

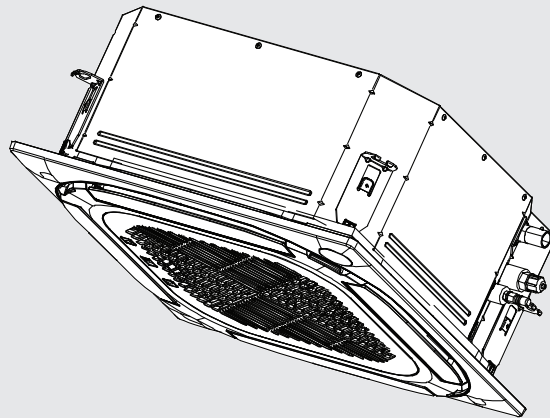
MODELS – Indoor Cassette

CIN020RMB

CIN026RMB

CIN035RMB

CIN050RMB



Compact Cassette Type Air Conditioner

Operation & Installation Manual

Rinnai



Read this manual and SAFETY MANUAL (if any) carefully before installing or operating your new air conditioning unit. Make sure to save this manual for future reference.

Please check the applicable models, technical data and manufacturer information from the “Operation Manual” in the packaging of the outdoor unit.

This appliance must be installed in accordance with:

- Manufacturer’s Installation Instructions
- Current AS/NZS 3000, AS/NZS 5149, AS/NZS 5141
- Local Regulations and Municipal Building Codes including local OH&S requirements

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

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



The design and specifications are subject to change without prior notice for product improvement. Consult with the Dealer or manufacturer for details.

Any updates to the manual will be uploaded to the service website, please check for the latest version.



PLEASE REFER TO ANY OPERATING MANUALS AND USER OPERATING GUIDES ACCOMPANYING ANCILLARY EQUIPMENT (WHERE FITTED)

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WARNINGS AND IMPORTANT INFORMATION



READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

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

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

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

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



REGULATORY / INSTALLATION

This appliance shall be installed in accordance with:

- Manufacturer's Installation Instructions.
- Current AS/NZS 3000, AS/NZS 5141, AS/NZS 5149, AS/NZS 3500 National Plumbing & Drainage, HB276 - A Guide to good practice for energy efficient installation.
- Local Regulations and Municipal Building Codes including local OH&S requirements.
- This appliance must be installed, maintained and removed by an Authorised Person.

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

This appliance uses R32 refrigerant.

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

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

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

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

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

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

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision. Refer to AS/NZS Standards and regulations.

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.



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.



WARNINGS FOR PRODUCT USE

- If an abnormal situation arises (like a burning smell), immediately turn off the unit and disconnect the power. Call your dealer for instructions to avoid electric shock, fire or injury.
- **DO NOT** insert fingers, rods or other objects into the air inlet or outlet. This may cause injury, since the fan may be rotating at high speeds.
- **DO NOT** use flammable sprays such as hair spray, lacquer or paint near the unit. This may cause fire or combustion.
- **DO NOT** operate the air conditioner in places near or around combustible gases. Emitted gas may collect around the unit and cause explosion.
- **DO NOT** operate 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** expose your body directly to cool air for a prolonged period of time.
- **DO NOT** allow children to play with the air conditioner. Children must be supervised around the unit at all times.
- If the air conditioner is used together with burners or other heating devices, thoroughly ventilate the room to avoid oxygen deficiency.
- In certain functional environments, such as kitchens, server rooms, etc., the use of specially designed air-conditioning units is highly recommended.



ELECTRICAL WARNINGS

- If any electrical cables are damaged, they **MUST** be replaced by a suitably qualified and trained service person in order to avoid any potential hazards.
- The product **MUST** be properly earthed at the time of installation, or electrical shock may occur.
- For all electrical work, follow all local and national wiring standards, regulations, and the Installation Manual. Connect cables tightly, and clamp them securely to prevent external forces from damaging the terminal. Improper electrical connections can overheat and cause fire, and may also cause shock. All electrical connections must be made according to the Electrical Connection Diagram located on the panels of the indoor and outdoor units.
- Appropriately specified and sized cables **MUST** be used, ensure all connections are tight. Clamp all cables sufficiently so that they cannot be pulled loose or disconnected.
- All wiring **MUST** be properly arranged to ensure that the control board cover can close properly. If the control board cover is not closed properly, it can lead to corrosion and cause the connection points on the terminal to heat up, catch fire, or cause electrical shock.
- A correctly specified and sized circuit breaker **MUST** be installed in accordance with all local and national wiring standards. A dedicated, independent electrical circuit is required for the system.
- **DO NOT** share the electrical outlet with other appliances. Improper or insufficient power supply can cause fire or electrical shock.
- If connecting power to fixed wiring, an all-pole disconnection device which has at least 3mm clearances in all poles, and have a leakage current that may exceed 10mA, the residual current device (RCD) having a rated residual operating current not exceeding 30mA, and disconnection must be incorporated in the fixed wiring in accordance with wiring rules.



Turn off the air conditioner and switch mains power off if you are not going to use it for a long time.

- Turn off and unplug the unit during storms.
- Make sure that water condensation can drain unhindered from the unit.
- Do not operate the air conditioner with wet hands. This may cause electric shock.
- Do not use device for any other purpose than its intended use.
- Do not climb onto or place objects on top of the outdoor unit.
- Do not allow the air conditioner to operate for long periods of time with doors or windows open, or if the humidity is very high.

SAFETY PRECAUTIONS



PRODUCT INSTALLATION WARNINGS

- Installation must be performed by an authorised dealer or specialist. Defective installation can cause water leakage, electrical shock, or fire.
- Installation must be performed according to the installation instructions and installed by an Authorised Person only. Improper installation can cause water leakage, electrical shock, or fire.
- Contact an authorised service technician for repair or maintenance of this unit. This appliance shall be installed in accordance with current wiring regulations.
- Only use the included accessories, parts, and specified parts for installation. Using non-standard parts can cause water leakage, electrical shock, fire, and can cause the unit to fail.
- Install the unit in a firm location that can support the unit's weight. If the chosen location cannot support the unit's weight, or the installation is not done properly, the unit may drop and cause serious injury and damage.
- Install drainage piping according to the instructions in this manual. Improper drainage may cause water damage to your home and property.
- For units that have an auxiliary electric heater, do not install the unit within 1 metre of any combustible materials.
- **DO NOT** install the unit in a location that may be exposed to combustible gas leaks. If combustible gas accumulates around the unit, it may cause fire.
- **DO NOT** install the indoor unit under a floor or beneath a deck, to be installed in a roof space only.
- **DO NOT** turn on the power until all work has been completed.
- When moving or relocating the air conditioner, consult experienced service technicians for disconnection and reinstallation of the unit.
- How to install the appliance to its support, please read the information for details in "indoor unit installation" and "outdoor unit installation" sections.



FLUORINATED GASES

- This air-conditioning unit contains fluorinated greenhouse gases. For specific information on the type of gas and the amount, please refer to the relevant label on the unit itself or the "Owner's Manual" in the packaging of the outdoor unit.
- Installation, service, maintenance and repair of this unit must be performed by a certified technician.
- Product uninstallation and recycling must be performed by a certified technician.
- For equipment that contains fluorinated greenhouse gases in quantities of 5 tonnes of CO₂ equivalent or more, but less than 50 tonnes of CO₂ equivalent, if the system has a leak-detection system installed, it must be checked for leaks at least every 24 months.
- When the unit is checked for leaks, proper record-keeping of all checks is strongly recommended.



FUSE SPECIFICATIONS

The air conditioner'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:

- T5A/250VAC, T10A/250VAC, etc.
- T20A/250VAC(<=7kW units), T30A/250VAC(>7kW units)

NOTE: For the units with R32, only the blast-proof ceramic fuse can be used.



A NOTE ON ILLUSTRATIONS

The illustrations used in this manual are for explanatory purposes only and the shape of your indoor unit may vary slightly from that which is shown in this manual.


USING R32 REFRIGERANT

When flammable refrigerant are employed, appliance shall be stored in a well-ventilated area where the room size corresponds to the room area as specified for operation.

Appliance shall be installed, operated and stored in a room with a floor area larger than X m². Appliance **MUST NOT** be installed in a unventilated space, if that space is smaller than X m².


REFRIGERANT

This appliance uses R32 (difluoromethane) refrigerant, which is a flammable gas class A2L according to AS 5149.1 and must be handled by a refrigeration mechanic with an appropriate Australian refrigerant handling licence.



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



Read the OPERATING INSTRUCTIONS carefully before operation.



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



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

Certain levels of refrigerant require minimum room sizes. Please ensure that these minimum room sizes are adhered to for standard installations (up to 15m pipe length). If larger refrigerant charges than standard are used then please consult AS/NZS 60335.2.40 to determine the safe minimum floor area for the installation.

Make sure that the area has been made safe by having suitable ventilation and is free from ignition sources before charging or releasing the charge of R32.

