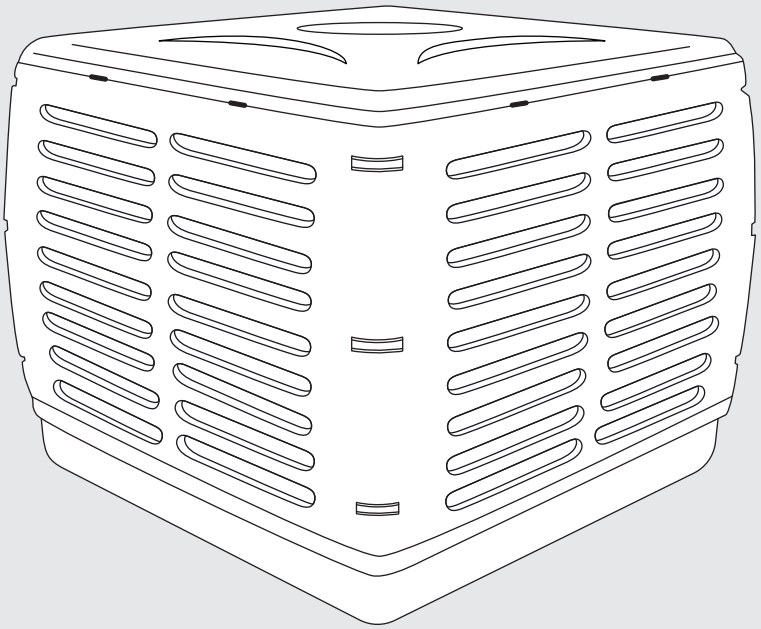
Models:

B50BAL (Charcoal)
B70BAL (Charcoal)



Balaero Evaporative Coolers (BAL)

Operation Manual

brivis by Rinnai

Rinnai

This appliance must be installed in accordance with:

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

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

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

TABLE OF CONTENTS

WARNINGS AND IMPORTANT INFORMATION

IMPORTANT

READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.

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

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

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

SHALL / MUST / IMPORTANT: **INDICATES A MANDATORY REQUIREMENT OF THIS MANUAL.**

SHOULD: **INDICATES A RECOMMENDED REQUIREMENT OF THIS MANUAL.**

Any deviations from these instructions may, at the discretion of Rinnai, void the warranty. As a result, the customer and/or installer may be charged a fee for product non-warranty related call outs. Also, note that failure to comply with these instructions may preclude Rinnai from being able to service the unit.

DISCLAIMER: **This document is a guide only. Laws, regulations and industry standards can vary between States and Territories.**

Accordingly, this guide MUST be read in conjunction with, and subject to, all laws, regulations and industry standards applicable in the State or Territory in which the products are installed.

You MUST ensure that the installation of the products will comply with those laws, regulations and standards, and that the products recommended to customers are fit for the purpose for which they are intended.

WARNING

REGULATORY / INSTALLATION / SAFETY

This appliance **SHALL** be installed in accordance with:

Manufacturer's Installation Instructions.

Current AS/NZS 3000 (electrical codes).

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

Local water authority regulations

Duct fixing regulations, EPA guidelines and HB276-2004 "A Guide to Good Practice"

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

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

DO NOT place any 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

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.

IMPORTANT

MODELS COVERED IN THIS MANUAL

B50BAL	The BAL50 and BAL70 coolers are certified to BAL 12.5 from factory, no additional accessories are required. They may be installed in areas designated up to BAL 12.5.
B70BAL	

CLEARANCES

ROOF MOUNTED EVAPORATIVE COOLER POSITIONING

The cooler must be installed in a position that allows for optimal performance and adequate and safe access for service, as per installation guidelines and any applicable regulations.

Extra service charges may apply for the cost of any equipment or additional labour involved in accessing the cooler if these guidelines are not met.

These extra charges apply to both product warranty claims, general repairs and service maintenance calls.

REQUIRED CLEARANCES	
Low Profile Units (Slopping Base)	1m on three (3) sides (front and two sides)
Traditional Units (Flat Base)	1m on all four (4) sides

INSPECTION

This appliance has been inspected and tested at the time of manufacture and packaging, and was 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/or electrical supply it is intended to be connected to. Immediately report to supplier any discrepancies or damage.

For safety, appliances that may be damaged or incorrect must not be installed or operated under any circumstances. No responsibility will be accepted for installation or operation of damaged or incorrect appliances. Installation of damaged or incorrect appliances may also contravene local regulations.

EVAPORATIVE COOLER OPERATION

INTRODUCTION

Congratulations on your purchase of a Rinnai Cooling system. For you to achieve the performance and efficiency expected from your new cooler, please ensure the installer is a qualified trades person, that the installer has commissioned the unit before you commence operating, and you take the time to read the contents of this manual.

In some Australian States it is mandatory that your cooler installation is issued with a certificate of compliance to guarantee the installation workmanship. Please check with your installer or the local plumbing authority or association. The Rinnai cooler is covered by the product warranty as outlined in this manual.

HOW DOES YOUR EVAPORATIVE COOLING WORK?

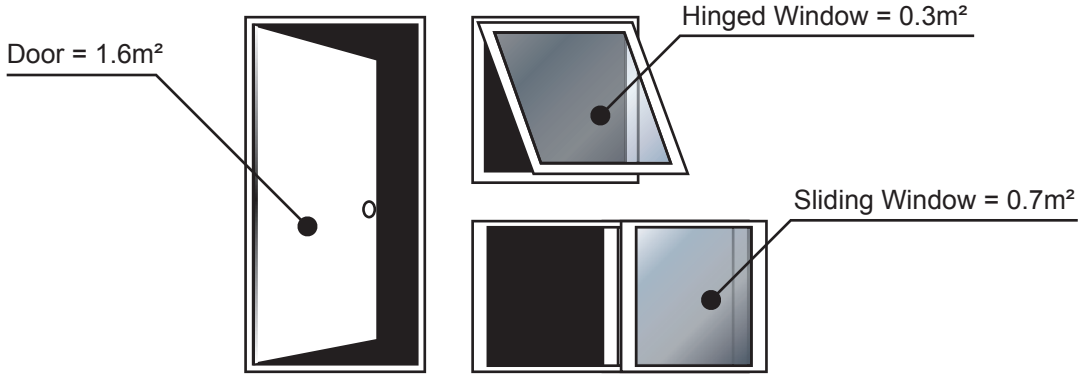
The amount of cooling available from any type of cooling system is dependent on the outside weather conditions. Your evaporative cooler works best on hot, dry days. It is essential to provide the required amount of ventilation (for your evaporative cooling system to function properly) by opening windows/doors whenever the cooler is operating. Air is drawn in through the filter pads resulting in 100% fresh cool air entering the home. The movement of this cooled air through your home will draw the heat out of the house, so be sure that doors or windows are open to expel this heat to outside.

