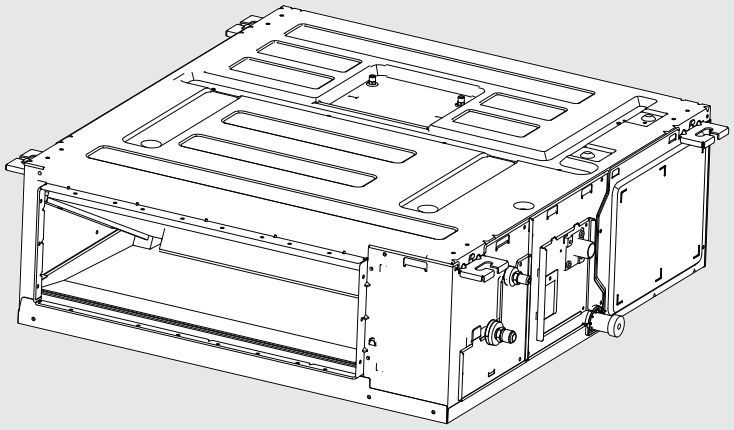
MODELS – Slim Ducted

DINSD26MBA
DINSD35MBA
DINSD50MBA

REFRIGERANT
R32



Slim Ducted Type Air Conditioner

Operation & Installation Manual

Rinnai

IMPORTANT

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, including local OH&S requirements, and Municipal Building Codes, including the National Construction Code (NCC).

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

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

REFRIGERANT
R32

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.

IMPORTANT

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

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WARNINGS AND IMPORTANT INFORMATION

IMPORTANT

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.

WARNING

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, including local OH&S requirements, and Municipal Building Codes, including the National Construction Code (NCC).**
- **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.

IMPORTANT

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.

WARNING

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.**

WARNING

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.**

CAUTION

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

WARNING

- **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

NOTE

- **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 CO_2 equivalent or more, but less than 50 tonnes of CO_2 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

NOTE

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

NOTE

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.

NOTE

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 m^2. Appliance MUST NOT be installed in a unventilated space, if that space is smaller than X m^2.

WARNING

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.

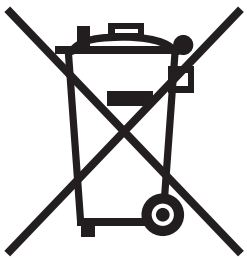
Minimum Room Size

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
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.

IMPORTANT

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.

WARNING

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**

Rated Static Pressure

Model	2.6 - 5.0kW
Pressure	0.10 in-H_2O (25Pa)

NOTE

2.6-3.5 KW MODELS

The maximum functional total external static pressure can not exceed 0.80 in WC or 100 Pa (2.6-3.5kW models) and 200 Pa (5.0kW models). The airflow reduces significantly beyond 0.80 in WC or 100 Pa (2.6-3.5kW models) and 200 Pa (5.0kW models). System design should allow for the increased resistance of filters as they become dirty.

SPECIFICATIONS

TECHNICAL SPECIFICATIONS

SLIM DUCTED			DINSD26MBA	DINSD35MBA	DINSD50MBA
Power Supply		V-Ph-Z	220-240-1-50		
Cooling	Rated Capacity	kW	2.60	3.50	5.28
	Rated Input Power	W	88	91	172
	Rated Input Current	A	0.66	0.67	1.12
Heating	Rated Capacity	kW	2.90	3.80	6.00
	Rated Input Power	W	88	91	172
	Rated Input Current	A	0.66	0.67	1.12
Airflow (Hi/Med/Lo)		L/s	172 / 150 / 125	183 / 158 / 131	250 / 217 / 181
Maximum External Static Pressure		Pa	100	100	160
Sound Pressure Level @1.0m (Hi/Med/Lo)		dB(A)	35 / 33 / 31 / 27	35 / 33 / 31 / 26	36.5 / 34 / 31 / 25
Dimensions	Net (W x D x H)	mm	700 x 450 x 200	700 x 450 x 200	700 x 750 x 245
	Gross (W x D x H)		860 x 540 x 285	860 x 540 x 285	925 x 850 x 298
	Net / Gross Weight	kg	16.6 / 19.8	16.6 / 19.8	24.4 / 29
	Supply Air Duct Connection (W x H)	mm	537 x 152	537 x 152	527 x 178
	Return Air Duct Connection (W x H)		599 x 186	599 x 186	592 x 212
	Refrigerant Pipe Size: Liquid / Gas	mm	6.35 / 9.52	6.35 / 9.52	6.35 / 12.7
	Condensate Drain Pump Connection		Φ25	Φ25	Φ25
Controller		Type	Wired controller - 2-wired wiring (Field Supply)		
Operating Range	Cooling	°C	16-32		
	Heating		0-30		
Wi-Fi Compatibility			Standard		

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.

CAUTION

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.

Before changing the filter or cleaning, turn off the unit and disconnect its power supply. Removal and maintenance must be performed by a certified technician.

When removing filter, do not touch metal parts in the unit. The sharp metal edges can cut you.

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

DO NOT expose filter to direct sunlight when drying. This can shrink the filter.

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

NOTE

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

Cannot be maintained and cleaned by the user.

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.

- Turn off the unit and disconnect the power
- Select FAN ONLY mode and let the indoor fan run for a time to dry the inside of the unit.

When the air conditioner is to be used again

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

- Check that the wiring is not broken off or disconnected.
- Check for leaks
- 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 13 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.

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 11.

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

TROUBLESHOOTING WIRELESS REMOTE CONTROL

When problems occur, please check the following possible causes.

PROBLEM	POSSIBLE CAUSES	SOLUTION
The fan speed cannot be changed.	Check whether AUTO mode is selected.	In AUTO mode, the fan speed is set automatically and cannot be changed.
	Check whether DRY mode is selected.	In DRY mode, the FAN SPEED button is ineffective. The fan speed can only be changed in COOL, FAN and HEAT mode.
The temperature display is off	Check whether FAN mode is selected.	In FAN mode, the temperature cannot be adjusted.
The TIMER OFF disappears after a period of time	If the TIMER OFF function was activated, the operation may have finished.	The air conditioner will automatically stop at the set time and the indicator light will turn off.
The TIMER ON indicator disappears after a period of time	If the TIMER ON function was activated,the operation may have finished.	The air conditioner will automatically start at the set time and the indicator light will turn off.
There is no sound when the ON/OFF button is pressed.	Check whether the signal transmitter of the remote control is properly directed towards the infrared signal receiver of the indoor unit.	Point the remote control directly at the receiver and press the ON/OFF button twice.

WHEN TO CALL FOR SERVICE

CAUTION

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

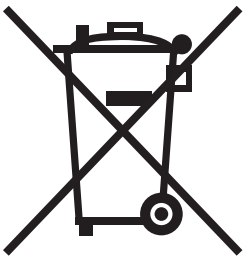
- **The power cord is damaged or abnormally warm**
- **There is a burning smell coming from the unit**
- **The unit emits loud or abnormal sounds**
- **When operated if a circuit breaker (safety, ground) is thrown or a fuse is blown**
- **Water leaks from the indoor unit even when the humidity level 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

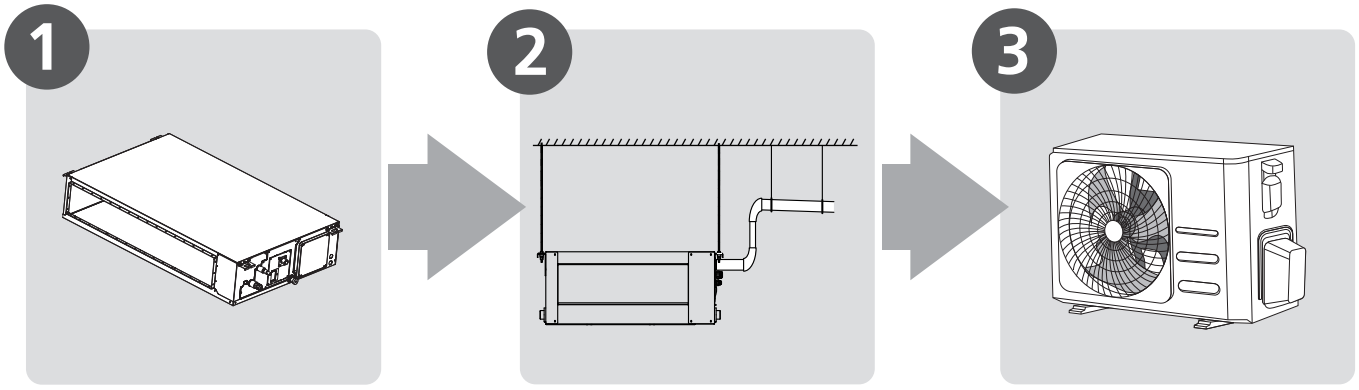
This appliance contains refrigerant and other potentially hazardous materials. When disposing of this appliance, the law requires special collection and treatment. **DO NOT** dispose of this product as household waste or unsorted municipal waste.



IMPORTANT

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.