Minimum Room Size

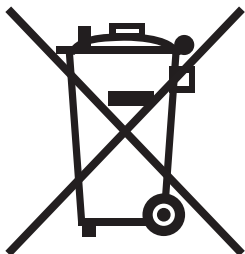
Amount of refrigerant to be charged (kg)	Installation height (m)	Minimum room area (m ²)
1.2	0.6 / 1.8 / 2.2	12.5 / 1.5 / 1
1.25	0.6 / 1.8 / 2.2	13.5 / 1.5 / 1
1.3	0.6 / 1.8 / 2.2	14.5 / 2 / 1.5
1.35	0.6 / 1.8 / 2.2	16 / 2 / 1.5
1.4	0.6 / 1.8 / 2.2	17 / 2 / 1.5
1.45	0.6 / 1.8 / 2.2	18 / 2 / 1.5
1.5	0.6 / 1.8 / 2.2	19.5 / 2.5 / 1.5
1.55	0.6 / 1.8 / 2.2	21 / 2.5 / 2
1.6	0.6 / 1.8 / 2.2	22 / 2.5 / 2
1.65	0.6 / 1.8 / 2.2	23.5 / 3 / 2
1.7	0.6 / 1.8 / 2.2	25 / 3 / 2
1.75	0.6 / 1.8 / 2.2	26.5 / 3 / 2
1.8	0.6 / 1.8 / 2.2	28 / 3.5 / 2.5
1.85	0.6 / 1.8 / 2.2	29.5 / 3.5 / 2.5
1.9	0.6 / 1.8 / 2.2	31 / 3.5 / 2.5
1.95	0.6 / 1.8 / 2.2	33 / 4 / 2.5
2.0	0.6 / 1.8 / 2.2	34.5 / 4 / 3
2.05	0.6 / 1.8 / 2.2	36 / 4 / 3

Amount of refrigerant to be charged (kg)	Installation height (m)	Minimum room area (m ²)
2.1	0.6 / 1.8 / 2.2	38 / 4.5 / 3
2.15	0.6 / 1.8 / 2.2	40 / 4.5 / 3
2.2	0.6 / 1.8 / 2.2	41.5 / 5 / 3.5
2.25	0.6 / 1.8 / 2.2	43.5 / 5 / 3.5
2.3	0.6 / 1.8 / 2.2	45.5 / 5 / 3.5
2.35	0.6 / 1.8 / 2.2	47.5 / 5.5 / 4
2.4	0.6 / 1.8 / 2.2	49.5 / 5.5 / 4
2.45	0.6 / 1.8 / 2.2	51.5 / 6 / 4
2.5	0.6 / 1.8 / 2.2	54 / 6 / 4
2.55	0.6 / 1.8 / 2.2	56 / 6.5 / 4.5
2.6	0.6 / 1.8 / 2.2	58 / 6.5 / 4.5
2.65	0.6 / 1.8 / 2.2	60.5 / 7 / 4.5
2.7	0.6 / 1.8 / 2.2	63 / 7 / 5
2.75	0.6 / 1.8 / 2.2	65 / 7.5 / 5
2.8	0.6 / 1.8 / 2.2	67.5 / 7.5 / 5
2.85	0.6 / 1.8 / 2.2	70 / 8 / 5.5
3.6	0.6 / 1.8 / 2.2	111 / 12 / 8
4.3	0.6 / 1.8 / 2.2	159 / 18 / 12

- All minimum room sizes in the above table are calculated on the base charge provided with the outdoor unit.

- Mechanical connectors used indoors shall comply with ISO 14903.
- This appliance shall be installed in accordance with AS/NZS 5149.
- When mechanical connectors are reused, sealing parts shall be renewed.
- When flared joints are reused, the flare part shall be re-fabricated.

DISPOSAL GUIDELINES



This appliance contains refrigerant and other potentially hazardous materials. When disposing of this appliance, the law requires special collection and treatment. **DO NOT** dispose of this product as household waste or unsorted municipal waste.



Special notice – Disposing of this appliance in the forest or other natural surroundings endangers your health and is bad for the environment. Hazardous substances may leak into the ground water and enter the food chain.



CLEANING AND MAINTENANCE WARNINGS

- Turn off the device and switch the mains power off before cleaning. Failure to do so can cause electric shock
- **DO NOT** clean the air conditioner with excessive amounts of water.
- **DO NOT** clean the air conditioner with combustible cleaning agents. Combustible cleaning agents can cause fire or deformation

SPECIFICATIONS

TECHNICAL SPECIFICATIONS

COMPACT CASSETTES			CIN020RMB	CIN026RMB	CIN035RMB	CIN050RMB
Fascia Panel		Model No.	CINFASMB			
Power Supply		V-Ph-Z	220~240-1-50			
Cooling	Rated Capacity	kW	2.00	2.60	3.50	5.30
	Rated Input Power	W	25	25	40	45
	Rated Input Current	A	0.25	0.25	0.40	0.40
Heating	Rated Capacity	kW	2.30	2.90	3.50	5.50
	Rated Input Power	W	25	25	40	45
	Rated Input Current	A	0.25	0.25	0.40	0.45
Airflow (Hi / Med / Lo)		L/s	139 / 128 / 111	139 / 128 / 111	172 / 144 / 92	183 / 150 / 83
Sound Pressure Level @1.0m (Hi/Med/Lo)		dB(A)	40 / 37 / 27	40 / 37 / 27	42 / 38 / 31	44 / 41 / 31.5
Dimensions	Net - Body (W x D x H)	mm	570 x 570 x 245	570 x 570 x 245	570 x 570 x 245	570 x 570 x 245
	Gross - Body (W x D x H)		715 x 640 x 295	715 x 640 x 295	715 x 640 x 295	715 x 640 x 295
	Net - Fascia (W x D x H)		620 x 620 x 50			
	Gross - Fascia (W x D x H)		715 x 700 x 115			
	Net / Gross Weight - Body	kg	14.6 / 17.5	14.6 / 17.5	14.6 / 17.5	14.6 / 17.5
	Net / Gross Weight - Fascia		2.7/4.3			
	Refrigeration Pipe Size: Liquid / Gas	mm	φ6.35 / φ9.52	φ6.35 / φ9.52	φ6.35 / φ9.52	φ6.35 / φ12.7
	Condensate Drain Pump Connection		φ25	φ25	φ25	φ25
Controller		Type	Remote controller			
Operating Range	Cooling	°C	16-32			
	Heating		0-30			
Wi-Fi Compatibility			Standard			

FEATURES

UNIT SPECIFICATIONS AND FEATURES

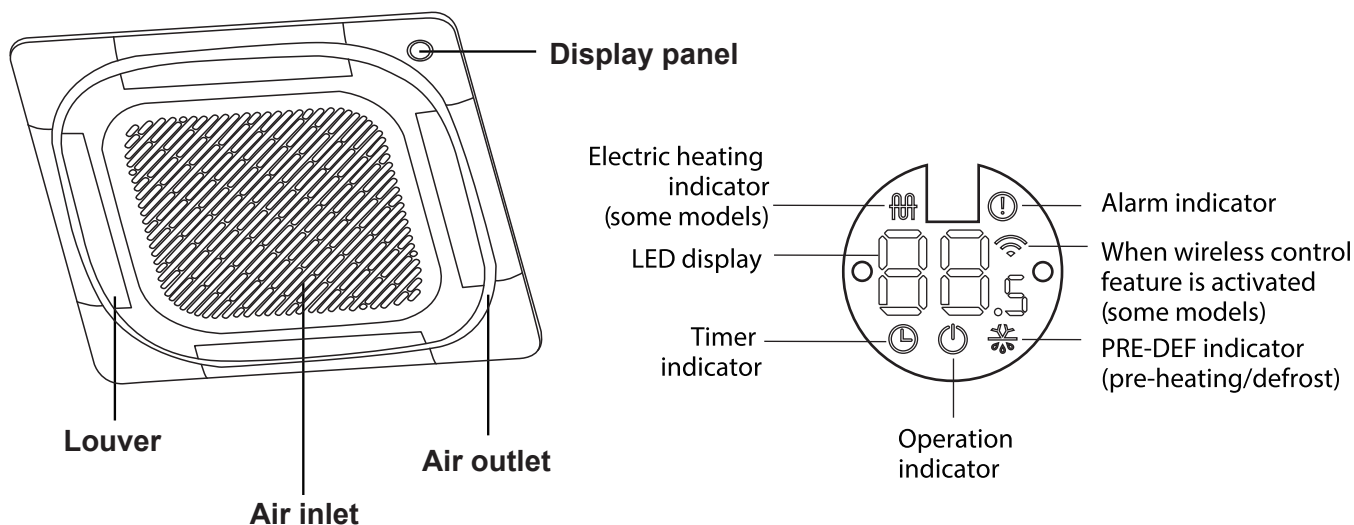
INDOOR UNIT DISPLAY



Different models may have different display panels. Not all the indicators described may be available for the air conditioner you purchased. Please check the indoor display panel of the unit you purchased.

Illustrations in this manual are for explanatory purposes. The actual shape of your indoor unit may be slightly different. The actual shape shall prevail.

The display panel on the indoor unit can be used to operate the unit in case the remote controller has been misplaced or is out of batteries.



MANUAL button : This button selects the mode in the following order: AUTO, FORCED COOL, OFF.

FORCED COOL mode : In FORCED COOL mode, the Operation light flashes. The system will then turn to AUTO after it has cooled with a high wind speed for 30 minutes. The remote control will be disabled during this operation.

OFF mode : When the display panel is turned off, the unit turns off and the remote control is re-enabled.

OPERATING TEMPERATURE

When your air conditioner is used outside of the following temperature ranges, certain safety protection features may activate and cause the unit to disable.

Modes	COOL	HEAT	DRY
Room Temperature	16°C – 32°C	0°C – 30°C	10°C – 32°C
Outdoor Temperature	-15°C – 50°C	-15°C – 24°C	0°C – 50°C



Room relative humidity less than 80%. If the air conditioner operates in excess of this figure, the surface of the air conditioner may attract condensation. Please set the vertical air flow louver to its maximum angle (vertically to the floor), and set on HIGH fan mode.

To further optimise the performance of your unit, do the following:

Keep doors and windows closed.

- Limit energy usage by using TIMER ON and TIMER OFF functions.
- **DO NOT** block air inlets or outlets.
- Regularly inspect and clean air filters.

