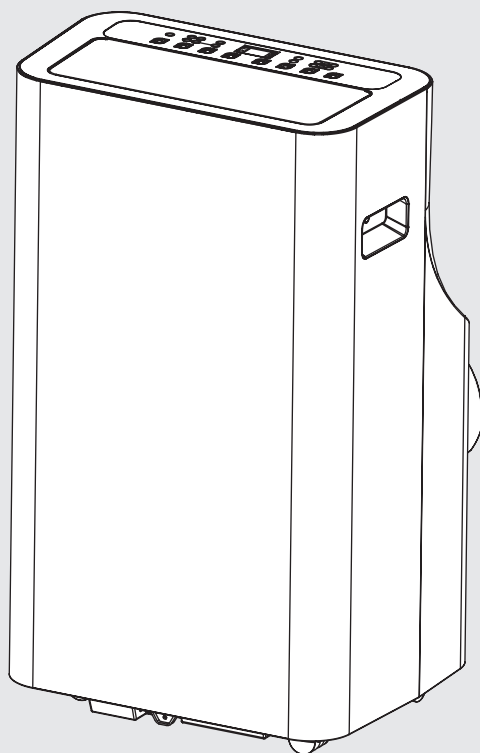


MODEL

PQ10CWF (Whisper)

REFRIGERANT

R290



POLOCOOL Portable Room Air Conditioner

Operation & Installation Manual

POLO
by Rinnai

POLOCOOL Portable Refrigerated Air Conditioners are imported and distributed throughout Australasia by Rinnai Australia Pty Ltd.

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

Before proceeding with the operation of your new POLOCOOL Portable Room Air Conditioner, please read this manual thoroughly and gain a full understanding of the requirements, features and operation of your new appliance.



Scan QR to register your warranty

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Important Information

Important Issues Regarding the Proper Use of this Air Conditioner

**Please contact your supplier
for advice before returning unit**

Use this air conditioner only as described in this instruction manual.

- This appliance is fitted with a special safety device. When the compressor switches off or when the appliance is first turned on, this device prevents the compressor from switching on again for at least three minutes.
- This air conditioner has been designed and manufactured to operate in a domestic situation only and should not be used for other purposes.
- The 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 they don't play with the appliance.
- Never use the air conditioner in damp rooms (eg bathrooms and laundries).
- If the power cord is damaged, it must be replaced with a new cord installed by a suitably qualified person.
- This air conditioner is designed to be connected to a standard 10 amp power supply outlet.
- Do not pull on or place strain on the power cord when using the appliance.
- Do not operate or stop the appliance by inserting or pulling out the power plug. Use the on/off switch on the air conditioner control panel or the remote control.
- Do not connect to multiple power outlets on extension leads.
- Do not rest hot or heavy objects on the appliance.
- Always unplug the unit from the power outlet before cleaning or maintenance operations, for example filter cleaning.
- Do not place the air conditioner or plastic window slider in direct sunlight.
- For maximum cooling efficiency keep the exhaust hose as short and as free of bends as possible.
- Clean the filters at least once every two weeks.
- Do not splash the unit with water.
- Do not move the unit by pulling the exhaust hose attached to the back of the unit.
- Do not move air conditioner when it is operating.
- Do not use the unit with the air intake and outlet grills closed, covered or obstructed.
- Before transporting, drain the water tray in accordance with the instructions on page 28. After transportation, wait at least one hour before switching the unit on.
- The unit should be transported in a vertical position. If this is not possible, secure the unit at an angle, do not lay it horizontally. After transporting, wait at least one hour before switching the unit on.
- Do not operate the air conditioner outdoors or in areas open to the outdoors.
- If the air conditioner is correctly set and runs without cool air coming out of the front air outlet after 10 minutes of correct operation, switch off the unit and contact your supplier immediately.
- When cool air is coming out of the top air outlet, hot air should always be expelled from the bottom rear outlet. If it is not, switch off and contact your supplier immediately.

THIS PRODUCT IS FOR HOUSEHOLD USE ONLY

RETAIN THIS MANUAL FOR FUTURE REFERENCE

Safety Precautions

Read Safety Precautions before Operation and Installation.

To prevent death or injury to the user or other people and property damage, the following instructions **MUST** be followed. Incorrect operation due to ignoring instructions may cause death harm or damage.



WARNING

This symbol indicates the possibility of personal injury or loss of life.



CAUTION

This symbol indicates the possibility of property damage or serious consequences.



WARNING

- Installation must be performed according to the installation instructions. Improper installation can cause water leakage, electrical shock, or fire.
- Use only the included accessories and parts, and specified tools for the installation. Using non-standard parts can cause water leakage, electrical shock, fire, and injury or property damage.
- Make sure that the outlet you are using is grounded and has the appropriate voltage. The power cord is equipped with a three-prong grounding plug to protect against shock. Voltage information can be found on the nameplate of the unit.
- Ensure your unit is connected to a properly earthed electrical socket. Verify that the chosen socket is both adequately earthed and equipped with a fuse or circuit breaker for protection. Refer to the data plate on the unit to determine the maximum required current. If the current socket lacks proper earthing or the necessary protection, it is critical to have a qualified electrician install the correct earthed outlet.
- Install the unit on a flat, sturdy surface. Failure to do so could result in damage or excessive noise and vibration.
- The unit must be kept free from obstruction to ensure proper function and to mitigate safety hazards.
- Do not modify the length of the power cord or use an extension cord to power the unit.
- Do not share a single outlet with other electrical appliances. Improper power supply can cause fire or electrical shock.
- Do not install your air conditioner in a wet room such as a bathroom or laundry room. Too much exposure to water can cause electrical components to short circuit.
- Do not install the unit in a location that may be exposed to combustible gas, as this could cause fire.
The unit has wheels to facilitate moving. Make sure not to use the wheels on thick carpet or to roll over objects, as these could cause tipping.
- Do not operate a unit that it has been dropped or damaged.
- The appliance with electric heater shall have at least 1 meter space to the combustible materials.
- Do not touch the unit with wet or damp hands or when barefoot.
- If the air conditioner is knocked over during use, turn off the unit and unplug it from the main power supply immediately. Visually inspect the unit to ensure there is no damage. If you suspect the unit has been damaged, contact a technician or customer service for assistance.

- In a thunderstorm, the power must be cut off to avoid damage to the machine due to lightning.
- Your air conditioner should be used in such a way that it is protected from moisture. e.g. condensation, splashed water, etc. Do not place or store your air conditioner where it can fall or be pulled into water or any other liquid. Unplug immediately if it occurs.
- All wiring must be performed strictly in accordance with the wiring diagram located inside of the unit.
- The unit's circuit board (PCB) is designed with a fuse to provide overcurrent protection. The specifications of the fuse are printed on the circuit board, such as: T 3.15A/250V, etc.
- When the water drainage function is not in use, keep the upper and the lower drain plug firmly to the unit to get rid of choking. When the drain plug is not in use, keep it carefully to prevent children from choking.

**CAUTION**

- 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.
- Children must be supervised around the unit at all times.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Prior to cleaning or other maintenance, the appliance must be disconnected from the supply mains.
- Do not remove any fixed covers. Never use this appliance if it is not working properly, or if it has been dropped or damaged.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
- Do not operate unit with a damaged cord, plug, power fuse or circuit breaker. Discard unit or return to an authorised service facility for examination and/or repair.
- To reduce the risk of fire or electric shock, do not use this fan with any solid-state speed control device.
- The appliance shall be installed in accordance with national wiring regulations.
- Contact the authorised service technician for repair or maintenance of this unit.
- Contact the authorised installer for installation of this unit.
- Do not cover or obstruct the inlet or outlet grilles.
- Do not use this product for functions other than those described in this instruction manual.
- Before cleaning, turn off the power and unplug the unit.

- Disconnect the power if strange sounds, smell, or smoke comes from it.
- Do not press the buttons on the control panel with anything other than your fingers.
- Do not remove any fixed covers. Never use this appliance if it is not working properly, or if it has been dropped or damaged.
- Do not operate or stop the unit by inserting or pulling out the power cord plug.
- Do not use hazardous chemicals to clean or come into contact with the unit. Do not use the unit in the presence of inflammable substances or vapour such as alcohol, insecticides, petrol, etc.
- Always transport your air conditioner in a vertical position and stand on a stable, level surface during use.
- Always contact a qualified person to carry out repairs. If the damaged power supply cord must be replaced with a new power supply cord obtained from the product manufacturer and not repaired.
- Hold the cord by the head of the power plug when taking it out.
- Turn off the product when not in use.