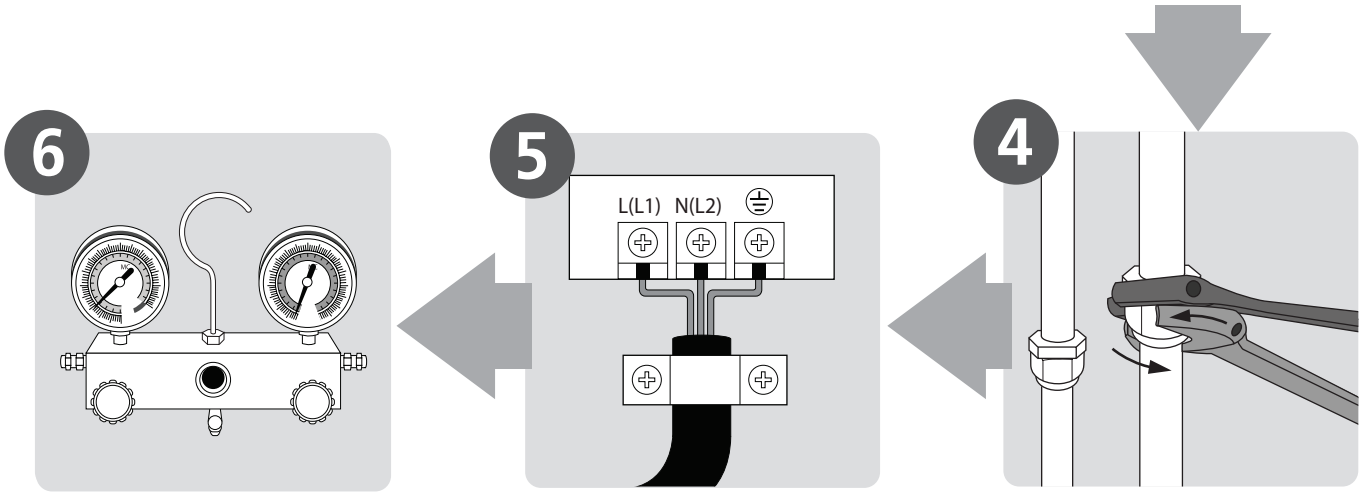
INDOOR INSTALLATION SUMMARY



Install the indoor unit

Install the drainpipe

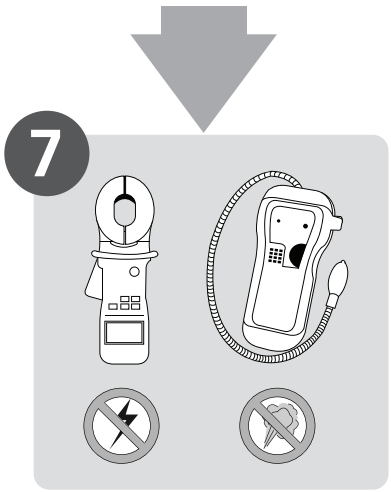
Install the outdoor unit



Connect the refrigerant pipes

Connect the wires

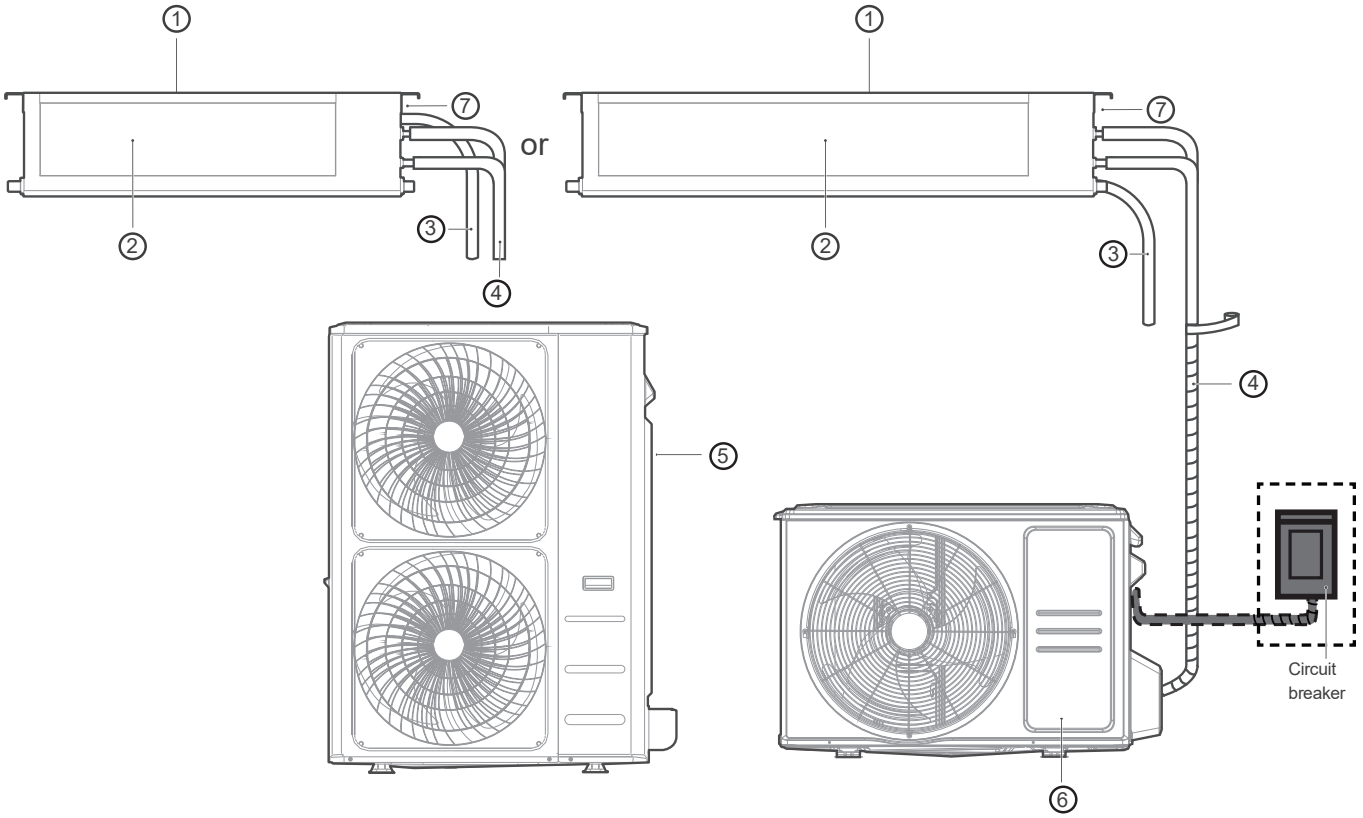
Evacuate the refrigeration system



Perform a test run

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.



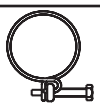
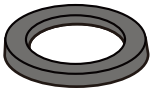
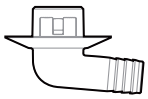
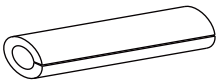
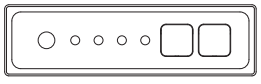
1. Air inlet
2. Air outlet
3. Drain pipe
4. Connecting pipe
5. Outdoor Unit (A)
6. Outdoor Unit (B)
7. Electric control cabinet

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

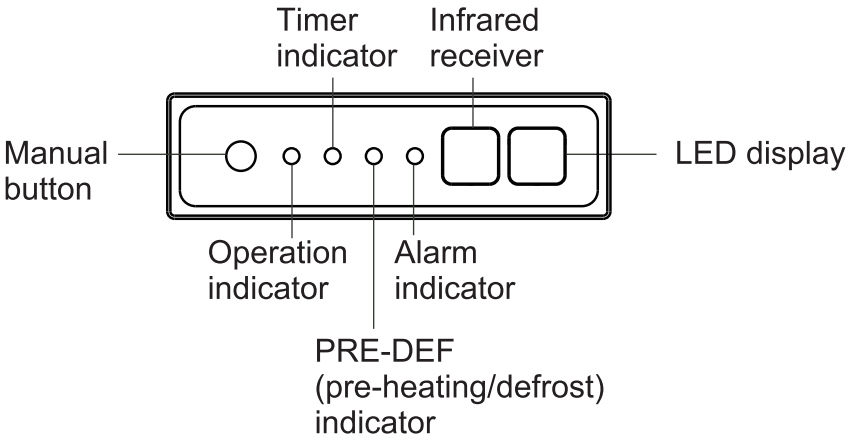
SLIM DUCTED INSTALLATION

SLIM DUCTED 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
Refrigerant in/out pipe protection cover		2
Copper nut		2
Wired remote controller		1
Outlet pipe sheath		1
Outlet pipe clasp		1-2 (depending on models)
Seal ring		1
Drain joint		1
Connecting wire for display (2m)		1
Magnetic ring (hitch it on the connective cable between indoor unit and outdoor unit after installation).		Varies by model
Cord protection rubber ring		1
Display panel - for testing purposes only.		1

DISPLAY PANEL



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

SIZE OF CONNECTING PIPE

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.
	Gas side	Ø9.52	
		Ø12.7	

INDOOR UNIT INSTALLATION INSTRUCTIONS

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

- 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.

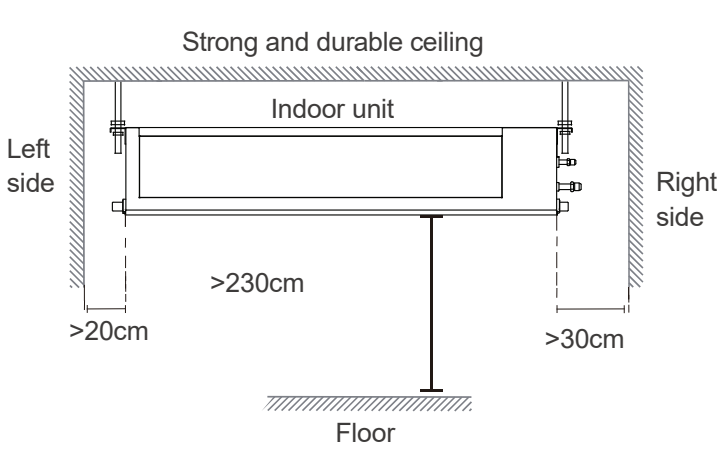
DO NOT install the unit in the following locations

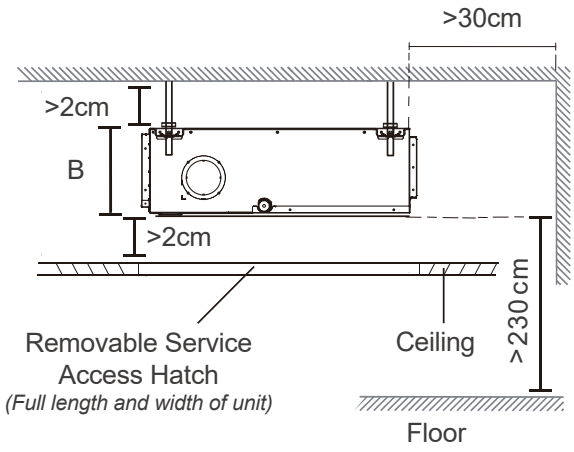
- In areas with oil drilling or fracking
- In coastal areas with high salt content in the air
- In areas with caustic gases in the air, such as near hot springs
- In areas with power fluctuations, such as factories
- In enclosed spaces, such as cabinets
- In kitchens that use natural gas
- In areas with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

INSTALLATION LOCATION

The distance between the mounted indoor unit should meet the specifications illustrated in the following diagram.