Whenever possible start the cooler early to prevent the build up of heat within the house, and on sultry or humid days your cooler may work better with the fan **ONLY** running and the pump turned OFF. Stale air, cigarette smoke and fumes can be quickly cleared and replaced with fresh air by turning the fan to manual mode.

BEFORE OPERATING YOUR EVAPORATIVE COOLER

Make sure enough window and/or door area is open for the unit to work correctly. The following table gives a guide to the amount of open area required for each model in m², and also gives suggestions on how to provide this.

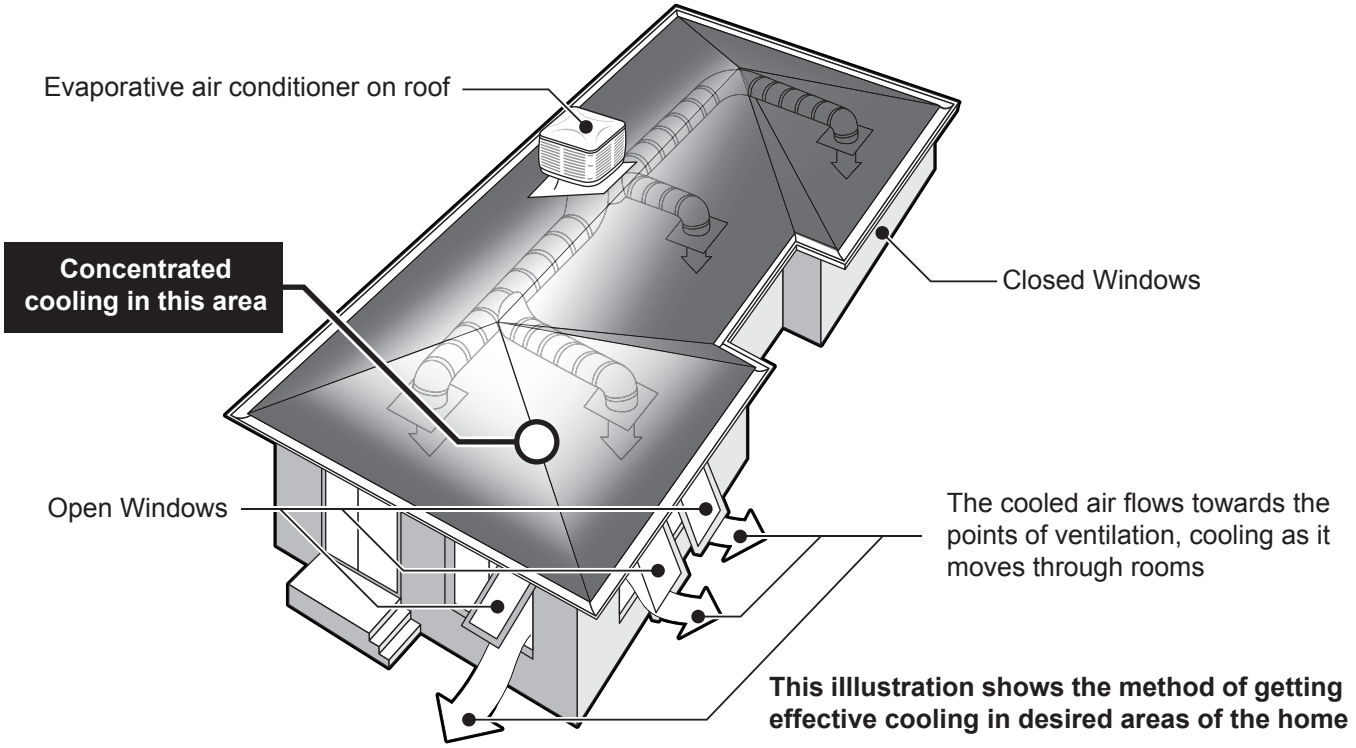
Model	Number of average size windows & doors *(suggestive only)*	Highest Fan Setting	Lowest Fan Setting
B50BAL	One door and a hinged window	1.9 m²	1.1 m²
B70BAL	Three sliding windows or one door & two hinged windows	2.3 m²	1.4 m²



Average ventilation area provided by various openings when fully opened.

NOTE **You can also choose to have these openings only halfway open, however note that the opening will only provide half the amount of ventilation shown above and additional ventilation openings would be required..**

To cool your whole house, you need windows and / or doors open throughout the house. If you wish to concentrate your cooling to a select area, simply concentrate all the required ventilation in the targeted area (see below).



This illlustration shows the method of getting effective cooling in desired areas of the home

NOTE **On hot, windy days, ensure that the windows and /or doors open for ventilation are on the sheltered side of the house.**

THE AIR SMELLS A LITTLE DIFFERENT. WHY?

New Cooling pads can give off a mild odour while they are settling in. This is quite normal, it will dissipate quickly as the new pad is constantly flushed during use.

START UP

When the cooling is first turned ON, there will normally be a delay before the cool air is delivered from the duct outlets. The delay time allows water to fill the Cooler's tank and/or Pre-wet the filter pads. The entire process can take up to 8 minutes before cool air is expected from the duct outlets.

SHUT DOWN

There is a time delay of 8 hours to empty the water from the Cooler's tank and clean it after the unit has turned OFF at the end of use.

ON HUMID DAYS

On days of high humidity your evaporative cooler works best with the fan on high and perhaps the pump switch turned off. If moisture is building up on tiled or hard surface areas, ensure that airflow from the outlets is directed across the ceiling rather than down towards the floor. Also ensure that you have enough windows and/or doors open.

