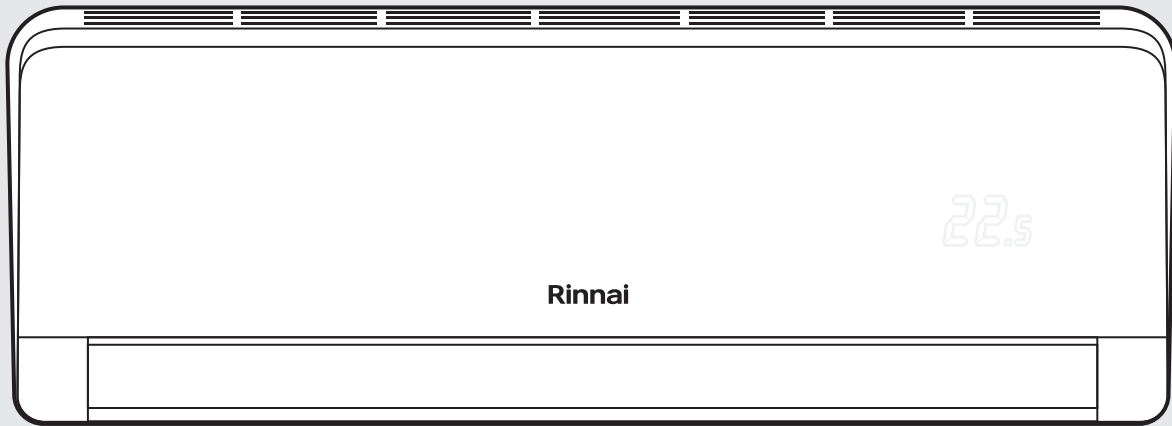


## Models

System		HSNRQ25B		HSNRQ35B		HSNRQ50B		HSNRQ70B		HSNRQ80B
Indoor		HINRQ25B		HINRQ35B		HINRQ50B		HINRQ70B		HINRQ80B
Outdoor		HONRQ25B		HONRQ35B		HONRQ50B		HONRQ70B		HONRQ80B

REFRIGERANT  
**R32**



# Q Series Split Type Wall Mounted Air Conditioner Operation Manual

# Rinnai

This appliance must be installed in accordance with:

- Manufacturer's Installation Instructions
- Current AS/NZS 3000, AS/NZS 5141
- Local Regulations and Municipal Building Codes including local OH&S requirements

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

For continued safety of this appliance it must be installed and maintained in accordance with the manufacturer's 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.

**DANGER:** Indicates an imminently hazardous situation which, if not avoided, will result in personal injury or death.

**WARNINGS:** Indicates a potentially hazardous situation which, if not avoided, could result in personal injury or death.

**CAUTIONS:** Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury or damage to the appliance. It may also be used to alert against unsafe practices.



## REGULATORY / INSTALLATION

This appliance shall be installed in accordance with:

Manufacturer's Installation Instructions.

Current AS/NZS 3000, AS/NZS 5141.

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 R32 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 authorised 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.



## REFRIGERANT

This appliance uses R32 (difluoromethane) refrigerant, which is a flammable gas class 2.2 according to AS 1677 and must be handled by a refrigeration mechanic with appropriate Australian refrigerant handling licence.



**WARNING** Risk of fire / flammable material. If the refrigerant is leaked, together with an external ignition source, there is a possibility of ignition.



Read the **OPERATING INSTRUCTIONS** carefully before operation.



Service personnel are required to carefully read the **OPERATING INSTRUCTIONS** and **INSTALLATION MANUAL** before operation.



Further information is available in the **OPERATING INSTRUCTIONS**, **INSTALLATION MANUAL**, and the like.



**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 is operating. 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 mis-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.

**OPERATION RANGE LIMITATIONS**

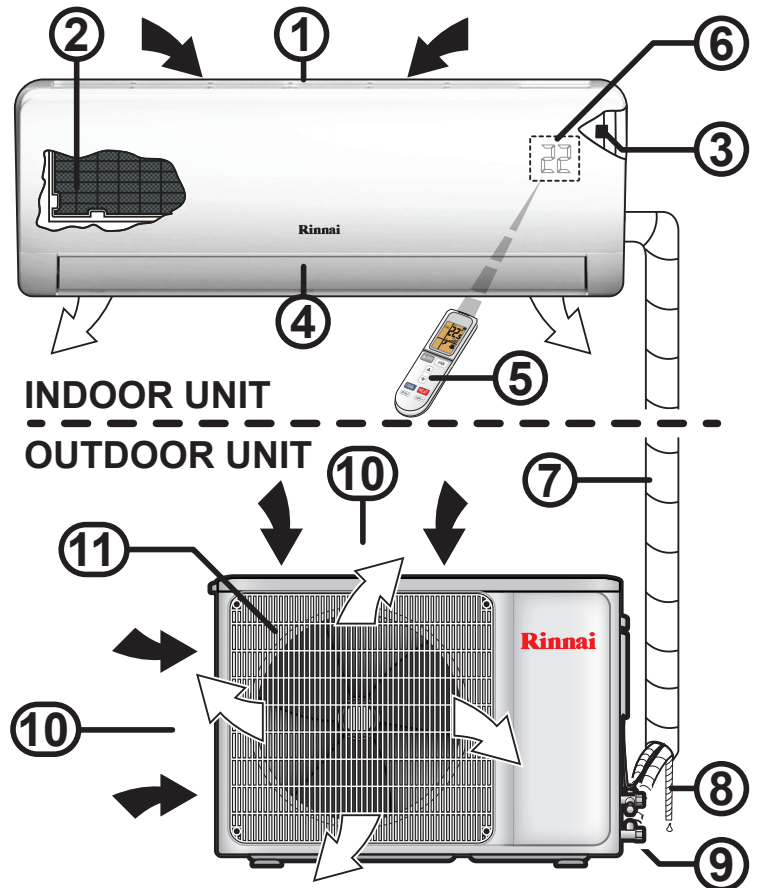
The table below indicates the temperature ranges the air conditioner can be operated within.

MODE	Cool Mode	Heat Mode	Dry Mode
Room Temperature	> 17°C	< 27°C	> 17°C
Outdoor Temperature	-15°C ~ 52°C	-15°C ~ 24°C	-15°C ~ 52°C

# AIR CONDITIONER BASICS

## APPLIANCE COMPONENTS

1. Indoor unit air inlet
2. Filter (located behind front access panel)
3. Manual ON/OFF (Auto) override button (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 window (6) of the air conditioner to operate it (as shown in the image above).