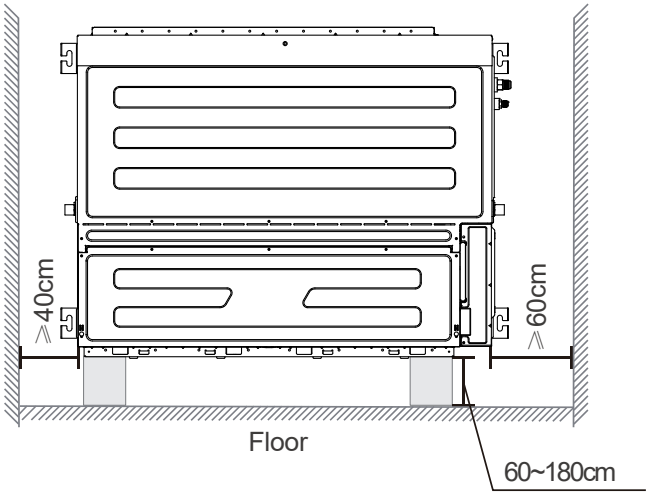
Ceiling Mounted (2.6 / 3.5 / 5.0kW)



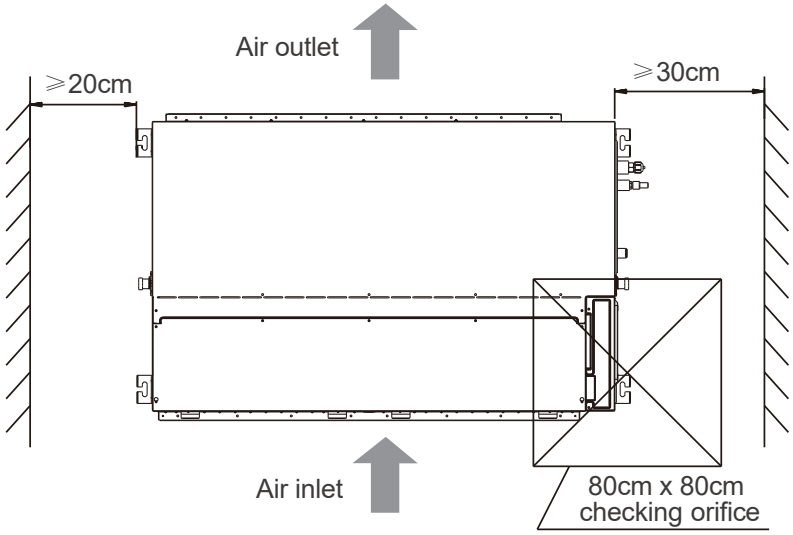


All diagrams in this manual are for demonstration purposes only. The air conditioner you have purchased may be slightly different in design, though similar in shape.

Vertical Installation (5.0kW)



Service Access

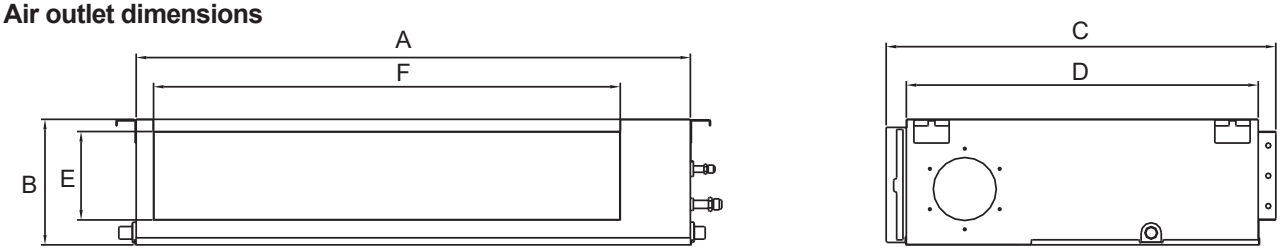


HANG INDOOR UNIT

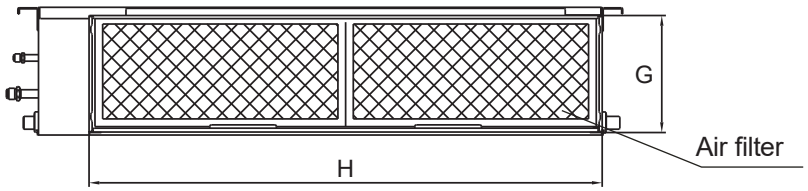
Please refer to the following diagrams to locate the four positioning screw bolt holes on the ceiling. Be sure to mark the paces where you will drill ceiling hook holes.

2.6 / 3.5KW MODELS

Air outlet dimensions



Air inlet dimensions



Descending ventilation opening and mounted hook

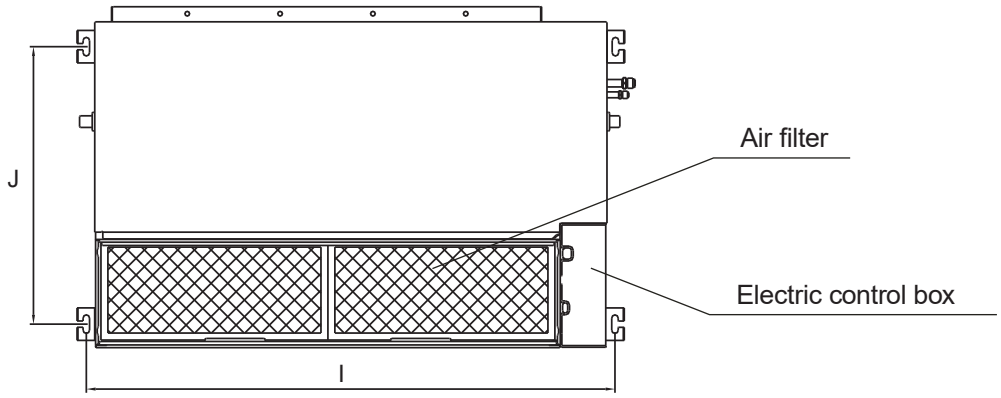
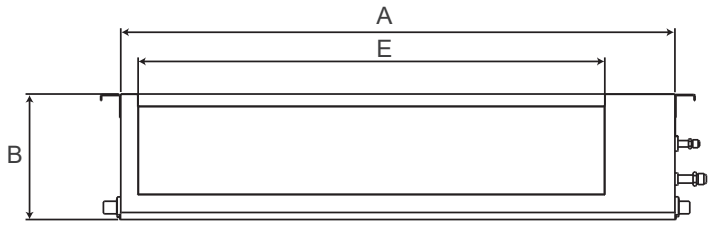


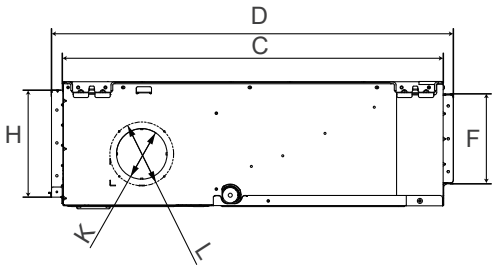
Table 1. Air inlet / outlet dimensions

Model (kW)	Outline Dimension (mm)				Air Outlet Opening Size (mm)		Air Return Opening Size (mm)		Dim. of Mounted Lug (mm)	
	A	B	C	D	E	F	G	H	I	J
2.6 / 3.5	700	200	506	450	152	537	186	599	741	360

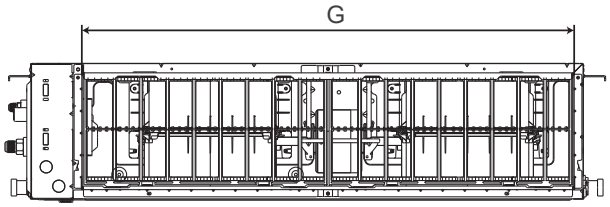
5.0KW MODELS

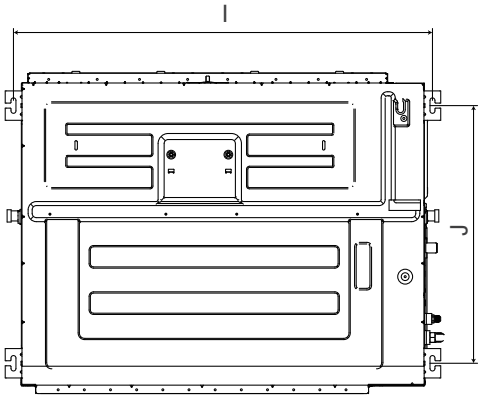
Air outlet dimensions





Air inlet dimensions



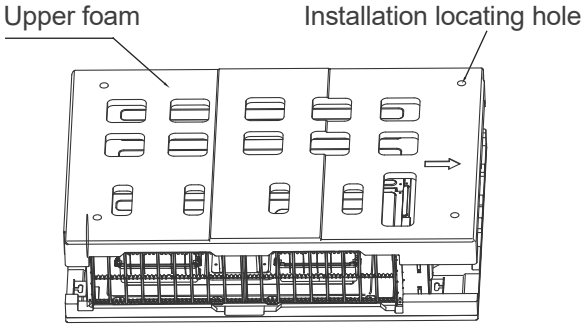


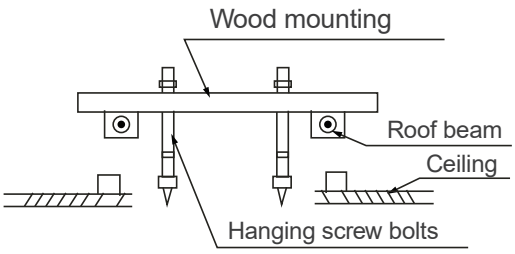
Model (kW)	Outline Dimension (mm)				Air Outlet Opening Size (mm)		Air Return Opening Size (mm)		Dim. of Mounted Lug (mm)		Fresh Air Intake Opening Size (mm)	
	A	B	C	D	E	F	G	H	I	J	K	L
5.0	700	245	750	795	527	178	592	212	740	640	100	126

CEILING BOLT INSTALLATION

1. Wood

The mounting holes for upper foam are used for auxiliary positioning bolts (if the foam is damaged, the spacing between the actual lifting lugs shall be the standard). See figure below left.

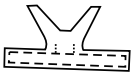




Place the wood mounting across the roof beam, then install the hanging screw bolts. See figure above right.

2. New concrete bricks

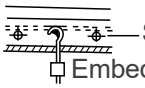
(Blade shape insertion)



(Slide insertion)

Inlay or embed the screw bolts.

