

# Rinnai

## Operation Manual

### Split Type Wall Mounted Air Conditioner

Models: RINV25RB / RINV35RB / RINV52RB / RINV70RB



### This appliance shall be installed in accordance with:

- Manufacturer's Installation Instructions
- Current AS/NZS 3000
- Local Regulations and Municipal Building Codes including local OH&S requirements

This appliance must be installed, maintained and removed by an Authorised Person.

For continued safety of this appliance it must be installed and maintained in accordance with the manufacturers instructions.



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# WARNINGS AND IMPORTANT INFORMATION



## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.

Always comply with the following precautions to avoid dangerous situations and to ensure optimum performance.

Failure to carefully read and follow all instructions in this manual can result in equipment malfunction, property damage, personal injury and/or death.

**WARNINGS: WHEN IGNORED, CAN RESULT IN SERIOUS INJURY OR DEATH.**

**CAUTIONS: WHEN IGNORED, CAN RESULT IN MINOR INJURY OR PRODUCT DAMAGE.**



## REGULATORY / INSTALLATION

This appliance shall be installed in accordance with:

Manufacturer's Installation Instructions.

Current AS/NZS 3000.

Local Regulations and Municipal Building Codes including local OH&S requirements.

This appliance must be installed, maintained and removed by an Authorised Person.

For continued safety of this appliance it must be installed and maintained in accordance with the manufacturers instructions.

This appliance uses R410A refrigerant.

This appliance is heavy, use 2 people or mechanical lifting device. Improper lifting may result in serious injury.

Take care when opening or unpacking this appliance. Failure to do so may result in serious injury or product failure.

**DO NOT** modify the electrical wiring of this appliance. If the control power wiring is damaged or deteriorated then it must be replaced by an authorized person. Failure to do so may result in electric shock, fire, serious injury or product failure.

**DO NOT** install the air conditioner on an unstable or non level surface or where there may be a danger of it falling. It may result in death, serious injury, or product failure.

**DO NOT** install the outdoor unit where noise may cause nuisance.

**DO NOT** install the outdoor unit where it will be exposed to sea wind (salt spray) as this will reduce durability.

## OPERATION RANGE LIMITATIONS

The table below indicates the temperature ranges the air conditioner can be operated within.

MODE	TEMPERATURE SOURCE	MINIMUM OPERATION TEMPERATURE	MAXIMUM OPERATION TEMPERATURE
Cooling / Heating	Adjustable inside temperature	16°C	32°C
	Ambient outside temperature	-12°C	47°C



**OPERATION**

**DO NOT** let the air conditioner run for extended periods when the humidity is very high or when doors or windows are left open. As this may result in an excessive operational loading and lead to product failure.

**DO NOT** cover or place articles on any part of this appliance.

**DO NOT** touch, operate or clean the air conditioner with wet hands. It may result in electric shock or product failure.

**DO NOT** insert hands or other objects through the air inlet or outlet while the appliance. It may result in electric shock or product failure.

**DO NOT** place a heater or other heating appliances near this appliance, always ensure sufficient ventilation when using this appliance and a heating appliance at the same time. Failure to do so may result in product miss-operation.

Turn main power off before cleaning. Failure to do so may result in fire, electric shock, or product failure.

**DO NOT** use solvents, abrasives or harsh detergent to clean any part or surface of this appliance or spray water or allow liquids to enter the indoor unit. The enclosure of the appliance and remote control can be cleaned using a soft, damp cloth and a mild detergent.

**NEVER** touch the metal parts of the air conditioner when you remove the air filter. It may result in electric shock or product failure.

**DO NOT** leave flammable materials near the appliance. It may result in explosion or fire.

If there is excessive noise, smell or smoke coming from the appliance, turn the appliance **OFF**, isolate the power supply and contact a service agent.

**DO NOT** operate the appliance if it has been submerged into water due to flooding, contact a service agent. Failure to do so may result in electric shock, fire, serious injury, or product failure.

This appliance is **NOT** intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

The air conditioning system is designed to achieve consumer comfort. It is not designed for commercial applications required a controlled atmosphere (i.e. computer rooms, food preservation, etc.)

**DO NOT** block the inlet or outlet of air flow. It may result product failure.

**DO NOT** drink the condensate water drained from the appliance. This condensate is not potable and may present a health risk if consumed.