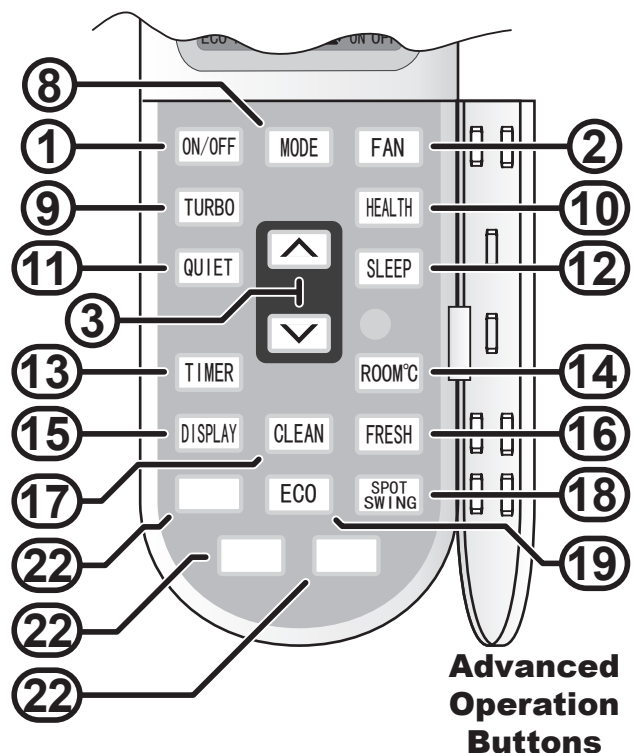
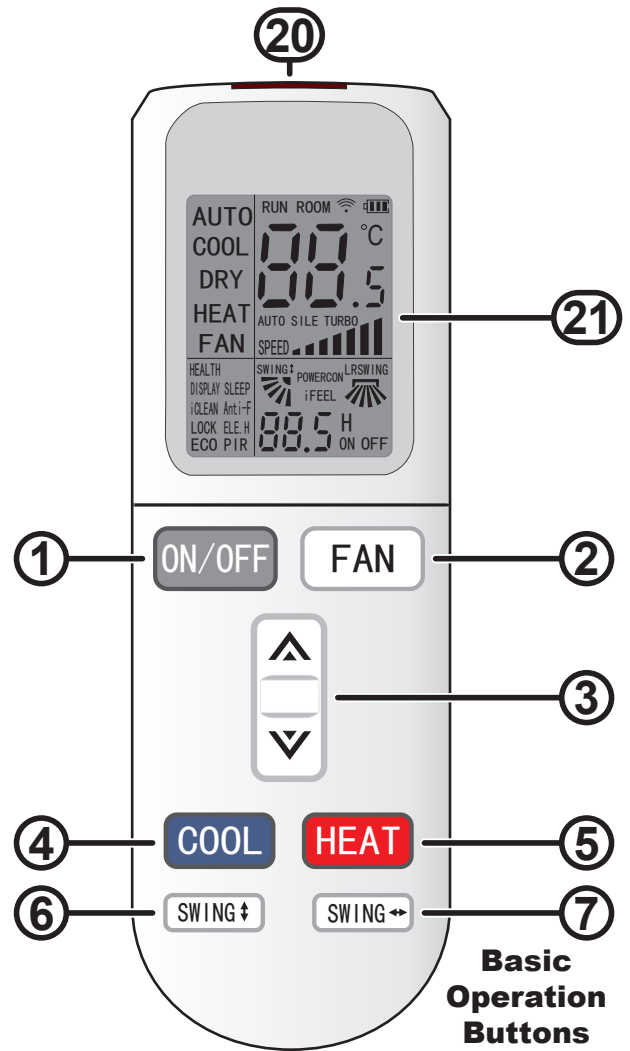
The remote control may operate other electronic devices if pointed towards them. Make sure to point the remote control towards the signal receiver of the air conditioner.

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

**REMOTE CONTROL LAYOUT**

The external buttons are for basic operations, the buttons located behind the door are for advanced operations.

1. **ON / OFF button**  
Turns the power on/off.
2. **FAN speed button**  
Adjusts the fan speed: AUTO / LOW / MEDIUM / HIGH.
3. **Temperature adjustment buttons**  
Adjusts room temperature when cooling and heating.
4. **COOL**  
One touch cooling operation.
5. **HEAT**  
One touch heating operation.
6. **SWING↓ button (vertical)**  
Adjusts the air flow direction vertically.
7. **SWING↔ button (horizontal)**  
Adjusts the air flow direction horizontally.
8. **Operation MODE selection button**  
Selects the operation mode: AUTO / COOLING / DRY (dehumidifying) / HEATING / FAN (fan only).
9. **TURBO cooling / heating button**  
Warms or cools rooms at the fastest rate.
10. **HEALTH button**  
Used to access Wi-Fi operation.
11. **QUIET button**  
Sets appliance operation to lowest noise output level.
12. **SLEEP button**  
Sets the sleep mode auto operation.
13. **TIMER button**  
Sets the count down timer to turn the power ON / OFF.
14. **ROOM°C Temperature display button**  
Displays the temperatures: ROOM / SET.
15. **DISPLAY button**  
Turns indoor temperature display ON / OFF.
16. **FRESH button**  
Keeps the head unit free of excess moisture by running a 3 min cycle every time the unit is turned off.
17. **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.
18. **SPOT SWING button**  
Sets a fixed direction for air flow horizontally.
19. **ECO button**  
Sets appliance to the most efficient operation.
20. **Wireless Transmitter LED**
21. **LCD screen**  
Displays settings and operation modes.
22. **Blank buttons**  
Not used.



# BASIC OPERATION

## BASIC OPERATION BUTTONS

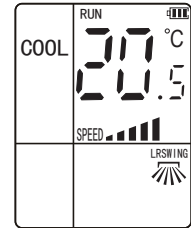
The external buttons are for basic operations, the buttons located behind the door are for advanced operations.

### ON

When the appliance is off (standby):

1. Press the "ON/OFF" button to turn on appliance. The appliance will begin to operate.

All current operational settings, modes and the battery status are shown on the LCD screen.



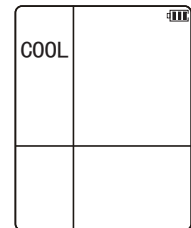
When the appliance is turned on via the "ON/OFF" button it will return to operation using the last operational settings and modes that were set.

### OFF

When the appliance is running:

1. Press the "ON/OFF" button to turn off appliance. The appliance will be placed into standby.

The previous operation mode and the remote control battery status are shown on the LCD screen.



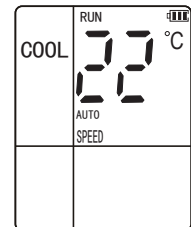
When the appliance is turned off via the "ON/OFF" button it will retain the last operational settings and modes that were in use and be placed into standby.

### COOLING

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

1. Press the "COOL" button.
2. Press  $\blacktriangle$  or  $\blacktriangledown$  to set the desired temperature (the available temperature range is 16°C ~ 32°C in 0.5°C increments).

The fan speed defaults to that which was last used (see FAN SPEED below).

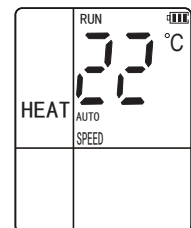


### HEATING

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

1. Press the "Heat" button.
2. Press  $\blacktriangle$  or  $\blacktriangledown$  to set the desired temperature (the available temperature range is 16°C ~ 32°C in 0.5°C increments)).

The fan speed defaults to that which was last used (see FAN SPEED below).



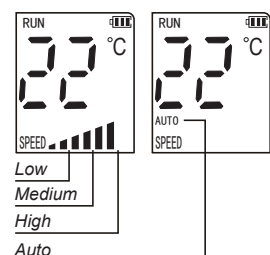
Refer to "Operation Range Limitations" on page 5 for the operational temperature range of the appliance when using for both cooling and heating.

### FAN SPEED

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

1. Press the "FAN" button until the desired fan speed is shown on the LCD screen (displayed below the temperature display), the available fan speeds are AUTO / low (2 bars) / medium (4 bars) / high (6 bars).

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

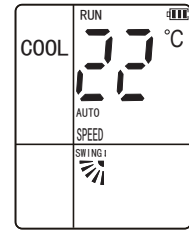




## ADJUSTING VERTICAL AIR FLOW

### Continuous Circulation

1. To adjust the direction of the air flow vertically for an even air circulation, press the "SWING↑" button, this activates a continuous cyclic movement of the louver. When cycling, "SWING↑" and the swing icon are 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 louver. "SWING↑" and the swing icon are 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 louver. "SWING↑" and the swing icon are 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 louver. When cycling, "SWING↑" and the swing icon are shown on the LCD screen.

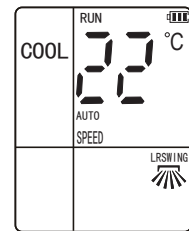


**DO NOT attempt to adjust the air deflector louver manually as this can result in damage to the louver movement mechanisms.**

## ADJUSTING HORIZONTAL AIR FLOW

### Continuous Circulation

1. To adjust the direction of the air flow horizontally for an even air circulation, press the "SWING↔" button to enable a continuous cyclic movement of the vanes. When cycling, "L R SWING" and the swing icon are shown on the LCD screen.