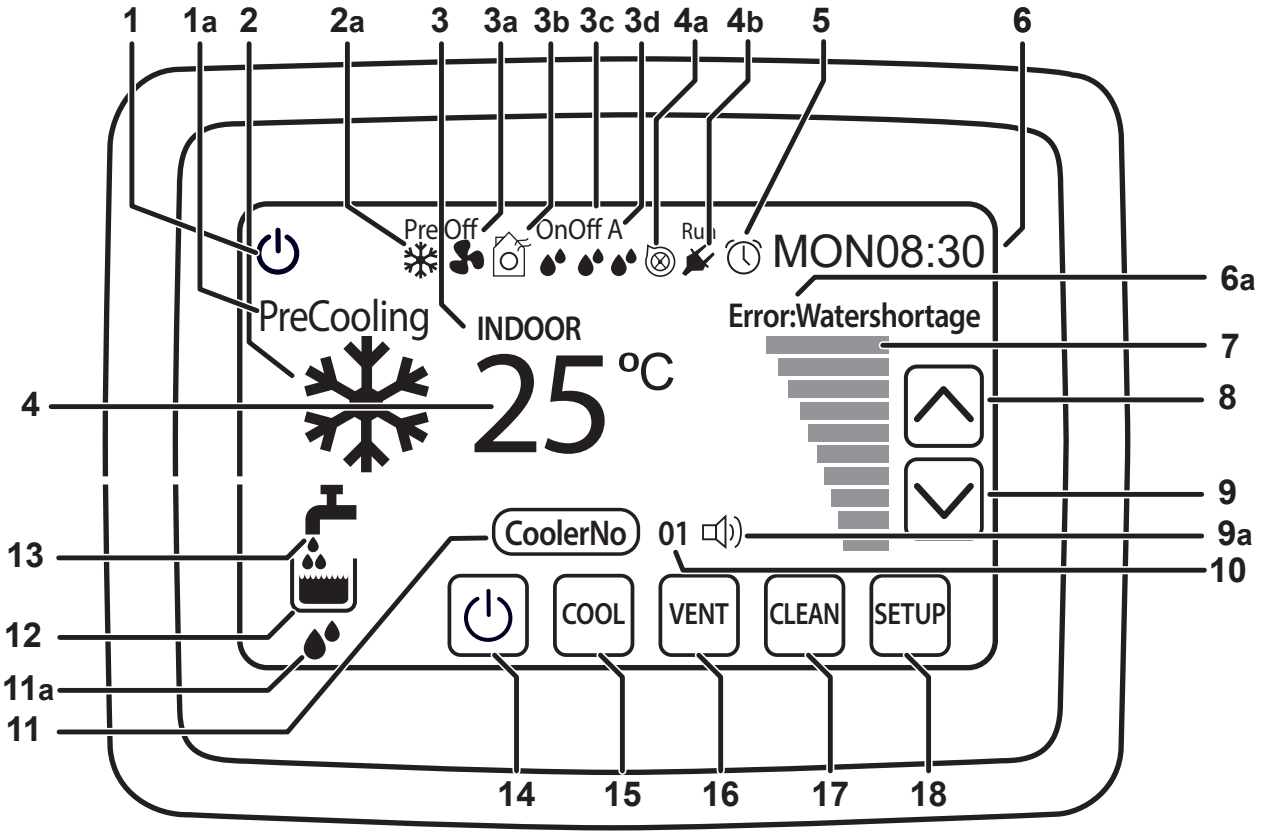
To activate the fan only, use "Vent Mode"

CEILING VENTS

Vents should be set up so the air is directed across the ceiling. However they should not be restrictive and the vents should also be directed to disperse air evenly around the room depending on the location of the vent.

WALL CONTROL OPERATION

ABOUT YOUR WALL CONTROL



1. **Status**
   Indicates current status mode

1a. **Pre-Cooling**
   Will flash if the unit is in pre-cool mode.

2. **Cooling Icon**
   Displays when the unit is in cool mode.

2a. **Pre-Cooling**
   Will flash if the unit is in pre-cool mode.

3. **Indoor**

3a. **Vent when cooling ON/OFF**
   Selects Vent Mode (Fan only operation).

3b. **Exhaust**
   Activates exhaust function to expel air

3c. **Clean when cooling is turned ON/OFF (Factory Default – OFF)**
   Setting OFF – Clean function will activate when the unit is turned OFF
   Setting ON – Clean function will activate when the unit is turned ON.

3d. **Auto Clean**
   Selects Auto Clean Mode

4. **Current Temperate**
   Displays the temperature in the conditioned space.

4a. **Enforce pump to operate**
   Shows when pump is activated.

4b. **Memory Function after power-off**
   Remembers previous setting before powering off

5. **Timer**
   Selects the Timer setting function(s).
6. **Current Time**
   Displays the current time.

6a. **Error/Failure**
   Displays when an error has occurred

7. **Fan Speed Icon**
   Displays the fan status, either on or off.
8. **Up button**
   This button is used to increase settings.
9. **Down Button**
   This button is used to decrease settings.

9a. **Single control**

10. **No. (Number)**
    Displays the Function or Cooler Number.
11. **Cooler No.**
    Check running status of specific cooler in the group control
12. **Water Level Indicator**
    Shows the water level in the tank. Will not appear when there is no water in tank.
13. **Water Inlet**
    Is displayed when the water-inlet solenoid valve opens.
14. **ON/OFF Button**
    Pressing the ON/OFF button will turn the evaporative cooler ON or OFF.
15. **COOL**
    Selects Cool Mode
16. **VENT**
    Selects Vent Mode (Fan only operation).
17. **CLEAN**
    Selects Clean Mode.
18. **SETUP**
    Use during timer setup.

NOTE **SETUP button is used to access installation specific parameters. Access to this is not required during day to day operation.**

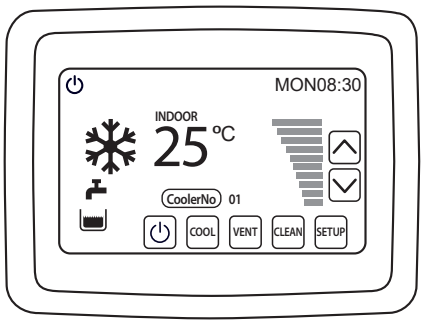
NOTE **This wall control uses a back lit LCD. The back light automatically switches off if there has been no button activity for 30 seconds. The back light will come on with any button push.**

WALL CONTROL POWER

The controller screen will automatically power down and turn off after 30 seconds of no operation. Touching any part of the screen after the screen saver interface or backlight has turned off will restore the backlight first without performing any operation. This means the controller is activated. The following operations are all performed when the controller is activated.