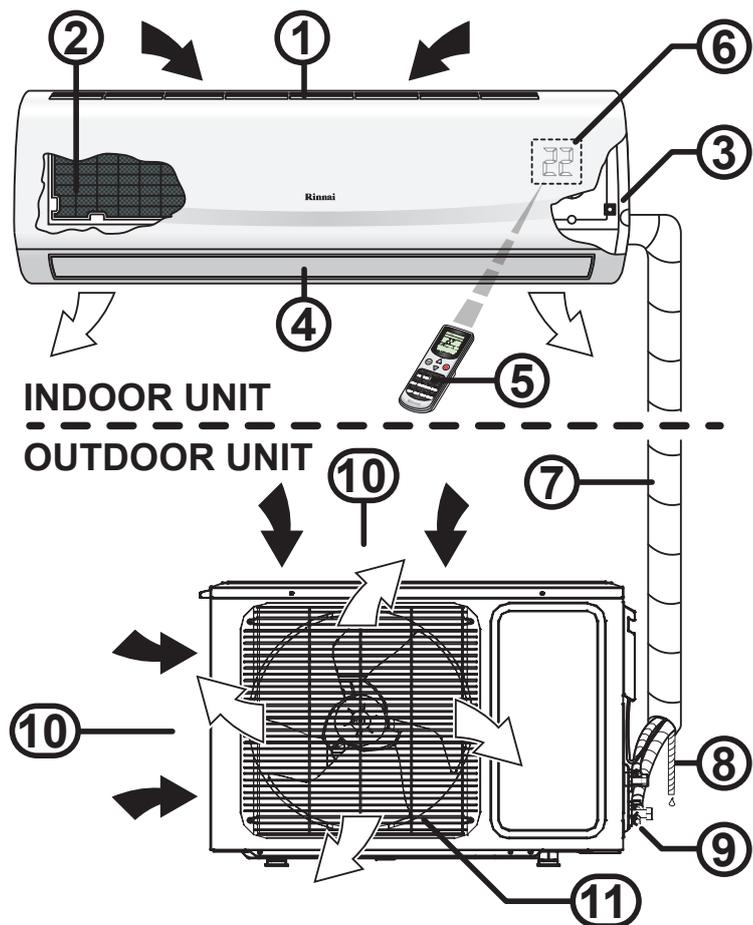
**DO NOT** expose people, animals or plants directly to the cold or hot discharge of the appliance. It may result in serious injury.

**DO NOT** mix the batteries for the remote control with other types of batteries or mix new batteries with used batteries. Failure to do so may result in product failure. **STOP** using the remote control if there is a battery fluid leak.

# AIR CONDITIONER BASICS

## APPLIANCE COMPONENTS

1. Indoor unit air inlet
2. Filter (located behind front access panel)
3. Manual ON/OFF (Auto) override button and set temperature indicator\* (located behind front access panel)
4. Indoor unit air outlet (with louvres and vanes for setting air flow direction)
5. Remote control
6. Signal receiver window and set temperature display (the display is built into the front access panel)
7. Refrigerant pipes, electrical cable(s) (covered with binding tape)
8. Condensate drain hose (covered with binding tape)
9. Refrigerant entry (for service and installer use only)
10. Outdoor unit air inlet (on rear & left side of unit)
11. Outdoor unit air discharge and protective grille (on front of unit)



## REMOTE CONTROL BATTERIES

Insert batteries before using the remote control. The battery type used is AAA (1.5 V).

1. Remove the battery cover at the rear of the remote control.
2. Insert the new batteries and make sure that the + and - terminals of the batteries are installed correctly.
3. Reattach the battery cover.



If the LCD screen of the remote control starts to fade or fails to transmit, replace the batteries.

## REMOTE CONTROL CRADLE

For convenience a slide-in cradle is provided for fixing the remote control to a wall.



To Install:

Choose a safe and easily-accessible place. **DO NOT** mount the cradle in direct sunlight as this may damage the controller.

Fix the cradle to the wall using the holes provided using 2 screws.

## CONTROLLER OPERATING BASICS

Point the remote control towards the signal receiver at the bottom of the air conditioner to operate it.



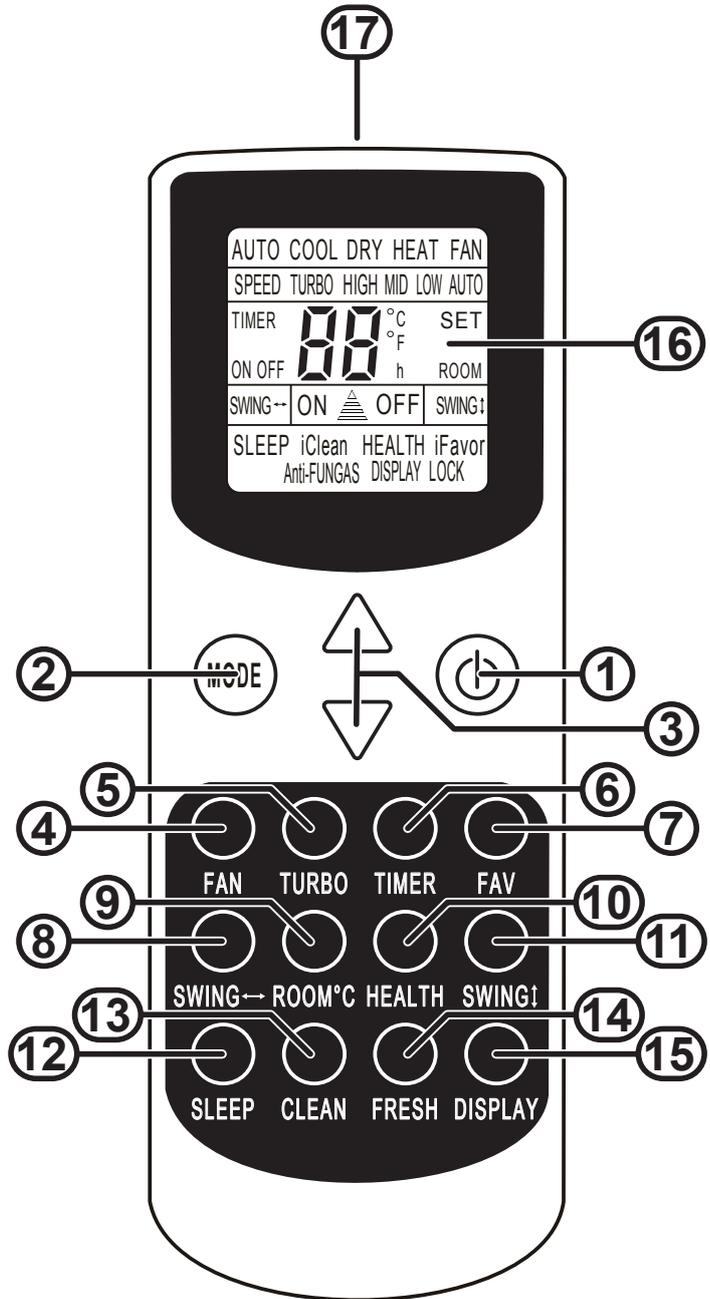
The remote control may operate other electronic devices if pointed towards them. Make sure to point the remote control towards the signal receiver of the air conditioner.