OTHER FEATURES

Default Setting

When the air conditioner restarts after a power failure, it will default to the factory settings (AUTO mode, AUTO fan, 24°C. This may cause inconsistencies on the remote control and unit panel. Use your remote control to update the status.

Auto-Restart

In case of power failure, the system will immediately stop. When power returns, the Operation light on the indoor unit will flash. To restart the unit, press the ON/OFF button on the remote control. If the system has an auto restart function, the unit will restart using the same settings.

Three-minute protection feature

A protection feature prevents the air conditioner from being activated for approximately 3 minutes when it restarts immediately after operation.

Louver Angle Memory Function

Some models are designed with a louver angle memory function. When the unit restarts after a power failure, the angle of the horizontal louvers will automatically return to the previous position. The angle of the horizontal louver should not be set too small as condensation may form and drip into the machine. To reset the louver, press the manual button, which will reset the horizontal louver settings.

Refrigerant Leak Detection System

In the event of a refrigerant leak, the LED

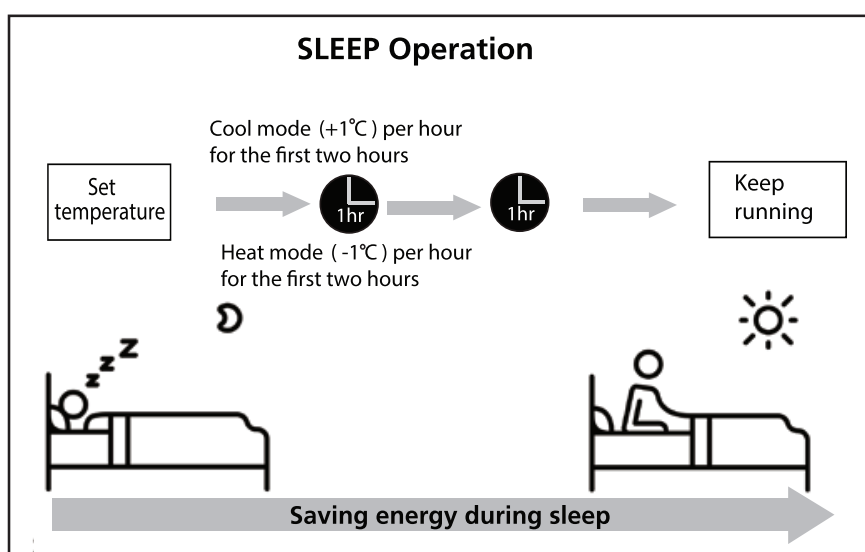
DISPLAY will display refrigerant leak error code and the LED indicator light will flash.

Sleep Operation

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. And the Sleep function is not available in FAN or DRY mode.

Press the **SLEEP** button when you are ready to go to sleep. When in COOL mode, the unit will increase the temperature by 1°C after 1 hour, and will increase an additional 1°C after another hour. When in HEAT mode, the unit will decrease the temperature by 1°C after 1 hour, and will decrease an additional 1°C after another hour.

The sleep feature will stop after 8 hours and the system will keep running with final situation.



CARE & MAINTENANCE

CLEANING THE INDOOR UNIT

Use a soft dry cloth to wipe the indoor unit clean, if especially dirty, you may use a warm damp cloth.



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

DO NOT use water to clean the inside of the indoor unit. This can destroy insulation and cause electrical shock.

DO NOT use chemicals or chemically treated cloths to clean the unit.

DO NOT use benzene, paint thinners, polishing powder or other solvents to clean the unit. They can cause the plastic surface to crack or deform.

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

CLEANING THE AIR FILTER

A clogged air conditioner can reduce the cooling efficiency of your unit, and can also be bad for your health. Make sure to clean the filter once every two weeks.

1. Remove the air filter.
2. Clean the air filter by vacuuming the surface or washing it in warm water with mild detergent.
3. Rinse the filter with clean water and allow it to air-dry. **DO NOT** let the filter dry in direct sunlight.
4. Reinstall the filter.

If using water, the inlet side should face down and away from the water stream.

If using a vacuum cleaner, the inlet side should face the vacuum.



Any maintenance, cleaning and unit repairs of the outdoor unit **MUST** be performed by an authorised dealer or licensed service provider.

GENERAL MAINTENANCE

Maintenance - For Prolonged Periods of Non Use

If you plan not to use your air conditioner for an extended period of time, do the following.

- Clean the indoor unit and air filters.
- Select FAN ONLY mode and let the indoor fan run for a time to dry the inside of the unit.
- Disconnect the power supply and remove the battery from the remote control.
- Check components of the outdoor unit periodically. Contact a local dealer or a customer service centre if the unit requires servicing.



Before you clean the air conditioner, be sure to switch off the unit and disconnect the power supply plug.

When the air conditioner is to be used again

After long periods of non-use, or before periods of frequent use, do the following:

- Use a dry cloth to wipe off the dust accumulated on the rear air intake grille in order to avoid the dust being dispersed from the indoor unit.
- Check that the wiring is not broken off or disconnected.
- Check that the air filter is installed.
- Make sure nothing is blocking all air inlets and outlets of both the indoor or outdoor units

INSTALLATION RECORD - INSTALLER DETAILS

Company Name: _____

Company Address: _____

Telephone: _____

Mobile Phone: _____

Email: _____

Certificate of Compliance / Certification No. _____

Authorised Persons - Licence No. _____

Installers Name: _____

Installers Signature: _____

Installation Date: _____

INSTALLATION RECORD - SYSTEM DETAILS

Model Number : _____

Serial Number Indoor Unit: _____

Serial Number Outdoor Unit: _____

Installation Address: _____

CUSTOMER CARE PROGRAM

Please ensure you register your product warranty on line at rinnai.com.au.

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

Service and maintenance in accordance with the Service Maintenance Schedules on page "Service Maintenance Schedule - Air Conditioning Systems" on page 14 are essential in ensuring the prolonged useful life of your system, and help ensure it operates at optimum efficiency. We may contact you before each winter or summer season with preferential offers for preventative maintenance services which will keep your Rinnai system in great condition.

**NOTE**

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

Also note that all refrigerated air conditioning systems have air filters that require regular inspection and cleaning. Please refer to "Cleaning the Indoor Unit" on page 12.

SERVICE MAINTENANCE SCHEDULE - AIR CONDITIONING SYSTEMS

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

Date of Installation	/	/	Installed By:				
YEAR OF SERVICE	1	2	3	4	5	6	7
Service Date	/	/	/	/	/	/	/
Service Company / Technician							
Ambient Temperature at CDU (°C)							
ELECTRICAL							
Wiring, Electrical connections							
Fan Motors							
Capacitors (if applicable)							
Printed circuit boards							
MAJOR COMPONENTS							
Outdoor unit clearances							
Outdoor unit condensate tray							
Outdoor unit condensate drain							
Outdoor unit fixing							
Indoor unit clearances							
Indoor unit condensate tray							
Indoor unit condensate drain							
Refrigerant charge							
Refrigeration connections							
Fan assemblies							
CONTROLS							
Thermostat(s)							
Zone Controls (if applicable)							
SYSTEM OPERATION							
Sequence of operation							
Return Air Temp -Cooling/ Heating	°C	°C	°C	°C	°C	°C	
Outlet Air Temp-Cooling/Heating	°C	°C	°C	°C	°C	°C	
Outdoor unit - Liquid line pressure	kPa	kPa	kPa	kPa	kPa	kPa	
Outdoor unit - Suction line pressure	kPa	kPa	kPa	kPa	kPa	kPa	
Zone Operation (if applicable)							
GENERAL INSTALLATION - RELATED AND 3rd PARTY COMPONENTS (NOT RINNAI PRODUCTS)*							
Ductwork and fittings							
Return air grille & filters							
Airflow through system							
Refrigerant pipework							
Safety tray							
Zone motors							
CONSUMABLES**							
Capacitors							
Filters							
Batteries (if applicable)							
* Installation and other field supplied components are not covered by Rinnai Product Warranty. These include, but are not limited to, control wiring, ducting, return air filter(s) grille, register, diffuser, zone motors, controls/thermostats, pipework, fabricated or added components and refrigerant gas and electrical connections to the appliance. These should be inspected as they can affect the performance, reliability and safety of the system. **Units contain consumable items that may require periodic replacement and are not covered by Brivis product warranty (e.g. filters, capacitors and batteries).							

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

SAVE A SERVICE CALL



The following issues are not a malfunction and in most situations will not require repairs.

If problems persist contact a local dealer or your nearest customer service centre.

Provide them with a detailed description of the unit malfunction as well as your model number.