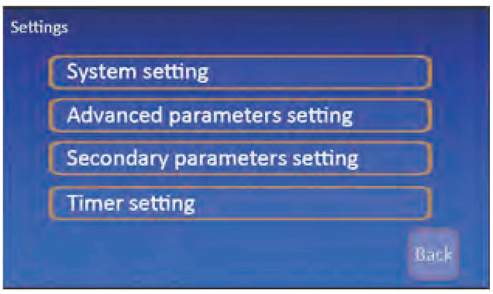
SYSTEM SETTINGS

Controller



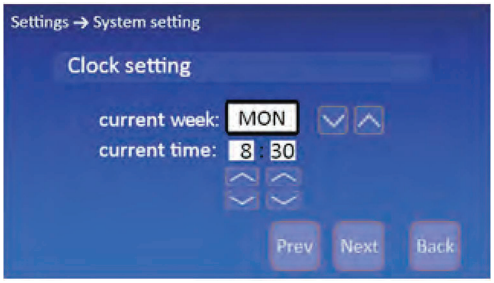
Home Screen – The "Home Screen" is displayed as shown below when the controller is powered.

Settings



From the "Home Screen" when the system is OFF press "*SETUP*" and the *"Settings"* screen will display as shown above.

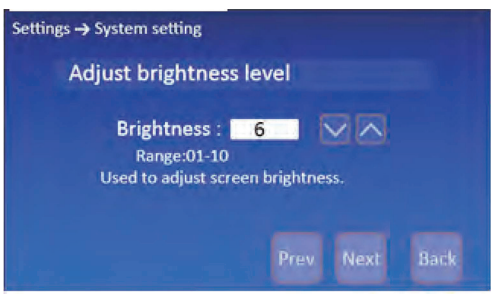
Clock Setting – On the *"Settings"* screen, press "*System setting*" to display Clock setting as shown below.



Note: Time is displayed in a 24hr period only

Press "^ v" on the right of "*current week*" to adjust the day; press "^ v" under "*current time*" to adjust hour and minute. After setting the day and time, press "*Back*" to home screen or press "*Next*" to adjust other settings.

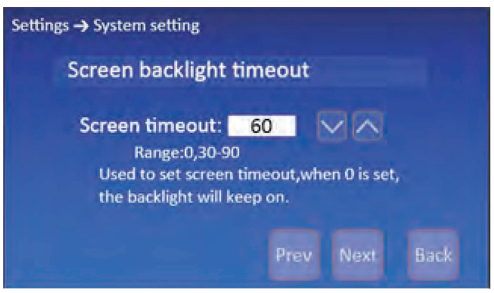
Adjust brightness level – To adjust the brightness level of the controller do the following: From the *"Home Screen"* press *"SETUP"* then press *"System Settings"*. Press *"NEXT"* until the below screen appears.



Press "^ v" to adjust the brightness level; after setting, press "*Back*" to home screen or press *"Prev"* *"Next"* to adjust other settings.

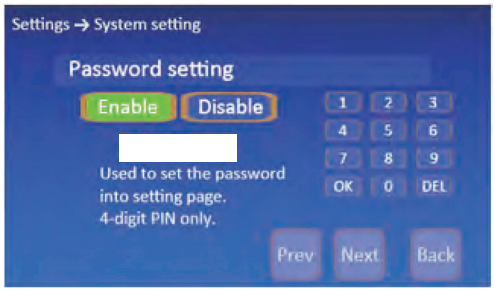
Screen backlight timeout setting – To change the backlight timeout period do the following:

From the "*Home Screen*", press "*SETUP*"--> "*System setting*" and then press "*Next*" until "Screen backlight time out" shows as below.



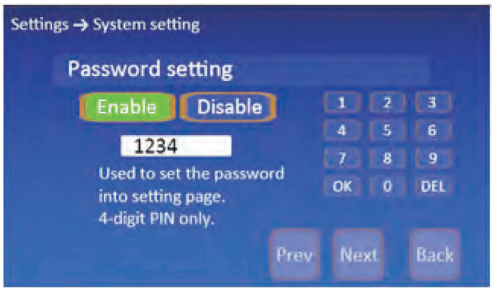
Press "^ v" to adjust the screen backlight time out; after setting, press "*Back*" to home screen or press "*Prev*" "*Next*" to make changes to other settings.

Password setting – Factory default: password disabled. To setup a Password or PIN to access "System setting" do the following steps. From the "Home Screen", press "*SETUP*"--> "*System setting*" and then press "*Next*" until "*Password setting*" displays as shown below.



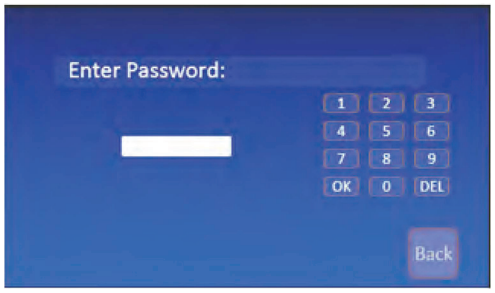
Immediately, press "*Enable*" and enter a 4 digit PIN, then press "*OK*" to confirm the PIN setting.

Once enabled, this will prevent access to "System setting" only with the correct PIN. All other Cooler operational functions may be modified with a PIN on the "Home Screen".



After setting the access PIN, press "*Back*" to return to the "Home Screen".

To access the system from the "Home Screen" press "*SETUP*" to enter the "*Enter Password*" screen popup as shown below. Enter the 4 digit PIN and press "OK" to return to the "Home Screen".



OPERATING MODES

ON/OFF – When the controller is powered, the welcome screen will appear first with a buzzing alarm and then the "Home Screen" as shown below.

When operating, press ON/OFF, the cooler will stop to OFF mode.

Note: when the cooler is in OFF mode or running, clean function is available.

When in OFF mode, press ON/OFF, the cooler will run at the same mode and speed as it finally shuts down. For the initial power on, the cooler runs in cool mode and speed 06 with screen displayed as below.

Switch between COOL and VENT.

