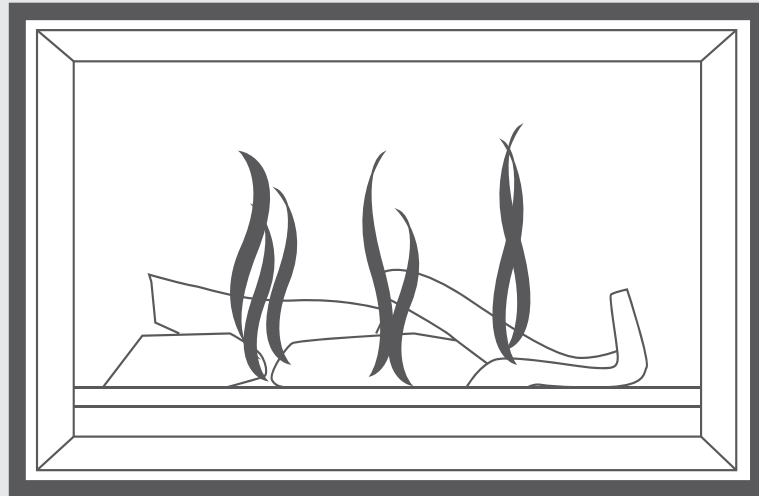


MODELS

900 Gas Fireplace - RDV900ETRN

900 Gas Fireplace - RDV900ETRL



900 Gas Fireplace

Operation Manual

Rinnai

Congratulations on the purchase of your Rinnai 900 Gas Fireplace. We trust you will have many years of comfort and enjoyment from your appliance.



BEFORE OPERATING THIS APPLIANCE

Before proceeding with the operation read this manual thoroughly and gain a full understanding of the appliance, to ensure safe and correct use.

For details on how to install this appliance refer to the Installation Manual

This appliance must be installed in accordance with:

- Manufacturer's Installation Instructions.
- Current AS/NZS 3000, AS/NZS 5263, AS/NZS 3500 & AS/NZS 5601.
- Local Regulations including local OH&S requirements, and Municipal Building Codes, including the National Construction Code (NCC).

This appliance must be installed, maintained and removed only by an Authorised Person. Rinnai recommends that this appliance be serviced once a year.