SYMPTOM	CAUSE
Unit does not turn on when pressing ON/OFF button.	The unit has a 3 minute protection feature that prevents the unit from overloading. The unit cannot be restarted within three minutes of being turned off.
	Cooling and Heating Models: If the Operation light and PRE-DEF (Pre-heating/Defrost) indicators are lit up, the outdoor temperature is too cold and the unit's anti-cold wind is activated in order to defrost the unit.
	In Cooling-only Models: If the "Fan Only" indicator is lit up, the outdoor temperature is too cold and the unit's anti-freeze protection is activated in order to defrost the unit.
The unit changes from COOL mode to FAN mode.	The unit may change its setting to prevent frost from forming on the unit. Once the temperature increases, the unit will start operating in the previously selected mode again.
	The set temperature has been reached, at which point the unit turns off the compressor. The unit will resume operation when the temperature fluctuates again.
The indoor unit emits white mist	Condensation effect that can occur during cooling operations and is normal. In humid regions, a large temperature difference between the room air and the conditioned air can cause white mist.
Both the indoor and outdoor units emit white mist.	When the unit restarts in HEAT mode after defrosting, white mist may be emitted due to moisture generated from the defrosting process.
The indoor unit makes noises.	A squeaking sound is heard when the system is OFF or in COOL mode. The noise is also heard when the drain pump (optional) is in operation.
	A squeaking sound may occur after running the unit in HEAT mode due to expansion and contraction of the unit's plastic parts.
Both the indoor unit and outdoor unit make noises.	Low hissing sound during operation: This is normal and is caused by refrigerant gas flowing through both indoor and outdoor units.
	Low hissing sound when the system starts, has just stopped running, or is defrosting: This noise is normal and is caused by the refrigerant gas stopping or changing direction.
	Squeaking sound: Normal expansion and contraction of plastic and metal parts caused by temperature changes during operation can cause squeaking noises.
The outdoor unit makes noises.	The unit will make different sounds based on its current operating mode.
Dust is emitted from either the indoor or outdoor unit.	The unit may accumulate dust during extended periods of non-use, which will be emitted when the unit is turned on. This can be mitigated by covering the unit during long periods of inactivity.
The unit emits a bad odour	The unit may absorb odours from the environment (such as furniture, cooking, cigarettes, etc.), which may be emitted during operation.
	The unit's filters have become mouldy and should be cleaned.
The fan of the outdoor unit does not operate.	During operation, the fan speed is controlled to optimise performance.

TROUBLESHOOTING TIPS

When problems occur, please check the following possible causes before contacting a repair company.

PROBLEM	POSSIBLE CAUSES	SOLUTION
The air conditioner stops running	Power failure	Wait for the power to be restored
	The power switch is off	Turn on the power
	The fuse is burned out	Replace the fuse
	Remote control batteries are dead	Replace the remote control batteries
	The unit's 3-minute protection has been activated	Wait three minutes after restarting the unit
Poor heating performance	Temperature setting may be higher than the ambient room temperature	Lower the temperature setting
	The heat exchanger on the indoor or outdoor unit is dirty	Clean the affected heat exchanger
	The air filter is dirty	Remove the filter and clean it according to instructions
	The air inlet or outlet of either unit is blocked	Turn the unit off, remove the obstruction and turn it back on
	Doors and windows are open	Make sure that all doors and windows are closed while operating the unit
	Excessive heat is generated by sunlight	Close windows and curtains during periods of high heat or bright sunshine
	Low refrigerant due to leak or long-term use	Check for leaks, re-seal if necessary and top off refrigerant
The unit starts and stops frequently	There's too much or too little refrigerant in the system	Check for leaks and recharge the system with refrigerant
	There is air, incompressible gas or foreign material in the refrigeration system.	Evacuate and recharge the system with refrigerant
	System circuit is blocked	Determine which circuit is blocked and replace the malfunctioning piece of equipment
	The compressor is broken	Replace the compressor
	The voltage is too high or too low	Install a manostat to regulate the voltage
Poor heating performance	The outdoor temperature is lower than 7°C (44.5°F)	Check for leaks and recharge the system with refrigerant
	Cold air is entering through doors and windows	Make sure that all doors and windows are closed during use
	Low refrigerant due to leak or long-term use	Check for leaks, re-seal if necessary and top off refrigerant

WHEN TO CALL FOR SERVICE

If ANY of the following conditions occurs, turn off your unit immediately!

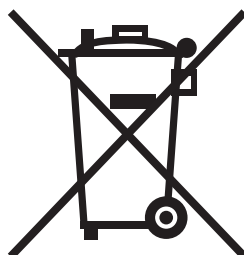
- The power cord is damaged or abnormally warm
- There is a burning smell coming from the unit
- The unit emits loud or abnormal sounds
- When operated if a circuit breaker (safety, ground) is thrown or a fuse is blown
- Water leaks from the indoor unit even when the humidity level is low
- Parts are ejected out of the unit
- Water or foreign objects fall into the unit
- If the unit has been exposed to flooding

DO NOT ATTEMPT TO FIX THESE YOURSELF!

TURN OFF THE AIR CONDITIONER, AND CONTACT RINNAI OR AN AUTHORISED SERVICE PROVIDER IMMEDIATELY.

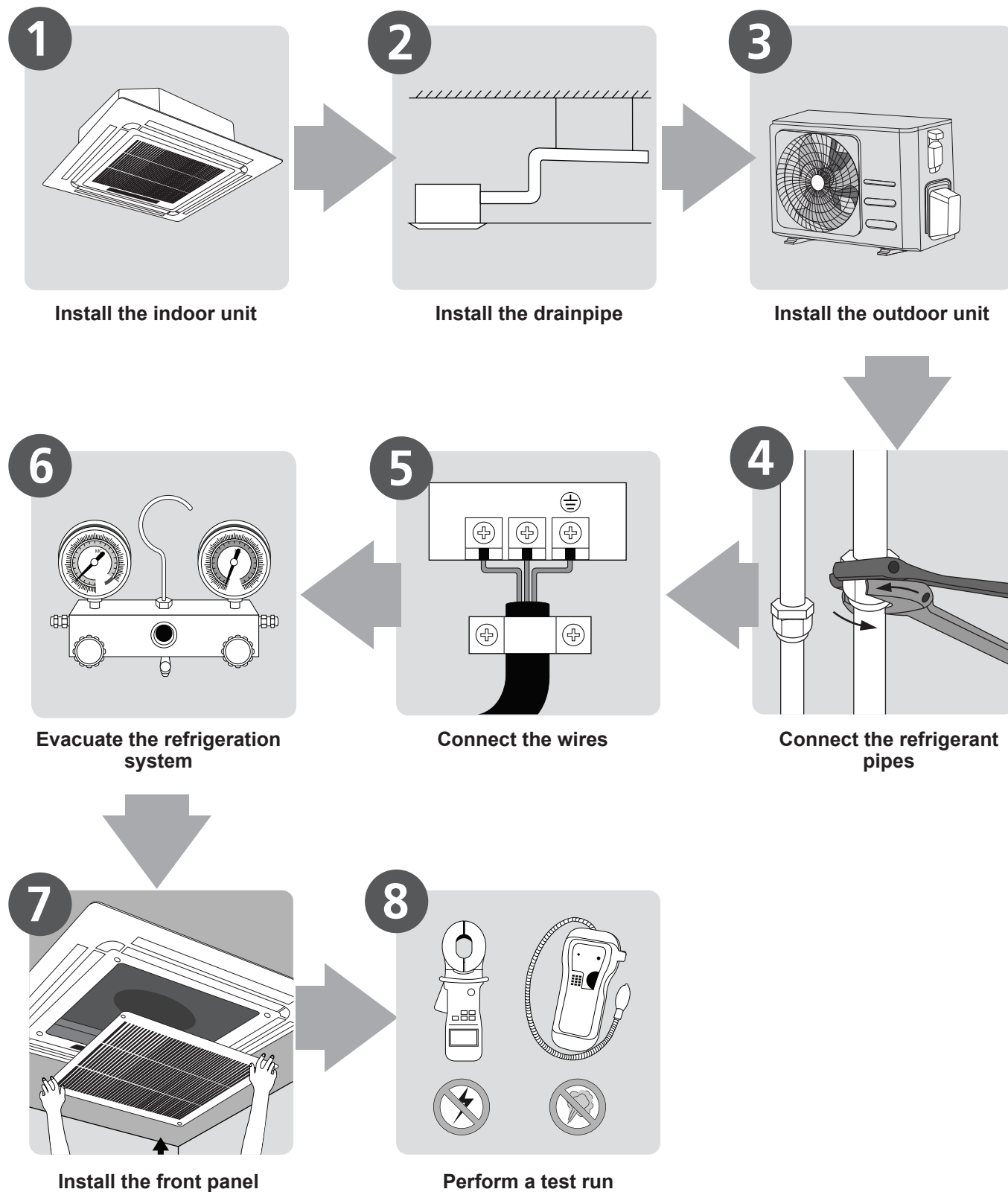
DISPOSAL GUIDELINES

This appliance contains refrigerant and other potentially hazardous materials. When disposing of this appliance, the law requires special collection and treatment. **DO NOT** dispose of this product as household waste or unsorted municipal waste.



Special notice – Disposing of this appliance in the forest or other natural surroundings endangers your health and is bad for the environment. Hazardous substances may leak into the ground water and enter the food chain.