### Fixed Direction

1. To adjust the direction of the air flow horizontally in a fixed direction, press the "SWING↔" button once to enable a continuous cyclic movement of the vanes. "L R SWING" and the swing icon are 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↔" and the swing icon are 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↔" and the swing icon are shown on the LCD screen.



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

# ADVANCED OPERATION

## ADVANCED OPERATION BUTTONS

The external buttons are for basic operations, the buttons located behind the door are for advanced operations, when the door is opened the basic operation buttons are de-activated until the door is again closed.

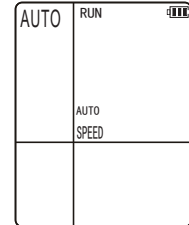
**ON/OFF BUTTON** (Functions the same as the "ON/OFF" button in basic operation on page 8).

**FAN BUTTON** (Functions the same as the "FAN" button in basic operation on page 8).

### MODE - AUTO

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

1. Press the "ON/OFF" button to turn on appliance.
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 modes of operation when set to Auto.

Room Temperature	Set Temperature	Operation Mode
$\geq 27^{\circ}\text{C}$	$24^{\circ}\text{C}$	Cooling Mode
$20^{\circ}\text{C} \sim 27^{\circ}\text{C}$	$24^{\circ}\text{C}$	Dry Mode
$\leq 20^{\circ}\text{C}$	$24^{\circ}\text{C}$	Heating Mode



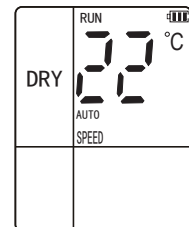
In this mode, you cannot adjust the temperature, however the swing operations for air direction and the fan speeds can still be adjusted.

**MODE - COOL** (Functions the same as the "COOL" button in basic operation on page 8).

### MODE - DRY (DEHUMIDIFYING)

In periods of high humidity this mode removes excess moisture from the room, 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 the "ON/OFF" button to turn on appliance.
2. Press the "MODE" button until "DRY" is shown on the LCD screen.



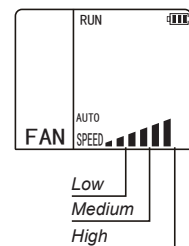
In this mode changes to the room temperature or fan speed are not applied as the appliance will automatically adjust both room temperature or fan speed to maintain the optimal level of humidity.

**MODE - HEAT** (Functions the same as the "HEAT" button in basic operation on page 8)

### MODE - FAN ONLY

This mode uses the fan to circulate room air without changing the room temperature.

1. Press the "ON/OFF" button to turn on appliance.
2. Press the "MODE" button until "FAN" is shown on the LCD screen.
3. Press the "SPEED" button until the desired speed is shown on the LCD screen (the available fan speeds are low (2 bars) / medium (4 bars) / high (6 bars)).

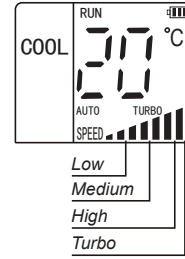


In this mode, Swing operations for air direction can still be adjusted, however the AUTO setting for the fan speed is not available.

**TURBO**

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

1. Press the "ON/OFF" button to turn on appliance.
2. Confirm that either "COOL" or "HEAT" modes are selected as shown on the LCD screen.
3. Press the "TURBO" button, "TURBO" is shown on the LCD screen and an addition fan speed bar is also displayed.

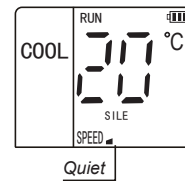


**When the appliance is operating in AUTO, FAN or DRY modes the Turbo function is not available. In turbo mode the fan is set to operate at the maximum output. Attempting to alter the fan speed during TURBO mode operation will cancel this mode and return the appliance to manual operation.**

**QUIET**

This mode operates the appliance at it's quietest, ideal for when minimal indoor noise levels are desired.

1. Press the "ON/OFF" button to turn on appliance.
2. Confirm that either "COOL" or "HEAT" modes are selected as shown on the LCD screen.
3. Press the "QUIET" button, "SILE" is shown on the LCD screen and a single fan speed bar is also displayed.



**Attempting to alter the fan speed during Quiet mode operation will cancel this mode and return the appliance to manual operation.**

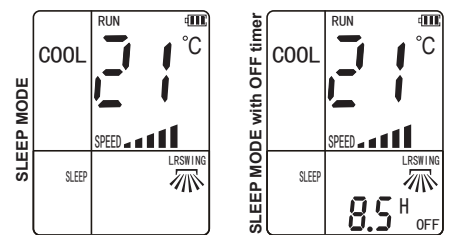
**HEALTH (WI-FI)**

When pressed 8 times in quick succession, this button activates and or resets the Wi-Fi module of the appliance. The appliance will respond with a double beep to confirm Wi-Fi activation or reset.

For further details refer to the Wi-Fi Operation Manual, a copy of the manual may be downloaded from the Rinnai web site: <http://www.rinnai.com.au/cooling/>

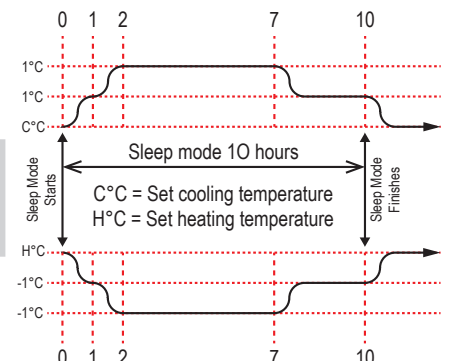
**SLEEP MODE**

1. Press the "ON/OFF" button to turn on appliance.
2. Set the desired mode, temperature and fan setting as per basic operations.
3. Press the "SLEEP" button, "SLEEP" is shown on the LCD screen:



**For Cooling:** Allows the set temperature to increase and decrease over a 10 hour period at pre-set time intervals to maintain your comfort while saving energy (see graph right).

**For Heating:** Allows the set temperature to decrease and increase over a 10 hour period at pre-set time intervals to maintain your comfort while saving energy (see graph right).

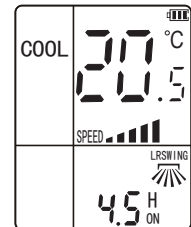
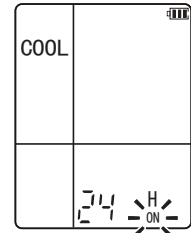


**Sleep mode is not available in FAN only mode. The Delay Off Timer (see page 12) can be used in conjunction with SLEEP mode to turn off the air conditioner automatically.**

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

**DELAY ON TIMER**

1. With the appliance "OFF", press the "TIMER" button once, up to three digits and a blinking "ON" are shown at the bottom of the LCD screen.
2. Press  $\wedge$  or  $\vee$  to set the desired time period (the available time range is in 1/2 hour increments from 24 to 0.5 hours).
3. Press the "TIMER" button again to lock in the setting, both "TIMER" and a "ON" are shown on the LCD screen. The timer will count down the time remaining in half hour in increments. When the countdown is complete the appliance will turn on.

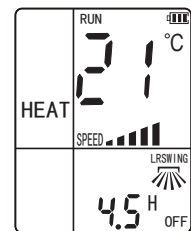
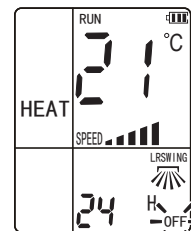


**When setting a timer function, at each step failure to press buttons within 10 seconds will terminate the timer setup. If this happens you will need to re-start the timer setup procedure at step 1.**

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  $\wedge$  or  $\vee$  to set the desired time period (the available time range is in 1/2 hour increments from 24 to 0.5 hours).
3. Press the "TIMER" button again to lock in the setting, both "TIMER" and a "ON" are shown on the LCD screen. The timer will count down the time remaining in half hour in increments. When the countdown is complete the appliance will turn off.



**When setting a timer function, at each step failure to press buttons within 10 seconds will terminate 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.