Note about Fluorinated Gases (Not applicable to the unit using R290 Refrigerant)

1. Fluorinated greenhouse gases are contained in hermetically sealed equipment. For specific information on the type, the amount and the CO₂ equivalent in tonnes of the fluorinated greenhouse gas (on some models), please refer to the relevant label on the unit itself.
2. Installation, service, maintenance and repair of this unit must be performed by a certified technician.
3. Product uninstallation and recycling must be performed by a certified technician.



Using R290 Refrigerant

- Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.
- The appliance shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater).
- Do not pierce or burn.
- Be aware that the refrigerants may not contain an odour.
- Appliance should be installed, operated and stored in a room with a floor area according to the amount of refrigerant to be charged. For specific information on the type of gas and the amount, please refer to the relevant label on the unit itself. When there are differences between the label and the manual on the Min room area description, the description on the label shall prevail.

Minimum room area for R290			
Amount of refrigerant (kg)	Min. room area (m ²)	Amount of refrigerant (kg)	Min. room area (m ²)
>0.0836 and ≤ 0.1045	5	>0.2090 and ≤ 0.2299	11
>0.1045 and ≤ 0.1254	6	>0.2299 and ≤ 0.2508	12
>0.1254 and ≤ 0.1463	7	>0.2508 and ≤ 0.2717	13
>0.1463 and ≤ 0.1672	8	>0.2717 and ≤ 0.2926	14
>0.1672 and ≤ 0.1881	9	>0.2926 and ≤ 0.3135	15
>0.1881 and ≤ 0.2090	10		

- Compliance with local gas regulations and standards shall be observed.
- Keep ventilation openings clear of obstruction.
- The appliance shall be stored so as to prevent mechanical damage from occurring.
- A warning that the appliance shall be stored in a well-ventilated area where the room size corresponds to the room area as specified for operation.
- Any person who is involved with working on or breaking into a refrigerant circuit should hold a current valid certificate from an industry-accredited assessment authority, which authorises their competence to handle refrigerants safely in accordance with an industry recognised assessment specification.
- Servicing shall only be performed as recommended by the equipment manufacturer. Maintenance and repair requiring the assistance of other skilled personnel shall be carried out under the supervision of the person competent in the use of flammable refrigerants.
- Please follow the instructions carefully to handle, install, service or clear the air conditioner to avoid any damage or hazard. When maintaining or disposing the air conditioner, the refrigerant (R290) shall be disposed of properly. It MUST not be discharged directly into the air.
- No any open fire or device like switch which may generate spark/arcing shall be around air conditioner to avoid causing ignition of the flammable refrigerant used. Please follow the instruction carefully to store or maintain the air conditioner to prevent mechanical damage from occurring.
- The appliance MUST NOT be stored in a room with continuous operating open flames (for example an operating gas appliance) and ignition sources (for example an operating electric heater).

Explanation of symbols displayed on the unit (For units using R290 Refrigerant only):



Caution: Risk of fire/
flammable materials

	WARNING	This symbol shows that this appliance uses a flammable refrigerant. If the refrigerant is leaked and exposed to an external ignition source, there is a risk of fire.
	CAUTION	This symbol shows that the operation manual should be read carefully.
	CAUTION	This symbol shows that a service personnel should be handling this equipment with reference to the installation manual.
	CAUTION	This symbol shows that information is available such as the operating manual or installation manual.

1. Transport of equipment containing flammable refrigerants
See transport regulations
2. Marking of equipment using signs
See local regulations
3. Disposal of equipment using flammable refrigerants
See national regulations.
4. Storage of equipment/appliances
The storage of equipment should be in accordance with the manufacturer's instructions.
5. Storage of packed (unsold) equipment
Storage package protection should be constructed such that mechanical damage to the equipment inside the package will not cause a leak of the refrigerant charge. The maximum number of pieces of equipment permitted to be stored together will be determined by local regulations.
6. Information on servicing
 - 1) Checks to the area
Prior to beginning work on systems containing flammable refrigerants, safety checks are necessary to ensure that the risk of ignition is minimised. For repair to the refrigerating system, the following precautions shall be complied with prior to conducting work on the system.
 - 2) Work procedure
Work shall be undertaken under a controlled procedure so as to minimise the risk of a flammable gas or vapour being present while the work is being performed.
 - 3) General work area
All maintenance staff and others working in the local area shall be instructed on the nature of work being carried out. Work in confined spaces shall be avoided. The area around the workspace shall be sectioned off. Ensure that the conditions within the area have been made safe by control of flammable material.
 - 4) Checking for presence of refrigerant
The area shall be checked with an appropriate refrigerant detector prior to and during work, to ensure the technician is aware of potentially flammable atmospheres. Ensure that the leak detection equipment being used is suitable for use with flammable refrigerants, i.e. non-sparking, adequately sealed or intrinsically safe.
 - 5) Presence of fire extinguisher
If any hot work is to be conducted on the refrigeration equipment or any associated parts, appropriate fire extinguishing equipment shall be available to hand. Have a dry powder or CO₂ fire extinguisher adjacent to the charging area.
 - 6) No ignition sources
No person carrying out work in relation to a refrigeration system which involves exposing any pipe work that contains or has contained flammable refrigerant shall use any sources of ignition in such a manner that it may lead to the risk of fire or explosion. All possible ignition sources, including cigarette smoking, should be kept sufficiently far away from the site of installation, repairing, removing and disposal, during which flammable refrigerant can possibly be released to the surrounding space. Prior to work taking place, the area around the equipment is to be surveyed to make sure that there are no flammable hazards or ignition risks. No Smoking signs shall be displayed.
 - 7) Ventilated area
Ensure that the area is in the open or that it is adequately ventilated before breaking into the system or conducting any hot work. A degree of ventilation shall continue during the period that the work is carried out. The ventilation should safely disperse any released refrigerant and preferably expel it externally into the atmosphere.

8) Checks to the refrigeration equipment

Where electrical components are being changed, they shall be fit for the purpose and to the correct specification. At all times the manufacturer's maintenance and service guidelines shall be followed. If in doubt consult the manufacturer's technical department for assistance. The following checks shall be applied to installations using flammable refrigerants:

The charge size is in accordance with the room size within which the refrigerant containing parts are installed;

The ventilation machinery and outlets are operating adequately and are not obstructed;

If an indirect refrigerating circuit is being used, the secondary circuit shall be checked for the presence of refrigerant; Marking to the equipment continues to be visible and legible. Markings and signs that are illegible shall be corrected;

Refrigeration pipe or components are installed in a position where they are unlikely to be exposed to any substance which may corrode refrigerant containing components, unless the components are constructed of materials which are inherently resistant to being corroded or are suitably protected against being so corroded.

9) Checks to electrical devices

Repair and maintenance to electrical components shall include initial safety checks and component inspection procedures. If a fault exists that could compromise safety, then no electrical supply shall be connected to the circuit until it is satisfactorily dealt with. If the fault cannot be corrected immediately but it is necessary to continue operation, an adequate temporary solution shall be used. This shall be reported to the owner of the equipment so all parties are advised.

Initial safety checks shall include:

That capacitors are discharged: this shall be done in a safe manner to avoid possibility of sparking;

That there no live electrical components and wiring are exposed while charging, recovering or purging the system; That there is continuity of earth bonding.

7. Repairs to sealed components

1) During repairs to sealed components, all electrical supplies shall be disconnected from the equipment being worked upon prior to any removal of sealed covers, etc. If it is absolutely necessary to have an electrical supply to equipment during servicing, then a permanently operating form of leak detection shall be located at the most critical point to warn of a potentially hazardous situation.

2) Particular attention shall be paid to the following to ensure that by working on electrical components, the casing is not altered in such a way that the level of protection is affected. This shall include damage to cables, excessive number of connections, terminals not made to original specification, damage to seals, incorrect fitting of glands, etc. Ensure that apparatus is mounted securely. Ensure that seals or sealing materials have not degraded such that they no longer serve the purpose of preventing the ingress of flammable atmospheres. Replacement parts shall be in accordance with the manufacturer's specifications.

NOTE: The use of silicon sealant may inhibit the effectiveness of some types of leak detection equipment. Intrinsically safe components do not have to be isolated prior to working on them.

8. Repair to intrinsically safe components

Do not apply any permanent inductive or capacitance loads to the circuit without ensuring that this will not exceed the permissible voltage and current permitted for the equipment in use. Intrinsically safe components are the only types that can be worked on while live in the presence of a flammable atmosphere. The test apparatus shall be at the correct rating. Replace components only with parts specified by the manufacturer. Other parts may result in the ignition of refrigerant in the atmosphere from a leak.

9.Cabling

Check that cabling will not be subject to wear, corrosion, excessive pressure, vibration, sharp edges or any other adverse environmental effects. The check shall also take into account the effects of aging or continual vibration from sources such as compressors or fans.

10.Detection of flammable refrigerants

Under no circumstances shall potential sources of ignition be used in the searching for or detection of refrigerant leaks. A halide torch (or any other detector using a naked flame) shall not be used.