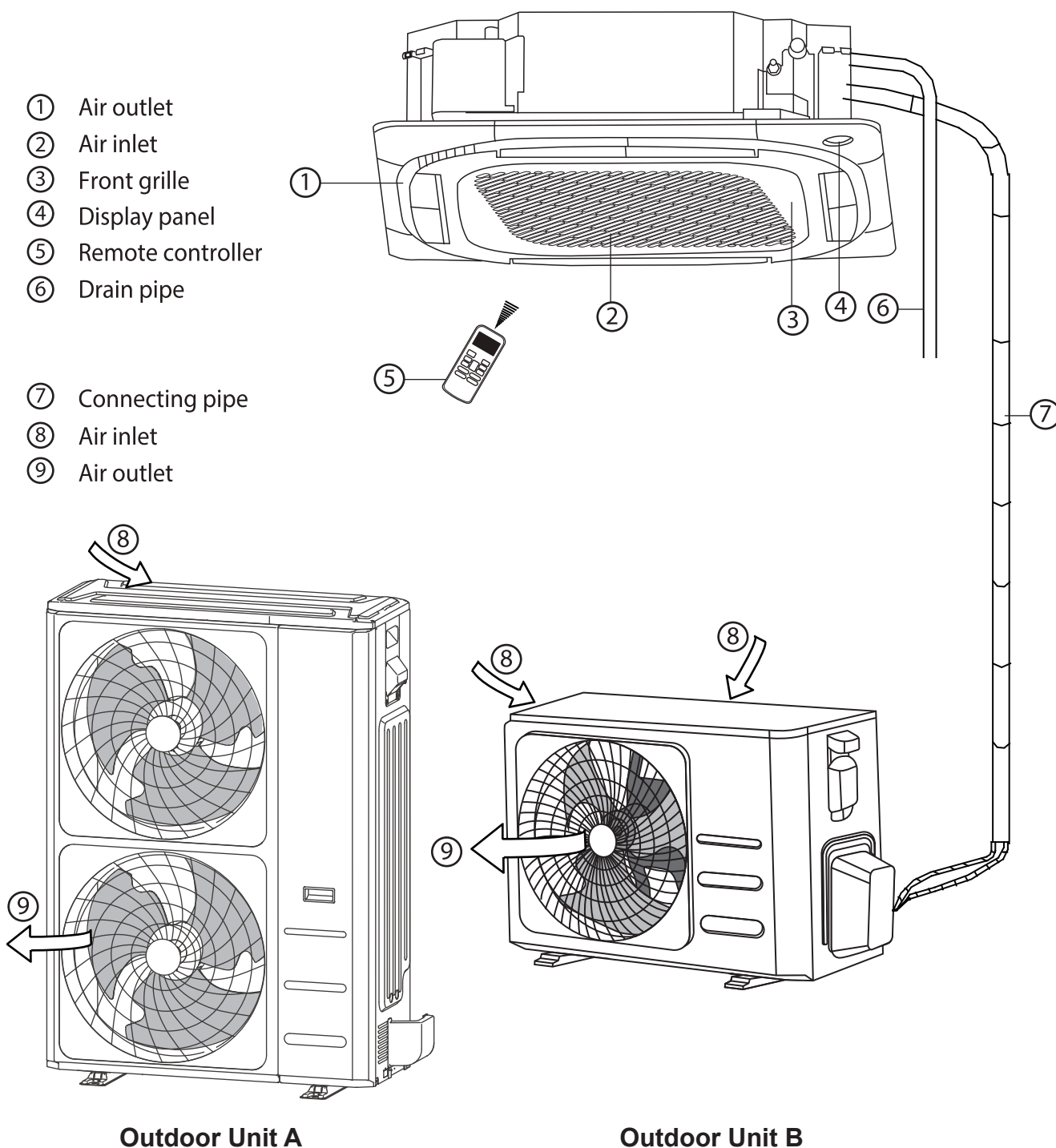
INDOOR INSTALLATION SUMMARY



UNIT PARTS



The installation must be performed in accordance with the requirement of local and national standards. The installation may be slightly different in different areas.

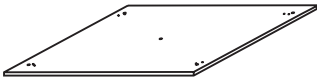
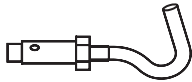
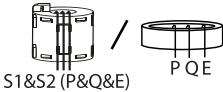
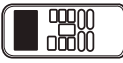
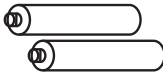


Illustrations in this manual are for explanatory purposes. The actual shape of your indoor unit may be slightly different. The actual shape shall prevail.

INDOOR CASSETTE INSTALLATION

INDOOR COMPACT CASSETTE ACCESSORIES

The Air Conditioning system comes with the following accessories. Use all of the installation parts and accessories to install the air conditioner. Improper installation may result in water leakage, electrical shock and fire, or cause the equipment to fail. Items which are not included with the air conditioner must be purchased separately

Name	Shape	Quantity
Manuals		2~4
Installation paper template		1
Soundproof / insulation sheath		1
Anti-shock rubber		1
Outlet pipe clasp		1-2 (depending on models)
Copper nut		2
Ceiling hook		4
Magnetic ring (wrap the electric wires S1 & S2 [P & Q & E] around the magnetic ring twice)	 S1&S2 (P&Q&E) / P Q E	1
Suspension bolt		4
Magnetic ring (hitch it on the connective cable between indoor unit and outdoor unit after installation).		Varies by model
Tapping screw		4
Remote controller		1
Battery		2
Connecting pipe		1

Indoor Compact Cassette Accessories

There are two types of remote controls; wired and wireless.

Select a remote controller based on customer preferences and requirements and install in an appropriate place.

Refer to manuals and technical information for guidance on selecting a suitable remote controller.

Name	Shape		Qty (PC)
Connecting pipe assembly	Liquid side	Ø6.5	Parts you must purchase separately. Consult the Dealer about the correct pipe size of the unit you purchased.
		Ø9.52	
		Ø12.7	
	Gas side	Ø9.52	
		Ø12.7	
		Ø16	
		Ø19	
		Ø22	

INDOOR COMPACT CASSETTE INSTALLATION INSTRUCTIONS



Panel installation must be performed after piping and wiring have been completed.

Step 1. Select installation location

Before installing the indoor unit, you must choose an appropriate location. The indoor unit should be installed in a location that meets the following requirements.

Required installation locations

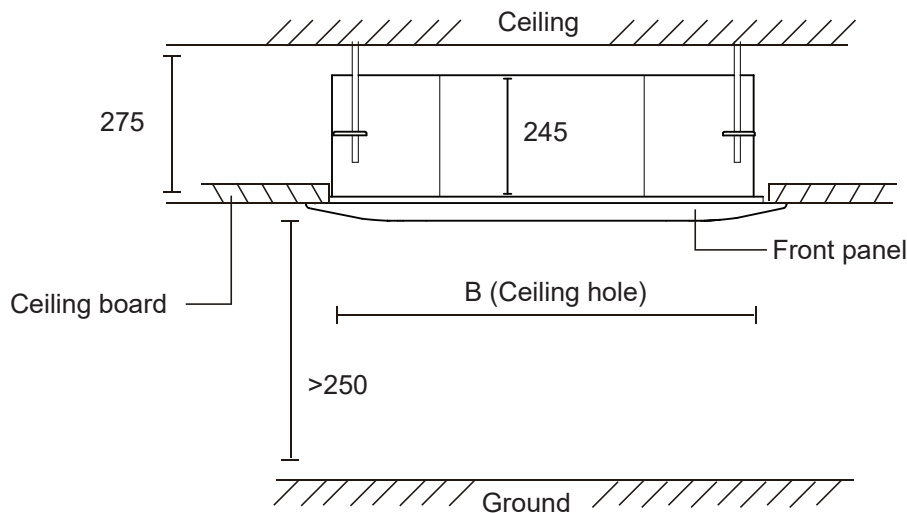
- The unit is at least 1m from the nearest wall.
- There is enough room for installation and maintenance.
- There is enough room for the connecting pipe and drainpipe.
- The ceiling is horizontal and its structure can sustain the weight of the indoor unit.
- The air inlet and outlet are not impeded.
- The airflow can fill the entire room.
- There is no direct radiation from heaters.

DO NOT install the unit in the following locations

- In areas with oil drilling or fracking
- In coastal areas with high salt content in the air
- In areas with caustic gases in the air, such as near hot springs
- In areas with power fluctuations, such as factories
- In enclosed spaces, such as cabinets
- In kitchens that use natural gas
- In areas with strong electromagnetic waves
- In areas that store flammable materials or gas
- In rooms with high humidity, such as bathrooms or laundry rooms

Recommended clearance between the indoor unit and the ceiling

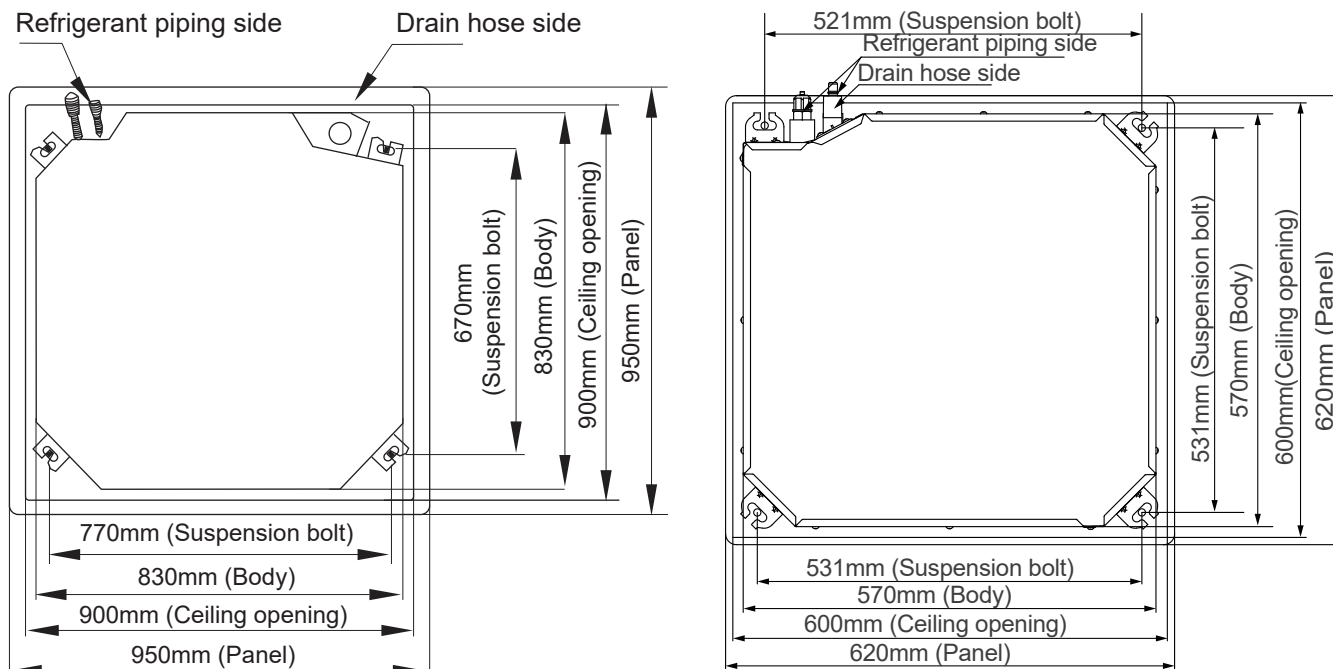
- The clearance between the mounted indoor unit and the internal ceiling should meet the following specifications (see figure below).