For proper operation, use a soft cloth to clean the signal transmitter LED and the receiver window.

**REMOTE CONTROL LAYOUT**

Main operation of the air conditioner is achieved conveniently with the remote control.

1. **On / Off button**  
Turns the power on/off.
2. **Operation mode selection button**  
Selects the operation mode:  
AUTO / COOLING / DRY (dehumidifying) / HEATING / FAN (fan only).
3. **Temperature adjustment buttons**  
Adjusts the room temperature when cooling and heating.
4. **Fan speed button**  
Adjusts the fan speed:  
AUTO / LOW /MEDIUM / HIGH.
5. **Turbo cooling / heating button**  
Warms up or cools down the indoor temperature within a short period of time.
6. **Timer button**  
Sets the count down timer to turn the power ON / OFF.
7. **Fav button**  
Sets and recalls your saved setting
8. **Swing button (horizontal)**  
Adjusts the air flow direction horizontally.
9. **Temperature display button**  
Displays the temperatures:  
ROOM / SET.
10. **Health button**  
Not applicable to these models.
11. **Swing button (vertical)**  
Adjusts the air flow direction vertically\*
12. **Sleep button**  
Sets the sleep mode auto operation.
13. **Clean button**  
End of season cleaning process to dry the inside of the indoor unit or when the appliance is not going to be used for an extended period of time.
14. **Fresh button**  
Keeps the head unit free of excess moisture by running a 3 min cycle every time the unit is turned off.
15. **Display button**  
Turns indoor temperature display ON / OFF.
16. **LCD screen**  
Displays settings and operation modes.
17. **Wireless Transmitter LED**



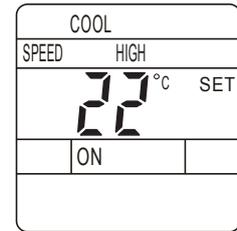
\*Not all functions are supported by all the models. Refer to Remote Control Operation for details.

# BASIC OPERATION

## COOLING

When selected this mode operates the air conditioner as a cooling appliance.

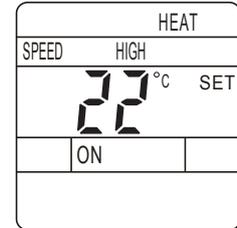
1. Press  to turn on the power.
2. Press the "MODE" button until "COOL" is shown on the LCD screen.
3. Press  or  to set the desired temperature (the available temperature range is 16°C ~ 32°C).



## HEATING

When selected this mode operates the air conditioner as a heating appliance.

1. Press  to turn on the power.
2. Press the "MODE" button until "HEAT" is shown on the LCD screen.
3. Press  or  to set the desired temperature (the available temperature range is 16°C ~ 32°C).

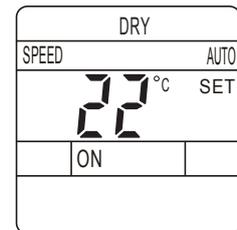


Refer to page 4 for the operational temperature range of the appliance when using for both cooling and heating.

## DRY (DEHUMIDIFYING)

This mode removes excess moisture from the room with high humidity or in the rainy season, in order to prevent mould and mildew. This mode adjusts the room temperature and the fan speed automatically to maintain the optimal level of humidity.

1. Press  to turn on the power.
2. Press the "MODE" button until "DRY" is shown on the LCD screen.

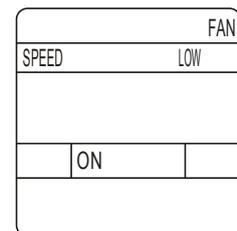


In this mode although changes to the room temperature or fan speed can still be made they are however not applied, as the appliance will automatically adjust both room temperature or fan speed to maintain the optimal level of humidity.

## FAN ONLY

This mode uses the appliances fan to circulates the indoor air without changing the room temperature.

1. Press  to turn on the power.
2. Press the "MODE" button until "FAN" is shown on the LCD screen.
3. Press the "FAN" button to adjust the fan speed (the available fan speeds are LOW / MID / HIGH).

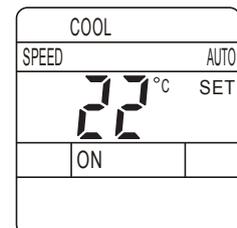


## FAN SPEED

The fan speed can be adjusted manually or set to automatic.

1. Press the "SPEED" button until the desired speed is shown on the LCD screen (the available fan speeds are AUTO / LOW / MID / HIGH).

Select "AUTO" if you wish the fan speed to be adjusted automatically by the appliance.