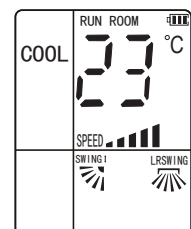
**CANCELLING ON/OFF TIMERS**

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.

**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.**

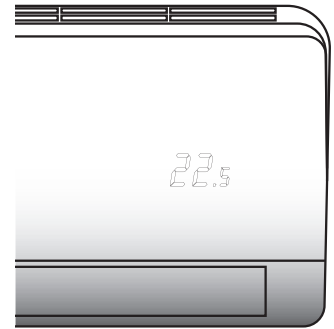
**When the room temperature mode is selected any changes to the set temperature will flash on the display for 5 seconds, after which the display will revert to displaying the current room temperature.**

### LARGE TEMPERATURE DISPLAY

The set and current room temperatures can be displayed via a large digital display that is built into appliance and illuminates through the front cover of the indoor unit.

#### To turn the display on

1. Press the "ON/OFF" button to turn on appliance.
2. Press the "DISPLAY" button, to activate the large digital temperature display.
3. Press the "DISPLAY" button again, to deactivate the large digital temperature display.



The large temperature display will display the same temperature setting as that currently in use by remote control.

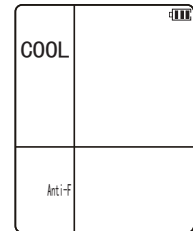


When the room temperature mode is selected any changes to the set temperature will flash on the display for 5 seconds, after which the display will revert to displaying the current room temperature.

### 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.

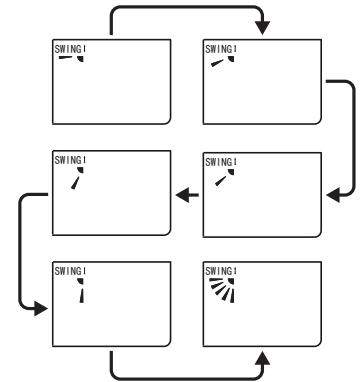
1. With the appliance "OFF" press the "FRESH" button, "Anti-F" is shown on the LCD screen.
2. Pressing the "FRESH" button again will cancel the mode, "FRESH" will no longer be shown on the LCD screen.



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

### SPOT SWING

1. Press the "SWING↑" button.
2. There are 5 pre-set fixed air flow directions available, pressing the "SPOT SWING" button will allow you to cycle through each of these fixed directions.
3. To select a different fixed direction or to return to continuous circulation press the "SPOT SWING" button until the desired fixed direction is achieved or until the swing icon is again displayed.

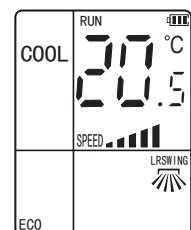


DO NOT attempt to adjust the air deflector louvre manually as this can result in damage to the louvre movement mechanisms.

### ECONOMY (COOLING ONLY)

In this mode the appliance automatically sets the operation to achieve the most economical cooling of the room.

1. Press the "ON/OFF" button to turn on appliance and select a cooling mode.
2. Press the "ECO" button, the appliance will run in ECO mode.
3. Pressing the "ECO" button again will cancel the mode, "ECO" will no longer be shown on the LCD screen.



ECO mode operation runs for an 8 hour period, after which normal cooling operations will be resumed, to restart ECO mode after this period repeat step 2 above.

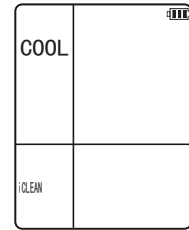
Be aware that ECO mode cooling times may be longer than those for non ECO mode cooling.

## ADVANCED OPERATION

### 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 to help avoid odours.

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



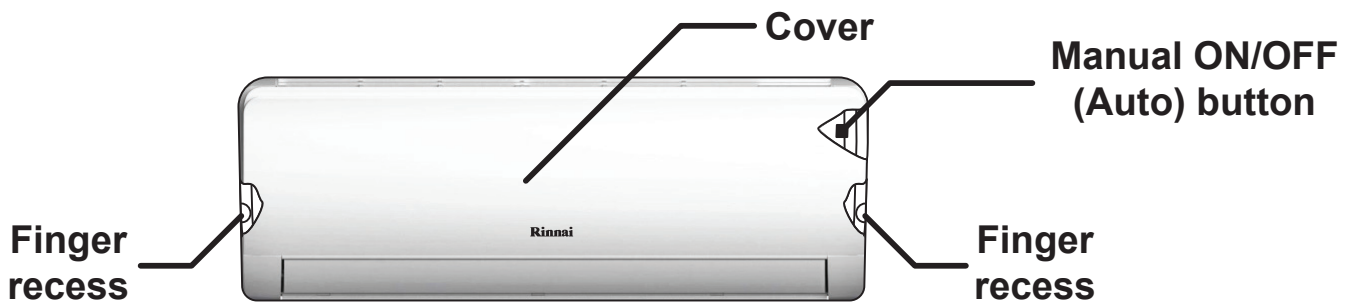
This cleaning operation takes approximately 35mins and the appliance automatically shuts off at completion of the cleaning cycle.

### 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 in this manner the appliance is set to AUTO OPERATION mode (as described in "Mode - Auto" on page 10, 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

## INSTALLATION RECORD - INSTALLER DETAILS

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

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

\_\_\_\_\_

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

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

Email: \_\_\_\_\_

Certificate of Compliance / Certification No. \_\_\_\_\_

Authorised Persons - Licence No. \_\_\_\_\_

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

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

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

## INSTALLATION RECORD - SYSTEM DETAILS

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

Serial Number Indoor Unit: \_\_\_\_\_

Serial Number Outdoor Unit: \_\_\_\_\_

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

\_\_\_\_\_

## CUSTOMER CARE PROGRAM

Please ensure you register your product warranty on line at [rinnai.com.au](http://rinnai.com.au).

The Rinnai Customer Care Program is designed to help you get the most out of your new system.

Service and maintenance in accordance with the Service Maintenance Schedules on page 16 is essential in ensuring the prolonged useful life of your system, and help ensure it operates at optimum efficiency. We may contact you before each winter or summer season with preferential offers for preventative maintenance services which will keep your Rinnai system in great condition.



**Service maintenance is not covered under warranty and is a chargeable service. All units must have safe and reasonable access and be installed in compliance with the installation instructions supplied with the unit. Some installations may require two service personnel to attend, in accordance with Health and Safety requirements.**

**Also note that all refrigerated air conditioning systems have air filters that require regular inspection and cleaning. Please refer to "Cleaning the Air Filter" on page 17**

**SERVICE MAINTENANCE SCHEDULE - NON DUCTED AIR CONDITIONING SYSTEMS**

Your Rinnai Air Conditioning System should be maintained annually after the date of installation by a qualified licensed technician in accordance with the Schedule below. Failure to do so during the product warranty period may void your warranty. This periodic service and maintenance will prolong the useful life of the unit, and help keep it running safely and at optimum efficiency.