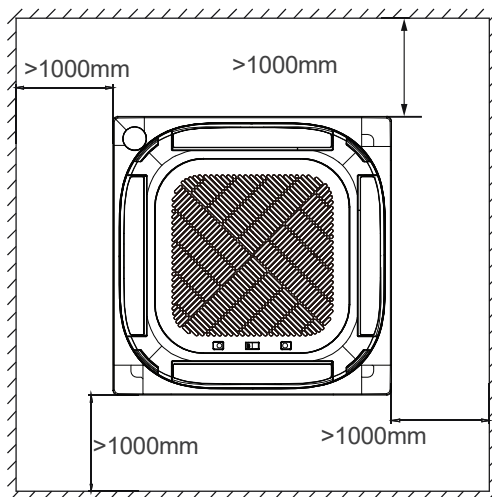
All measurements are in cm unless otherwise specified

Step 2. Hang indoor unit.

1. Use the included paper template to cut a rectangular hole in the ceiling, leaving at least 1m on all sides. The cut hole size will be at a diameter of 4cm larger than the body size. Be sure to mark the areas where ceiling hook holes will be drilled.

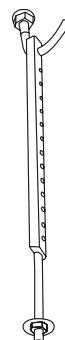


(Model: 7K/9K/12K/18K)

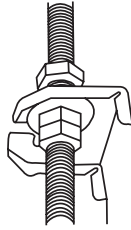


The unit body should align perfectly with the hole. Ensure that the unit and the hole are the same size before continuing.

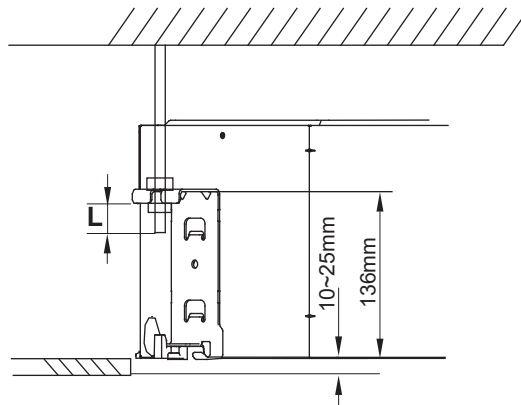
2. Drill 4 holes 12cm-15.5cm deep at the ceiling hook positions in the internal ceiling. Be sure to hold the drill at a 90° angle to the ceiling.
3. Using a hammer, insert the ceiling hooks into the pre-drilled holes. Secure the bolt using the included washers and nuts.
4. Install the four suspension bolts. (See figure on right.)



5. Mount the indoor unit. You will need two people to lift and secure it. Insert suspension bolts into the unit's hanging holes. Fasten them using the included washers and nuts



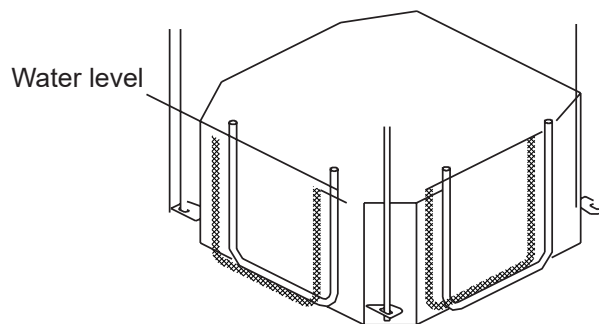
The bottom of the unit should be 10-25mm higher than the ceiling board. Generally, 'L' (indicated in the following figure) should be half the length of the suspension bolt or long enough to prevent the nuts from coming off.



Ensure that the unit is completely level. Improper installation can cause the drain pipe to back up into the unit or water leakage.

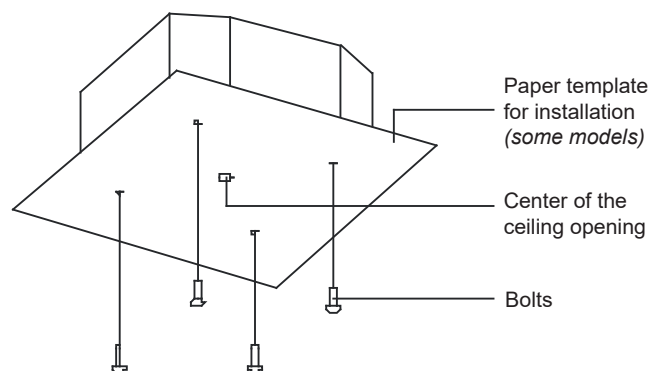


Ensure that the indoor unit is level. The unit is equipped with a built-in drain pump and float switch. If the unit is tilted against the direction of condensate flows (the drainpipe side is raised), the float switch may malfunction and cause water to leak. (For some models.)



For new home installation

When installing the unit in a new home, the ceiling hooks can be embedded in advance. Make sure that the hooks do not come loose due to concrete shrinkage. After installing the indoor unit, fasten the installation paper template onto the unit with bolts to determine in advance the dimension and position of the opening on the ceiling. Refer to the following instructions for the remainder of the installation.

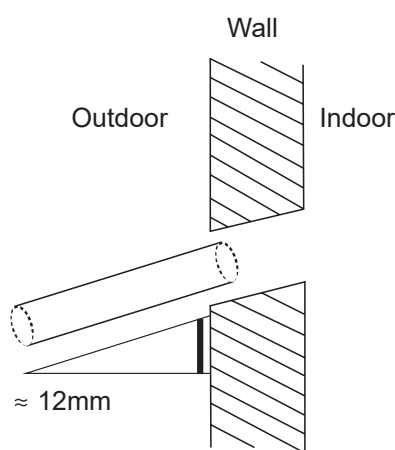


Step 3. Drill wall hole for connective piping

1. Determine the location of the wall hole based on the location of the outdoor unit.
2. Using a 65mm or 90mm (depending on models) core drill, drill a hole in the wall. Make sure that the hole is drilled at a slight downward angle, so that the outdoor end of the hole is lower than the indoor end by about 12mm. This will ensure proper water drainage.
3. Place the protective wall cuff in the hole. This protects the edges of the hole and will help seal it when you finish the installation process.



When drilling the wall hole, make sure to avoid wires, plumbing, and other sensitive components..



Step 4. Connect drain hose

The drainpipe is used to drain water away from the unit. Improper installation may cause unit and property damage.



- Insulate all piping to prevent condensation, which could lead to water damage.
- If the drainpipe is bent or installed incorrectly, water may leak and cause a water-level switch malfunction.
- In HEAT mode, the outdoor unit will discharge water. Ensure that the drain hose is placed in an appropriate area to avoid water damage and slippage.
- **DO NOT** pull the drainpipe forcefully. This could disconnect it.

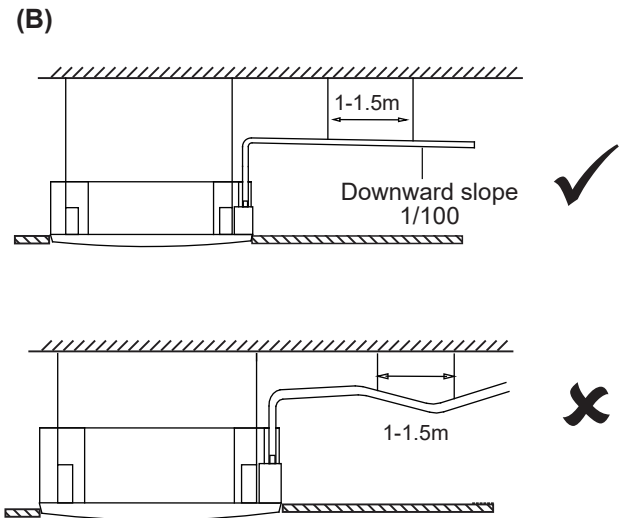
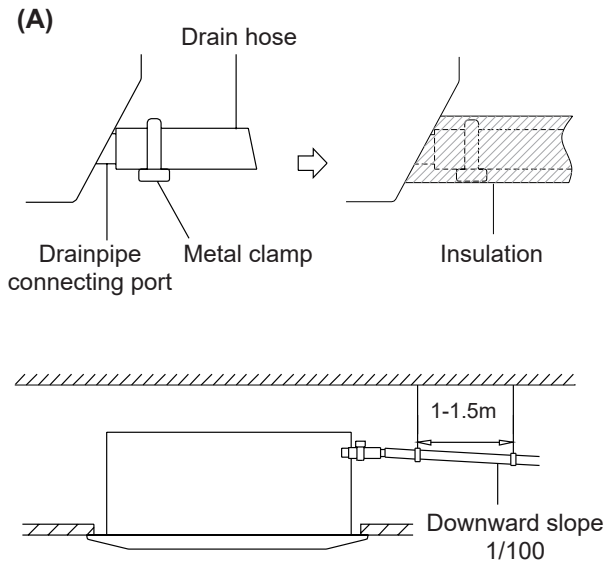


Purchasing pipes

Installation requires a polyethylene tube (exterior diameter= 2.5cm or 3.7-3.9cm) (depending on models), which can be obtained at your local hardware store or dealer.