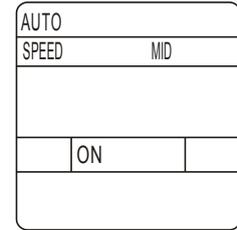


AUTO fan speed selection is not available when using the FAN ONLY mode.

**AUTO OPERATION**

In this mode, the fan speed, heating / cooling and the temperature are all adjusted automatically by the appliance, based on the current room temperature.

1. Press  to turn on the power.
2. Press the "MODE" button until "AUTO" is shown on the LCD screen.
3. To cancel the "AUTO" mode and return the appliance to manual control select another mode.



The table below describes the relationship between room temperature and the modes of operation when the appliance when set to Auto Operation mode.

Room Temperature	Set Temperature	Operation Mode
≥ 27°C	24°C	Cooling Mode
20°C ~ 27°C	24°C	Dry Mode
≤ 20°C	24°C	Heating Mode

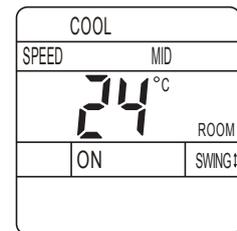


In this mode, you cannot adjust the temperature, however the SWING operations for air direction can still be selected.

**ROOM TEMPERATURE DISPLAY**

The remote control is capable of displaying either the set temperature or the current ambient room temperature.

1. To display the current room temperature, press the "ROOM °C" button once. "ROOM" is shown on the LCD screen and the temperature digits display the current room temperature.
2. To display the current set temperature, press the "ROOM °C" button again. "SET" is shown on the LCD screen and the temperature digits display the current set temperature.



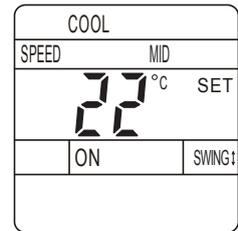
The "SET" temperature display is the default display for the remote control and will be reset when the controller is turned off and on.

# ADVANCED OPERATION

## ADJUSTING VERTICAL AIR FLOW

### Continuous Circulation

1. To adjust the direction of the air flow vertically for an even air circulation, press the “SWING↑” button once to activate a continuous cyclic movement of the louvre. When cycling, “SWING↑” is shown on the LCD screen.



### Fixed Direction

1. To adjust the direction of the air flow vertically in a fixed direction, press the “SWING↑” button once to activate a continuous cyclic movement of the louvre. “SWING↑” is shown on the LCD screen.
2. When the desired flow direction has been reached press the “SWING↑” button again to stop the movement of the louvre. “SWING↑” is no longer shown on the LCD screen.
3. Repeat the above steps to further adjust the flow direction or press the “SWING↑” button once to return to a continuous cyclic movement of the louvre. When cycling, “SWING↑” is shown on the LCD screen.

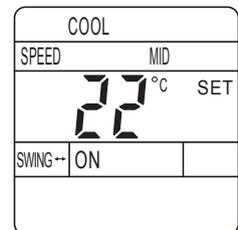


**DO NOT attempt to adjust the air deflector louvre manually as this can result in damage to the louvre movement mechanisms.**

## ADJUSTING HORIZONTAL AIR FLOW (FOR RINV70RB ONLY)

### Continuous Circulation

1. To adjust the direction of the air flow horizontally for an even air circulation, press the “SWING↔” button once to enable a continuous cyclic movement of the vanes. When cycling, “SWING↔” is shown on the LCD screen.



### Fixed Direction

1. To adjust the direction of the air flow vertically in a fixed direction, press the “SWING↔” button once to enable a continuous cyclic movement of the vanes. “SWING↔” is shown on the LCD screen.
2. When the desired flow direction has been reached press the “SWING↔” button again to stop the movement of the vanes. “SWING↔” is no longer shown on the LCD screen.
3. Repeat the above steps to further adjust the flow direction or press the “SWING↔” button once to a return to a continuous cyclic movement of the vanes. When cycling, “SWING↔” is shown on the LCD screen.

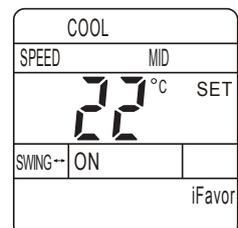
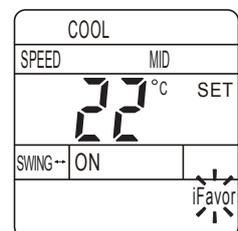


**DO NOT attempt to adjust the air deflector vanes manually as this can result in damage to the louvre movement mechanisms.**

## FAV (FAVOURITE MODE)

This mode enables you to save your favourite settings into memory and then recall them later with one button press.

1. Press  $\text{⏻}$  to turn on the power
2. Set your desired basic and advanced operation modes.
3. Press and hold the “FAV” button until “iFavor” starts to flash on the LCD screen. When the “iFavor” indicator goes out the settings have been stored.
4. To recall the stored settings press the “FAV” button once, “iFavor” is shown on the LCD screen and the appliance will operate to the stored settings.
5. To cancel “FAV” mode press the “FAV” button once.