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



Scan QR to register your warranty

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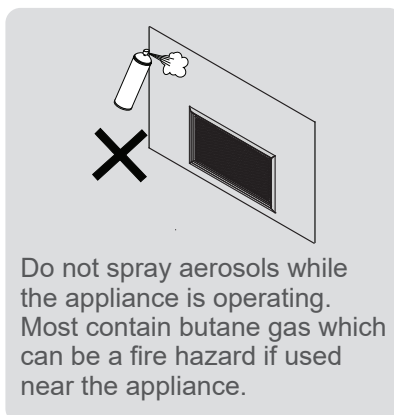
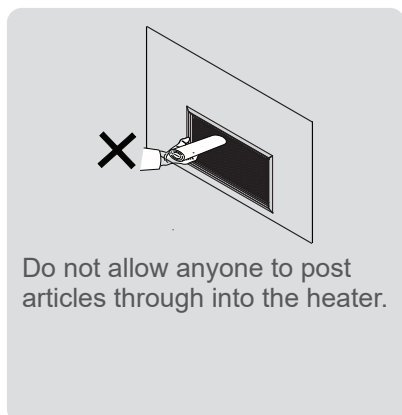
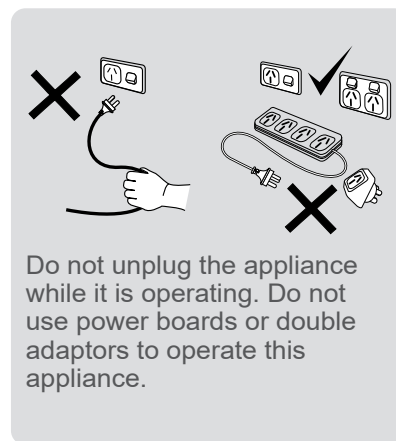
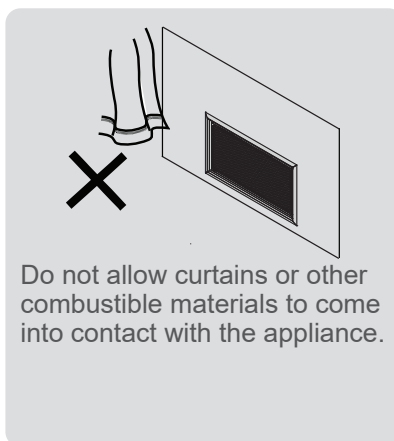
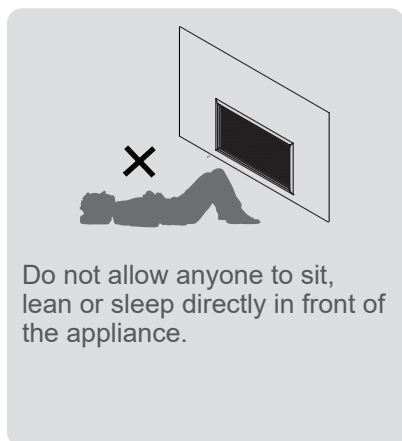
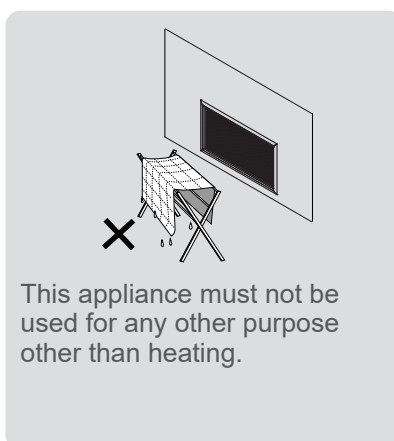
Gas Fireplaces require regular maintenance and servicing. For reliable operation Rinnai gas fireplaces should be serviced **every two years**, including inspection of the flue system.

Safety

Important

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.

- The heater must not be used or operated if any part of the appliance is damaged
- Do not place articles on or against this appliance
- Do not use or store flammable materials near this appliance
- Do not spray aerosols in the vicinity of this appliance while it is in operation
- Do not modify this appliance
- The fire must not be located immediately below a power socket outlet (potential fire hazard)



About your Rinnai 900 Gas Fireplace

Congratulations on the purchase of your Rinnai Gas Fireplace. We hope you love this product as much as we do, and on the off chance that something does go wrong, or if you need help, we're only a phone call away.



Position of your gas fireplace on a wall

If installing the 900 Gas Fireplace up the wall in an elevated position, air from the convection fan, depending on the room configuration, could create drafts. This needs to be factored when determining the location of the fire.

Wall surface above the fire

The temperature of the wall surface directly above the appliance may get warm and discolour paint finishes or distort wall coverings. For durability of surfaces, please contact the manufacturer for their specification. The finish needs to be able to withstand temperatures of up to 65 °C above ambient.

General information

Before operation please read these instructions to get an overview of how to operate, maintain and service your Rinnai Gas Fireplace.

Electrical connection

The standard electrical connection is to the right hand side of the front assembly. If necessary this can be changed by your electrician to terminate on the left.

The connection is either direct wired¹ or connected to a power point within the cavity. This must be connected to a dedicated earthed power point. The electric isolation switch must be accessible after the appliance has been installed.

Installation by a licensed tradesperson

Only a licensed tradesperson can install, adjust, maintain, and service this gas fireplace. Any work carried out by a non-licensed tradesperson is illegal and will void any warranty.

Installer handover

Ensure your installer talks to you about the use and care of this appliance, and that you understand these instructions. The installer also needs to complete the appliance installation checklist and installer details (p. 16), and leave this guide with you.