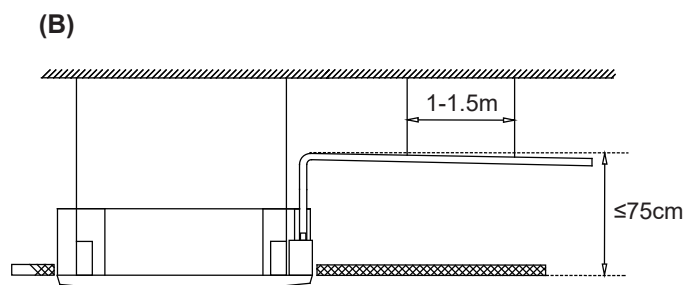
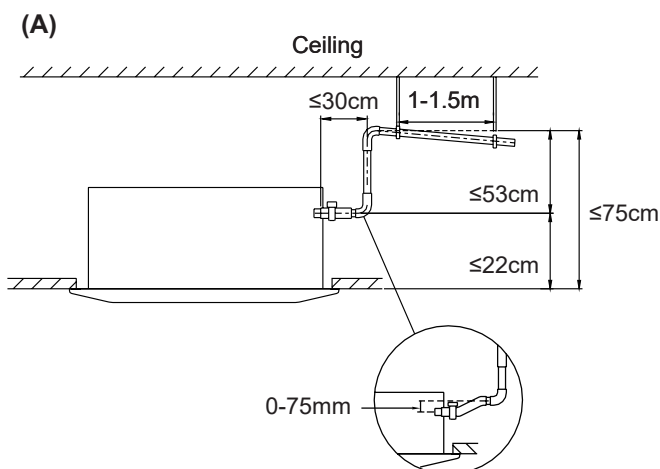
INDOOR DRAINPIPE INSTALLATION

Install the drainpipe as illustrated in the following figures.

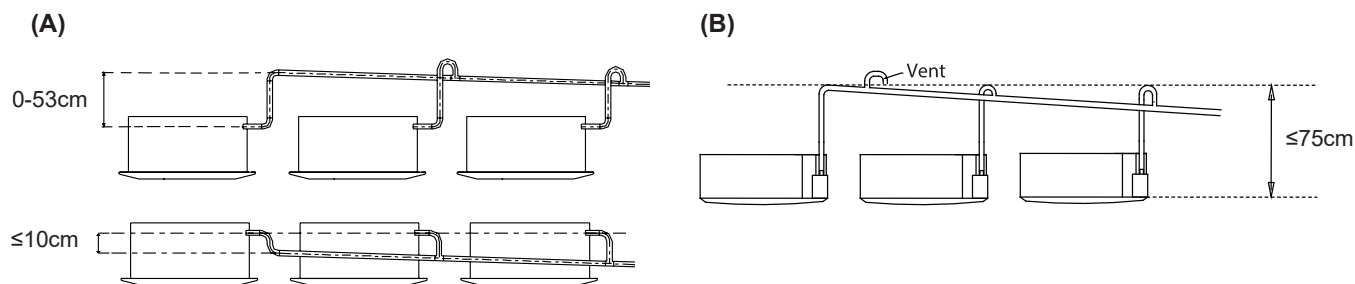


Drainpipe installation

- When using an extended drainpipe, tighten the indoor connection with an additional protection tube to prevent it from pulling loose.
- The drainpipe should slope downward at a gradient of at least 1/100 to prevent water from flowing back into the air conditioner.
- To prevent the pipe from sagging, space hanging wires every 1-1.5m.
- If the outlet of the drainpipe is higher than the body's pump joint, provide a lift pipe for the exhaust outlet of the indoor unit. The lift pipe must be installed no higher than 75cm from the ceiling board and the distance between the unit and the lift pipe must be less than 30cm (depending on models). Incorrect installation could cause water to flow back into the unit and flood.
- To prevent air bubbles, keep the drain hose level or slightly tilted up <75mm (some models).



When connecting multiple drainpipes, install the pipes as illustrated in the following figure.



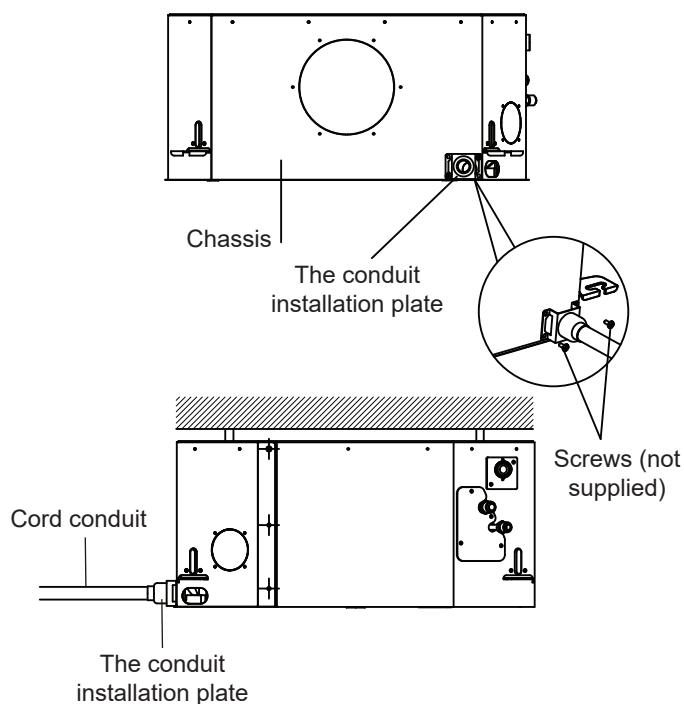
Pass the drain hose through the wall hole. Make sure the water drains to a safe location where it will not cause water damage or a slipping hazard.



The drainpipe outlet should be at least 5cm above the ground. If it touches the ground, the unit may become blocked and malfunction. If you discharge the water directly into a sewer, make sure that the drain has a U or S pipe to catch odours that might otherwise come back into the house.

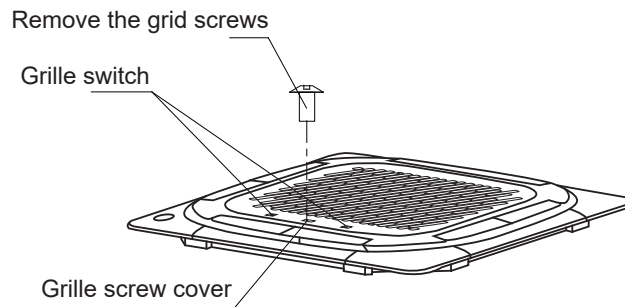
How to install the conduit installation plate (if supplied).

1. Fix the sheath connector (not supply) on the wire hole of the conduit installation plate
2. Fix the conduit installation plate on the chassis of the unit.

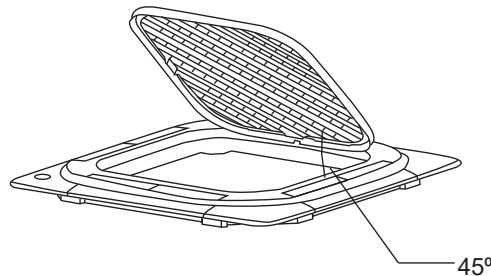
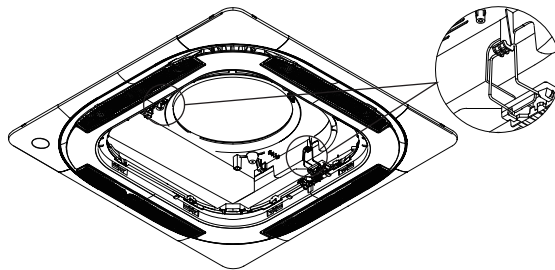
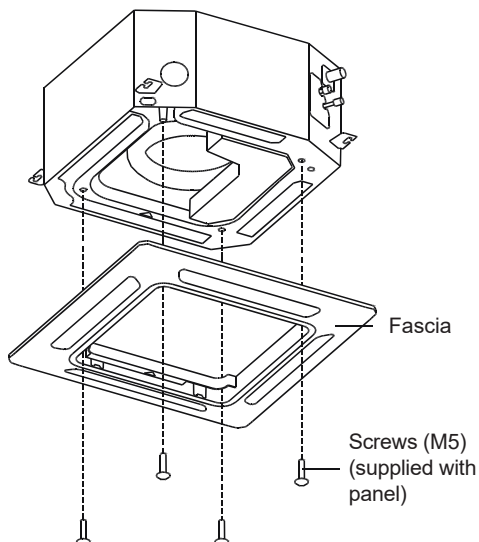


PANEL INSTALLATION FOR COMPACT CASSETTE MODELS**Step 1. Remove the front grille.**