Date of Installation	/ /		Installed By:			
Service Year	1	2	3	4	5	6
Service Date	/ /	/ /	/ /	/ /	/ /	/ /
Service Company / Technician						
Ambient Temperature at CDU (°C)						
<b>ELECTRICAL</b>						
Wiring, Electrical connections						
Fan Motors						
Capacitors (if applic)						
Printed circuit boards						
<b>MAJOR COMPONENTS</b>						
Outdoor unit clearances						
Outdoor unit condensate tray						
Outdoor unit condensate drain						
Outdoor unit fixing						
Indoor unit condensate tray						
Indoor unit condensate drain / pump						
Refrigerant charge						
Refrigeration connections						
Fan assemblies						
Return Air grille & filters						
<b>CONTROLS</b>						
Louver operation						
Remote operation						
<b>System Operation</b>						
Sequence of operation						
Return Air Temp - Cooling/ Heating	°C	°C	°C	°C	°C	°C
Outlet Air Temp - Cooling / Heating	°C	°C	°C	°C	°C	°C
Outdoor unit - Liquid line pressure	kPa	kPa	kPa	kPa	kPa	kPa
Outdoor unit - Suction line pressure	kPa	kPa	kPa	kPa	kPa	kPa
<b>GENERAL INSTALLATION-RELATED AND 3rd PARTY COMPONENTS (NOT RINNAI PRODUCTS) *</b>						
Airflow through system						
Refrigerant pipework						
Safety tray						
Wall mounting						
<b>CONSUMABLES **</b>						
Capacitors						
Filters						
Batteries (If applic)						
* Installation and other field-supplied components are not covered by Rinnai Product Warranty. These include, but are not limited to, control wiring, refrigerant gas and electrical connections to the appliance. These should be inspected as they can affect the performance, reliability and safety of the system.						
** Units contain consumable items that may require periodic replacement and are not covered by Rinnai product warranty (e.g. filters, capacitors and batteries)						
<b>ACTION CODES</b>						
Inspected - Working Correctly - No Action Required	Adjusted Part	Cleaned Part	Replaced Part	Repaired Part	Referred to Installer	
✓	A	C	R	RP	RI	



**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 does 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.

## TERMS OF WARRANTY – AUSTRALIA

Rinnai Australia Pty. Ltd. ABN 74 005 138 769, 100 Atlantic Drive, Keysborough VIC 3173.

### NOTICE TO CONSUMERS UNDER AUSTRALIAN CONSUMER LAW

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law.

For a major failure with a good, you are entitled to a replacement or refund and compensation for any other reasonable foreseeable loss or damage. If the failure does not amount to a major failure and if the goods fail to be of acceptable quality, you are also entitled to have the goods repaired or replaced.

For a major failure with the service, you are entitled to cancel your service contract with us and obtain a refund for the unused portion, or to compensation for its reduced value. You are also entitled to be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for the unused portion of the contract.

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

## 1 DEFINITIONS

The terms listed below shall have the following meanings:

- 1 **“Authorised Service Representative”** means an independent service contractor authorised by Rinnai or Rinnai service personnel.
- 2 **“Rinnai”** means Rinnai Australia Pty Ltd (ABN 74 005 138 769) and any related company.
- 3 **“Certificate(s) of Compliance”** means certificate(s) issued by licensed personnel (including plumbers, refrigeration mechanics, electricians or other relevant tradespeople) to certify that any prescribed works comply with applicable regulatory requirements.
- 4 **“Certificate(s) of Occupancy”** means certificate(s) issued by the local government authority (or similar organisation) which certifies that a home can be occupied.
- 5 **“Installation Site”** means the site at which the Product is originally installed.
- 6 **“Normal Business Hours”** means 8:30am to 5:00pm Monday to Friday, excluding public holidays.
- 7 **“Operating/Installation Instructions”** means the user manual or other documentation which provides detailed instructions on the proper operation and maintenance of the Product.
- 8 **“Other Applications”** means any Product used for purposes other than Residential & Light Commercial Applications. Other Applications may include but are not limited to factory, IT/Server room, telephone exchange, processing area (e.g. bakery, kitchen, warehouse, swimming pool, agricultural facilities such as a nursery). Any Product which has been installed, for whatever purpose, as a retrofit component to an existing system, will also be classed as being part of an “Other Application” regardless of the purpose of use of the existing system into which such product has been installed.
- 9 **“Purchaser”** means the end user of the Product, the person named as owner in the Warranty certificate, the holder of the Proof of Purchase or the holder of a property transfer document where the Product is included as part of the chattels.
- 10 **“Product”** means the equipment purchased by the Purchaser and described in Section 2 of this document.
- 11 **“Proof of Purchase”** means a Tax Invoice or Receipt in respect of the Product. In the case of new constructions, a Certificate of Occupancy or a Certificate of Compliance that details the date of installation or commissioning will suffice.
- 12 **“Qualified Installer”** means the qualified installation contractor who is responsible for performing the installation work in the manner prescribed by local and statutory regulations, including compliance with any relevant and to Rinnai specifications, including Australian Standards.
- 13 **“Residential & Light Commercial Applications”** means any Product for use in residential or light commercial applications where
  - a) the Product is solely used for the purpose of human comfort; and
  - b) the ambient temperature of the space the Product is intended to heat or cool is influenced solely or primarily by natural exterior weather conditions rather than by man-made or mechanical heat sources.

Examples of Residential & Light Commercial Applications include, homes, offices, hotels, apartments, nursing homes, hospitals, health care premises, shopping centres, and retail stores.

**2 TERMS OF WARRANTY**

2.1 Subject to the Terms of Warranty set out in this document, effective from the date of purchase by the Purchaser, the Product is warranted to be free from defects in materials & factory workmanship for the period set out in table below:

	<b>PRODUCT GROUPS</b>	<b>PARTS</b>	<b>LABOUR</b>
Residential and Light Commercial	Evaporative Coolers & Ducted Gas Heaters (excluding Compact Classic Series)	5 Years *Extended 4 Years Option	5 Years *Extended 4 Years Option
	Ducted Gas Heaters - Compact Classic Series	3 Years	3 Years
	Refrigerated Airconditioning Products	5 Years	5 Years
	Ducted Gas Heaters - Heat Exchangers and Burners Evaporative Coolers - Structural components only	10 Years	N/A
	Portable Air conditioning	2 Years	N/A
	Wi-Fi Devices	1 Year	1 Year
	Other Applications	All Product Groups	2 Years
After Market	Spare Parts	1 Year	N/A
*Extended Warranty Option	Up to 4 year extended warranty (in addition to the standard warranty period listed above) applies on selected products when you opt in to the Rinnai Service Advantage program. This program has terms and conditions, including the requirement for scheduled servicing of the product by Rinnai. To participate in the program you must register your product online at: <a href="http://www.rinnai.com.au/support-resources/warranty-registration/">www.rinnai.com.au/support-resources/warranty-registration/</a> within the first 12 months of the product being installed.		

- 2.2 Rinnai will determine in its sole discretion, which classification the Product fits into and the corresponding Warranty that shall apply.
- 2.3 An Authorised Service Representative will repair or replace, at its option, the Product or any part of the Product that its examination shows to be defective. The repair or replacement shall be performed during Normal Business Hours by an Authorised Service Representative. Repair by persons other than an Authorised Service Representatives may void the Warranty.
- 2.4 Alternatively to clause 2.3 above, Rinnai can at its discretion elect to pay you an amount equivalent to the cost of repairing or replacing the Product.
- 2.5 If Rinnai provides you with either the replacement costs or replacement product, ownership of the original Product shall immediately transfer to Rinnai.
- 2.6 Rinnai is responsible for reasonable costs associated with legitimate warranty claims, including call-out of an Authorised Service Representative to inspect the Product. Rinnai is not responsible for:
  - a) costs for tradespeople engaged by you that are not Rinnai Authorised Service Representatives.
  - b) any costs, including call out costs for a Rinnai Authorised Service Representatives, associated with a Product which is determined upon inspection not to be covered by this warranty.
- 2.7 Rinnai will reimburse any reasonable costs associated with making a legitimate warranty claim against Rinnai which are not otherwise specified above.
- 2.8 The Warranty of the Product requires that, in addition to all other conditions, the Purchaser conducts regular and/or preventative maintenance as may be specified by the Operating/Installation Instructions or otherwise directed by Rinnai and required by the level of usage and the usage environment, including the use of correct and uncontaminated refrigerants and lubricants. Refrigeration, plumbing and electrical works must be undertaken by licensed personnel.
- 2.9 Where a Product or 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 warranty period only.