Safety devices

Your Rinnai 900 Gas Fireplace has the following safety devices; light to pilot, overheat safety switch, flame failure, and combustion chamber pressure relief.

Soot deposits

Small soot deposits inside the heater or glass is normal. Significant soot build-up however is not normal and will require a service call. Refer to the troubleshooting section for further information.

Environmental

Your Rinnai gas fireplace is manufactured from a number of recyclable materials. At the end of its useful life please consider what parts could be recycled, for example scrap metal, PCB etc.

Care and maintenance

All external surfaces of the 900 Gas Fireplace can be cleaned using a soft damp cloth and mild detergent. Do not use solvents and do not attempt to clean while the fire is still operating or hot.

Servicing

Rinnai has a maintenance, service and spare parts network with personnel who are fully trained and equipped to give the best advice on your Rinnai appliance.

Servicing and repair should only be carried out by authorised personnel, please call Rinnai (1300 555 545).

For reliable operation Rinnai Gas Fireplaces should be serviced every two years, including inspection of the flue system. If they are in a particularly dusty environment or subject to excess lint, for example dog hair, or where there are newly laid carpets, then annual servicing would be beneficial.

Regular maintenance and servicing is not covered by the Rinnai warranty.

¹ Consult a qualified electrician if direct wiring is required as it must comply with AS/NZS 5601 and AS/NZS 3000 and other relevant local regulations

900 Gas Fireplace operation

Fan

On start-up, the fan will start approximately four minutes after the heater is switched on. This delay is to reduce the amount of cold air being pushed out into the room.

On shut-down, the fan will stop approximately eight minutes after the heater is switched off. This is to cool the appliance down.

Modes of operation

Your 900 Gas Fireplace has three modes of operation; manual, automatic, and flame only mode. For more information refer to p.10.

The fire is designed to run as efficiently as possible. When in manual or automatic modes, the fire will switch itself off if the room reaches the set temperature, i.e. in smaller rooms that heat up quickly. When this occurs, the flame indicator on your controller will rise and fall every few seconds to indicate the fire is still operational. The unit will restart again once the room temperature falls below the set temperature.



ALWAYS check your wireless controller before going to bed or leaving the building to ensure the fire has been switched off.

If you want your fire to operate regardless of room temperature, adjust the controller to flame controller mode only.

Start-up

When turning on the fire it will automatically go to the highest setting for approximately 45 seconds—this is to establish the flame pattern. You can adjust the fire during this time, but there will be a 45 second delay.

Over temperature automatic shutoff

The controller when operating in any of the three modes will automatically shutdown and switch the fire off if the room temperature exceeds 40 °C for more than three minutes—this is a safety feature.

Power cut or power disruption

In the event of a power failure or disruption, the 900 Gas Fireplace will turn off and will need to be manually turned on again when power is restored—this is a safety feature.



To reset the fire, press the ON/OFF button on the control panel, to turn the fire back on.

Wireless controller

Your wireless controller is designed to be wall mounted on a bracket, supplied with the controller, within 10 m of the fire.



How it operates

The controller houses the thermostat that senses the room temperature and communicates information back to the fire via radio frequency.

The controller needs to be positioned in the same room as the fire and area that needs heating—a place without temperature fluctuations. For example, if placed near a door subject to cold drafts, the controller will sense the room temperature is colder than it is and the fire will keep heating the room, when in reality the set temperature has been reached.

Controller position

The ideal position for the controller is:

- Away from possible drafts in the room
- Away from direct sunlight
- A suitable distance away from the fire, approx. 2-10 m
- Ideally 1.5 m from the floor (approx. chest height when standing)

Battery

Type: 2 x AA batteries

Life: Approx. 12 months



When the batteries are changed all settings will be lost and the controller will revert back to the initial setup screen.