3. Original concrete bricks

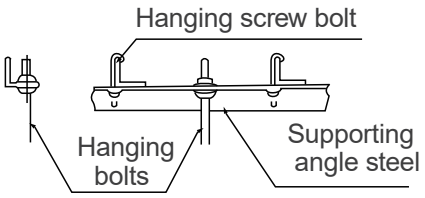


(Pipe hanging and embedding screw bolt)

Use an embedding screw bolt, crock, and stick harness.

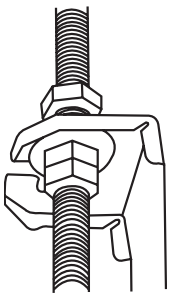
4. Steel Roof Beam Structure

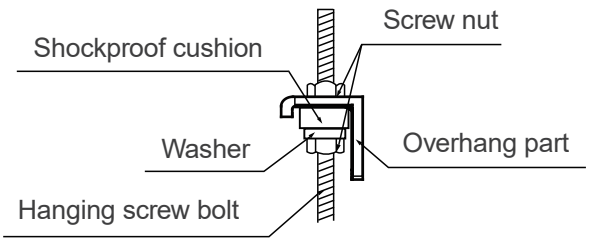
1. Install and use the supporting steel angle.



CAUTION **The unit body must be completely aligned with the hole. Ensure that the unit and the hole are the same size before moving on.**

2. Install and fit pipes and wires after you have finished installing the main body. When choosing where to start, determine the direction of the pipes to be drawn out. Especially in cases where there is a ceiling involved, align the refrigerant pipes, drain pipes, and indoor and outdoor lines with their connection points before mounting the unit.
3. Install hanging screw bolts.
   - Cut off the roof beam.
   - Strengthen the point at which the cut was made. Consolidate the roof beam.
4. After you select an installation location,align the refrigerant pipes, drain pipes, as well as indoor and outdoor wires with their connection points before mounting the unit.
5. Drill 4 holes 10cm deep at the ceiling hook positions in the internal ceiling. Be sure to hold the drill at a 90° angle to the ceiling.
6. Secure the bolt using the washers and nuts provided.
7. Install the four suspension bolts.
8. Mount the indoor unit with at least two people to lift and secure it. Insert suspension bolts hanging holes. Fasten them using the washers and nuts provided.
9. Position the indoor unit flat using a level indicator to prevent leaks.





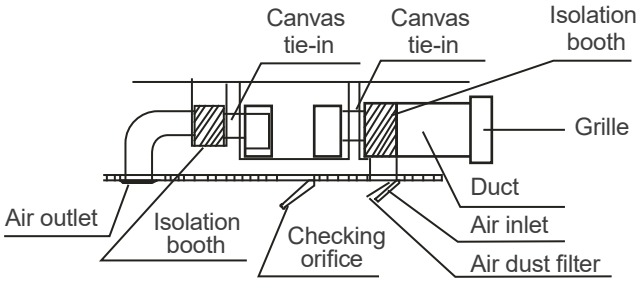
NOTE **Confirm the minimum drain tilt is 1/100 or more.**

DUCT & ACCESSORIES INSTALLATION

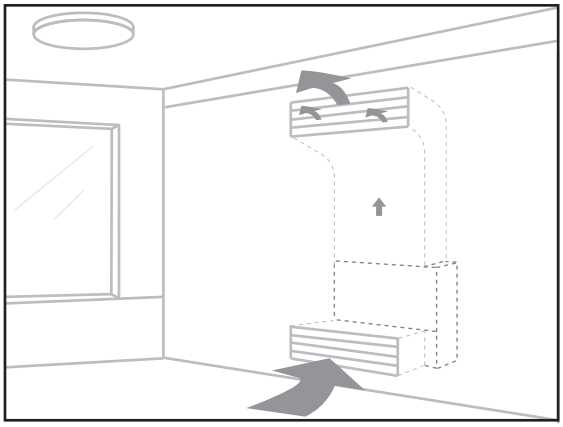
Duct

1. Install the filter (optional) according to the size of the air inlet.
2. Install the canvas tie-in between the body and duct.
3. The air inlet and air outlet duct should be far enough apart enough to a avoid air passage short-circuit.
4. Connect the duct according to the following diagram:

Ceiling Mounted



Vertical Installation



NOTE

- **The min. length of the duct should be more than 1m, and fix on the air inlet by screws (applicable to the unit that the air inlet filter is not fasten by screws).**
- **The inlet of the air duct needs to be installed with a grille, which needs to be fixed to the air duct with screws.**
- **Do not place the connecting duct weight on the indoor unit.**
- **When connecting the duct, use a non-flammable canvas tie-in to prevent vibrating.**
- **Insulation foam must be wrapped outside the duct to avoid condensate. An internal duct underlay can be added to reduce noise, if the end-user requires.**
- **When the machine is wall-mounted, the machine should be concealed mounting, and the air inlet and outlet should be grille, and the grille should be fixed firmly with screws.**

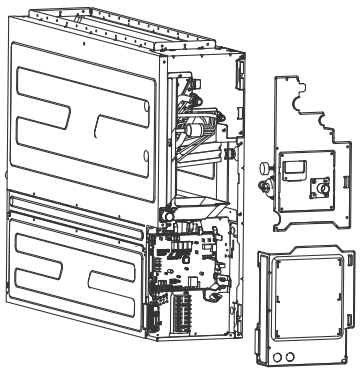
VERTICAL INSTALLATION (5.0KW)

The unit supports wall mounted, if the unit is purchased with a pump and requires vertical mounting, please follow the steps below:

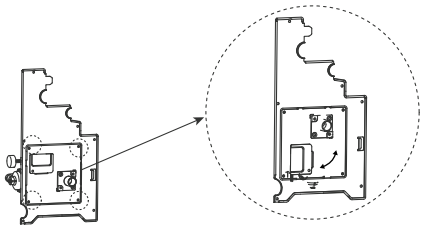
NOTE

Not suitable for models with box size A=1400, B=380,C=800. Refer to Table 1 on page 23.

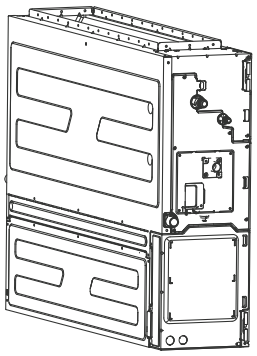
1. Remove the electrical control box cover, unplug the pump and water level switch terminals from the main control board.
2. Disassemble the pump components.



3. Remove the 4 screws, rotate the water pump components by 90° and fix them to the water pump mounting plate again.



4. Install the pump parts to the machine and connect the wiring set.

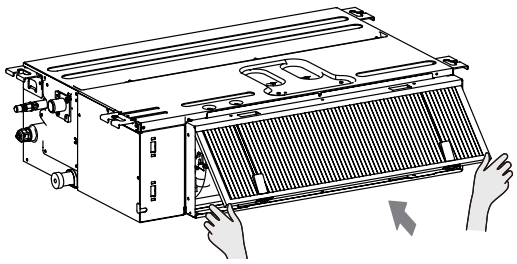


MAGNETIC FILTER INSTALLATION (2.6 &3.5KW)

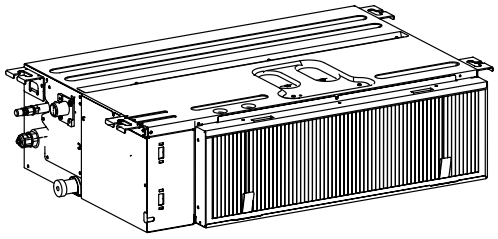
There are two installation methods for the magnetic filter. Please check the installation steps according to your requirements.

INSTALLATION METHOD 1 – REAR RETURN AIR FILTER INSTALLATION

1. Place the magnetic side facing downwards and install it inside the flange.



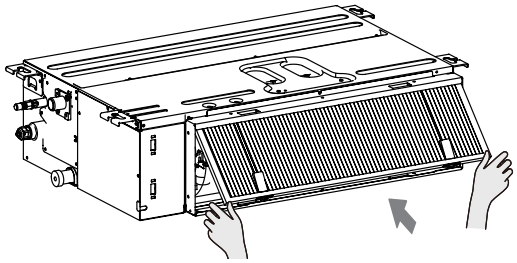
2. Finish



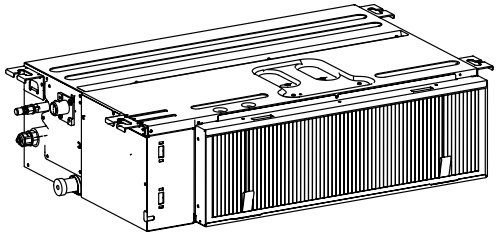
INSTALLATION METHOD 2 – BOTTOM RETURN AIR FILTER INSTALLATION

When installing the filter mesh, fit it into the flange as illustrated in the following figures.

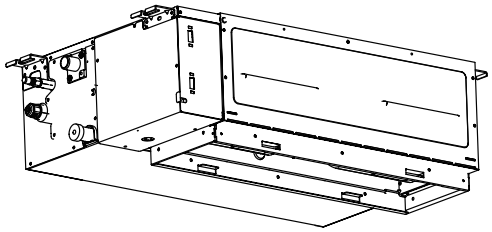
1. Remove the flange and the rear cover plate.



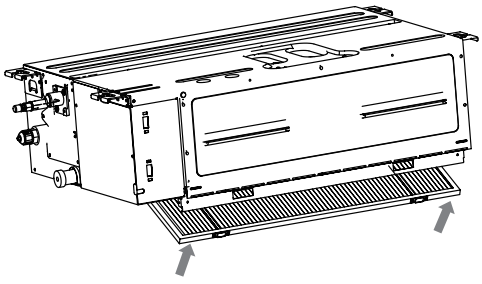
2. Bend the rear cover plate along the perforated line by 90°.