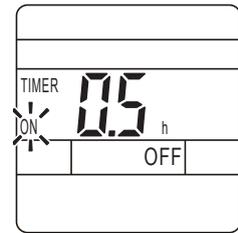


**Only one favourite setting can be stored into the memory at a time, to enter a new set of favourites into the stored memory repeat steps 1 through 3.**

**Altering any of the settings while in “FAV” mode will return the appliance to manual operation.**

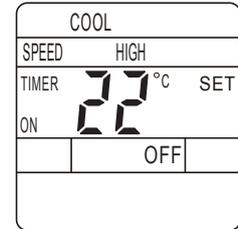
**DELAY ON TIMER**

1. With the appliance "OFF", press the "TIMER" button once, both "TIMER" and a blinking "ON" are shown on the LCD screen.
2. Press  $\Delta$  or  $\nabla$  to set the desired time period (the available time range in 1/2 hour increments from 0.5 to 9.5 and the hour increments to 24 are available).
3. Press the "TIMER" button again to lock in the setting, both "TIMER" and a "ON" are shown on the LCD screen.



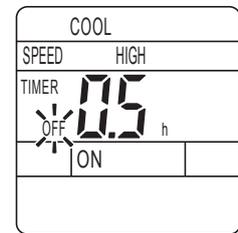
**When setting a timer function, at each step failure to press buttons within 10 seconds will terminated the timer setup. If this happens you will need to re-start the timer setup procedure at step 1.**

4. Set the mode, temperature and fan setting you wish the appliance to operate with when the "ON" time period is reached.



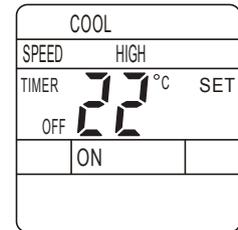
**DELAY OFF TIMER**

1. With the appliance "ON", press the "TIMER" button once, both "TIMER" and a blinking "OFF" are shown on the LCD screen.
2. Press  $\Delta$  or  $\nabla$  to set the desired time period (the available time range in 1/2 hour increments from 0.5 to 9.5 and the hour increments to 24 are available).
3. Press the "TIMER" button again to lock in the setting, both "TIMER" and a "OFF" are shown on the LCD screen.



**When setting a timer function, at each step failure to press buttons within 10 seconds will terminated the timer setup. If this happens you will need to re-start the timer setup procedure at step 1.**

4. Set the mode, temperature and fan setting you wish the appliance to operate with until the "OFF" time period is reached.



**CANCELLING TIMERS**

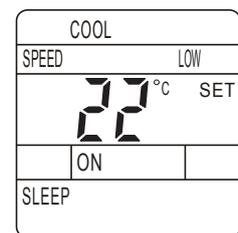
1. When a timer is set, pressing the "TIMER" button will cancel any timer settings and the timer "OFF" or "ON" indicator will no longer be shown on the LCD screen.

**SLEEP MODE**

1. Press  $\odot$  to turn on the power.
2. Set the desired mode, temperature and fan setting as per basic operations.
3. Press the "SLEEP" button once, "SLEEP" is shown on the LCD screen:

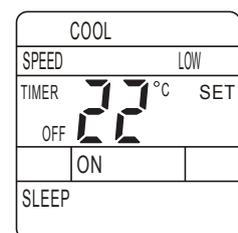
**For Cooling:** In cooling operation the "SLEEP" mode allows the set temperature to increase 1°C after 1 hour and another 1°C after an additional hour. This maintains your comfort while saving energy.

**For Heating:** In heating operation the "SLEEP" mode allows the set temperature to decrease 2°C after 1 hour and another 2°C after an additional hour. This maintains your comfort while saving energy.



**Use the Delay Off Timer to turn off the air conditioner automatically in conjunction with SLEEP mode.**

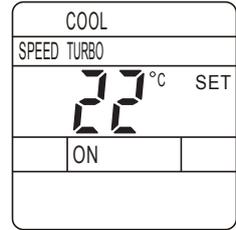
4. Pressing the "SLEEP" button again will cancel sleep mode, "SLEEP" will no longer be shown on the LCD screen.



**TURBO**

This mode allows you to cool indoor air quickly in summer or warm it quickly in winter.

1. Press  to turn on the power.
2. Press the "MODE" button to select "COOL" or "HEAT" the selected mode is shown on the LCD screen.
3. Press the "TURBO" once, "TURBO" is shown on the LCD screen.



**For Cooling:** In turbo cooling mode, maximum air volume blows out at minimum operating temperature.

**For Heating:** In turbo heating mode, maximum air volume blows out at maximum operating temperature.

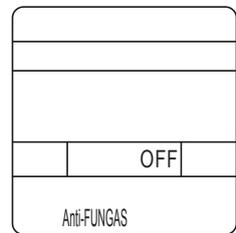


**When the appliance is operating in AUTO, FAN or DRY modes the Turbo function is not available.**

**AUTO FRESH**

Cooling and dehumidifying operations, can generate moisture inside the appliance. Using the "FRESH" function removes such moisture by allowing the fan to run for 3 minutes after every shut-down, avoiding odours and keeping the unit fresh.

1. With the appliance "OFF" press the "FRESH" button once, "Anti-FUNGUS" is shown on the LCD screen.
2. Pressing the "FRESH" button again will cancel the mode, "FRESH" will no longer be shown on the LCD screen.



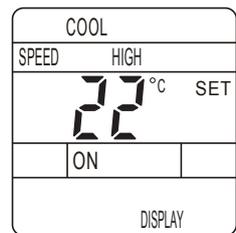
**This function will not operate in TIMER OFF or SLEEP modes.**

**LARGE TEMPERATURE DISPLAY**

The set temperature can be displayed via the large digital display that is built into and illuminates through the front cover of the indoor unit.