Handy tips

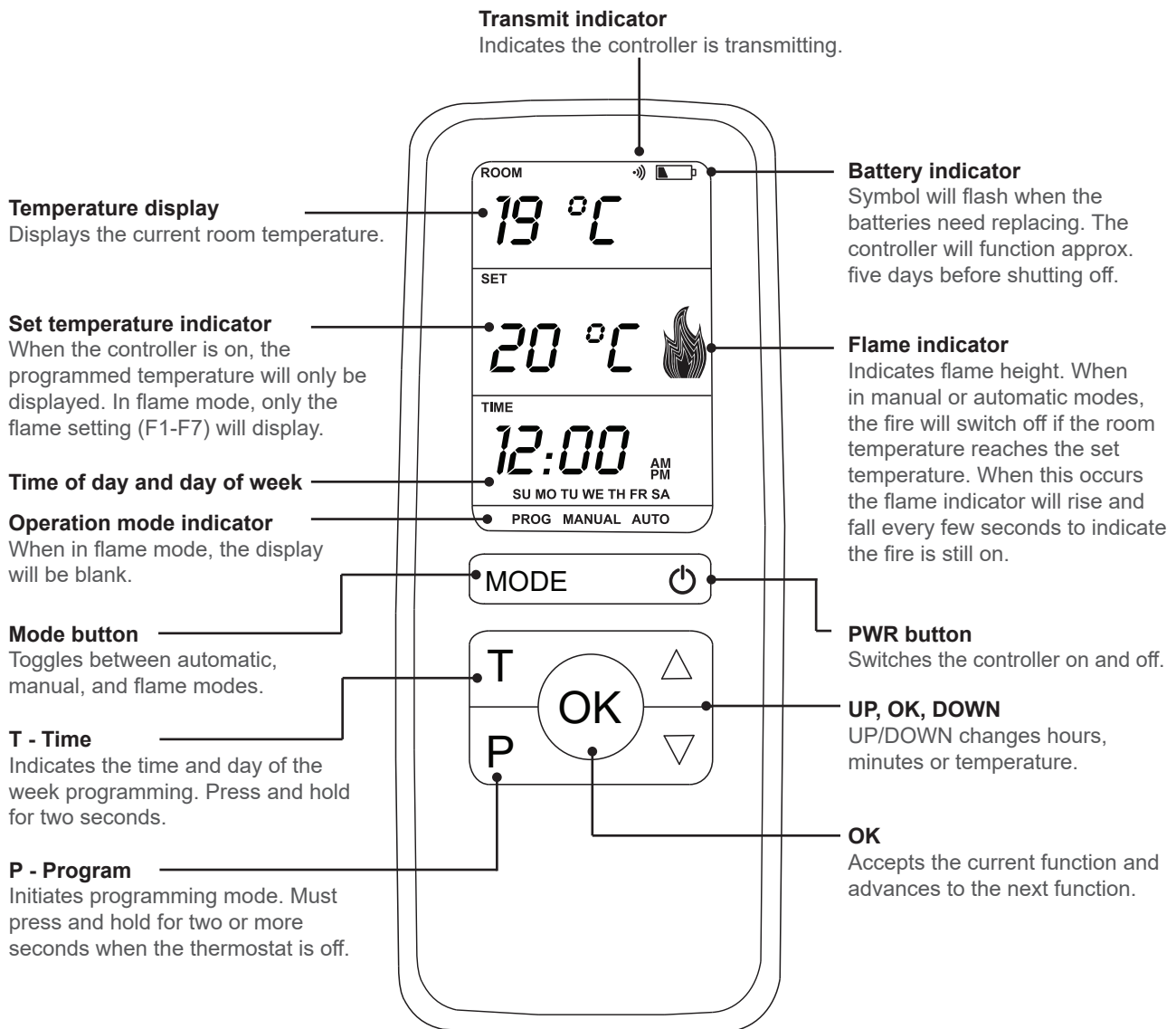
The most efficient way of operating your 900 Gas Fireplace is with the wireless controller. Once the fire has been turned on at the wall for the first time, and the On/Off button pressed on the control panel, use the controller to turn the unit on and off (not the button on the fire).