11.Leak detection methods

The following leak detection methods are deemed acceptable for systems containing flammable refrigerants. Electronic leak detectors shall be used to detect flammable refrigerants, but the sensitivity may not be adequate, or may need re-calibration. (Detection equipment shall be calibrated in a refrigerant-free area.) Ensure that the detector is not a potential source of ignition and is suitable for the refrigerant used. Leak detection equipment shall be set at a percentage of the LFL of the refrigerant and shall be calibrated to the refrigerant employed and the appropriate percentage of gas (25 % maximum) is confirmed. Leak detection fluids are suitable for use with most refrigerants but the use of detergents containing chlorine shall be avoided as the chlorine may react with the refrigerant and corrode the copper pipe-work. If a leak is suspected, all naked flames shall be removed/ extinguished. If a leakage of refrigerant is found which requires brazing, all of the refrigerant shall be recovered from the system, or isolated (by means of shut off valves) in a part of the system remote from the leak. Oxygen free nitrogen (OFN) shall then be purged through the system both before and during the brazing process.

12.Removal and evacuation

When breaking into the refrigerant circuit to make repairs or for any other purpose conventional procedures shall be used. However, it is important that best practice is followed since flammability is a consideration. The following procedure shall be adhered to:

Remove refrigerant; Purge the circuit with inert gas; Evacuate; Purge again with inert gas; Open the circuit by cutting or brazing.

The refrigerant charge shall be recovered into the correct recovery cylinders. The system shall be flushed with OFN to render the unit safe. This process may need to be repeated several times. Compressed air or oxygen shall not be used for this task. Flushing shall be achieved by breaking the vacuum in the system with OFN and continuing to fill until the working pressure is achieved, then venting to atmosphere, and finally pulling down to a vacuum. This process shall be repeated until no refrigerant is within the system. When the final OFN charge is used, the system shall be vented down to atmospheric pressure to enable work to take place. This operation is absolutely vital if brazing operations on the pipe-work are to take place. Ensure that the outlet for the vacuum pump is not close to any ignition sources and there is ventilation available.

13.Charging procedures

In addition to conventional charging procedures, the following requirements shall be followed. Ensure that contamination of different refrigerants does not occur when using charging equipment. Hoses or lines shall be as short as possible to minimise the amount of refrigerant contained in them.

Cylinders shall be kept upright.

Ensure that the refrigeration system is earthed prior to charging the system with refrigerant.

Label the system when charging is complete (if not already).

Extreme care shall be taken not to overfill the refrigeration system. Prior to recharging the system it shall be pressure tested with OFN. The system shall be leak tested on completion of charging but prior to commissioning. A follow up leak test shall be carried out prior to leaving the site.

14.Decommissioning

Before carrying out this procedure, it is essential that the technician is completely familiar with the equipment and all its detail. It is recommended good practice that all refrigerants are recovered safely. Prior to the task being carried out, an oil and refrigerant sample shall be taken in case analysis is required prior to re-use of reclaimed refrigerant. It is essential that electrical power is available before the task is commenced.

a) Become familiar with the equipment and its operation. b) Isolate system electrically. c) Before attempting the procedure ensure that: Mechanical handling equipment is available, if required, for handling refrigerant cylinders; All personal protective equipment is available and being used correctly; The recovery process is supervised at all times by a competent person; Recovery equipment and cylinders conform to the appropriate standards. d) Pump down refrigerant system, if possible. e) If a vacuum is not possible, make a manifold so that refrigerant can be removed from various parts of the system. f) Make sure that cylinder is situated on the scales before recovery takes place. g) Start the recovery machine and operate in accordance with manufacturer's instructions. h) Do not overfill cylinders. (No more than 80 % volume liquid charge). i) Do not exceed the maximum working pressure of the cylinder, even temporarily. j) When the cylinders have been filled correctly and the process completed, make sure that the cylinders and the equipment are removed from site promptly and all isolation valves on the equipment are closed off. k) Recovered refrigerant shall not be charged into another refrigeration system unless it has been cleaned and checked.

15.Labelling

Equipment shall be labelled stating that it has been de-commissioned and emptied of refrigerant. The label shall be dated and signed. Ensure that there are labels on the equipment stating the equipment contains flammable refrigerant.

16.Recovery

When removing refrigerant from a system, either for servicing or decommissioning, it is recommended good practice that all refrigerants are removed safely. When transferring refrigerant into cylinders, ensure that only appropriate refrigerant recovery cylinders are employed. Ensure that the correct number of cylinders for holding the total system charge is available. All cylinders to be used are designated for the recovered refrigerant and labelled for that refrigerant (i.e. special cylinders for the recovery of refrigerant). Cylinders shall be complete with pressure relief valve and associated shut-off valves in good working order. Empty recovery cylinders are evacuated and, if possible, cooled before recovery occurs. The recovery equipment shall be in good working order with a set of instructions concerning the equipment that is at hand and shall be suitable for the recovery of flammable refrigerants. In addition, a set of calibrated weighing scales shall be available and in good working order. Hoses shall be complete with leak-free disconnect couplings and in good condition. Before using the recovery machine, check that it is in satisfactory working order, has been properly maintained and that any associated electrical components are sealed to prevent ignition in the event of a refrigerant release. Consult manufacturer if in doubt. The recovered refrigerant shall be returned to the refrigerant supplier in the correct recovery cylinder, and the relevant Waste Transfer Note arranged. Do not mix refrigerants in recovery units and especially not in cylinders. If compressors or compressor oils are to be removed, ensure that they have been evacuated to an acceptable level to make certain that flammable refrigerant does not remain within the lubricant. The evacuation process shall be carried out prior to returning the compressor to the suppliers. Only electric heating to the compressor body shall be employed to accelerate this process. When oil is drained from a system, it shall be carried out safely.

Introduction

This portable air conditioner can alter the room temperature and humidity. It has multiple functions of cooling dehumidifying (drying) and fan ventilation, and can be moved from room to room and transported from building to building easily. In addition, the desired humidity level can be set between 35-85%.

The air conditioner can maintain set room indoor air temperatures between 17°C and 35°C (Cooling). The set room temperature is displayed on the remote control and in the control panel on the unit. This does not mean that the air conditioner will necessarily reduce the actual room temperature to the set room temperature. This appliance operates at half the noise levels of most other portable air conditioners and is ideal for bedrooms.

This POLOCOOL portable refrigerated air conditioner model PQ10CWF has a maximum cooling capacity of 2.7 kW.

This is sufficient to cool rooms with a floor area of between 12 and 18 square metres.

- Do not place the air conditioner or plastic window slider in direct sunlight. Close all curtains in the room being cooled.
- For maximum cooling (COOLING MODE), set the temperature at 18°C and the fan at HIGH. After approximately 3 minutes, the compressor will turn on and cooled air will come out of the front air outlet. Warm air will also come out of the rear outlet and into the exhaust hose.
- In COOLING MODE the air conditioner will not cool unless the set temperature is below the existing room temperature.
- In COOLING MODE once the existing room temperature reaches the set temperature, the fan continues operating and the compressor switches on and off to maintain the set temperature within the room.
- For maximum cooling output keep the exhaust hose as short and as straight as possible. Minimise bends which can reduce the maximum cooling capacity of the air conditioner. Elevate the air conditioner if necessary.
- Make sure the air intake and outlet grills are unobstructed.
- Clean the filters at least once every two weeks.

Warnings and Important Information

Warning information regarding appliances with R290 refrigerant gas.

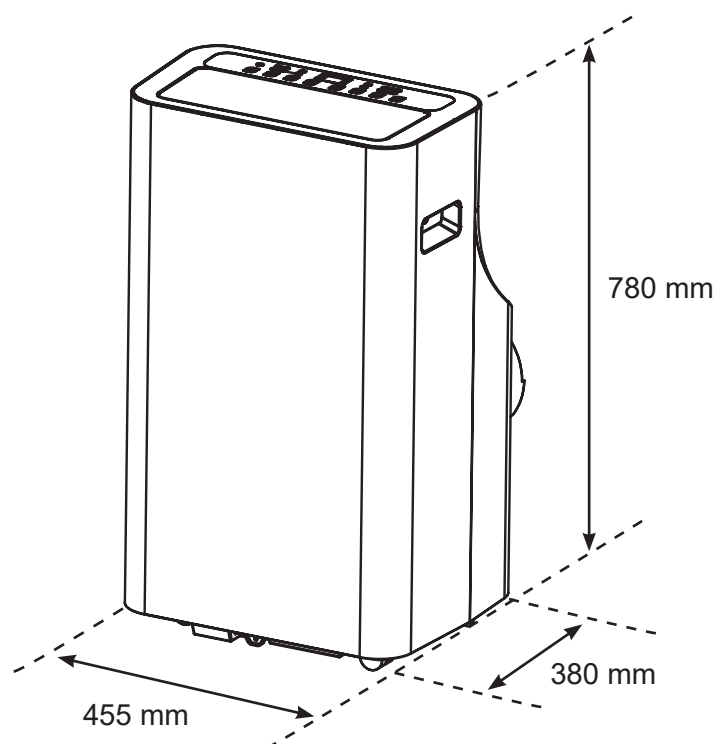
Thoroughly read all of the warnings.