3. Swap the positions of the flange and the filter and install them accordingly.

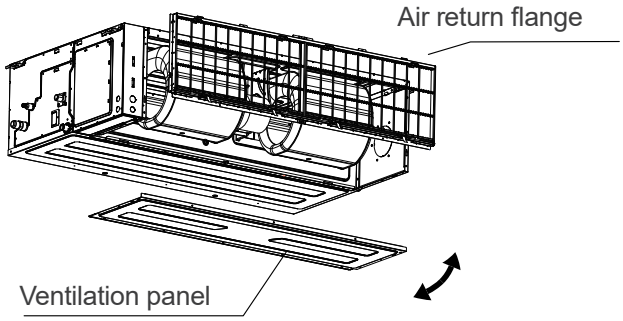


4. Install the filter

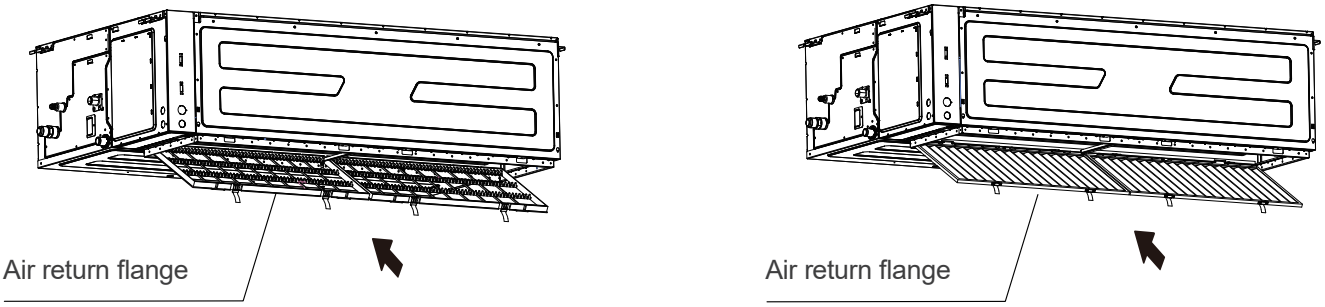


FILTER INSTALLATION (5.0KW)

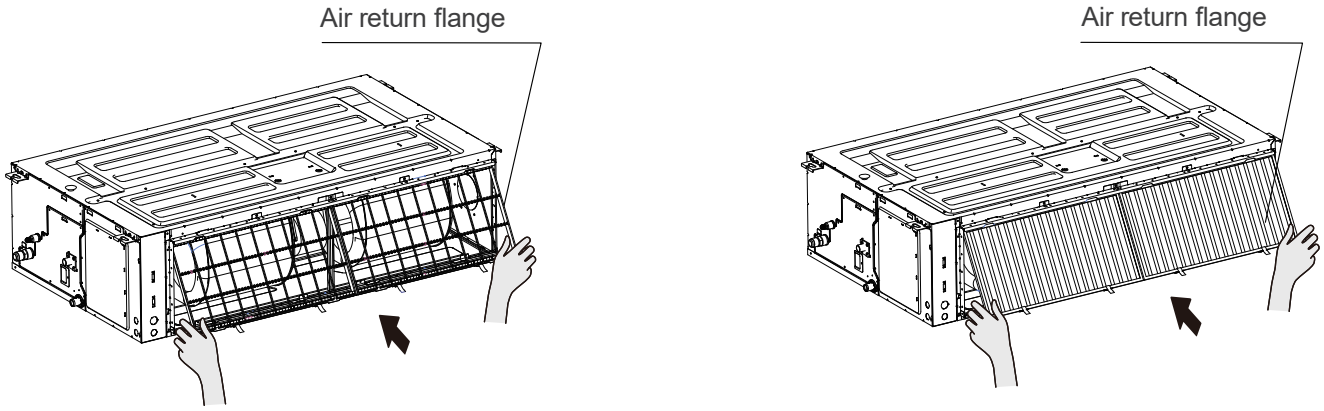
1. Take off the ventilation panel and flange.
2. Change the mounting positions of the ventilation panel and air return flange.



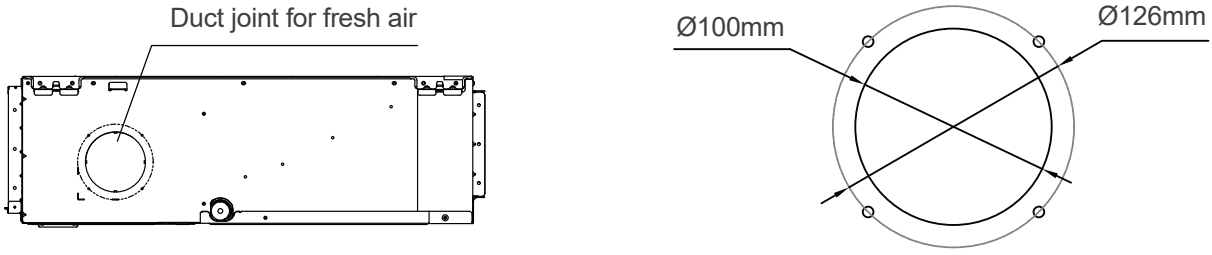
OR



3. When installing the filter mesh, fit it into the flange as illustrated in the following figure.



FRESH AIR DUCT INSTALLATION

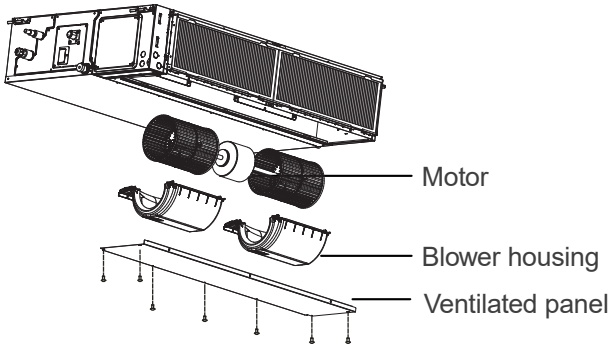


All the figures in this manual are for demonstration purposes only. The air conditioner you have purchased may be slightly different in design, though similar in shape.

MOTOR & DRAIN PUMP MAINTENANCE

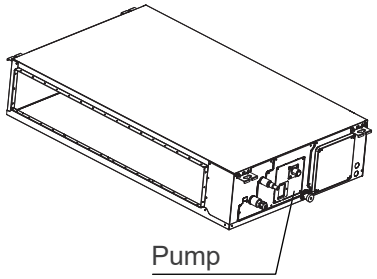
MOTOR MAINTENANCE

- Take off the ventilated panel.
- Take off the blower housing.
- Take off the motor.



PUMP MAINTENANCE

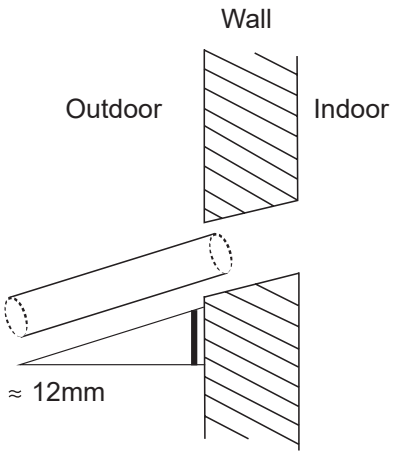
- Remove four screws from the drain pump.
- Unplug the pump power supply and water level switch cable.
- Detach the pump.



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.

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



CONNECT DRAIN HOSE

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

CAUTION

- **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.**

NOTE

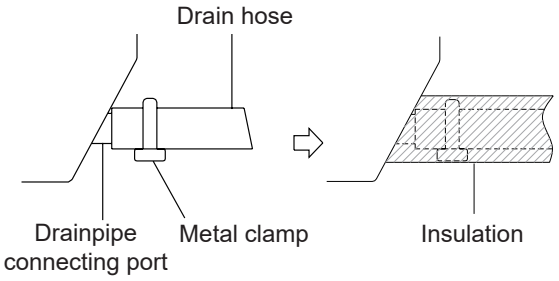
Purchasing pipes

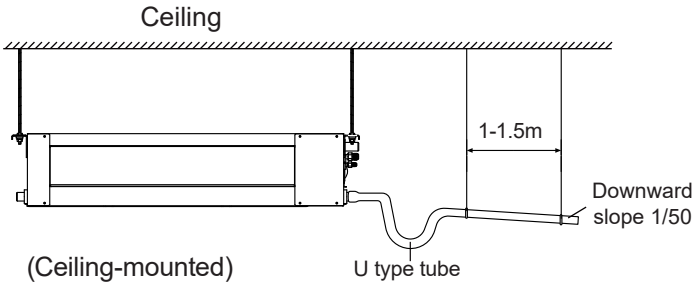
Installation requires a polyethylene tube (exterior diameter= 2.5cm or 3.7-3.9cm) (depending on models), which can be obtained at your local hardware store or dealer.

INDOOR DRAINPIPE INSTALLATION

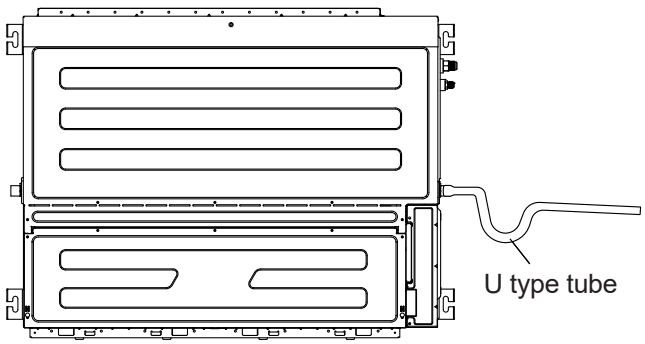
Install the drainpipe as illustrated in the following figures.

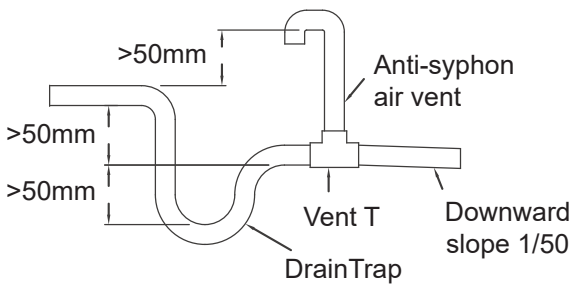
1. Cover the drainpipe with heat insulation to prevent condensation and leakage.
2. Attach the mouth of the drain hose to the unit's outlet pipe. Sheath the mouth of the hose and clip it firmly with a pipe clasp.
3. Pass the drain hose through the wall hole. Make sure the water drains to a safe location where it will not cause water damage or a slipping hazard
4. These units operate with a negative pressure at the drain connections and a drain trap is required. The trap needs to be installed as close to the unit as possible. Make sure the top of the trap is below the connection to the drain pan to allow complete drainage of the pan.