**To turn the display on**

1. Press  to turn on the power.
2. Press the "DISPLAY" once, "DISPLAY" is shown on the LCD screen.
3. The large digital SET temperature display in the front cover of the appliance will now be illuminated.



**To turn the display off**

1. Press the "DISPLAY" once, "DISPLAY" is no longer shown on the LCD screen.
2. The large digital SET temperature display is de-activated.

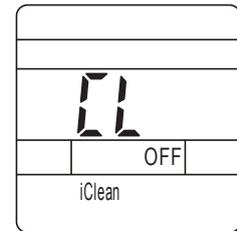


**Only the set temperature can be displayed via the large temperature display.**

### CLEANING OPERATION

Cooling and dehumidifying operations, can generate moisture inside the appliance. If the appliance is not going to be used for a long period (in excess of one month), it is suggested to run the cleaning operation to remove dust and moisture and avoid the odours.

1. With the appliance "OFF" press the "CLEAN" button once, "iClean" and CL are shown on the LCD screen.
2. Pressing the "CLEAN" button again will cancel the mode, "iClean" and CL are no longer be shown on the LCD screen.



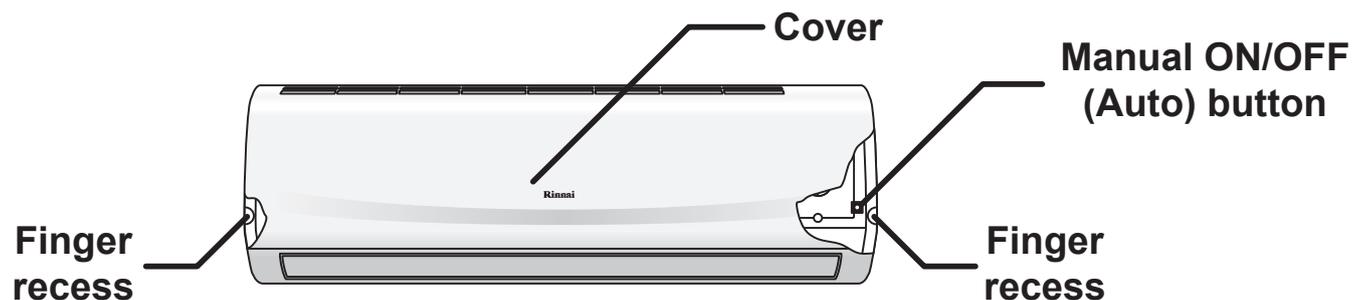
This cleaning operation takes approximately 35mins and the appliance automatically shuts off at completion of the cleaning cycle.

### OPERATING THE AIR CONDITIONER WITHOUT THE REMOTE CONTROL

You can use the Manual ON/OFF (Auto) button of the indoor unit to operate the air conditioner when the remote control is unavailable.



When operated this manner the appliance is set to AUTO OPERATION mode (as described in "Auto Operation" on page 9), cooling, heating and fan speed are all adjusted automatically by the appliance.



1. Open the front cover by locating the finger recesses located at each side and then lightly pull up both sides of the cover simultaneously to unlatch. Continue to rotate the cover upwards until it locks into the open position.
2. Press the Manual ON/OFF (Auto) button (located on the right side of the appliance).
3. Return the cover to the closed position.
4. To turn off, repeat steps 1 through 3.

### POWER INTERRUPTION AUTOMATIC RESTART

Should a power outage occur while the appliance is operating,

When the power is restored the system will restart automatically using the same settings as those that were set before the power outage.



After power restoration, the automatic restart cycle will take approximately 5 minutes. DO NOT adjust setting during the restart cycle period.

# CARE & MAINTENANCE

## GENERAL MAINTENANCE

COMPONENT	DESCRIPTION	INTERVAL
Indoor unit	Clean the Indoor unit outer surface by using a soft, dry cloth.	Regularly
	Replace the remote control batteries.	As needed or once per year
	Professional service	Once per year
Outdoor unit	Professional service	Once per year



Turn off the power before you perform any maintenance; otherwise it may cause electric shock.

**NEVER** use water that is hotter than 40°C when you clean the filters. It may cause deformation or discolouration.

**NEVER** use volatile substances when you clean the filters. They may damage the surface of the product.



Make sure have your appliance professionally serviced once per year, failing to do so may decrease the operational efficiency or increase energy consumed.

## CLEANING THE AIR FILTER

Clean the air filter once every 2 weeks or more if necessary.

1. Turn off the power
2. Open the front cover.
3. Hold the tab of the air filter, lift it up slightly and remove it from the unit.
4. Clean the filter with a vacuum cleaner or with warm water. If dirt is difficult to remove, wash the filter in lukewarm water with mild detergent.
5. Dry the filter in the shade.
6. Ensure to re-insert the filter securely after cleaning, observing the same orientation as when removed.



Failure to clean the filters regularly can cause condensation to form and drip from the indoor unit when operated in cooling mode during humid conditions.

If you need more filters, please contact Rinnai.