- This appliance contains 240g of R290 refrigerant gas.
- The appliance must be installed, used and stored in a ventilated area that is greater than 12m².
- When cleaning the appliance, do not use any tools other than those recommended by the manufacturing company.
- The appliance must be placed in an area without any continuous sources of ignition (for example: open flames, gas or electrical appliances in operation).
- Do not puncture and do not burn.
- Refrigerant gases can be odourless.
- If the appliance is installed, operated or stored in a non-ventilated area, the room must be designed to prevent the accumulation of refrigerant leaks resulting in a risk of fire or explosion due to ignition of the refrigerant caused by electric heaters, stoves, or other sources of ignition.
- The appliance must be stored in such a way as to prevent mechanical failure.
- Repairs must be performed based on the recommendations from the manufacturing company. Maintenance and repairs that require the assistance of other qualified personnel must be performed under the supervision of an individual specified in the use of flammable refrigerants.



Specifications

MODEL		PQ10CWF
Power Supply	V/Hz	220-240V / 50
Dimensions - Net (H x W x D)	mm	780 x 455 x 380
Weight	kg	31.1
Nominal Cooling Capacity	kW	2.7
Rated Cooling Input Current	A	4.35
Rated Cooling Input Power	kW	1.00
Max. Input Current	A	6.27
Max. Input Power	kW	1.16
Refrigerant	Type	R290
Refrigerant Volume	g	240
Sound Power Level	dB(A)	57



Mandatory Inspection Prior to Installation

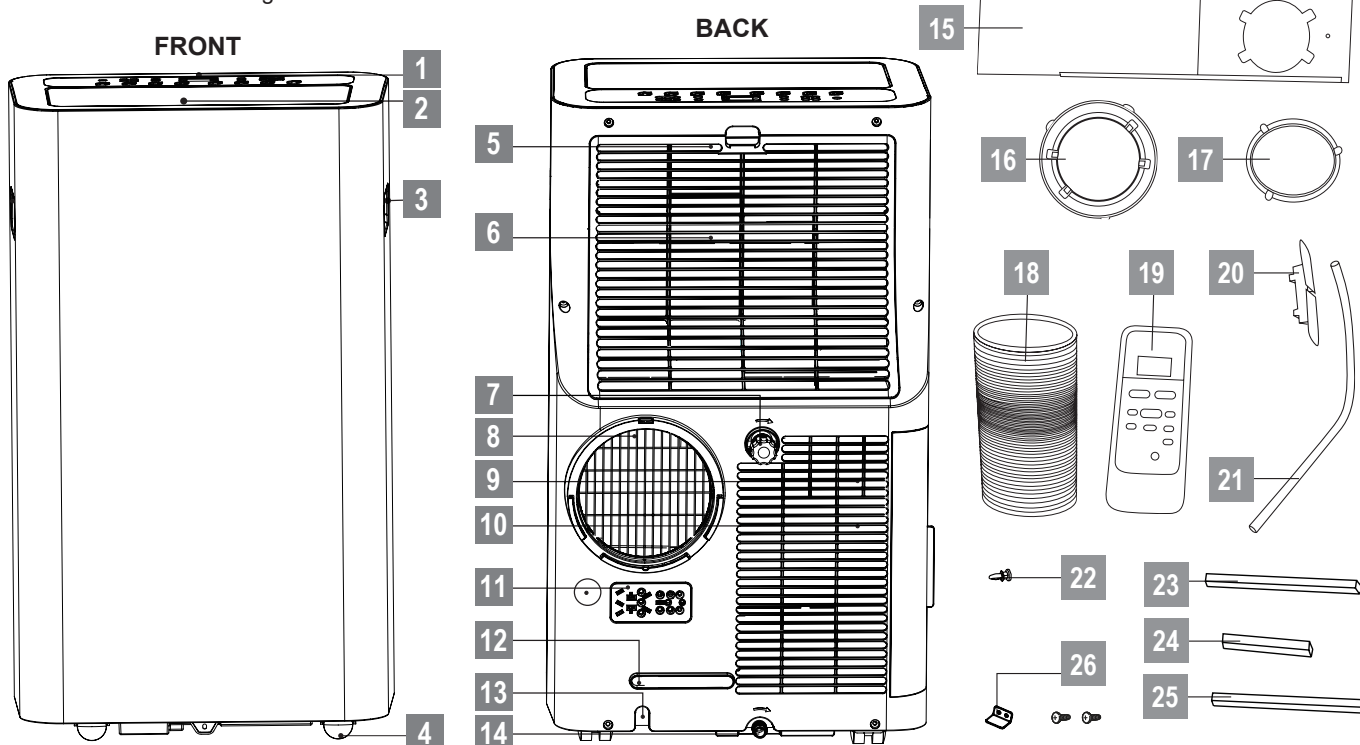
Immediately report any damage or discrepancies to the Supplier of the appliance. This appliance was inspected and tested at the time of manufacture and packaging, and released for transportation without known damage. Upon receipt, inspect the exterior for evidence of rough handling in shipment. Ensure that the appliance is labelled correctly for the gas and electrical supply, and/or other services it is intended to be connected to.

For safety and warranty purposes, appliances that may be damaged or incorrect **MUST NOT** be installed or operated under any circumstances. Installation of damaged or incorrect appliances may contravene local government regulations. Rinnai disclaims any liability or responsibility whatsoever in relation to the installation or operation of damaged or incorrect appliances.

- 1. Control Panel**
Controls the functions of the air conditioner
- 2. Horizontal Louvre Blade**
This lifts up automatically when air conditioner turned on and cooled air comes out of this outlet. It retracts closed when air conditioner is turned off.
- 3. Handles**
Used when moving the air conditioner
- 4. Castors**
Enables the air conditioner to be easily moved
- 5. Upper Air Filter** (behind the grille)
Filters air entering the evaporator
- 6. Upper Air Intake**
Enables room air to enter the evaporator
- 7. Middle Drain Outlet**
Enables water to be continuously drained using the drain hose. Only used when the unit is in dehumidifying mode.
- 8. Air Outlet**
Exhaust hose is connected here to discharge air
- 9. Lower Air Filter**
Filters air entering the condenser

- 10. Lower Air Intake**
Air intake to condenser
- 11. Power Plug Socket**
Used to store power plug after cord wound onto power cord winder bracket
- 12. Power Cord Buckle**
Recess for power cord winder bracket
- 13. Power Cord Outlet**
Power cord leaving unit
- 14. Bottom Water Tank/Tray Drain Outlet**
Remove cap and plug to drain water from water tank/tray drain outlet
- 15. Window Slider**
Fits in window and hose outlet is attached
- 16. Hose Outlet**
Connects to window slider and is pushed onto the end of the exhaust hose
- 17. Hose Inlet**
Connects exhaust hose to rear of unit and is pushed onto the end of the exhaust hose
- 18. Exhaust Hose**
Approx 1.45m long fully extended
- 19. Remote Control**

- 20. Power cord winder bracket**
Pushes into power cord buckle. Store power cord by winding around this bracket
- 21. Drain Hose**
Used to drain water from middle/ bottom drain outlets
- 22. Bolt**
Installed in hole in window slider to fix adjusted length
- 23. Foam Seal A (Adhesive)**
Used to seal around window slider if required
- 24. Foam Seal B (Adhesive)**
Used to seal around window slider if required
- 25. Foam Seal C (Non Adhesive)**
Used to seal gap in top of open sash windows
- 26. Security Bracket & 2 screws**
Used to secure windows/doors & stop them being opened after window slider installed



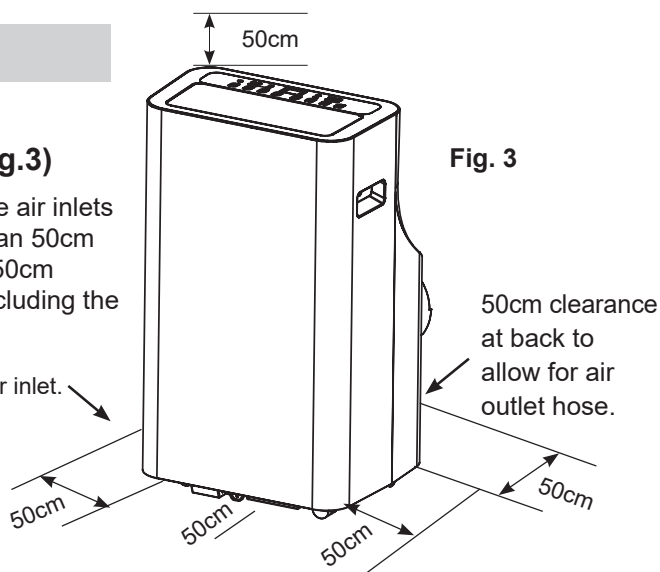
Installation Instructions

Preparation

SELECTION OF INSTALLATION LOCATION (Fig.3)