Vertical Installation

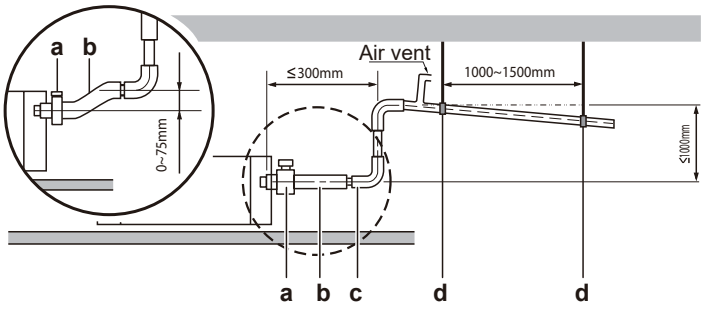




Drainpipe installation

- **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 tiled up <75mm (some models).**

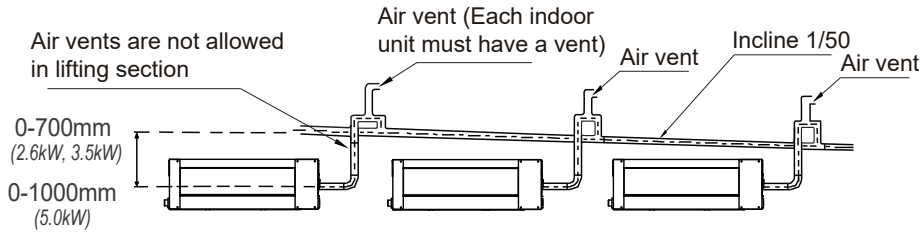
Drainpipe installation for units with a pump



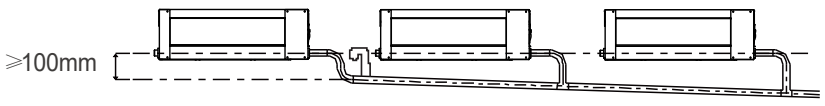
a Metal clamp (accessory)
b Drain hose (accessory)
c Rising drain piping (vinyl pipe of 25mm nominal diameter and 32mm outer diameter) (field supplied)
d Hanging bars (field supplied)

When connecting multiple drainpipes, install the pipes as illustrated.

Units with a pump



Units without a pump



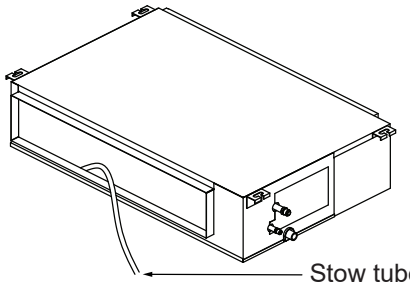
Pass the drain hose through the wall hole. Make sure the water drains to a safe location where it will not cause water damage or a slipping hazard.

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.

DRAINAGE TEST

Before installing ductwork, check whether the drainpipe is unhindered. This test should be performed on newly built houses before the ceiling is installed.

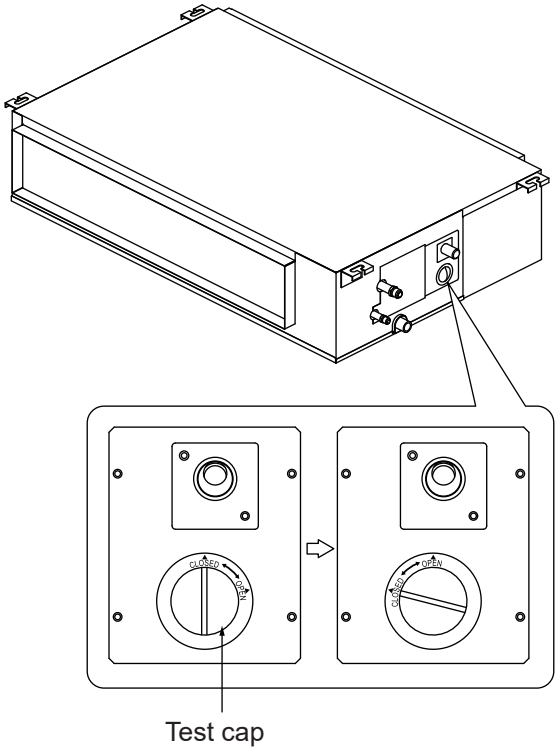
Units without a pump

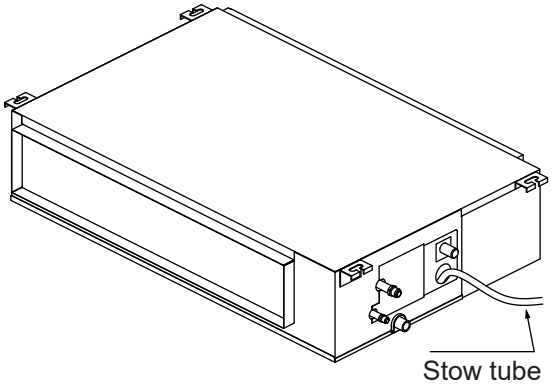


Fill the water pan with 2 litres of water.
Check that the drainpipe is unhindered.

Units with a pump

1. Remove the test cover, then fill the water pan with 2 litres of water.





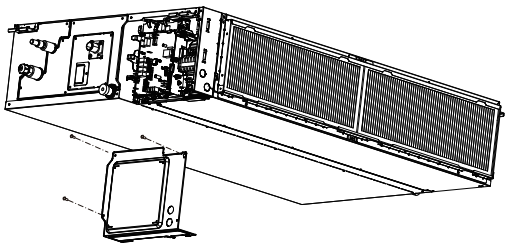
2. During the commissioning or test run stage turn on the unit in *COOLING* mode, you will hear the drain pump start. Check whether the water is discharging properly (a 1-minute lag is possible, depending on the length of the drain pipe). Check for water leaks from all joints.
3. Turn off the air conditioner and put the cap back on.

CHECKING FOR WATER LEAKS

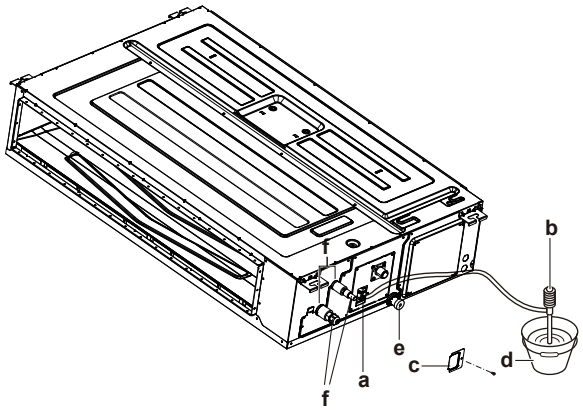
The procedure differs depending on whether electrical wiring is already finished. When electrical wiring is not finished, you need to temporarily connect the user interface and power supply to the unit.

When electrical wiring is not finished

1. Temporarily connect electrical wiring.
2. Remove the switch box cover (a).
3. Connect the single-phase power supply (50 Hz, 230 V) to connections No. 1 and No. 2 on the terminal block for power supply and earth.
4. Reattach the switch box cover (a).



5. Turn ON the power.
6. Start cooling operation.
7. Gradually pour approximately 1 litre of water through the air discharge outlet, and check for leaks.



a Water inlet
b Portable pump
c Water inlet cover
d Bucket (adding water through water inlet)
e Drain outlet for maintenance
f Refrigerant pipes

8. Turn OFF the power.
9. Disconnect the electrical wiring.
10. Remove the control box cover.
11. Disconnect the power supply and earth.
12. Reattach the control box cover.

When electrical wiring is finished

1. Start cooling operation.
2. Gradually pour approximately 1 litre of water through the air discharge outlet, and check for leaks.

REFRIGERANT PIPING CONNECTION

When connecting refrigerant piping, **DO NOT** let substances or gases other than the specified refrigerant enter the unit. The presence of other gases or substances will lower the unit's capacity, and can cause abnormally high pressure in the refrigeration cycle. This can cause explosion and injury.

PIPE LENGTH

Ensure that the length of the refrigerant pipe, the number of bends, and the drop height between the indoor and outdoor units meets the requirements shown in the following table:

The Maximum Length And Drop Height Based on Models. (Unit: m)

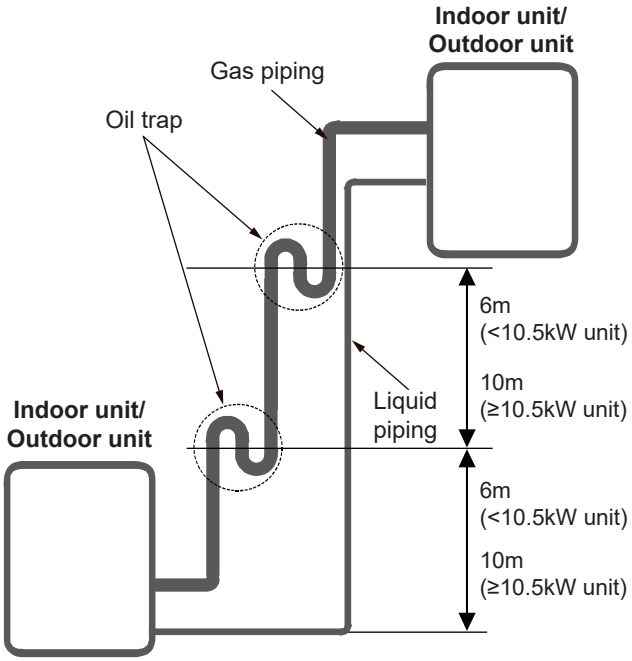
Capacity (kW)	Maximum equivalent pipe length	Maximum vertical separation
7	50	25
9 / 11 / 13	75	30

CAUTION

OIL TRAPS

If oil flows back into the outdoor unit's compressor, this might cause liquid compression or deterioration of oil return. Oil traps in the rising gas piping can prevent this. An oil trap should be installed every 6m of vertical suction line riser (<10.5kW).

An oil trap should be installed every 10m of vertical suction line riser (≥10.5kW unit).



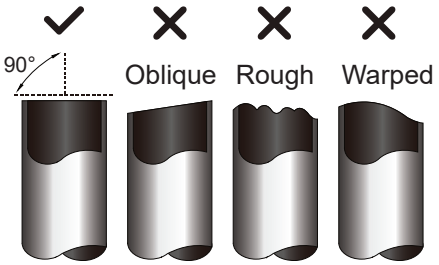
CAUTION

The branching pipe must be installed horizontally. An angle of more than 10° may cause malfunction.