### 3 CONDITIONS OF WARRANTY

- 3.1 The Purchaser may only obtain the benefit of the Warranty if the Purchaser:
- maintains and has the Product serviced in accordance with the instructions set out in the service section of the relevant Service or Owner's Manual;
  - complies with clause "7 Purchaser's Responsibilities" on page 22;
  - notifies Rinnai within 30 days of a defect occurring or, in the case of a latent defect, becoming apparent, that a claim is being made under this Warranty; and
  - provides, in support of the claim made under this Warranty, a Proof of Purchase.
- 3.2 This document (and any statutory consumer guarantees) represents the only Warranty given by Rinnai in respect of the Product. No other person or organisation is authorised to offer any alternative warranty on behalf of Rinnai.
- 3.3 If the date of purchase cannot be established to Rinnai's satisfaction, the date shall be deemed to be 2 months after the date of manufacture or the date of sale by Rinnai, whichever is the latter.
- 3.4 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.

### 4 EXCLUSIONS

- 4.1 This Warranty does NOT cover:
- damage, problems or failure resulting from improper operation and/or inadequate maintenance by the Purchaser (refer Purchaser's Responsibilities section below);
  - damage, problems or failure resulting from improper or faulty installation. The Product must be installed by a Qualified Installer in accordance with applicable regulations. Where applicable, Certificate(s) of Compliance must be obtained by the purchaser from the Qualified Installer and presented to the Authorised Service Representative;
  - damage, problems or failure caused by factors external to the Product including, but not limited to, faulty or poor external electrical wiring, incorrect or faulty power supply, voltage fluctuations, over voltage transients or electromagnetic interference, inadequate or faulty gas, drainage services, or water services, including water pressure, and non-potable water;
  - damage, problems or failure caused by acts of God, fire, wind, lightning, flood, storm, hail storm fallout, vandalism, earthquake, war, civil insurrection, misuse, abuse, negligence, accident, pests, animals, pets, vermin, insects, spiders/bugs or entry of foreign objects or matter into the Product such as dirt, debris, soot or moisture;
  - damage, problems or failure caused by environmental conditions including, but not limited to, excessive moisture, salt or other corrosive substances or atmospheric conditions;
  - Product which has been installed in a portable or mobile building, structure or application including, but not limited to, a caravan, boat or trailer;
  - Product which has been re-installed at a location other than the original site;
  - any consumable item supplied with the Product including, but not limited to, an air filter, battery, fan belt, igniter or cooler pad;
  - installation of third-party components that may be attached to the Product. These include, but are not limited to, control wiring, ducting, return air filter(s) grille, register, diffuser, zone motors, controls/thermostats, pipe work and fabricated or added components. These items remain solely the responsibility of the Qualified Installer;
  - installations where electrics/electronics may be subjected to moisture/chemicals (e.g. swimming pools or nurseries);
  - any repair, which is needed as a result of an accident, misuse, abuse or negligence;
  - Product that is utilised in an environment (indoor and outdoor) outside its specified operating range; and
  - fair wear and tear to the Product.
  - On-site labour warranty on portable (non-fixed installation) Products – In respect of such Products the Purchaser must return the Product to the supplier for repair or replacement).

**5 LIMITATIONS**

- 5.1 Third parties are often involved in providing advice to consumers about the climate control solutions best suited to the consumer's needs. Any advice or recommendations given by such parties, including advice about Product fitness for purpose and overall system design, sizing and application are not the responsibility of Rinnai. This includes but is not limited to the heat load calculations, airflow and system balancing.
- 5.2 This Warranty does not apply to any Product installed at an Installation Site which is outside Australia.
- 5.3 Except where inconsistent with the purchaser's statutory rights and the rights given by this Warranty, all liabilities of Rinnai for any direct, special, indirect or consequential loss or damage, any damage or expense for personal injury or any loss or destruction of property, arising directly or indirectly from the use or inability to use the Product or any of its parts and/or servicing the Product, are expressly excluded.

**6 TRAVEL, TRANSPORT & ACCESS COSTS**

- 6.1 The Purchaser must pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements under this Warranty, that are required to be performed 50km from the nearest Rinnai branch or Authorised Service Representative.
- 6.2 Subject to clause 6.3, Rinnai will pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements that are required to be performed less than 50km from the nearest Rinnai branch or Authorised Service Representative, subject to the following:
- Rinnai will arrange for such repairs/replacements and make any payment directly to the third party to provide the freight, in-transit insurance or travel services; or
  - if Rinnai considers appropriate, it will authorise the Purchaser in writing to pay for the relevant freight charges, in-transit insurance expenses or travelling costs and then, upon provision by the Purchaser to Rinnai of a tax invoice showing those costs have been incurred, reimburse the Purchaser for such costs which are within the terms of the authorisation. If the Purchaser pays for the relevant freight charges, in-transit insurance expenses or travelling costs without written authorisation from Rinnai, Rinnai will not reimburse the Purchaser for such costs.
- 6.3 The Purchaser must pay all costs and expenses in respect of:
- any service call out fee if the Product is not accessible for service
  - making the Product accessible for service, for example, restricted access or working at heights, or the labour cost for an additional person due to OHS requirements.
  - providing a safe working environment for installation, service, maintenance or repair of the Product;
  - any surcharge applicable in respect of supplying replacement parts outside Normal Business Hours; and
  - any other costs and expenses in relation to claiming the Warranty that is not covered by clause 6.2.

**7 PURCHASER'S RESPONSIBILITIES**

- 7.1 The Purchaser must operate and maintain the Product in accordance with the Operating Instructions and service maintenance schedule, including conducting an appropriate number of services to the unit during the Warranty period, based on usage and the usage environment including but not limited to;
- regularly cleaning the air filter(s) and replacing them where necessary;
  - replacing expired batteries or other consumables as required;
  - ensuring that the condensate drain is kept clean and clear of obstructions.

**HOW TO MAKE A WARRANTY CLAIM:**

If you wish to make a warranty claim in respect of any Portable Product, please return it to the place of purchase, or if that is not possible, contact Rinnai to enquire about alternative arrangements.

If you wish to make a warranty claim in respect of any fixed Product, please contact Rinnai on the details set out below to make arrangements for an Authorised Service Representative to inspect the product.

As per clause 2.6 of the Terms and Conditions of Warranty, purchasers are responsible for the costs of any repair and/or call out fee where, on inspection, the alleged defect is found by Rinnai's Authorised Service Representative not to be covered by this warranty or any statutory consumer guarantee applicable to the Product.

The Terms and Conditions of Warranty contain important information about your rights and obligations under this warranty. Please read them fully and carefully before making a claim.

**RINNAI NEW ZEALAND - LIMITED WARRANTY***HVAC and Heat Pumps**High Wall Splits, Ducted Systems and Portable Appliances***NOTICE TO CONSUMERS UNDER NEW ZEALAND CONSUMER LAW**

Our goods and services come with guarantees that cannot be excluded under the New Zealand Consumer Law.

For a major failure with a good, you are entitled to a replacement or refund and compensation for any other reasonable foreseeable loss or damage. If the failure does not amount to a major failure and if the goods fail to be of acceptable quality, you are also entitled to have the goods repaired or replaced.

The benefits provided by this Warranty are in addition to any other rights and remedies available to a consumer under the New Zealand Consumer Law and any other law which may apply to the goods and or services.