In *"COOL"* mode, the fan and pump run and tank water level is maintained. In *"VENT"* mode, the fan will operate and the water circulation pump will turn off. No cooling of outside air will occur while operating in *"VENT"* mode. Change from *"COOL"* mode to *"VENT"* mode by pressing "*VENT*" to switch.

Change from *"VENT"* mode to *"COOL"* mode by pressing "*COOL*" to switch.

Airflow adjustment – Increase or decrease the airflow by pressing "^" "V" when the cooler is running.

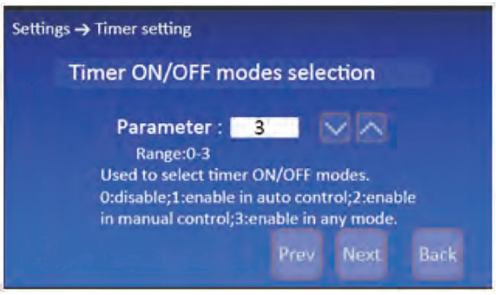
Level 10 fan speed - High

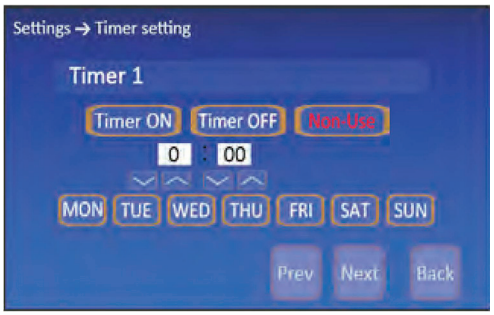
Level 1 fan speed - Low

Clean function – When the cooler is running or in OFF mode, press "*CLEAN*" to start the clean function. The cooler will empty the tank water and begin to self clean. To stop the cleaning process, press *"CLEAN"*. This may be automated through the *"Secondary parameters setting"* to occur every time the cooler is turned OFF.

Timer ON/OFF – The cooler may be set to turn ON/OFF at a preset time of day. Up to eight ON/OFF timers may be programmed. To access *"Timer setting"*, press *"SETUP"*, then press *"Timer setting"*. Parameter 1 is not an option, select either 0, 2, or 3. Once the parameter number has been selected press *"Next"* to advance to the timer ON/OFF settings.

Below is an example of a Timer input screen, more detail relating to this screen may be found below.





"*Timer 1*" represents the first available timer task that may be modified. To select *"Timer 2"*, *"Timer 3"*, up to *"Timer 8"*, press *"Next"* or *"Prev"* to access the previous timer setting.

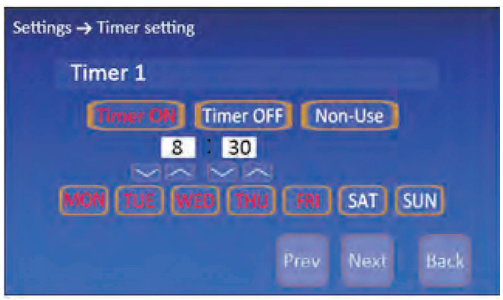
For *"Timer ON"*, *"Timer OFF"*, and *"Non Use"* the option highlighted RED is the selected option, in the example above it is *"Non Use"*.

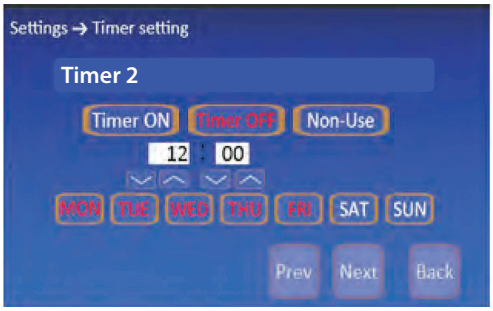
Note: The fan speed may only be adjusted from the *"Home Screen"* while the cooler is running. For *"Timer ON"* the initial start-up fan speed will be the last speed setting the cooler operated on.

The hour and minute can be adjusted by pressing "^" and "v", "0:00" shows the current timing time.

Note: Time is displayed in a 24hr period only.

Press "*MON*" "*TUE*" up to "*SUN*" to activate the timer on some certain day(s), red indicating the selected days. Press *"Back"* to save your changes and return to the *"Home Screen"*.





Example: Program the cooler to turn ON at 8:30 on Monday through to Friday. Press *"Next"* to access the next *"Timer setting"*.

Program the cooler to turn OFF at 12:00 on Monday through to Friday, press *"Back"* to save your changes and return to the *"Home Screen"*.

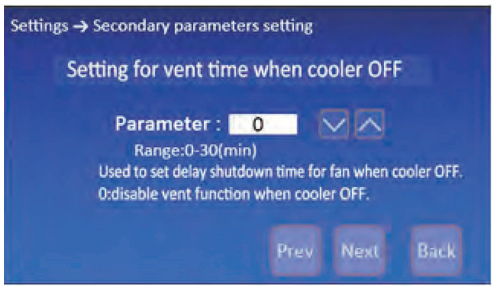
Vent when cooler OFF (factory default: OFF)

Once this function is set, the fan will keep running in *"VENT"* mode to dry the cooling pad when the cooler is turned OFF. The icon ⏻ on the upper left of the "Home Screen" will flash. The controller will alarm when run time finishes. The cooler will then stop and enter OFF mode.

Set function of "VENT" when cooler is OFF:

When in OFF mode, press "Settings" then "Secondary parameters setting" and keep pressing "Next" until "Setting for VENT time when cooler "OFF" displays on screen.

Press "^" "v" to adjust the parameters. After setting, press "*Back"* to return to *"Home Screen"* or press *"Prev"* or *"Next"* to adjust other settings. When the function is set and operating, below is how the "Home Screen" will display.



Note: When the cooler is performing the function of *"VENT"* when cooler OFF, press ON/OFF and the fan will stop immediately.

Precooling function (factory default: ON)

When the Cooler is turned ON the Cooler will start a Pre-Cool automatically. The Pre-Cool stage ensures the pads are thoroughly wet before the fan starts. This prevents warm air being initially blown into your home and contributes to the effective operation and performance of the Cooler.

The Pre-Cool time will be the time set for the parameter assigned to the *"Precooling setting"*, factory default is '4' minutes.

