

Notice Regarding Inspection and Repair of Built-In Dishwashers

Rinnai Corporation has decided to provide free-of-charge inspections and repairs of certain models among its built-in dishwashers produced between December 2004 and October 2007. Potential internal water leakage in the models in question could reach electrical substrates and/or internal wiring. In extremely rare cases, it has been determined that the so-called tracking* phenomenon in the electrical substrates or connectors could give rise to odors or smoke, which could potentially result in the fire damage to the product.

* Tracking: Phenomenon in which dew condensation and other water particles combine with accumulated dust, leading to electricity flows that result in heat generation and fire.

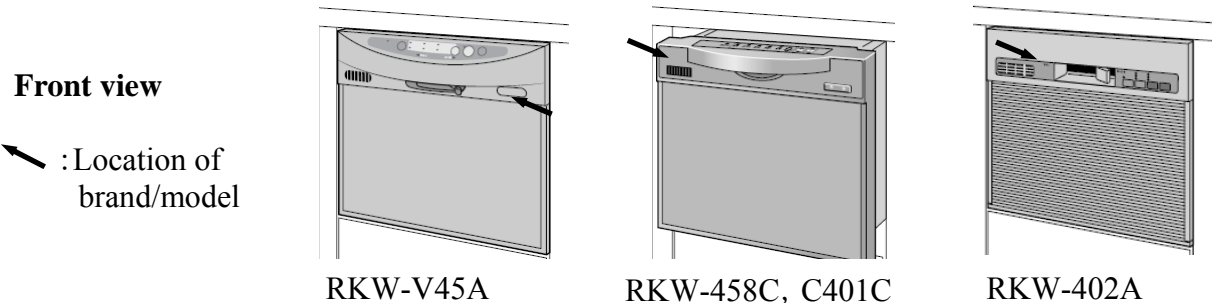
To date, the aforementioned issue has caused fire damage to the product and peripheral areas on two occasions (December 2011 in Hokkaido and February 2012 in Ibaraki Prefecture). Rinnai takes these incidents very seriously and sincerely apologizes for anxiety caused to customers. We will work hard to ensure to prevent a recurrence in the future.

1. Product Models, Manufacturing Period, Units Made

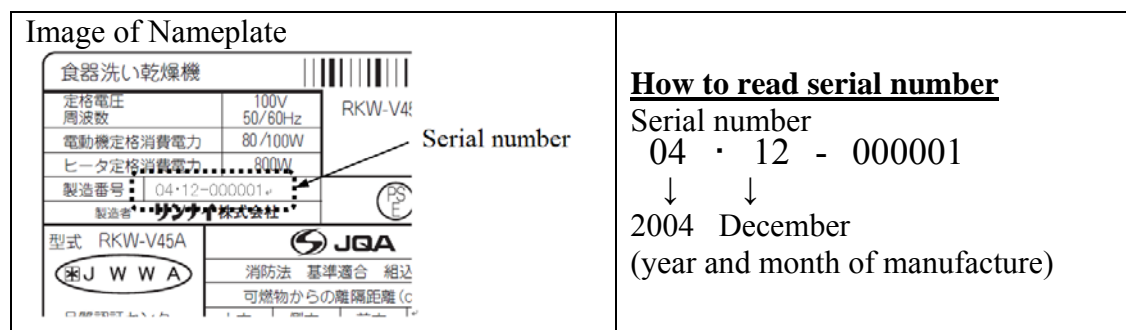
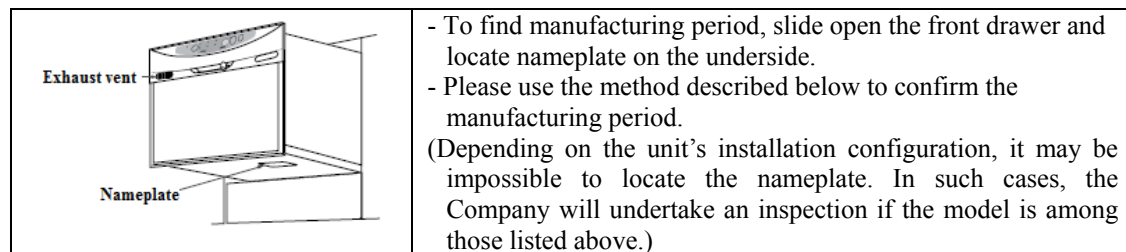
Brand	Model	Manufacturing Period	Number of Units Made
Rinnai	RKW-V45A, RKW-V45A-SV, RKW-V45A-GY PRKW-V45A, PRKW-V45A-SV RKW-458C, RKW-458C-SV, RKW-458C-G RKW-458C(A), RKW-458C(A)-SV RKW-402A, RKW-402A-SV TKW-402A, TKW-402A-SV RKW-C401C, RKW-C401C-SV RKW-C401CSA, RKW-C401CSA-SV	December 2004 ~ October 2007	343,376
Clean▲up	CWPR-45B, CWPR-45BS		
Takara standard	TKW-V45A, TKW-V45A-SV		

2. Visually Identifying Models in Question

(1) Recognizing brand and model



(2) Manufacturing period



3. Request to Customers

Customers who are using products fitting the aforementioned description are asked to contact us at Rinnai, as we will provide a free-of-charge inspection and repair service. If the unit stops operating mid-cycle, or you notice water stains appearing in the front of the unit, or the drawer becomes difficult to open (or does not open smoothly), please stop using the unit and contact us immediately.

Up until our inspection and repair are completed, please once again read the operating instructions and be sure to operate the unit correctly.

4. Detail of Inspection Work

A Rinnai technician will visit and check to determine existence of water leakage to internal areas. The technician will confirm the status of the electrical substrates and connectors and take steps to ensure that water does not seep into the wiring mechanism and that tracking phenomenon does not occur, even if there is some water leakage. We will also provide a sticker highlighting important points for operation

and a pamphlet explaining requests to customers. The entire process should take around 30 minutes.

Customers confirmed to have an aforementioned unit installed in their home will be contacted in due course by Rinnai and receive a visit from the technician.

5. Inquiries

(1) Free dial: 0120-202-388 (phone, Japanese only); 0120-024-046 (fax)

(2) Inquiries received: From August 24, 2012 (Friday)

(3) Business hours for inquiries:

Until September 2, 2012 (Sunday): 9:00–19:00 (including weekends and public holidays)

From September 2, 2012 (Monday): 9:00–17:00 (except weekends and public holidays)