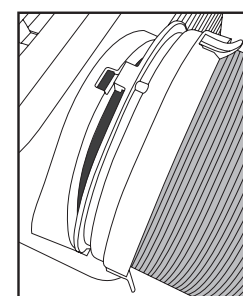
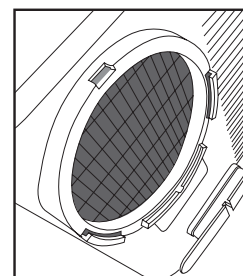
Place the portable air conditioner in a flat location where the air inlets and outlets cannot be covered up. Place the unit no less than 50cm away from a wall or other obstacle. In addition a minimum 50cm clearance is required from all faces of the air conditioner including the rear face.

50cm clearance required for air inlet.



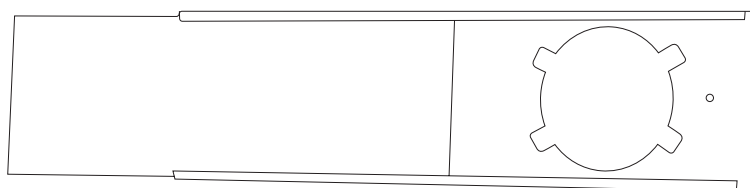
ASSEMBLY OF EXHAUST HOSE, HOSE INLET, HOSE OUTLET AND WINDOW SLIDER

- Press one end of the exhaust hose into the hose outlet which automatically clamps by the three plastic buckles. Lift buckles to remove.
- Press the other end of the exhaust hose into the hose inlet which automatically clamps by the three plastic buckles. Lift buckles to remove.
- Install the hose outlet into the window slider by lining up the 4 plastic buckles with the cutouts in the window slider. Ensure the 4 plastic buckles are pushed all the way into the window slider to ensure a firm fit. Press buckles to remove from window slider.
- Install the hose inlet into the appliance by pushing into the lower groove of the air outlet on the unit while the hook on the hose inlet is aligned with the hole seat of the air outlet. Lift hose inlet upwards to remove. See sketches on right.
- When mounting try and keep the air exhaust hose horizontal and do not extend its length by attaching it to another hose as this reduces the cooling capacity of the appliance.
- Place the hose outlet to the nearest window. The length of the air exhaust hose is between 330mm-1450mm approx. Use the minimum length when working and keep it as straight as possible.

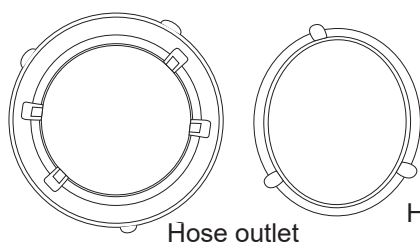


Installation of hose inlet into appliance

Window Slider



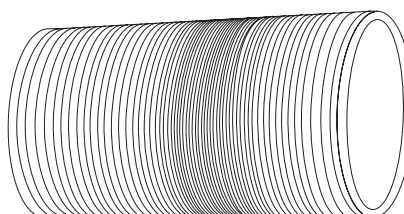
Use bolt to fasten 2 parts of the window slider once they are adjusted to the proper length



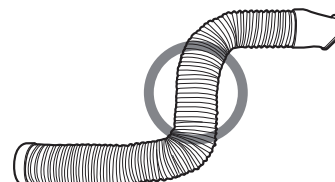
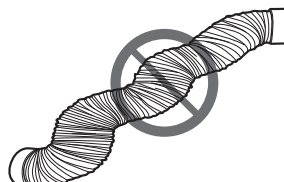
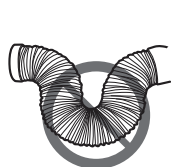
Hose outlet

Hose inlet

Hose



Do not overextend

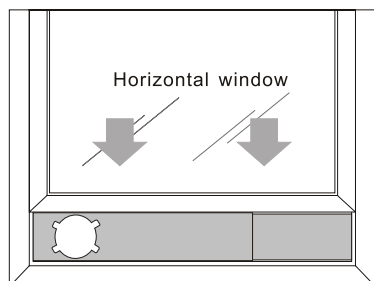


Window Slider Installation

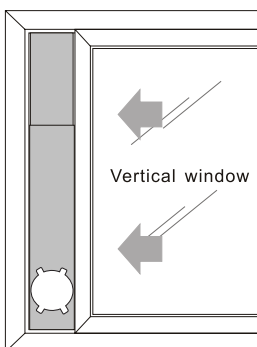
The window slider has been designed to fit most standard “vertical” and “horizontal” window applications. It may be necessary for you to improvise/modify some aspects of the installation procedures for certain types of windows.

Some window types may require the use of cardboard or plastic fillers and and/or duct tape to install. Additional complete window kits may be purchased from POLO to enable pre-installation in windows in other rooms. Window sliders may be cut to length to fit different size windows.

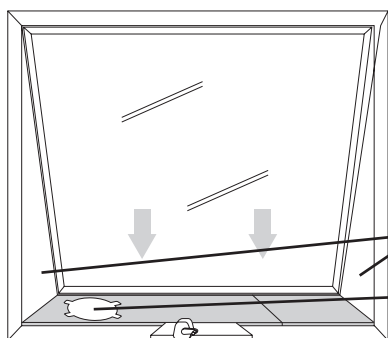
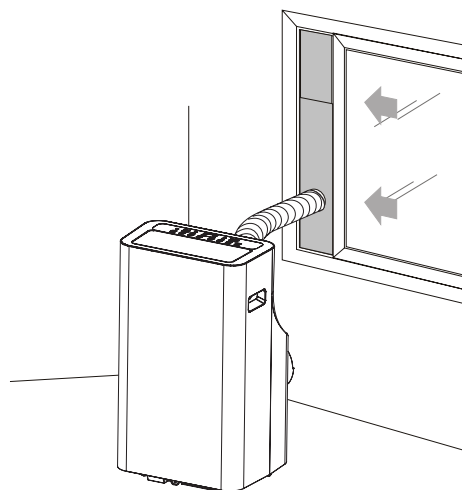
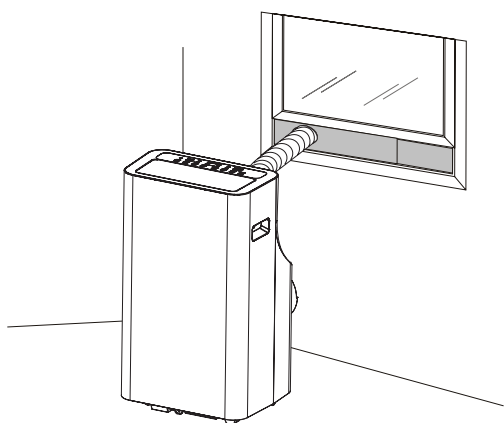
Please refer to illustration for minimum and maximum window openings.



Window slider length
Min. 67.5 cm
Max. 123 cm (to last securing hole)



Window slider length
Min. 67.5 cm
Max. 123 cm (to last securing hole)

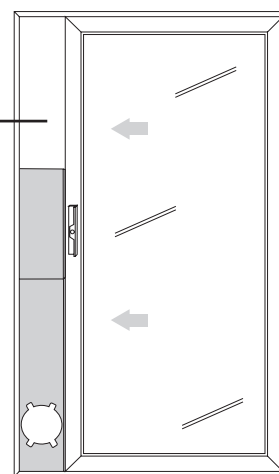


Window slider length
Min. 67.5cm
Max. 123cm

Gaps can be sealed using cardboard or plastic and duct tape or foam seals.