DO NOT install the connecting pipe until both indoor and outdoor units have been installed.

Insulate both the gas and liquid piping to prevent condensing.

Step 1. Cut pipes



When preparing refrigerant pipes, take extra care to cut and flare them properly. This will ensure efficient operation and minimise the need for future maintenance.

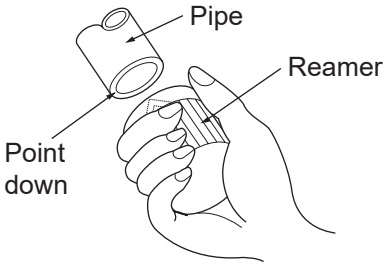
- Measure the distance between the indoor and outdoor units.
- Using a pipe cutter, cut the pipe a little longer than the measured distance.
- Make sure that the pipe is cut perfectly at a 90°angle.

CAUTION

DO NOT DEFORM PIPE WHILE CUTTING.

Be extra careful not to damage, dent, or deform the pipe while cutting. This will drastically reduce the heating efficiency of the unit.

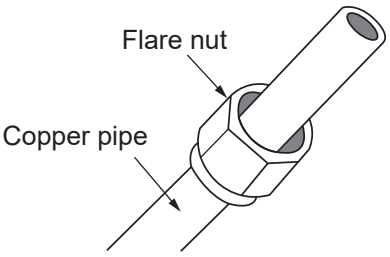
Step 2. Remove burrs



Burrs can affect the air-tight seal of refrigerant piping connection. They must be completely removed.

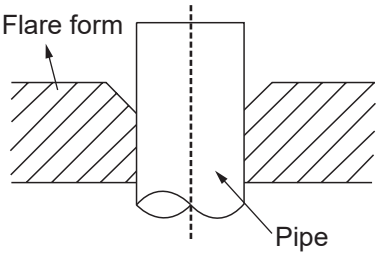
- Hold the pipe at a downward angle to prevent burrs from falling into the pipe.
- Using a reamer or deburring tool, remove all burrs from the cut section of the pipe.

Step 3. Flare pipe ends

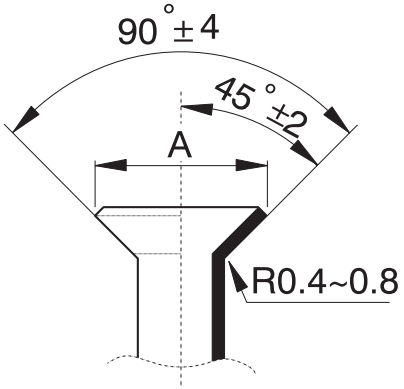


Proper flaring is essential to achieve an airtight seal.

- After removing burrs from cut pipe, seal the ends with PVC tape to prevent foreign materials from entering the pipe.
- Sheath the pipe with insulating material.
- Place flare nuts on both ends of pipe. Make sure they are facing in the right direction, because you can't put them on or change their direction after flaring.
- Remove PVC tape from ends of pipe when ready to perform flaring work.
- Clamp flare form on the end of the pipe. The end of the pipe must extend beyond the flare form.
- Place flaring tool onto the form.
- Turn the handle of the flaring tool clockwise until the pipe is fully flared. Flare the pipe in accordance with the dimensions.



Piping Extension Beyond Flare Form

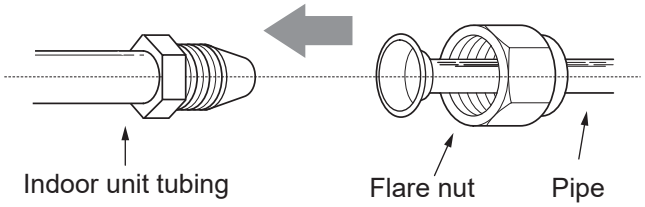
Pipe gauge	Tightening Torque	Flare dimensions (A) mm		Flare shape
		Min.	Max.	
Ø 6.4	18 - 20 N.m	8.4	8.7	
Ø 9.5	25 - 26 N.m	13.2	13.5	
Ø 12.7	35 - 36 N.m	16.2	16.5	
Ø 15.9	45 - 47 N.m	19.2	19.7	
Ø 19.1	65 - 67 N.m	23.2	23.7	
Ø 22	75 - 85 N.m	26.4	26.9	

- Remove the flaring tool and flare form, then inspect the end of the pipe for cracks and even flaring

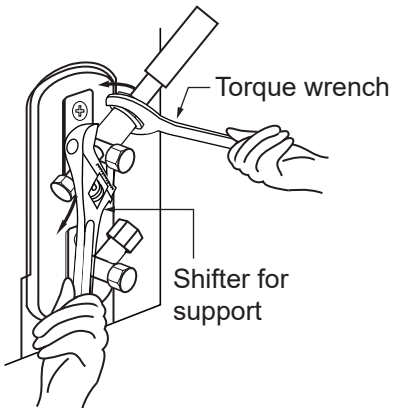
Step 4. Connect pipes

Connect the copper pipes to the indoor unit first, then connect it to the outdoor unit. You should first connect the low-pressure pipe, then the high-pressure pipe.

- When connecting the flare nuts, apply a thin coat of compatible refrigeration oil to the flared ends of the pipes.
- Align the centre of the two pipes that you will connect.



- Tighten the flare nut as tightly as possible by hand.
- Using a spanner, grip the nut on the unit tubing.
- While firmly gripping the nut, use a torque wrench to tighten the flare nut according to the torque values in the table above.



NOTE **Use both a spanner and a torque wrench when connecting or disconnecting pipes to or from the unit.**

CAUTION **Ensure to wrap insulation around the piping. Direct contact with the bare piping may result in burns or frostbite.**

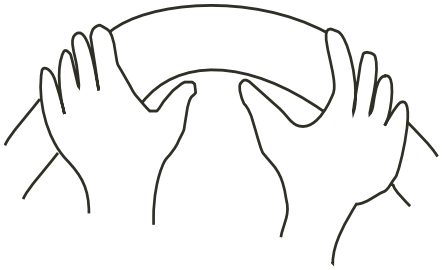
Make sure the pipe is connected correctly. Over tightening may damage the bell mouth and under tightening may lead to leakage.

NOTE

MINIMUM BEND RADIUS

Carefully bend the tubing in the middle according to the diagram below. DO NOT bend the tubing more than 90° or more than 3 times.

Bend the pipe



Minimum radius 10cm

NOTE

Hands shown are for representation purpose only.

After connecting the copper pipes to the indoor unit, wrap the power cable, signal cable and the piping together with the binding signal tape.

NOTE

DO NOT intertwine or cross the signal cable with other wires, while bundling these items together.

- Pipe run must be supported every 2m
- R32 flammable refrigerant labels must be placed on the pipe run every 2m
- Thread this pipeline through the wall and connect it to the outdoor unit.
- Insulate all the piping, including the valves of the outdoor unit.
- Open the stop valves of the outdoor unit to start the flow of the refrigerant between the indoor and outdoor unit.

CAUTION

Check to make sure there is no refrigerant leak after completing the installation work. If there is a refrigerant leak, ventilate the area immediately and evacuate the system.

WIRING

BEFORE PERFORMING ANY ELECTRICAL WORK, READ THESE REGULATIONS

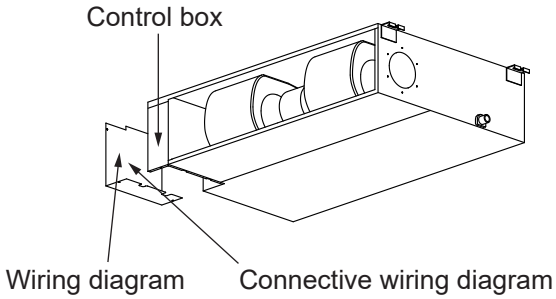
- **All wiring MUST comply with local and national electrical codes, regulations and MUST be installed by a licensed electrician.**
- **All electrical connections MUST be made according to the Electrical Connection Diagram located on the panels of the indoor and outdoor units.**
- **If there is a serious safety issue with the power supply, stop work immediately. Explain your reasoning to the client, and refuse to install the unit until the safety issue is properly resolved.**
- **Power voltage should be within 90-110% of rated voltage. Insufficient power supply can cause malfunction, electrical shock, or fire.**
- **If connecting power to fixed wiring, a surge protector and main power switch should be installed.**
- **If connecting power to fixed wiring, a switch or circuit breaker that disconnects all poles and has a contact separation of at least 3mm must be incorporated in the fixed wiring. The qualified technician must use an approved circuit breaker or switch.**
- **Only connect the unit to an individual branch circuit outlet. DO NOT connect another appliance to that outlet.**
- **Make sure to correctly earth the air conditioner.**
- **Every wire MUST be firmly connected. Loose wiring can cause the terminal to overheat, resulting in product malfunction and possible fire.**
- **DO NOT let wires touch or rest against refrigerant tubing, the compressor, or any moving parts within the unit.**
- **If the unit has an auxiliary electric heater, it MUST be installed at least 1 metre away from any combustible materials.**
- **To avoid getting an electric shock, NEVER touch the electrical components soon after the power supply has been turned off. After turning off the power, always wait 10 minutes or more before you touch the electrical components.**
- **Make sure that you DO NOT cross your electrical wiring with your signal wiring. This may cause distortion and interference.**
- **The unit MUST be connected to the main outlet. Normally, the power supply must have a impedance of 32 Ohms.**
- **No other equipment should be connected to the same power circuit.**
- **Connect the outdoor wires before connecting the indoor wires.**

BEFORE PERFORMING ANY ELECTRICAL OR WIRING WORK, TURN OFF THE MAIN POWER TO THE SYSTEM.

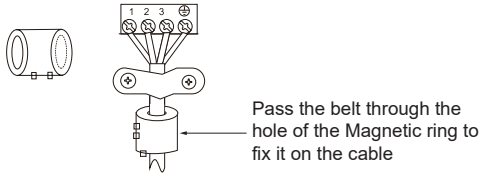
The diagrams are for explanation purpose only. Your machine may be slightly different. The actual shape shall prevail.