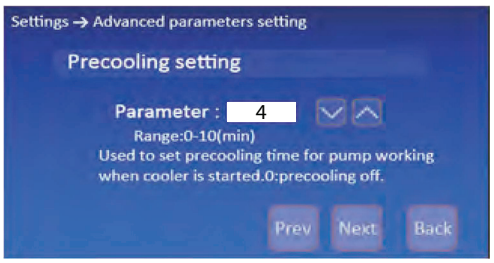
During the Pre-Cool the *"Pre"* icon will flash and once the cycle is complete it will disappear.

Note: when switching from *"VENT"* mode to *"COOL"* mode, Precooling function will be invalid.

To adjust the settings:

When in OFF mode, press *"SETUP"* then "Secondary parameters setting" and keep pressing *"Next"* until screen shows *"Precooling setting"*.

Adjust the "Precooling setting" parameter to select the "Pre-Cool" minutes, Once complete press *"Back"* to return to *"Home Screen"* or press *"Prev"* or *"Next"* to adjust other settings.



Some Advanced and Secondary Parameter settings are not covered in this manual and they should not be modified.

TROUBLESHOOTING

Description	Possible Cause	Solution
Err:Comm  *"Err:Comm"* will flash when there is a communication error between the controller and the cooler.	Poor communication line due to external force or bad wire connection	Insert and extract the plug or reconnect the plug
	The communication line is broken or damaged	Check and repair or replace the communication line
	Strong electromagnetic interference at the site	Reduce the distance between cooler and controller and separate the communication line from the power line with appropriate shielding
	The cooler is not powered or the PCB is faulty	Power on the cooler or replace the PCB
Err:Watershortage  When the cooler is running in COOL mode, the water pump will automatically start or stop based on the water level detected by the system. "*Err:Watershortage*" will flash for water shortage alarm.	Water outage or water inlet flow is too small	Check water inlet pipeline
	Electronic valve failure or float valve blocked	Check, repair or replace electronic valve/float valve
	Water level sensor failure	Check, repair or replace water level sensor
	The water level detection circuit of the PCB is faulty	Check and repair or replace PCB
Err:Drain BLK  When the clean function is performed, the system first starts drain valve for drainage. After the water level is detected to the lowest level within the specific time (max 10 mins), it will continue to drain for 2 minutes. "*Err:Drain BLK*" will flash when there is a drain block alarm.	Drainage block at the drain outlet	Clear the drainage block
	Drain valve failure	Replace drain valve
	Water level sensor failure	Check and repair or replace water level sensor
	The drain valve interface circuit of the PCB is faulty	Check and repair or replace PCB
Err:Fan  (Only for coolers with current detection function). For the cooler with over-current detection function, *"Err:Fan"* will flash when it detects the fan abnormal with the screen.	The fan impeller touches the venturi	Check and adjust the gap between fan impeller and venturi
	The motor bearing or the motor is damaged	Replace the motor
	Over-current and under-current are not matched with the fan	Reset over-current and under-current value
	Poor wiring of the line / contactor	Check the line/replace contactor
	The fan output circuit of the PCB is faulty	Check and repair or replace PCB
	Improper air ducting and installation	Check and improve the air ducting and installation
	Large voltage fluctuations in the power grid	Distribute the electrical equipment in the power grid to avoid the impact caused by the start and stop of the high current equipment
Press ON/OFF ⏻ to clear the message, if the issue remains the error will reappear. If the error doesn't reappear you may commence operating the cooler.		

CARE & MAINTENANCE

COOLER SERVICE & MAINTENANCE

To ensure that your Rinnai/Brivis cooler continues to operate at peak efficiency, it should be serviced at two year intervals by an authorised person trained in the service of Rinnai/Brivis coolers - please contact our National Care Centre, for authorised Rinnai Service Technicians. Refer to the back of this manual for contact details.

This service of the cooler unit will include all maintenance and adjustments required to the following components to ensure your cooler runs at its peak efficiency:

- Trough | • Electronic Controls e.g. Sensors | • Fan and Pump Assembly | • Pads and Water Distribution

IMPORTANT

Please note that to maintain your warranty, the above servicing needs to be conducted by an authorised person trained in the service of Rinnai/Brivis Coolers. Please contact our Rinnai Service Department for an authorised Rinnai Service Technician.

NOTE

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

SAVE A SERVICE CALL

Service calls can often be avoided! If you feel your cooler is not operating property, please check these possible causes first:

General Troubleshooting

- Check the water supply to the unit is turned ON.
- Ensure the pump is operating and visually check the pads for even water distribution.
- Check that the number of doors and windows open is sufficient within the targeted cooling area. Too many or not enough doors and windows opened in the targeted area could result in inadequate ventilation. This could result in poor cooling performance.
- Check that the fan operates and air is coming out from the duct outlet.
- Check that the filter pads are not damaged and/or the material hasn't deteriorated.
- If external weather conditions are excessively humid, the cooler may not perform at its optimal cooling level.

If the fan will not start.

- Check if the power is ON.
- Check if the Wall Control is turned ON, and set the comfort level that requires the Cooler fan to operate.
- Check that the fan is not in Time Delay Mode caused by, the Cooler's tank is in the progress of being filled with water or that a pre-cool of the filter pads is in progress.
- Check the fuse in the meter box.

The unit will not turn on

- Check the circuit breaker has not been tripped - if so reset it. Reset the Cooler at the power supply.

The unit is blowing warm air

- Check the water supply tap is turned on at the unit. Check that the Cooler is in "COOL" mode, not "VENT".

An error message is appearing on the Wall Controller

- Refer to the section on "Troubleshooting" on page 15 and follow the checks. Check the power point is plugged in and turned on to the Cooler.

The Wall Controller display is blank

- Check there is power to the power point with another appliance. Check the circuit breaker has not been tripped - if so reset it.

The unit is not cooling very well

- Check the water supply tap is turned on at the Cooler
- Check "COOL" has been selected on the wall control.
- Check sufficient door and/or windows have been opened. Refer to exhaust requirements covered in "Before Operating Your Evaporative Cooler" on page 6.

There is no air coming out of some vents

- Contact our service department to place a service call.

There is moisture on my tiles

- Check the vents are directing air flow across the ceiling and not towards the floor. If it is humid switch to "VENT" mode.
- Check sufficient door and/or windows have been opened. Refer to exhaust requirements covered in "Before Operating Your Evaporative Cooler" on page 6.