Hose inlet must be right way around to ensure window is hard up against slider

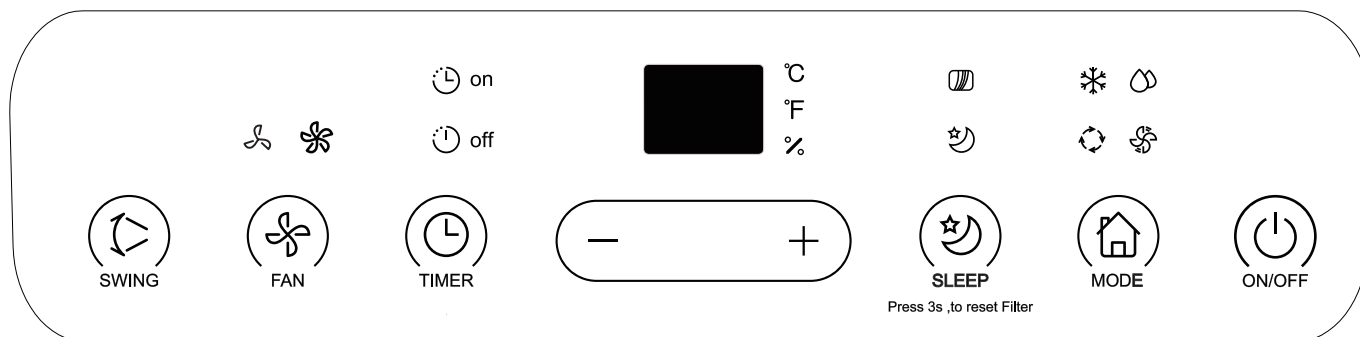
Standard door height 210cm.
Gap can be sealed using cardboard and duct tape.
Additional window sliders can also be purchased to fill this gap.



Window (Door) slider height
Max. 123cm

Operating Instructions

Control Panel Features



SWING button

Used to initiate the Auto swing feature. When the operation is ON, press the SWING button can stop the louver at the desired angle.



FAN BUTTON

Control the fan speed. Press to select the fan speed in three steps - LOW, HIGH and AUTO. The fan speed indicator light illuminates under different fan settings except AUTO speed. When select AUTO fan speed, all the fan indicator lights turn dark.



TIMER button

Used to initiate the AUTO ON start time and AUTO OFF stop time program, in conjunction with the + & - buttons. The timer on/off indicator light illuminates under the timer on/off settings.



Press 3s to reset Filter

SLEEP(ECO)/FILTER button

Used to initiate the SLEEP/ECO operation. NOTE: After 250 hours of operation, the filter indicator light illuminates . This feature is a reminder to clean the Air Filter for more efficient operation. Press this button for 3 seconds to cancel the reminder.



MODE button

Selects the appropriate operating mode. Each time you press the button, a mode is selected in a sequence that goes from COOL, DRY, FAN & AUTO. The mode indicator light illuminates under the different mode settings.

NOTE: When setting AUTO, it may be AUTO fan or AUTO cooling. This depends on the room temperature and humidity.

If you decrease the setting temp by DOWN (-) button the AUTO fan may jump into AUTO cooling.

On dry mode, you can adjust the humidity between 35-85%.

In Auto Mode, fan speed is automatically adjusted according to the set temperature.



UP (+) and DOWN (-) buttons

Used to adjust (increasing/decreasing) temperature settings in 1°C/1°F(or 2°F) increments in a range of 17°C/62°F to 30°C/86°F(or 88°F) or the TIMER setting in a range of 0~24hrs or The humidity settings in a range of 35%RH(Relative Humidity) to 85%RH

(Relative Humidity) in 5% increments.

NOTE: The control is capable of displaying temperature in degrees Fahrenheit or degrees Celsius. To convert from one to the other, press and hold the Up and Down buttons at the same time for 3 seconds.



POWER button

Power switch on/off.

Operation Instructions

Press ON/OFF button to turn appliance on.

COOL Operation

- Press the "MODE" button until the "COOL" indicator light comes on.
- Press the ADJUST buttons "+" or "-" to select your desired room temperature. The temperature can be set within a range of 17°C~30°C.
- Press the "FAN SPEED" button to choose the fan speed.

DRY operation

- Press the "MODE" button until the "DRY" indicator light comes on.
- Under this mode, you cannot select a fan speed or adjust the temperature. The fan motor operates at LOW speed. Keep windows and doors closed for the best dehumidifying effect.
- Set the humidity level between 35-85% RH. Please install the rear exhaust hose for best dehumidification effect and connect to the window slider. However the unit can still be used without the rear exhaust hose if required.
- When you set the air conditioner in AUTO mode, it will automatically select cooling, or fan only operation depending on what temperature you have selected and the room temperature.
- The air conditioner will control room temperature automatically round the temperature point set by you.
- Under AUTO mode, you can not select the fan speed.

FAN operation

- Press the "MODE" button until the "FAN" indicator light comes on.
- Press the "FAN SPEED" button to choose the fan speed. The temperature can not be adjusted and room temperature is shown in the display.
- Do not install the exhaust hose.

TIMER operation

- When the unit is on, press the Timer button will initiate the Auto-off stop program, the TIMER OFF indicator light illuminates. Press the UP or down button to select the desired time. Press the TIMER button again within 5 seconds, the Auto-on start program is initiated. And the TIMER ON indicator light illuminates. Press the up or down button to select the desired Auto-on start time.
- When the unit is off, press the Timer button to initiate the Auto-on start program, press it again within five seconds will initiate the Auto-off stop program.
- Press or hold the UP or DOWN button to change the Auto time by 0.5 hour increments, up to 10 hours, then at 1 hour increments up to 24 hours. The control will count down the time remaining until start.
- The system will automatically revert back to display the previous temperature setting if there is no operation in a 5 seconds period.
- Turning the unit ON or OFF at any time or adjusting the timer setting to 0.0 will cancel the Auto Start/Stop timer program.
- When the malfunction occurs, the Auto Start/Stop timed program will also be cancelled.

SLEEP/ECO operation

- Press this button, the selected temperature will increase (cooling) by 1°C in 30 minutes. The temperature will then increase (cooling) by another 1°C after an additional 30 minutes. This new temperature will be maintained for 7 hours before it returns to the originally selected temperature. This ends the Sleep/Eco mode and the unit will continue to operate as originally programmed. NOTE: This feature is unavailable under FAN or DRY mode.

OTHER FEATURES

WAIT 3 MINUTES BEFORE RESUMING OPERATION. After the unit has stopped, it can not be restarted operation in the first 3 minutes. This is to protect the unit. Operation will automatically start after 3 minutes.

AIR FLOW DIRECTION ADJUSTMENT

The louver can be adjusted automatically. Adjust the air flow direction automatically:

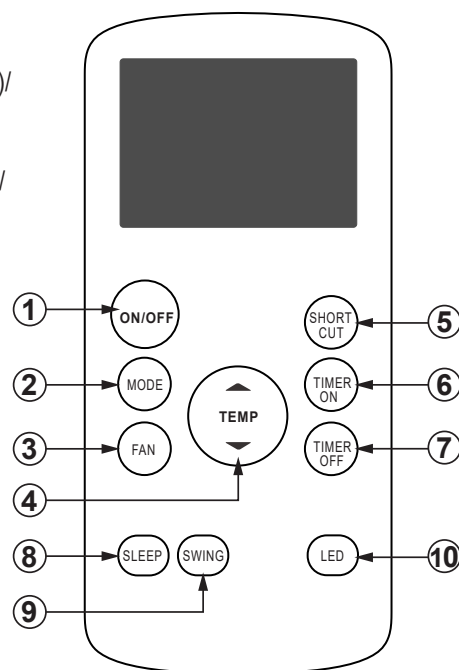
- When the Power is ON, the louver opens fully.
- Press the SWING button on the panel or remote controller to initiate the Auto swing feature. The louver will swing up and down automatically.
- Please do not adjust the louver manually.

NOTE: Only one mode of operation is available at any time.

Operating from the Remote Control

Description of the Remote Control

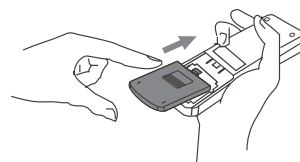
1. ON/OFF button – press this button to switch the appliance ON/OFF
2. Mode indicator – Press this button to select modes of Auto/Cool/Dry (dehumidify)/ Fan
3. Fan button – Press mode button to select FAN mode. As button is pressed LOW/ HIGH/AUTO fan speeds are selected
4. Temperature button – Press symbol ▲ Increase by 1°C
Press symbol ▼ decrease by 1°C
5. Short Cut – sets and activates your favourite pre-settings
6. Timer ON – Sets timer to turn unit on
7. Timer OFF – Sets timer to turn unit off
8. Sleep – saves energy during sleeping hours
9. Swing – Starts and stops top horizontal louvre movement up and down automatically
10. LED – Turns units LED light display on the control panel on and off. Useful to help sleeping if you are sensitive to light.



INSERTING OR REPLACING THE BATTERIES

- Slide and remove the cover on the rear of the remote control;
- Insert two “AAA” 1.5V batteries in the correct position (see instructions inside the battery compartment);
- Replace the cover

If the remote control is not used for long periods, remove the batteries.