**Warranty summary****1 DEFINITIONS**

The terms listed below shall have the following meanings:

- 1 **“Authorised Service Agent”** means an independent service contractor authorised by Rinnai or Rinnai service personnel.
- 2 **“Rinnai”** means Rinnai New Zealand Ltd (Company Registration Number 94694) and any related company.
- 3 **“Certificate(s) of Compliance”** means certificate(s) issued by licensed personnel (including plumbers, refrigeration mechanics, electricians or other relevant tradespeople) to certify that any prescribed works comply with applicable regulatory requirements.
- 4 **“Certificate(s) of Occupancy”** means certificate(s) issued by the local government authority (or similar organisation) which certifies that a home can be occupied.
- 5 **“Installation Site”** means the site at which the Product is originally installed.
- 6 **“Normal Business Hours”** means 8:30am to 5:00pm Monday to Friday, excluding public holidays.
- 7 **“Operating/Installation Instructions”** means the user manual or other documentation which provides detailed instructions on the proper operation and maintenance of the Product.
- 8 **“Other Applications”** means any Product used for purposes other than Residential & Light Commercial Applications. Other Applications may include but are not limited to factory, IT/Server room, telephone exchange, processing area (e.g. bakery, kitchen, warehouse, swimming pool, agricultural facilities such as a nursery). Any Product which has been installed, for whatever purpose, as a retrofit component to an existing system, will also be classed as being part of an “Other Application” regardless of the purpose of use of the existing system into which such product has been installed.
- 9 **“Purchaser”** means the end user of the Product, the person named as owner in the Warranty certificate, the holder of the Proof of Purchase or the holder of a property transfer document where the Product is included as part of the chattels.
- 10 **“Product”** means the equipment purchased by the Purchaser and described in Section 2 of this document.
- 11 **“Proof of Purchase”** means a Tax Invoice or Receipt in respect of the Product. In the case of new constructions, a Certificate of Occupancy or a Certificate of Compliance that details the date of installation or commissioning will suffice.
- 12 **“Qualified Installer”** means the qualified installation contractor who is responsible for performing the installation work in the manner prescribed by local and statutory regulations, including compliance with any relevant and to Rinnai specifications, including New Zealand Standards.
- 13 **“Residential & Light Commercial Applications”** means any Product for use in residential or light commercial applications where
  - a) the Product is solely used for the purpose of human comfort; and
  - b) the ambient temperature of the space the Product is intended to heat or cool is influenced solely or primarily by natural exterior weather conditions rather than by man-made or mechanical heat sources.

Examples of Residential & Light Commercial Applications include, homes, offices, hotels, apartments, nursing homes, hospitals, health care premises, shopping centres, and retail stores.

**2 TERMS OF WARRANTY**

2.1 Subject to the Terms of Warranty set out in this document, effective from the date of purchase by the Purchaser, the Product is warranted to be free from defects in materials & factory workmanship for the period set out in table below:

	PRODUCT GROUPS	PARTS	LABOUR
Residential and Light Commercial	Refrigerated Air Conditioning / Heat Pump Products	5 Years*	5 Years*
	Portable Air conditioning	2 Years (non-commercial) 1 Year (commercial)	N/A
	Wi-Fi Devices	1 Year	1 Year
Other Applications	All Product Groups	2 Years	1 Year
After Market	Spare Parts	1 Year	N/A
*Extended Warranty Option	A 1-year extended warranty (in addition to the standard warranty period listed above) applies on selected products when installed by a Rinnai appointed dealer/installer. Please see the Rinnai New Zealand website for an up to date list of appointed dealers and service agents <a href="http://www.rinnai.co.nz">www.rinnai.co.nz</a>		

- 2.2 Rinnai will determine in its sole discretion, which classification the Product fits into and the corresponding Warranty that shall apply.
- 2.3 An Authorised Service Agent will repair or replace, at its option, the Product or any part of the Product that its examination shows to be defective. The repair or replacement shall be performed during Normal Business Hours by an Authorised Service Agent. Repair by persons other than an Authorised Service Agents may void the Warranty.
- 2.4 Alternatively, to clause 2.3 above, Rinnai can at its discretion elect to pay you an amount equivalent to the cost of repairing or replacing the Product.
- 2.5 If Rinnai provides you with either the replacement costs or replacement product, ownership of the original Product shall immediately transfer to Rinnai.
- 2.6 Rinnai is responsible for reasonable costs associated with legitimate warranty claims, including call-out of an Authorised Service Agent to inspect the Product. Rinnai is not responsible for:
  - a) costs for tradespeople engaged by you that are not Rinnai Authorised Service Agents.
  - b) any costs, including call out costs for a Rinnai Authorised Service Agents, associated with a Product which is determined upon inspection not to be covered by this warranty.
- 2.7 The Warranty of the Product requires that, in addition to all other conditions, the Purchaser conducts regular and/or preventative maintenance as may be specified by the Operating/Installation Instructions or otherwise directed by Rinnai and required by the level of usage and the usage environment, including the use of correct and uncontaminated refrigerants and lubricants. Refrigeration, plumbing and electrical works must be undertaken by licensed personnel.
- 2.8 Where a Product or 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 warranty period only.



### 3 CONDITIONS OF WARRANTY

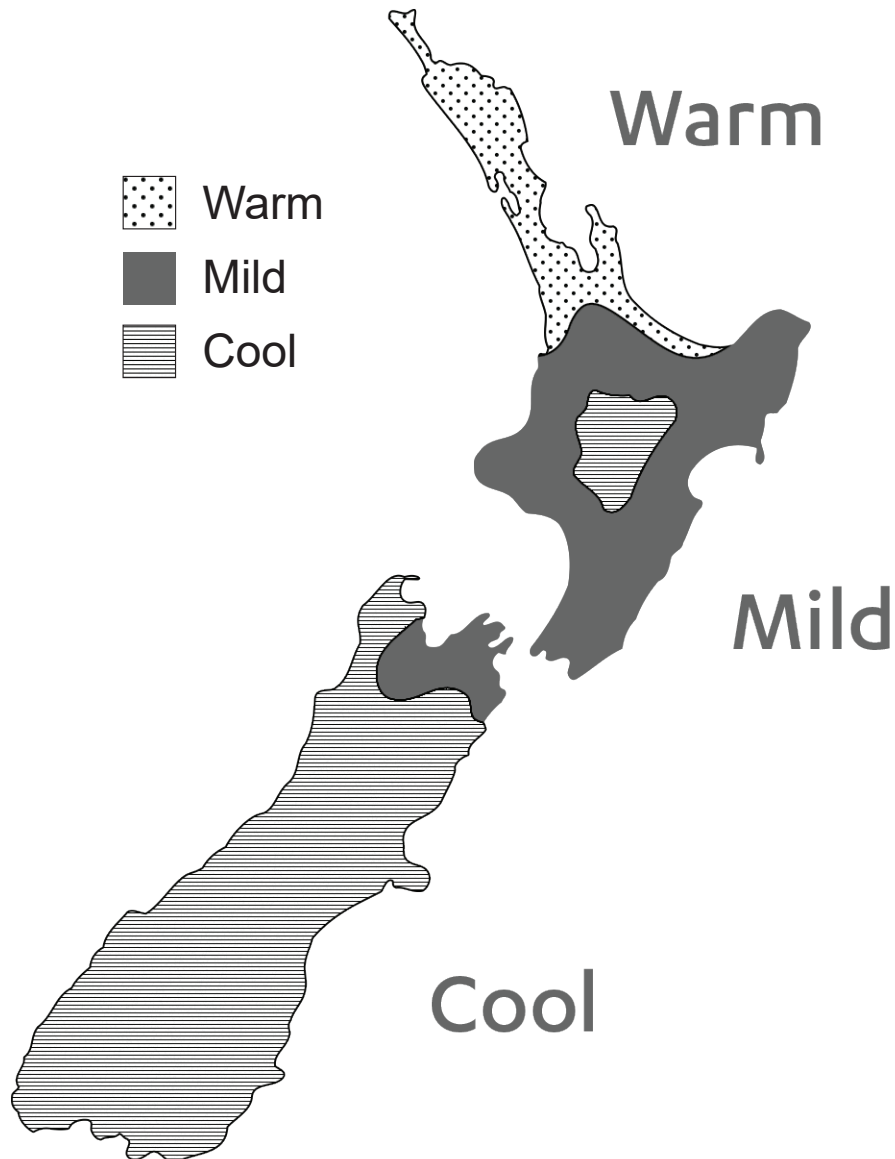
- 3.1 The Purchaser may only obtain the benefit of the Warranty if the Purchaser:
- a) maintains and has the Product serviced in accordance with the instructions set out in the service section of the relevant Service or Owner's Manual;
  - b) complies with clause "Purchaser's Responsibilities" as per the owner's manual;
  - c) notifies Rinnai within 30 days of a defect occurring or, in the case of a latent defect, becoming apparent, that a claim is being made under this Warranty; and
  - d) provides, in support of the claim made under this Warranty, a Proof of Purchase.
- 3.2 This document (and any statutory consumer guarantees) represents the only Warranty given by Rinnai in respect of the Product. No other person or organisation is authorised to offer any alternative warranty on behalf of Rinnai.
- 3.3 If the date of purchase cannot be established to Rinnai's satisfaction, the date shall be deemed to be 2 months after the date of manufacture or the date of sale by Rinnai, whichever is the latter.