INSTALLATION RECORD

Installer Details

Installers Name: _____

Company Name: _____

Company Address: _____

_____

_____

Company Contact Details

Telephone: _____

Mobile Phone: _____

Certificate of Compliance / Certification Number: _____

Authorised Persons - Licence Number: _____

Installers Signature: _____

Installation Date: _____

System Details

Model Number : _____

Serial Number: _____

FAQ

SERVICE MAINTENANCE SCHEDULE

Your ducted evaporative cooler should be serviced at two-year intervals after the date of installation by a qualified licensed technician in accordance with the Schedule below. Failure to do so during the product warranty period may void your warranty. This periodic service and maintenance will prolong the useful life of the unit, and help keep it running safely and at optimum efficiency.

Date of Installation	/ /		**Installed By:**			
YEAR OF SERVICE	**2**	**4**	**6**	**8**	**10**	**12**
Service Date	/ /	/ /	/ /	/ /	/ /	/ /
Service Company / Technician						
ELECTRICAL						
Wiring						
Fan Motor						
Fan Motor Capacitor						
Printed circuit boards						
Water Pump						
Inlet Solenoid						
Damper Motor (if applic)						
WATER DISTRIBUTION						
Pump and associated fittings						
Water distribution pipework						
Water management system (if applic)						
Drain Valve						
Water Supply Line						
Bleed rate setting (if applic)						
Water reservoir						
Cooling pads						
MAJOR COMPONENTS						
Fan						
Cabinet						
CONTROLS						
Wall control						
GENERAL OPERATION						
Pad saturation						
Water level						
Water fill						
Water drain						
Winter Seal (if applic)						
GENERAL INSTALLATION-RELATED AND 3rd PARTY COMPONENTS (NOT RINNAI/BRIVIS PRODUCTS) *						
Airflow thru system						
CONSUMABLES**						
Fan Capacitor						
Fan Collet						
Snorkel						
Hoses						
O-rings						
Pads (after fifth year)						
Water level sensor						

* Installation and other field-supplied components are not covered by Rinnai/Brivis Product Warranty. These include, but are not limited to, control wiring, ducting, diffuser, controls/thermostats, pipework and fabricated or added components and water and electrical connections to the appliance. These should be inspected as they can affect the performance, reliability and safety of the cooler.
** Units contain consumable items that may require periodic replacement and are not covered by Rinnai/Brivis product warranty (e.g. filter pads, capacitors, hoses, O-rings)

ACTION CODES					
Inspected - Working Correctly - No Action Required	Adjusted Part	Cleaned Part	Replaced Part	Repaired Part	Referred to Installer
✓	A	C	R	RP	RI

Q. How often should the cooler be serviced?

A. Rinnai recommend the cooler is serviced every 2 years at a minimum to ensure it operates at peak efficiency.

IMPORTANT **Please Note: Due to environmental conditions the cooler may need to be serviced every year.**

Q. What is done in a service?

A. Our comprehensive service plan designed to maintain your cooler includes.

- Check filter pad material for holes or deterioration. The pads will deteriorate over time and lose their water absorption ability. Replace pads as required.
- Clean the tank and internal surfaces.
- Clean the filter pads and flush water.
- With the filter pads in position, switch ON the power supply isolating switch and operate the unit.
- Ensure the pump is operating, and visually check the pads externally for even water distribution.
- Ensure the water inlet is operating correctly.
- Ensure the water system is operating to the minimum and maximum water levels.
- Check that the water supply pressure is sufficient to fill the tank within the allotted time.
- Check the fan operates, and varies speed between the minimum and maximum setting on the Wall Control.
- Check and lubricate all moving parts.
- On all Balaero models, ensure the counter balanced winter seal is opening and closing correctly.

IMPORTANT **Please note that to maintain your warranty, the above servicing needs to be conducted by an authorised person trained in the service of Rinnai Coolers.**

Q. The air smells a little different. Why?

A. New Cooling pads can give off a mild odour while they are settling in. This is quite normal, it will dissipate quickly as the new pad is constantly flushed during use. It may also be indicating that the unit requires a service.

Q. How much water does my evaporative cooler use?

A. The amount of water an evaporative cooler uses is dependant on the evaporation rate of the coolers pads.

The more water the cooler can evaporate for a given condition and airflow, the more cooling potential the cooler has.

The evaporation rate varies depending on the current weather conditions, the size of the cooler, the speed of the coolers fan or the velocity of the air through the pads, and the condition and type of the filter pad material.

In addition to the cooler evaporating water, water is also displaced to maintain the water quality within the cooler so that the coolers pads and other components do not deteriorate prematurely.

Q. How much water does the tank of my cooler hold?

Model		Tank Capacity (litres)
Balaero Series	B50BAL, B70BAL	13

Q. Can I run the system when I am not home?

A. Evaporative cooling relies on doors and/or windows being open so you can run it when you are not home, provided you have the required ventilation openings.

Q. How many doors and windows should I have open?

A. Refer to the section on openings required. The table gives a guide to the amount of opening area required for each model in m², and also gives suggestions on how to provide this.

Q. Why is there condensation and moisture on my tiles?

A. Make sure the vents are directed across the room and not towards the floor. Make sure sufficient doors and windows are open. Refer to the section on openings required. If it is a humid day turn the pump off.

Q. There is no air coming out of some of the vents

A. It is highly probable that this is an installation issue. Please contact your installer in the first instance.

Q. What does duct cleaning entail?

A. Like any other part of your home dirt, dust and other foreign particles can accumulate and breed in the ductwork and on system diffusers.

- Remove dust from your cooling system
- Kill any potential dust mites living & breeding throughout your cooling system
- Remove odours from your cooling system
- Helps improve indoor air quality
- Allergy sufferers may benefit from clean ducts
- Clean the Cooler fan and assembly
- Clean the Supply air diffusers

Q. Can I run heating through the same ductwork as my evaporative cooler?

A. No, the differing technology between ducted heating and evaporative cooling doesn't allow the units to share the same ductwork. Also, evaporative cooling requires larger ductwork for airflow.