CORRECT USE

- The remote control must be used within 8 metres of the unit
- The unit will beep when remote signal is received
- Curtains, other materials and direct sunlight can interfere with the infrared signal receiver

Remote Control Functions

ON / OFF Button

Press the ON/OFF orange button to turn the unit ON or OFF. The unit will beep when the remote signal is received. ① will appear in remote display when the unit is ON.



SETTING TEMPERATURE

The operating temperature range for the unit is 17-30°C

You can increase or decrease the set temperature in 1°C increments

MODE

Displays the current Mode (Auto / Cool / Dry / Fan)

AUTO OPERATION

In **AUTO** mode, the unit will automatically select the COOL, FAN or DRY mode based on the set temperature.

1. Press the **MODE** button to select Auto mode.
2. Set your desired temperature using the Temp ▲ or Temp ▼ button.
3. Press the **ON/OFF** button to start the unit.

NOTE: *FAN SPEED can't be set in Auto mode.*

COOL OPERATION

1. Press the **MODE** button to select **COOL** mode.
2. Set your desired temperature using the Temp ▲ or Temp ▼ button.
3. Press the **FAN** button to select the fan speed: LOW, HIGH, or AUTO.

The first two fan speeds are indicated by increasing number of arrows in the display eg low >>> high >>>>> The third setting >>>>>>> does not change the fan speed

AUTO is marked after the third setting – the unit automatically selects the fan speed based on the set temperature

4. Press the **ON/OFF** button to start the unit.

DRY (Dehumidifying) OPERATION

1. Press the **MODE** button to select **DRY** mode.
2. Set your desired temperature using the Temp ▲ or Temp ▼ button.
3. Press the **ON/OFF** button to start the unit.

NOTE: *FAN SPEED can't be changed in Dry mode.*

FAN OPERATION

1. Press the **MODE** button to select **FAN** mode.
2. Press **FAN** button to select the fan speed: LOW, HIGH, or AUTO.

The first two fan speeds are indicated by increasing number of arrows in the display eg low >>> high >>>>> The third setting >>>>>>> does not change the fan speed

AUTO is marked after the third setting – the unit automatically selects the fan speed

3. Press the **ON/OFF** button to start the unit.

NOTE: *You can't set temperature in FAN mode. As a result, your remote control's LCD screen will not display temperature.*

Setting the Timer

SETTING THE TIMER FUNCTION

Your air conditioning unit has two timer-related functions:

- **TIMER ON** - sets the amount of timer after which the unit will automatically turn on.
- **TIMER OFF** - sets the amount of time after which the unit will automatically turn off.

TIMER ON function

The **TIMER ON** function allows you to set a period of time after which the unit will automatically turn on, such as when you come home from work.

1. Press the **TIMER ON** button. By default, the last time period that you set and an "h" (indicating hours) will appear on the display.
Note: This number indicates the amount of time after the current time that you want the unit to turn on. For example, if you set **TIMER ON** for 2 hours, "2.0h" will appear on the screen, and the unit will turn on after 2 hours.
2. Press the **TIMER ON** button repeatedly to set the time when you want the unit to turn on.
3. Wait 2 seconds, then the **TIMER ON** function will be activated. The digital display on your remote control will then return to the temperature display.

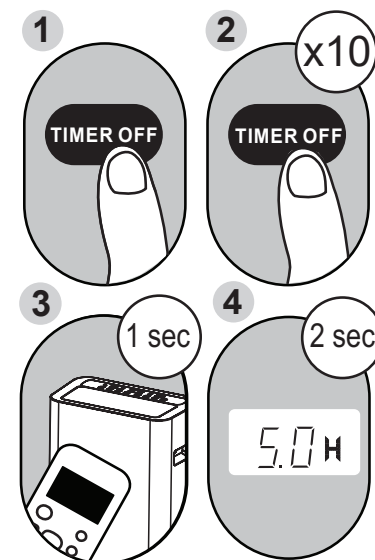
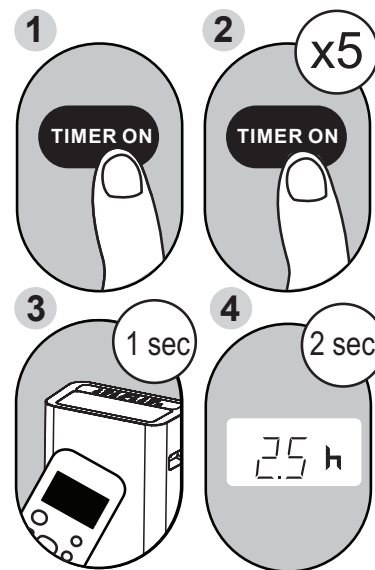
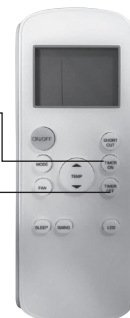
TIMER OFF function

The **TIMER OFF** function allows you to set a period of time after which the unit will automatically turn off, such as when you wake up.

1. Press the **TIMER OFF** button. By default, the last time period that you set and an "h" (indicating hours) will appear on the display.
Note: This number indicates the amount of time after the current time that you want the unit to turn off. For example, if you set **TIMER OFF** for 2 hours, "2.0h" will appear on the screen, and the unit will turn off after 2 hours.
2. Press the **TIMER OFF** button repeatedly to set the time when you want the unit to turn off.
3. Wait 2 seconds, then the **TIMER OFF** function will be activated. The digital display on your remote control will then return to the temperature display.

NOTE: When setting the **TIMER ON** or **TIMER OFF** functions, up to 10 hours, the time will increase in 30 minute increments with each press. After 10 hours and up to 24, it will increase in 1 hour increments. The timer will revert to zero after 24 hours. You can turn off either function by setting its timer to "0.0h".

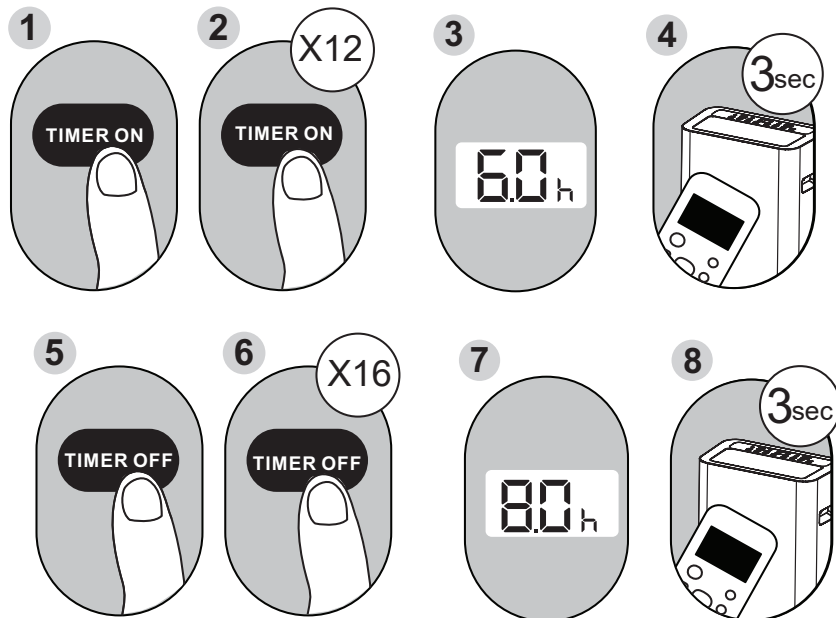
Continue to press **TIMER ON** or **TIMER OFF** until desired time is reached.



SETTING BOTH TIMER ON AND TIMER OFF AT THE SAME TIME

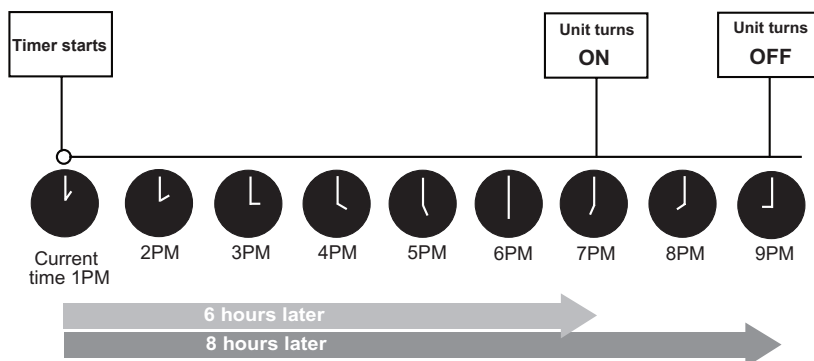
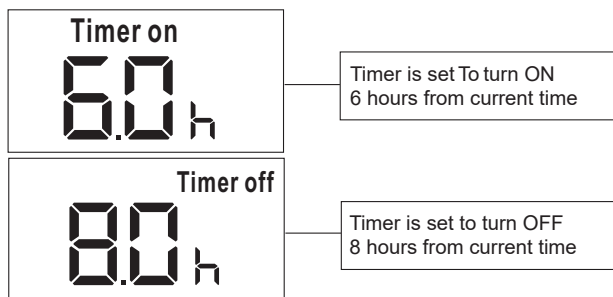
Keep in mind that the time periods you set for both functions refer to hours after the current time. For example, say that the current time is 1:00 PM, and you want the unit to turn on automatically at 7:00 PM. You want it to operate for 2 hours, then automatically turn off at 9:00 PM.