If you turn the appliance off using the control panel, you will need to turn it on again using the control panel—you won't be able to turn it on with the controller.

If the fire is not going and the LED on the control panel is permanently on, push the On/Off button next to the LED twice to get the appliance to reignite.

If the LED on the fire is off, check the flame symbol on the controller. If it is pulsing, the fire is still on and will relight when the room temperature drops.

Wireless controller display



Controller modes of operation

Manual

Just set the desired temperature. The fire will modulate the burner settings to achieve the set temperature and switch off once the set temperature has been reached. The fire will come on again once the room temperature falls below the set temperature.

With the controller turned on, press and release the MODE button until the word 'Manual' appears on the screen. Press and hold the UP and DOWN buttons to increase / decrease the temperature by 1 °C.

Automatic

Works on programmed time periods and timers—refer next page.

Flame control

Allows you to set your preferred flame setting and override the set temperature—the fire will not automatically turn itself off unless the room exceeds 40 °C.

To activate the flame mode:

1. Turn the controller on.
2. Press the MODE button until the 'MANUAL' or 'AUTO' symbols disappears from the bottom of the screen.
3. The screen will display what is shown in the image.

Use the UP and DOWN button the adjust the flame setting (seven flame stages in total). When using for the first time the controller will default to F1 (lowest), and then default to the last selected flame setting when used again.



Flame setting

Flame symbol will correspond to the flame setting selected—F7-F1 (highest to lowest).

Flame mode

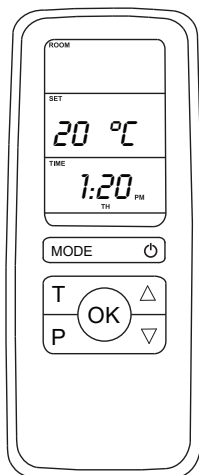
Nothing will be displayed in this window when operating in flame mode.

Programming your controller

The clock must be set before the programmed timers will operate. Each day of the week can be programmed for four periods—a total of 28 programmed periods.

Setting the clock

1. With the controller off, press 'T' for two seconds.
2. Using the UP and DOWN buttons adjust to the correct time. Ensure you have the correct time of day ((AM/PM). Press OK to accept.
3. Repeat the process to adjust the minutes and day of the week.



Week settings available

A weekday program can be set so the program is used Monday to Friday. Similarly, a weekend program can be set for Saturday to Sunday.

If you do nothing to change the programming the default settings would be available if you set it to automatic mode. When in this setting, the heater will automatically turn on and off depending on the temperatures set—similar to an air conditioning unit.

DEFAULT SETTINGS		
Time period	Start time	Temp. °C
Period 1	6:00 am	20 °C
Period 2	8:30 am	15 °C*
Period 3	5:00 pm	21 °C
Period 4	10:30 pm	15 °C

* If the room temperature falls below 15 °C, the unit will turn on and stay on until the room temp. increases above 15 °C.

To revert back to the default settings, press the following sequence of buttons:
P > T > T > DOWN

If you want to stop the fire from coming on at all, for example, during the night and before period 1, you can reduce the temperature setting using the DOWN button until --°C is reached. This means no set temperature has been programmed and the fire will stay off until the next period setting.

To begin programming

With the controller off, press and hold 'P' for two seconds to start programming. PROG will be displayed, 'Pd', and the time at which the controller is currently set will flash. Period 1 can now be set.

Setting the day of the week

1. Press and release the UP or DOWN button to change the day the week.
2. To accept the selected day(s) of the week press OK.

Setting the period starting time

1. After setting the day the AM/PM setting will flash. To set the P1 starting time, press and release the UP or DOWN button for the hour setting. Ensure that the AM/PM is set correctly.
2. To accept, press OK. The minute setting will flash as in step 1, press OK to accept.