**SAVE A SERVICE CALL**

SYMPTOM	CAUSE
Water flowing noise.	This is the sound of refrigerant flowing inside the indoor unit and is normal.
Mist emanating form the indoor unit.	Condensation effect that can occur during cooling operations and is normal.
No display on remote control.	Possible flat batteries, replace the batteries with two fresh 1.5V (AAA) batteries, if after changing batteries the remote control still does not work contact Rinnai.
Remote control doe not operate the indoor unit.	Check for interference or obstructions that may be blocking the remote control signals, if interference or obstructions are not responsible then contact Rinnai.
The air conditioner stops running.	Check power supply or contact Rinnai.
	If a power failure has occurred. Turn off the air conditioner when a power failure occurs. When the power is restored, wait 3 minutes, and then turn on the air conditioner.
	Check the air conditioner has not been turned off automatically by a programmed off timer. Press the power button on the remote control.
The air conditioner does not generate cool / hot air.	Air is not circulating properly. Make sure that there are no curtains, blinds or furniture blocking the front of the air conditioner.
	The air filter is dirty. Clean the air filter once every 2 weeks. See "Cleaning Air Filter" for more information.
	The room temperature is too high. In summer, it may take some time to cool indoor air. In this case, select the turbo cool operation to cool indoor air quickly.
	The desired temperature is higher than the set temperature. Set the desired temperature to a level lower than the current temperature.
	There is a heating source nearby. Avoid using a heat generator such as an electric oven or a gas burner while the air conditioner is in operation
	The FAN ONLY mode of operation is selected. In this mode, air blows from the air conditioner without cooling or heating the indoor air. Switch the operation mode to the cooling, heating or auto.
It is not possible to adjust the fan speed.	In some operation modes, such as the turbo or dehumidifying operation modes, you cannot adjust the fan speed. Select an operation mode in which you can adjust the fan speed.
It is not possible to adjust the temperature.	In some operation modes, such as the auto, fan only or dehumidifying modes, you can not adjust the temperature. Select an operation mode in which you can adjust the temperature.

**WHEN TO CALL FOR SERVICE**

SYMPTOM	CAUSE
<p>There is a burning smell and a strange sound coming from the unit.</p> <p>Water leaks from the indoor unit even when the humidity level is low.</p> <p>When operated if a circuit breaker (safety, ground) is thrown or a fuse is blown.</p>	Turn off the air conditioner, and contact Rinnai.

# WARRANTY

## Rinnai Air Conditioning Product Warranty

### **NOTICE TO CONSUMERS UNDER AUSTRALIAN CONSUMER LAW**

Notice to consumers under the Australian Consumer Law:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits provided by this Warranty are in addition to any other rights and remedies of a consumer under the Australian Consumer Law and any other law which may apply to the Product.

### **Rinnai Australia Pty Ltd**

#### 1. WHAT IS COVERED BY THIS WARRANTY?

We warrant that your Rinnai Product purchased in Australia is free from defects in material and workmanship, subject to the terms and conditions contained in this document.

#### 2. WARRANTY PERIOD

This Warranty applies to any defect in your Rinnai Product which appears within the period:

- (a) commencing on the installation date specified in the Compliance Certificate or, if the installation date cannot be established to Rinnai's satisfaction, commencing on the date 3 months after manufacture of the Product; and
- (b) determined in accordance with Schedule 1.

Any Product we repair or replace under this Warranty will only be warranted by us only for the balance of the original Warranty Period. You may have statutory rights outside of the Warranty Period.

#### 3. WHAT WE WILL DO

To honour this Warranty, we will:

- (a) arrange for the Product to be repaired or replaced, at our option and expense, within a reasonable period; or
- (b) pay you an amount equivalent to the cost of repairing or replacing the Product.

If Rinnai provides you with either the replacement cost or replacement product, ownership of the original product shall immediately transfer to Rinnai.

Rinnai is responsible for reasonable costs associated with legitimate warranty claims, including call-out of an authorised Rinnai service provider to inspect the faulty product. Rinnai is not responsible for:

- (a) costs for tradespeople that are not authorised Rinnai service providers; or
- (b) any costs, including call-out costs for an authorised Rinnai service provider, associated with a product which is determined upon inspection not to be covered by this warranty.

The consumer will be reimbursed by Rinnai for any reasonable costs associated with making a legitimate warranty claim against Rinnai which are not otherwise specified above.

Enquiries relating to Warranty claims for Rinnai products or services must be made by contacting Rinnai Australia's National Sales and Service department. Contact details are on the back of this document.

#### 4. WHAT WE NEED YOU TO DO

We need you to assist us with your claim by:

- (a) providing us with sufficient information to clearly identify the Product such as a Certificate of Compliance, proof of purchase or other substantially similar document;
- (b) providing us with a document which establishes that the Product was installed in accordance with the Manual and all applicable Regulations (we recommend that you provide us with a clear and legible Compliance Certificate for the Product);
- (c) reading clause 6 of this Warranty to ensure that none of the Exclusions in this section apply.

#### 5. WARRANTY CONDITIONS

- (a) This warranty applies to products which are manufactured on or after the date of publication of this warranty but before the next date of publication of this warranty. Please contact Rinnai's Technical and Spare Parts department for further information about the warranty booklet publication dates.
- (b) All terms of this warranty are effective from date of completion of installation. The attending service person reserves the right to verify this date by requesting a proof of purchase or a copy of the certificate of compliance prior to the commencement of any warranty work. Where the date of completion of installation is not known, this warranty will commence two months after the date of manufacture. The date of manufacture is on the dataplate of the appliance.

Note: Certificates of compliance must be issued by the installer by law in all States and Territories of Australia.