### 4 EXCLUSIONS

- 4.1 This Warranty does NOT cover:
- a) damage, problems or failure resulting from improper operation and/or inadequate maintenance by the Purchaser (refer Purchaser's Responsibilities section below);
  - b) damage, problems or failure resulting from improper or faulty installation. The Product must be installed by a Qualified Installer in accordance with applicable regulations. Where applicable, Certificate(s) of Compliance must be obtained by the purchaser from the Qualified Installer and presented to the Authorised Service Agent;
  - c) damage, problems or failure caused by factors external to the Product including, but not limited to, faulty or poor external electrical wiring, incorrect or faulty power supply, voltage fluctuations, over voltage transients or electromagnetic interference, inadequate or faulty gas, drainage services, or water services, including water pressure, and non-potable water;
  - d) damage, problems or failure caused by acts of God, fire, wind, lightning, flood, storm, hail storm fallout, vandalism, earthquake, war, civil insurrection, misuse, abuse, negligence, accident, pests, animals, pets, vermin, insects, spiders/bugs or entry of foreign objects or matter into the Product such as dirt, debris, soot or moisture;
  - e) damage, problems or failure caused by environmental conditions including, but not limited to, excessive moisture, salt or other corrosive substances or atmospheric conditions;
  - f) Product which has been installed in a portable or mobile building, structure or application including, but not limited to, a caravan, boat or trailer;
  - g) Product which has been re-installed at a location other than the original site;
  - h) any consumable item supplied with the Product including, but not limited to, an air filter, battery, fan belt or cooler pad;
  - i) installation of third-party components that may be attached to the Product. These include, but are not limited to, control wiring, ducting, return air filter(s) grille, register, diffuser, zone motors, controls/thermostats, pipe work and fabricated or added components. These items remain solely the responsibility of the Qualified Installer;
  - j) installations where electrics/electronics may be subjected to moisture/chemicals (e.g. swimming pools or nurseries);
  - k) any repair, which is needed as a result of an accident, misuse, abuse or negligence;
  - l) Product that is utilised in an environment (indoor and outdoor) outside its specified operating range; and
  - m) fair wear and tear to the Product.
  - n) On-site labour warranty on portable (non-fixed installation) Products – In respect of such Products, the Purchaser must return the Product to the supplier for repair or replacement).

**5 LIMITATIONS**

- 5.1 Third parties are often involved in providing advice to consumers about the climate control solutions best suited to the consumer’s needs. Any advice or recommendations given by such parties, including advice about Product fitness for purpose and overall system design, sizing and application are not the responsibility of Rinnai. This includes but is not limited to the heat load calculations, airflow and system balancing.
- 5.2 This Warranty does not apply to any Product installed at an Installation Site which is outside New Zealand.
- 5.3 Except where inconsistent with the purchaser’s statutory rights and the rights given by this Warranty, all liabilities of Rinnai for any direct, special, indirect or consequential loss or damage, any damage or expense for personal injury or any loss or destruction of property, arising directly or indirectly from the use or inability to use the Product or any of its parts and/or servicing the Product, are expressly excluded.
- 5.4 Geographical Climate Zones – Rinnai New Zealand Ltd does not exclude this product from installation in the Cool climatic zone (see below reference map) but cannot guarantee appliance heating performance as per the published literature at temperatures below zero. Appliance sizing is critical in these installations, see 5.1.



## 6 TRAVEL, TRANSPORT & ACCESS COSTS

- 6.1 The Purchaser must pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements under this Warranty, that are required to be performed 40km from the nearest Rinnai branch or Authorised Service Agent.
- 6.2 Subject to clause 6.3, Rinnai will pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements that are required to be performed less than 40km from the nearest Rinnai branch or Authorised Service Agent, subject to the following:
- a) Rinnai will arrange for such repairs/replacements and make any payment directly to the third party to provide the freight, in-transit insurance or travel services; or
  - b) if Rinnai considers appropriate, it will authorise the Purchaser in writing to pay for the relevant freight charges, in-transit insurance expenses or travelling costs and then, upon provision by the Purchaser to Rinnai of a tax invoice showing those costs have been incurred, reimburse the Purchaser for such costs which are within the terms of the authorisation. If the Purchaser pays for the relevant freight charges, in-transit insurance expenses or travelling costs without written authorisation from Rinnai, Rinnai will not reimburse the Purchaser for such costs.
- 6.3 The Purchaser must pay all costs and expenses in respect of:
- a) any service callout fee if the Product is not accessible for service
  - b) making the Product accessible for service, for example, restricted access or working at heights, or the labour cost for an additional person due to OHS requirements.
  - c) providing a safe working environment for installation, service, maintenance or repair of the Product;
  - d) any surcharge applicable in respect of supplying replacement parts outside Normal Business Hours; and
  - e) any other costs and expenses in relation to claiming the Warranty that is not covered by clause 6.2.

## 7 PURCHASER'S RESPONSIBILITIES

- 7.1 The Purchaser must operate and maintain the Product in accordance with the Operating Instructions and service maintenance schedule, including conducting an appropriate number of services to the unit during the Warranty period, based on usage and the usage environment including but not limited to;
- a) regularly cleaning the air filter(s) and replacing them where necessary;
  - b) replacing expired batteries or other consumables as required;
  - c) ensuring that the condensate drain is kept clean and clear of obstructions.

### HOW TO MAKE A WARRANTY CLAIM

If you wish to make a warranty claim in respect of any *Portable Product*, please return it to the place of purchase, or if that is not possible, contact Rinnai to enquire about alternative arrangements.

If you wish to make a warranty claim in respect of any fixed Product, please contact Rinnai on the details set out below to make arrangements for an Authorised Service Agent to inspect the product.

As per the Terms and Conditions of Warranty, purchasers are responsible for the costs of any repair and/or call out fee where, on inspection, the alleged defect is found by Rinnai's Authorised Service Agent not to be covered by this warranty or any statutory consumer guarantee applicable to the Product.

The Terms and Conditions of Warranty contain important information about your rights and obligations under this warranty. Please read them fully and carefully before making a claim.

Contact Rinnai New Zealand at: **0800 RINNAI (746 624) | [info@rinnai.co.nz](mailto:info@rinnai.co.nz)**

## Rinnai Australia Pty Ltd

ABN 74 005 138 769  
AU24752

100 Atlantic Drive, Keysborough, Victoria 3173  
P.O. Box 460, Braeside, Victoria 3195  
Tel: (03) 9271 6625  
Fax: (03) 9271 6622

### National Help Line

Tel: 1300 555 545\* Fax: 1300 555 655\*

*\*Cost of a local call higher from mobile or public phones.*

For Further Information visit [www.rinnai.com.au](http://www.rinnai.com.au)  
or email [enquiry@rinnai.com.au](mailto:enquiry@rinnai.com.au)

## Rinnai New Zealand Ltd

105 Pavilion Drive, Mangere, Auckland  
PO Box 53177, Auckland Airport, Auckland 2150  
Tel: (09) 257-3800  
Toll Free: 0800 764-624

For Further Information visit:

[www.rinnai.co.nz](http://www.rinnai.co.nz)

[youtube.com/rinnainz](https://www.youtube.com/rinnainz)

[facebook.com/rinnainz](https://www.facebook.com/rinnainz)

or email [info@rinnai.co.nz](mailto:info@rinnai.co.nz)

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 3 years.

With our policy of continuous improvement, we reserve the right to change, or discontinue at any time, specifications or designs without notice.