Setting the temperature

1. After setting the time period the temperature will flash. Press and release the UP or DOWN buttons for two seconds to adjust.
2. To accept press OK. P1 is now set for the chosen day(s) of the week. P2 will now be displayed, this can be setup for the same day(s) of the week.
3. Repeat the programming process for the remaining periods.

If you want to check what has been programmed, press P for two seconds and select OK to continuously cycle through the settings for each period.

Operation using the controller

The controller is factory set so synchronising will only be necessary if there is an error, or if the controller has been purchased separately. Synchronising involves the controller sending a signal to the fire so it can memorise the certified frequency that it operates on.

If the controller is not synchronised

Only perform if the controller is NOT synchronised—fire will not operate when any of the functions are selected on the controller.

1. Turn the power off at the power point for a minimum of 30 seconds.
2. Ensure the controller is turned off, to turn off press and release the PWR button once.
3. Turn the power on at the power point, the power operation indicator on the control panel will flash once. The controller can now be synchronised with the fire.

Synchronisation MUST BE performed within 30 seconds of the power being turned on. If more than 30 seconds has elapsed repeat steps 1-3.

4. On the controller in quick succession press the following sequence of buttons:

P > T > T > UP

The controller display will show L/C (Learn Code) for two seconds, then return to the normal OFF state display. The power operation indicator on the control panel will flash once to indicate that synchronisation has been accepted.

Turning on and off

Press PWR button to ignite the fire. The fire first lights to pilot, then after a period switches to the high setting.

To turn off, press and release the PWR button.

Changing the temperature

The 900 Gas Fireplace has seven stages of temperature and flame modulation, which can be changed by using the UP and DOWN buttons.

The temperature control range is 7-32 °C. There is also a setting before 7 °C that is --°C. This means no set temperature has been programmed.

The 7 °C setting does not indicate cooling functionality. The lower temperature range is for cooler climates where room temperatures fall below 7 °C.

Changing between modes

To change between manual, automatic, or flame modes, press and release the MODE button.

Changing between °C and °F

The thermostat display can be set to °C and °F. The default setting is °C.

With the thermostat off, press the following sequence:

P > T > T > A/M

Restoring factory default

To restore the factory default settings, with the controller off, press the following sequence:

P > T > T > DOWN

Operation without the controller

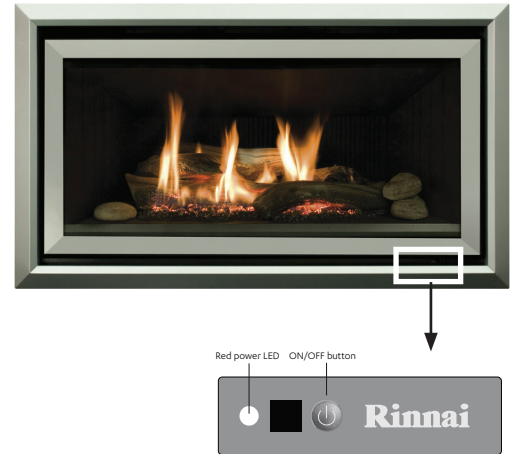
If you lose your controller, or the batteries go flat, you can still operate your fire using the control panel on the unit.

Models with the control panel on the lower right hand side

Press and release the ON/OFF button. This will start the electronic spark and the power LED will be illuminated. The pilot will ignite first and then automatically go to the high setting. Pressing the ON/OFF button again will turn the unit off.

Under gas failure conditions, the appliance will go into lock out after sparking for one minute. Under lock out the power LED will remain on. To start the unit again, press and release the On/Off button twice after the gas supply resumes.

In the event of a power failure the 900 Gas Fireplace will turn off and will need to be manually turned on again when power is restored—this is a safety feature.