- (c) All Rinnai heating and cooling appliances must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturers installation instructions, current AS 3000, AS 3500 and AS 5601, local regulations and municipal building codes by persons authorised by local regulations to do so.
- (d) All appliances must be installed, operated and maintained in accordance with Installation / Operation Manual, and other technical or sales literature ("Manufacturer's Instructions").
- (e) Any inspection, service, repair or replacement activities associated with warranty on Rinnai products must be authorised by Rinnai Australia before commencement.
- (f) The warranty applies only to the components supplied by Rinnai. It does not apply to components supplied by others, such as, isolating valves, electrical switches, pipe work, electrical cables, fuses and where applicable, flue systems supplied by others, but not limited to these.
- (g) Where the appliance has not been sited in accordance with the installation instructions or installed such that normal service access is difficult, a service charge will apply. If at the discretion of the attending service person, access is deemed dangerous service will be refused. Any work required to gain reasonable access to the appliance will be chargeable by the attending service person (for example, removal of cupboards, doors, walls, trees, shrubs or the use of special equipment to move components to floor level, but not limited to these).
- (h) Where a product or a failed component is replaced under warranty, the time remaining on the original Product warranty period will continue to apply and the replacement product or part will be subject to the original product warranty period.
- (i) Rinnai reserve the right to transfer functional components from defective appliances if they are suitable.
- (j) Rinnai reserve the right to have the installed Product returned to the factory for inspection.

**6. EXCLUSIONS**

No warranties except those implied and that by law cannot be excluded are given by Rinnai in respect of Goods supplied. Where it is lawful to do so, the liability of Rinnai for a breach of a condition or warranty is limited to the repair or replacement of the Goods, the supply of equivalent Goods, the payment of the cost of repairing or replacing the Goods or acquiring equivalent Goods as determined by Rinnai.

This Warranty does not apply if the Product is outside Australia or if the claim is wholly or partly attributable to any:

- (a) defect in installation of the Product or any failure to install, use, service, maintain and repair the Product, in accordance with the Manual and all applicable Regulations;
- (b) misuse of the Product including use of the Product for purposes other than its intended purpose, use of the Product contrary to the Manufacturer’s Instructions, and use of the Product after it becomes apparent that it requires service, maintenance or repair;
- (c) accidental damage from external sources including fire, theft and explosion;
- (d) acts of God and damage or corrosion to the Product caused by environmental conditions including excessive moisture, acid rain, airborne fallout, stones, salt, sand, hail, wind, storms, lightning, floods, infestation by rodents or other vermin;
- (e) modification of the Product in a manner not authorised by Rinnai;
- (f) incorporation of parts other than Rinnai parts or other parts authorised by Rinnai;
- (g) normal wear and deterioration, having regard to the operating environment of the Product, including discolouration;
- (h) failure to respond in a timely manner to any malfunction of the Product;
- (i) failure due to abuse or misuse, improper maintenance, failure to maintain or improper storage.
- (j) failure or damage caused by alterations, service or repair work carried out by persons other than Rinnai service persons or service agents.
- (k) where it is found that there is no fault with the Product and the issue is related to the installation or is due to the failure of electric or gas supplies.
- (l) faults or substandard performance resulting from operation outside the manufacturer’s instructions will not be covered under this warranty.
- (m) parts not supplied by Rinnai. ie. power supply faults - power isolation, refrigeration piping - drain lines etc.

**7. DEFINITIONS**

“**Domestic Use**” means use of the Product for the climatic comfort of humans in:

- (a) ordinary domestic residential premises, such as houses or apartments; and
- (b) individual motel units, hotel rooms, caravans, mobile homes, and rooms in nursing homes, retirement village complexes, schools and other care institutions and like accommodation.

“**Commercial Use**” means any use of the Product for the climatic comfort of humans that is not Domestic Use.

“**Product**” means the air conditioning system manufactured by us and supplied with this Warranty in Australia, and used exclusively in Australia.

**Schedule 1 – Warranty Period**

Rinnai Air Conditioning Products	Parts and Labour
Domestic Use	5 years
Commercial Use	1 year

# INSTALLATION RECORD

## INSTALLER DETAILS

Installers Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Company Contact Details

Telephone: \_\_\_\_\_

Mobile Phone: \_\_\_\_\_

Certificate of Compliance / Certification Number: \_\_\_\_\_

Authorised Persons - Licence Number: \_\_\_\_\_

Installers Signature: \_\_\_\_\_

Installation Date: \_\_\_\_\_

## SYSTEM DETAILS

Model Number : \_\_\_\_\_

Serial Number: \_\_\_\_\_

Installation Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Rinnai

**Rinnai Australia Pty. Ltd.** ABN 74 005 138 769

## Head Office

100 Atlantic Drive,  
Keysborough VIC 3173

P.O. Box 460  
Braeside, Victoria 3195

Rinnai has a Service and Spare Parts network with personnel who are fully trained and equipped to give the best service on your Rinnai appliance. If your appliance requires service, please call our National Help Line. Rinnai recommends that this appliance be serviced every 1 years.

**Product Sales and Service - National**  
Phone: 1300 555 545\* Fax: 1300 555 655\*  
**Technical Helpline and Spare Parts**  
**National (Mon-Fri 8am - 5.30pm EST)**  
Phone: 1300 555 545\* Fax: 1300 300 141\*  
*\*Cost of a local call higher from mobile or public phones.*

E-mail: [enquiry@rinnai.com.au](mailto:enquiry@rinnai.com.au)

For further information visit: [www.rinnai.com.au](http://www.rinnai.com.au)