1. Push both of the tabs towards the middle simultaneously to unlock the hook on the grille.



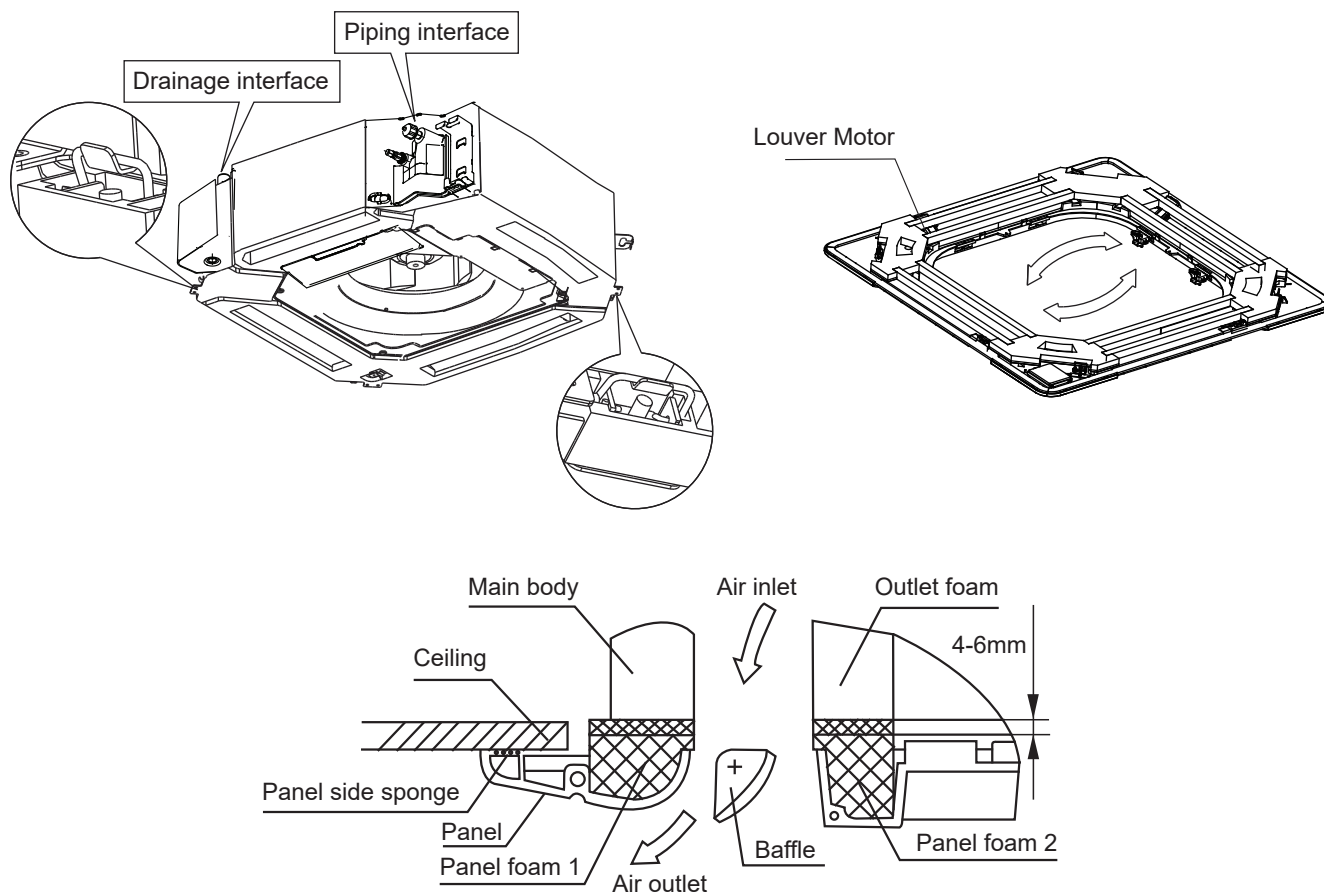
2. Hold the grille at a 45° angle, lift it up slightly and detach it from the main body.

**Step 2. The panel hook is pre-hung to the indoor unit flow guide ring, as shown****Step 3. Install the fascia with four screws (M5), as shown.**

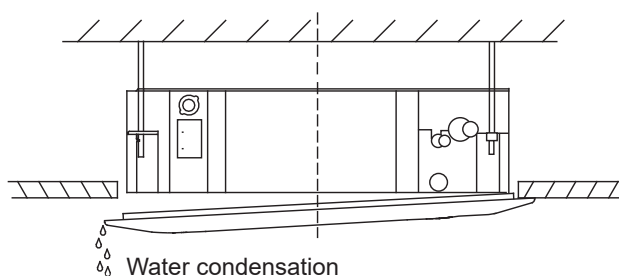


Tighten the screws until the thickness of the sponge between the main body and the panel reduces to 4-6mm. The edge of the panel should be in contact with the ceiling securely.

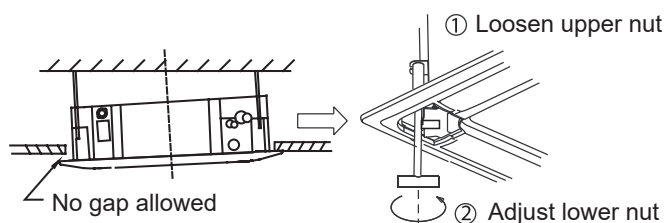
Adjust the panel by turning it to the arrowed direction so that the ceiling opening is completely covered.



If the height of the indoor unit needs to be adjusted, you can do so through the openings at the panel's four corners. Make sure that the internal wiring and drainpipe are not affected by this adjustment.



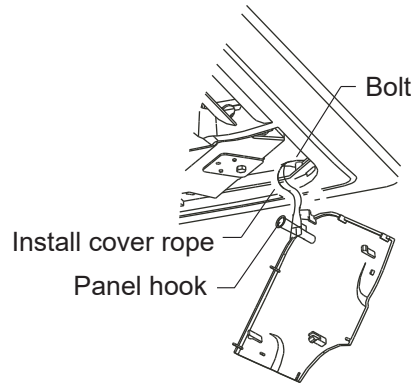
Failure to tighten screws can cause water leakage.



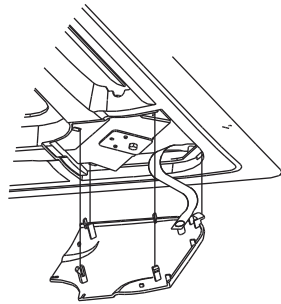


If the unit is not hung correctly and a gap exists, the unit's height must be adjusted to ensure proper function. The unit's height can be adjusted by loosening the upper nut, and adjusting the lower nut.

Hang the intake grille on the panel, and then connect the lead connectors of the louver motor and the control box on the panel to the corresponding connectors of the main body.



- Reinstall into the style grid.
- Reinstall the installation cover.
- Fix the installation cover plate rope to the pillar of the installation cover plate, and gently press the installation cover plate into the panel.



When installing the cover, slide the four slide fasteners into the corresponding slots on the panel.



After installation, the butt plugs of display, swing, water pump and other wire bodies must be placed in the electric control box.

PACKING & UNPACKING THE UNIT

INSTRUCTIONS FOR PACKING AND UNPACKING THE UNIT

Unpacking Indoor Unit

- Cut the packing belt.
- Unpack the package.
- Take out the packing cushion and packing support.
- Remove the packing film.
- Take out the accessories.
- Lift the machine out and lay it flat.

Unpacking Outdoor Unit

- Cut the packing belt.
- Take the unit out of the package.
- Remove the foam from the unit.
- Remove the packing film from the unit.

Packing Indoor Unit

- Put the indoor unit into the packing film.
- Put the accessories in.
- Place the packing cushion and packing support.
- Put the indoor unit into the package.
- Close the package and seal it.
- Using the packing belt if necessary.

Packing Outdoor Unit

- Put the outdoor unit into the packing film.
- Put the bottom foam into the box.
- Put the outdoor unit into the package, then put the upper packaging foam on the unit.
- Close the package and seal it.
- Using the packing belt if necessary.



Please keep all packaging items if you may need in the future.

TERMS OF WARRANTY – AUSTRALIA

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

1 DEFINITIONS

The terms listed below shall have the following meanings:

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

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

2 TERMS OF WARRANTY

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

	PRODUCT GROUPS	PARTS	LABOUR
Residential and Light Commercial	Evaporative Coolers & Ducted Gas Heaters (excluding Compact Classic Series)	5 Years *Extended 4 Years Option	5 Years *Extended 4 Years Option
	Ducted Gas Heaters - Compact Classic Series	3 Years	3 Years
	Refrigerated Air Conditioning Products	7 Years	7 Years
	Add-On ICE Refrigerated Cooling System	5 Years	5 Years
	VRF Air Conditioning Products	5 Years	5 Years
	Ducted Gas Heaters - Heat Exchangers and Burners Evaporative Coolers - Structural components only	10 Years	N/A
	Portable Air Conditioning ⁽¹⁾ / Dehumidifier ⁽¹⁾ / Air Purifier ⁽¹⁾	2 Years	N/A
	Electric Panel Heaters ⁽¹⁾	7 Years	N/A
	Electric Fire Heater	5 Years	5 Years
	Outdoor Radiant Heater	3 Years	1 Year
	Wi-Fi Devices	1 Year	1 Year
Commercial	Refrigerated Air Conditioning Products	2 Years	1 Year
Other Applications	All Product Groups	2 Years	1 Year
After Market	Spare Parts	1 Year	N/A
*Extended Warranty Option	Up to 4 year extended warranty (in addition to the standard warranty period listed above) applies on selected products when you opt in to the Rinnai Service Advantage program. This program has terms and conditions, including the requirement for scheduled servicing of the product by Rinnai. To participate in the program you must register your product online at: www.rinnai.com.au/support-resources/warranty-registration/ within the first 12 months of the product being installed.		

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

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

3 CONDITIONS OF WARRANTY

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

4 EXCLUSIONS

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

5 LIMITATIONS

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

6 TRAVEL, TRANSPORT & ACCESS COSTS

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

7 PURCHASER'S RESPONSIBILITIES

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

HOW TO MAKE A WARRANTY CLAIM:

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

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

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

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

NOTICE TO CONSUMERS UNDER AUSTRALIAN CONSUMER LAW

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

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

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

Rinnai Australia Pty Ltd

ABN 74 005 138 769 | AU45204

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

Customer Support

Tel: 1300 555 545*

Monday to Friday, 8.00 am to 5.00 pm EST.

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

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

Rinnai has a Service and Spare Parts network with personnel who are fully trained and equipped to give the best service on your Rinnai appliance. If your appliance requires service, please call Customer Support. Rinnai recommends that this appliance be serviced once a year.

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