Models with the control panel on the side (premium flat frame)

Turning the fire on

Press the On/Off button once, you will hear the electronic ignition sparker. The electronic ignition stops when the pilot flame is established, the main burner then ignites off the pilot and will go to the highest setting. The LED power indicator will stay on, indicating the fire is in operation. Flame height may be adjusted after one minute of operation.

To change the burner and fan settings press the UP and DOWN arrows to increase or decrease the flame height.

Turning the fire off

Press the On/Off button once. The LED power indicator will turn off.

LED indicators

- On = blue
- Standby = red
- Off = nothing



Troubleshooting

During installation there will be an initial burning in period where some smoke and smell may be experienced. This is a normal part of the operation.

The 900 Gas Fireplace is fitted with an overheat safety switch. Under overheat conditions this switch will shut off the fire. If the unit shuts off repeatedly servicing may be required.

Symptom	Cause	Solution
Burner will not light	No power present No gas present Power cut Air in gas pipe Ignition failure	Ensure power cord is plugged in and turned on. Ensure gas supply is turned on. Re-ignite after power is restored. Purge air (installer to do). Repeat ignition steps.
Smell of gas	Leaking gas	Turn off gas at meter or LPG cylinder and call your installer.
Small soot deposit on logs	Normal operation	No action required.
Severe soot deposits forming on logs or glass	Inadequate flue system, incorrect gas pressure or log misalignment	Contact a Rinnai Service Centre.
Condensation on glass	Normal operation	Allow heater to warm up and condensation will disappear.
Fire comes on at the wrong time	Program not set correctly	Check program periods and AM/PM is correctly set on controller.
Controller display blank	Flat batteries	Check batteries or replace with new batteries.
Heater keeps turning itself off	Set room temperature has been reached	Normal operation. Fire has turned off as the set temperature has been reached. If you wish to override this and have the fire continually on, revert to flame mode or increase the set temperature.
Power LED is on but the fire isn't going and the controller doesn't work	Indicates fault mode	Press the On/Off button on the control panel once, the LED will flash, press again the LED will stay on and the fire will attempt to re-ignite. The controller should work now.

Abnormal flame pattern

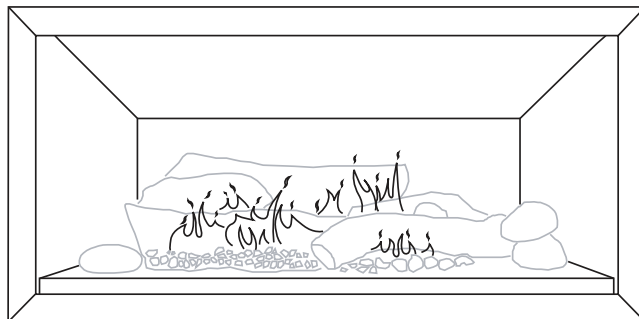
Each Rinnai flame fire has a distinct flame pattern. This should look the same every time you start your fire, after an initial warm up period of approximately 20 minutes.

Abnormal flame performance and/or pattern can indicate a problem with your fire, such as blocked gas injectors, or shifting of burn media.

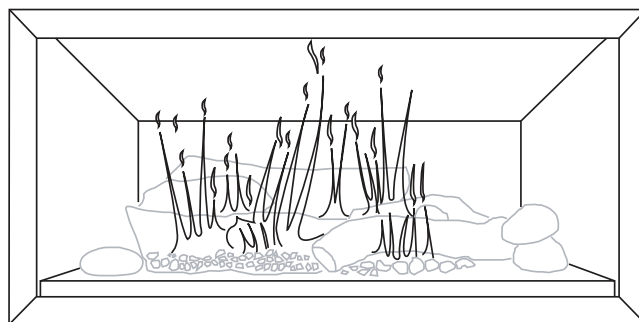
There are some warning signs that could indicate a problem.

- Unusual smell from the appliance
- Continued difficulty or delay in establishing a flame
- Either very short or very long flames
- Flame only burns part way across the burner
- Severe soot building up on the inside of the glass¹.

If any of the above signs occur, please contact Rinnai.



