to customizable solutions and maximum ROI, we've thought through all the possible barriers and potential problems before they exist.

Simply put, we're not just in the business of tankless water heaters. We're in the business of solving problems. That means we won't relax. Ever. We just can't. We'll keep rethinking every single tiny detail, innovating, and improving our products, services, and programs.

Learn more about Rinnai high-performance Tankless Water Heaters, Hybrid Water Heating Systems, Boilers, Vent-Free Fan Convectors, EnergySaver® Direct Vent Wall Furnaces and Hydronic Air Handlers.

rinnai.ca

Rinnai America Corporation | 103 International Drive | Peachtree City, Georgia 30269 | 1-800-621-9419

Rinnai®



Official Water Heater of Stewart-Haas Racing