Q. How far should my cooler be away from sanitary vents?

A. The unit should be at least a 5 metre (6 metres in WA) radius away from a sanitary outlet.

Q. How cool is cool?

A. The degree of cooling available from any type of air conditioning, is dependent on the outside weather conditions. Your Evaporative Cooler works best on hot, dry days. After all, that's when you require the most relief.

Q. Should the unit have its own circuit in the meter box?

A. Yes, we recommend the power socket is wired back to the meter box on a dedicated power circuit.

Q. Should water be coming out of my evaporative cooler during operation?

A. The Balaero Series will complete a "Self Clean" approximately every 8 hours of operation. This means you will see the unit dump the water out of the overflow pipe.

WARRANTY

TERMS OF WARRANTY – AUSTRALIA

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

NOTICE TO CONSUMERS UNDER AUSTRALIAN CONSUMER LAW

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

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

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

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

1 DEFINITIONS

The terms listed below shall have the following meanings:

1 **"Authorised Service Representative"** means an independent service contractor authorised by Rinnai or Rinnai service personnel.

2 **"Rinnai"** means Rinnai Australia Pty Ltd (ABN 74 005 138 769) and any related company.

3 **"Certificate(s) of Compliance"** means certificate(s) issued by licensed personnel (including plumbers, refrigeration mechanics, electricians or other relevant tradespeople) to certify that any prescribed works comply with applicable regulatory requirements.

4 **"Certificate(s) of Occupancy"** means certificate(s) issued by the local government authority (or similar organisation) which certifies that a home can be occupied.

5 **"Installation Site"** means the site at which the Product is originally installed.

6 **"Normal Business Hours"** means 8:30am to 5:00pm Monday to Friday, excluding public holidays.

7 "Operating/Installation Instructions" means the user manual or other documentation which provides detailed instructions on the proper operation and maintenance of the Product.

8 **"Other Applications"** means any Product used for purposes other than Residential & Light Commercial Applications. Other Applications may include but are not limited to factory, IT/Server room, telephone exchange, processing area (e.g. bakery, kitchen, warehouse, swimming pool, agricultural facilities such as a nursery). Any Product which has been installed, for whatever purpose, as a retrofit component to an existing system, will also be classed as being part of an "Other Application" regardless of the purpose of use of the existing system into which such product has been installed.

9 **"Purchaser"** means the end user of the Product, the person named as owner in the Warranty certificate, the holder of the Proof of Purchase or the holder of a property transfer document where the Product is included as part of the chattels.

10 **"Product"** means the equipment purchased by the Purchaser and described in Section 2 of this document.

11 **"Proof of Purchase"** means a Tax Invoice or Receipt in respect of the Product. In the case of new constructions, a Certificate of Occupancy or a Certificate of Compliance that details the date of installation or commissioning will suffice.

12 **"Qualified Installer"** means the qualified installation contractor who is responsible for performing the installation work in the manner prescribed by local and statutory regulations, including compliance with any relevant and to Rinnai specifications, including Australian Standards.

13 **"Residential & Light Commercial Applications"** means any Product for use in residential or light commercial applications where

a) the Product is solely used for the purpose of human comfort; and

b) the ambient temperature of the space the Product is intended to heat or cool is influenced solely or primarily by natural exterior weather conditions rather than by man-made or mechanical heat sources.

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

2 TERMS OF WARRANTY

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

	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 Airconditioning Products	5 Years	5 Years
	Ducted Gas Heaters - Heat Exchangers and Burners Evaporative Coolers - Structural components only	10 Years	N/A
	Portable Air conditioning	2 Years	N/A
	Wi-Fi Devices	1 Year	1 Year
Other Applications	All Product Groups	2 Years	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.		

2.2 Rinnai will determine in its sole discretion, which classification the Product fits into and the corresponding Warranty that shall apply.

2.3 An Authorised Service Representative will repair or replace, at its option, the Product or any part of the Product that its examination shows to be defective. The repair or replacement shall be performed during Normal Business Hours by an Authorised Service Representative. Repair by persons other than an Authorised Service Representatives may void the Warranty.

2.4 Alternatively to clause 2.3 above, Rinnai can at its discretion elect to pay you an amount equivalent to the cost of repairing or replacing the Product.

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

2.6 Rinnai is responsible for reasonable costs associated with legitimate warranty claims, including call-out of an Authorised Service Representative to inspect the Product. Rinnai is not responsible for:

a) costs for tradespeople engaged by you that are not Rinnai Authorised Service Representatives.

b) any costs, including call out costs for a Rinnai Authorised Service Representatives, associated with a Product which is determined upon inspection not to be covered by this warranty.

2.7 Rinnai will reimburse any reasonable costs associated with making a legitimate warranty claim against Rinnai which are not otherwise specified above.

2.8 The Warranty of the Product requires that, in addition to all other conditions, the Purchaser conducts regular and/or preventative maintenance as may be specified by the Operating/Installation Instructions or otherwise directed by Rinnai and required by the level of usage and the usage environment, including the use of correct and uncontaminated refrigerants and lubricants. Refrigeration, plumbing and electrical works must be undertaken by licensed personnel.

2.9 Where a Product or failed component is replaced under warranty, the time remaining on the original Product warranty period will continue to apply and the replacement product or part will be subject to the original warranty period only.

3 CONDITIONS OF WARRANTY

3.1 The Purchaser may only obtain the benefit of the Warranty if the Purchaser:

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 24;

c) notifies Rinnai within 30 days of a defect occurring or, in the case of a latent defect, becoming apparent, that a claim is being made under this Warranty; and

d) provides, in support of the claim made under this Warranty, a Proof of Purchase.

3.2 This document (and any statutory consumer guarantees) represents the only Warranty given by Rinnai in respect of the Product. No other person or organisation is authorised to offer any alternative warranty on behalf of Rinnai.

3.3 If the date of purchase cannot be established to Rinnai's satisfaction, the date shall be deemed to be 2 months after the date of manufacturer or the date of sale by Rinnai, whichever is the latter.

3.4 This warranty applies to Products which are manufactured on or after the date of publication of this warranty but before the next date of publication of this warranty.

4 EXCLUSIONS

4.1 This Warranty **does NOT** cover:

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.

NOTES

NOTES

NOTES

Rinnai Australia Pty Ltd

ABN 74 005 138 769 | AU45204

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

National Help Line
Tel: 1300 555 545* Fax: 1300 555 655
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 our National Help Line. 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.