Normal flame pattern



Abnormal flame pattern

¹ Appliances incorporating a live fuel effect, and designed to operate with luminous flames, may exhibit slight carbon deposits—this is normal.

Installation checklist

The installer must complete the installation checklist below and make sure this guide is left with you. They must also instruct you about the use and care of the appliance, and ensure you understand the safety instructions.

Checklist

- ☐ Appliance positioned in a suitable location (clearances, mantels, surrounds etc.).
- ☐ Rinnai flue system installed and tested to ensure effective draw.
- ☐ Gas pressure checked and set according to the data plate.
- ☐ Burn media installed as per instructions.
- ☐ Appliance tested for correct operation and to ensure no gas leaks.
- ☐ Customer instructed on operating procedure and safety requirements.
- ☐ Customer advised to service the heater every two years.

Installer details

Company name:

Installer name:

Address:

Phone:

Mobile:

Certificate of compliance number for installation:

Signed:

Date:

Purchase details

Record your purchase details below

ATTACH YOUR PROOF
OF PURCHASE HERE:

Retailer:

Retailer address:

Date of purchase:

Product details:

Please keep these details in a safe place for future reference.

Register your 900 Gas Fireplace online

Register your fire online at www.rinnai.com.au. You'll need to know the model, and also the serial number—shown on the sticker on the back page of this guide.

TERMS OF WARRANTY – AUSTRALIA

Rinnai Australia Pty. Ltd. ABN 74 005 138 769, 82-88 Mills Road, Braeside, Victoria, 3195.

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, and effective from the date of completion of installation, the product is warranted to be free from defects in materials & factory workmanship for the period set out in the table below:

	PRODUCT GROUPS	PARTS	LABOUR
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 Air Conditioning Products	7 Years	7 Years
	Add-On ICE Refrigerated Cooling System	5 Years	5 Years
	VRF Air Conditioning Products	5 Years	5 Years
	Ducted Gas Heaters - Heat Exchangers and Burners Evaporative Coolers - Structural components only	10 Years	N/A
	Portable Air Conditioning ⁽¹⁾ / Dehumidifier ⁽¹⁾ / Air Purifier ⁽¹⁾	2 Years	N/A
	Electric Panel Heaters ⁽¹⁾	7 Years	N/A
	Electric Fire Heater	5 Years	5 Years
	Outdoor Radiant Heater	3 Years	1 Year
	Wi-Fi Devices	1 Year	1 Year
Commercial	Refrigerated Air Conditioning Products	2 Years	1 Year
Other Applications	All Product Groups	2 Years	1 Year
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: www.rinnai.com.au/support-resources/warranty-registration/ within the first 12 months of the product being installed.		

⁽¹⁾ To make a claim under this warranty, please contact your place of purchase within the warranty period.

- 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:
- costs for tradespeople engaged by you that are not Rinnai Authorised Service Representatives.
 - 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:
- 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 7 "Purchaser's Responsibilities";
 - 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 date of completion of installation.
- 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 completion of installation cannot be established to Rinnai's satisfaction, the date shall be deemed to be 2 months after the date of manufacture or 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:
- 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 Representative;
 - 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, igniter 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 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:
- 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 call out 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 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.

NOTICE TO CONSUMERS UNDER 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.

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

Notes

Notes

Rinnai Australia Pty Ltd

ABN 74 005 138 769 | AU45204

82-88 Mills Road, Braeside, Victoria, 3195
P.O. Box 460, Braeside, Victoria, 3195
Tel: (03) 9271 6625

Customer Support

Tel: 1300 555 545*

Monday to Friday, 8.00 am to 5.00 pm EST.

**Cost of a local call may be higher from a mobile phone.
(National calls from public phones in Australia are free.)*

For further information visit www.rinnai.com.au
or email **enquiry@rinnai.com.au**

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 Customer Support. Rinnai recommends that this appliance be serviced once a year.

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