Do the following:



Example: Setting the unit to turn on after 6 hours, operate for 2 hours, then turn off (see the figure below)

Your remote display



Advanced Functions

HOW TO USE THE ADVANCED FUNCTIONS

SLEEP Function

The **SLEEP** function is used to decrease energy use while you sleep (and don't need the same temperature settings to stay comfortable). This function can only be activated via remote control.

Note: The SLEEP function is not available in FAN or DRY mode.



SWING Function

Used to stop or start louvre movement and set the desired up/down air flow direction. The louvre changes 6 degrees in angle for each press (some models without). If you continue pushing more than 2 seconds, the louvre auto swing feature is activated.



SHORTCUT Function

Used to restore the current settings or resume previous settings.

Push this button when remote controller is on, the system will automatically revert back to the previous settings including operating mode, setting temperature, fan speed level and sleep feature (if activated).

If pushing more than 2 seconds, the system will automatically restore the current operation settings including operating mode, setting temperature, fan speed level and sleep feature (if activated).



Wireless Operation

Visit your device app store (iOS or Android) to download the NetHome Plus APP. Once installed follow the procedure below to pair the device with your appliance.

- Please ensure your mobile device is connected to Wireless router. Also, the Wireless router has already connected to Internet before doing user registration and network configuration.
- Make sure your mobile device has already been connected to the Wireless network which you want to use. Also, you need to forget other irrelevant Wireless network in case it influences your configuration process.

Once connected you can fully control your appliance.

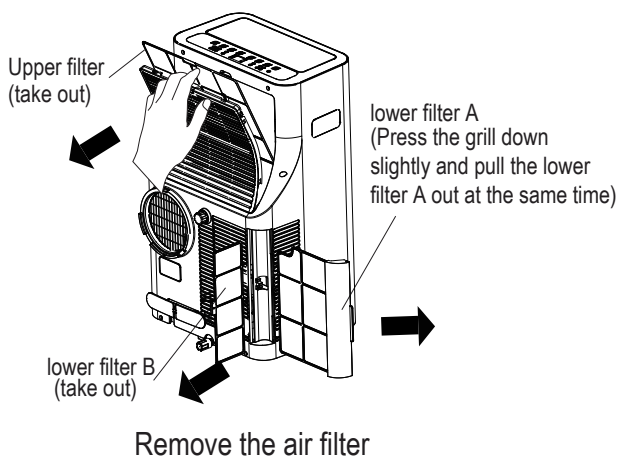
For further details, refer to the Wireless Operation Manual. A copy of the manual may be downloaded from the POLO COOL website: <http://www.mypolo.com.au/downloads/>

Maintenance

Safety Precautions

- Always unplug the unit before cleaning or servicing.
- DO NOT use flammable liquids or chemicals to clean the unit.
- DO NOT wash the unit under running water. Doing so causes electrical danger.
- DO NOT operate the machine if the power supply was damaged during cleaning. A damaged power cord must be replaced with a new cord from the manufacturer.

Air Filter Cleaning



CAUTION

DO NOT operate the unit without filter because dirt and lint will clog it and reduce performance.

Maintenance Tips

- Be sure to clean the air filter every 2 weeks for optimal performance.
- The water collection tray should be drained immediately after P1 error occurs, and before storage to prevent mold.
- In households with animals, you will have to periodically wipe down the grill to prevent blocked airflow due to animal hair.

Unit Cleaning

Clean the unit using a damp, lint-free cloth and mild detergent. Dry the unit with a dry, lint-free cloth.

Store the unit when not in use

- Drain the unit's water collection tray according to the instructions in the following section.
- Run the appliance on FAN mode for 12 hours in a warm room to dry it and prevent mold.
- Turn off the appliance and unplug it.
- Clean the air filter according to the instructions in the previous section. Reinstall the clean, dry filter before storing.
- Remove the batteries from the remote control.

NOTE: Be sure to store the unit in a cool, dark place. Exposure to direct sunshine or extreme heat can shorten the lifespan of the unit.

NOTE: The cabinet and front may be dusted with an oil-free cloth or washed with a cloth dampened in a solution of warm water and mild liquid dishwashing detergent. Rinse and thoroughly wipe dry. Never use harsh cleansers, wax or polish on the cabinet front. Be sure to wring excess water from the cloth before wiping around the controls. Excess water in or around the controls may cause damage to the unit.

Self Diagnosis

LED display

Shows the set temperature in °C or °F and the Auto-timer settings and the humidity settings (only for models with humidity sensor). While on DRY and FAN modes, it shows the room temperature. Shows Error codes and protection code:

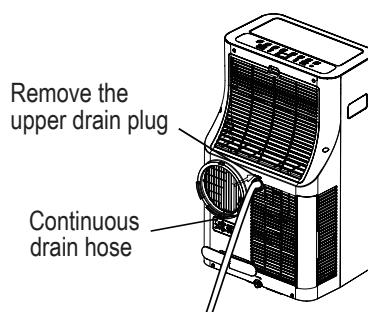
- E1 - Room temperature sensor error.
- E2 - Evaporator temperature sensor error.
- E3 - Condenser temperature sensor error (on some models).
- E4 - Display panel communication error.
- P1 - Bottom tray is full. Connect the drain hose and drain the collected water away. If protection repeats, call for service.

Note: When one of the above malfunctions occurs, turn off the unit, and check for any obstructions. Restart the unit, if the malfunction is still present, turn off the unit and unplug the power cord. Contact POLO on 1300 555 545.

Water Drainage Method

Water Drainage - continuous

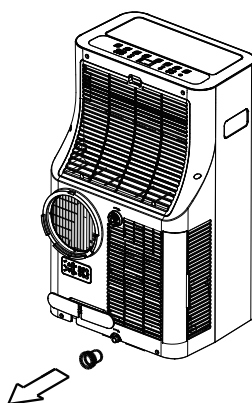
- During dehumidifying modes, remove the upper drain plug from the back of the unit and securely attached the drain hose to the hole so there are no leaks.



Water Drainage when bottom tray / tank fill

- When the water level of the bottom tray reaches a predetermined level, the unit beeps 8 times, the digital display area shows "P1". At this time the air conditioning / dehumidification process will immediately stop. However, the fan motor will continue to operate (this is normal). Carefully move the unit to a drain location, remove the bottom drain plug and let the water drain away. Reinstall the bottom drain plug and restart the machine until the "P1" symbol disappears. If the error repeats, call for a service.

Note: Be sure to reinstall the bottom drain plug to prevent leakage before using the unit.



Troubleshooting

Please check the machine according to the following form before asking for maintenance:

PROBLEM	POSSIBLE CAUSE	TROUBLESHOOTING
Unit does not turn on when pressing ON/OFF button	P1 Error Code	The Water Collection Tray is full. Turn off the unit, drain the water from the Water Collection Tray and restart the unit.
	In COOL mode: room temperature is lower than the set temperature	Reduce the temperature set point to lower value.
Unit does not cool well	The air filter is blocked with dust or animal hair	Turn off the unit and clean the filter according to instructions
	Exhaust hose is not connected or is blocked	Turn off the unit, disconnect the hose, check for blockage and reconnect the hose
	The unit is low on refrigerant	Call a service technician to inspect the unit and top off refrigerant
	Temperature setting is too high	Reduce the temperature set point to lower value
	The windows and doors in the room are open	Make sure all windows and doors are closed to reduce ventilation
	The room area is too large	Double-check the cooling area
	There are heat sources inside the room	Remove the heat sources if possible
The unit is noisy and vibrates too much	The ground is not level	Place the unit on a flat, level surface
	The air filter is blocked with dust or animal hair	Turn off the unit and clean the filter according to instructions
The unit makes a gurgling sound	This sound is caused by the flow of refrigerant inside the unit	This is normal
E1-E4 or P1 appears on the LED display	See self-diagnosis section on page 27	

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
	POLO Portable Air Conditioning ⁽¹⁾	3 Years	N/A
	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" on page 33;
 - 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 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.

Rinnai Australia Pty Ltd

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82-88 Mills Road, Braeside, Victoria, 3175
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 higher from mobile or public phones.
(National calls from public phones in Australia are free.)*

www.mypolo.com.au

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 every 2 years.

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