INDOOR UNIT WIRING (2.6KW & 3.5KW)

1. Prepare the cable for connection.
   (a) Using wire strippers, strip the rubber jacket from both ends of the signal cable to reveal about 15cm of the wire.
   (b) Strip the insulation from the ends of the wires.
   (c) Using a wire crimper, crimp the u-lugs to the ends of the wires.
   (d) For the connection cable between indoor and outdoor units, 4*1.0mm copper core cable must be used.
   (e) You must first choose the right cable size. Be sure to use H07RN-F cables.
2. Remove the cover of the electric control box on your indoor unit.
3. Connect the u-lugs to the terminals. Match the wire colours/labels with the labels on the terminal block. Firmly screw the u-lug of each wire to its corresponding terminal. Refer to the Serial Number and Wiring Diagram located on the cover of the electric control box.



Magnetic ring (if supplied and packed with the accessories)



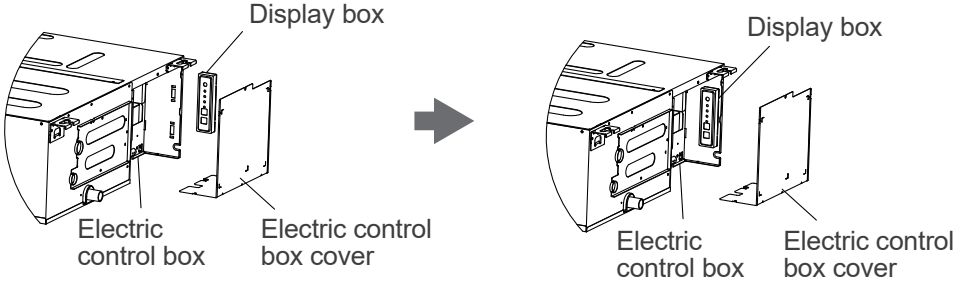
Magnetic ring (if supplied and packed with the accessories)

NOTE

While connecting the wires, please strictly follow the wiring diagram.

The refrigerant circuit can become very hot. Keep the interconnection cable away from the copper tube.

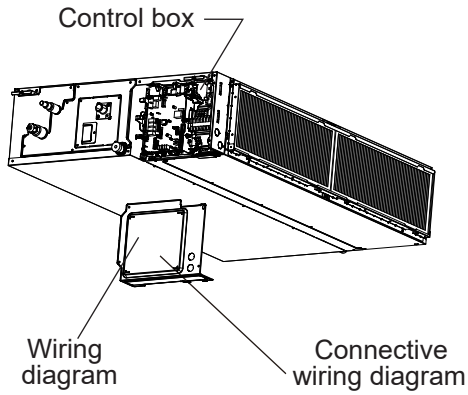
4. Clamp down the cable with the cable clamp. The cable must not be loose or pull on the u-lugs.
5. The display box needs to be installed in the electric control box, the display box needs to be installed inside the electric control, stuck on the electric control box sheet metal clips (some models).

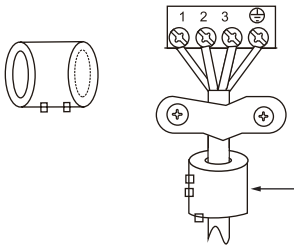


6. Reattach the electric box cover.

INDOOR UNIT WIRING (5.0KW)

1. Prepare the cable for connection.
   (a) Using wire strippers, strip the rubber jacket from both ends of the signal cable to reveal 15cm of the wire.
   (b) Strip the insulation from the ends of the wires.
   (c) Using a wire crimper, crimp the u-lugs to the ends of the wires.
4. Remove the cover of the electric control box on your indoor unit.
5. Connect the u-lugs to the terminals. Match the wire colours/labels with the labels on the terminal block. Firmly screw the u-lug of each wire to its corresponding terminal. Refer to the Serial Number and Wiring Diagram located on the cover of the electric control box.



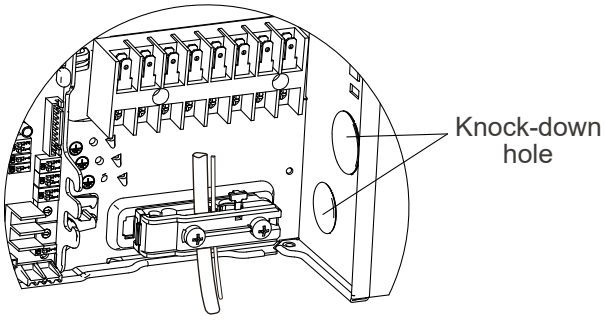


Magnetic ring (if supplied and packed with the accessories)

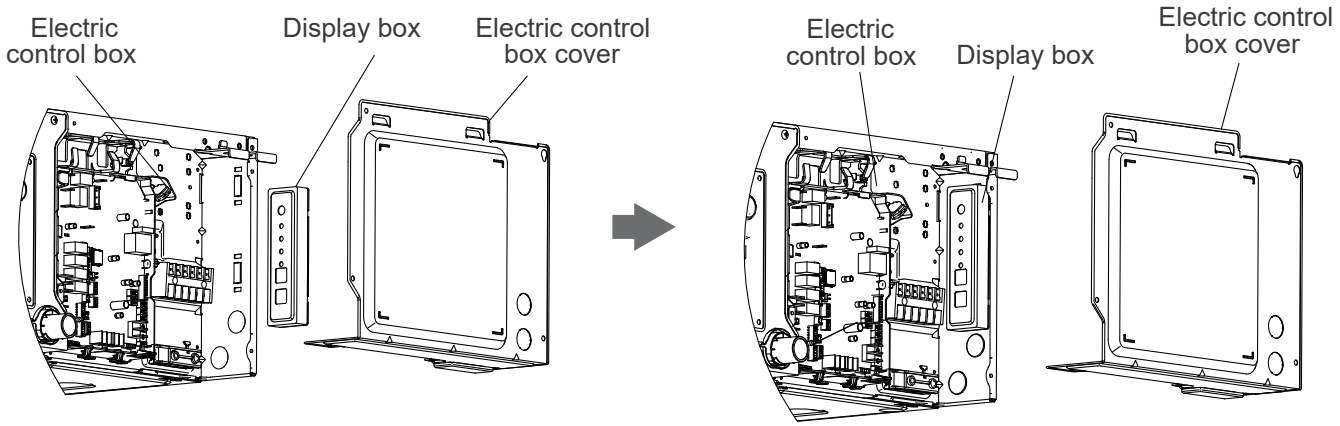
NOTE

While connecting the wires, please strictly follow the wiring diagram.
The refrigerant circuit can become very hot. Keep the interconnection cable away from the copper tube.

6. Clamp down the cable with the cable clamp. The cable must not be loose or pull on the u-lugs.
7. Wired controller wire needs to be fixed with the power cord in the same over-wire hole of the pressure clamp and locked firmly.



8. Reattach the electric box cover. Before installing the electric box cover, remove the rubber plug.
9. If the indoor unit is equipped with a display box, it needs to be functional and installed in the electric control box.



TEST RUN

CAUTION **Failure to perform the test run may result in unit damage, property damage, or personal injury.**

BEFORE TEST RUN

A test run must be performed after the entire system has been completely installed. Confirm the following points before performing the test:

a) Indoor and outdoor units are properly installed.

b) Piping and wiring are properly connected.

c) No obstacles near the inlet and outlet of the unit that might cause poor performance or product malfunction.

d) Refrigeration system does not leak.

e) Drainage system is unimpeded and draining to a safe location.

f) Heating insulation is properly installed.

g) Grounding wires are properly connected. Length of the piping and additional refrigerant capacity have been recorded.

h) Power voltage is the correct voltage for the air conditioner

TEST RUN INSTRUCTIONS

1. Open both the liquid and gas stop valves.
2. Turn on the main power switch and allow the unit to warm up.
3. Set the air conditioner to COOL mode.
4. For the Indoor Unit
   a) Ensure the remote control and its buttons work properly.
   b) Ensure the louvres move properly and can be changed using the remote control.
   c) Double check to see if the room temperature is being registered correctly.
   d) Ensure the indicators on the remote control and the display panel on the indoor unit work properly.
   e) Ensure the manual buttons on the indoor unit works properly.
   f) Check to see that the drainage system is unimpeded and draining smoothly.
   g) Ensure there is no vibration or abnormal noise during operation.
5. For the Outdoor Unit
   a) Check to see if the refrigeration system is leaking.
   b) Make sure there is no vibration or abnormal noise during operation.
   c) Ensure the wind, noise, and water generated by the unit do not disturb your neighbours or pose a safety hazard.
6. Drainage Test
   a) Ensure the drainpipe flows smoothly. New buildings should perform this test before finishing the ceiling.
   b) Remove the test cover. Add 2,000ml of water to the tank through the attached tube.
   c) Turn on the main power switch and run the air conditioner in COOL mode.
   d) Listen to the sound of the drain pump to see if it makes any unusual noises.
   e) Check to see that the water is discharged. It may take up to one minute before the unit begins to drain depending on the drainpipe.
   f) Make sure that there are no leaks in any of the piping.
   g) Stop the air conditioner. Turn off the main power switch and reinstall the test cover.

NOTE **If the unit malfunctions or does not operate according to your expectations, please refer to the Troubleshooting section of the Owner's Manual before calling customer service.**

COMMISSIONING

The indoor ducted units can be programmed for different static pressures or Real-time constant airflows, Use the following steps to set the static pressure or Real-time constant airflow.

WHEN USING THE CNTRLDRCINW WIRED CONTROLLER

To set Static Pressure airflow

The factory default setting is SP1, The external static pressure can be manually changed to the fan curves 1,2,3,4,5,6,7,8.

a. Press and hold Copy for approximately 3 seconds, The lower right corner shows P:00, Press " OK
b. Press "∧" to scroll through the menu , The lower right corner shows SP, Press " OK ".
c. Press "∧" "∨" to scroll through the menu and select "1~8", Press " OK ".
d. Press "Back" to exit test mode.

To set Real-time constant airflow

Use the Automatic Airflow " AF " Adjustment function to realize Real-time constant airflows.

a. Press and hold Copy for approximately 3 seconds , The lower right corner shows P:00, Press " OK
b. Press "∧" to scroll through the menu , The lower right corner shows AF, Press " OK ".
c. Press "Back" to exit test mode.

NOTE: T1, T2, T2b, T3, T4 are sub-menus for thermistors. DO NOT select to set the external static pressure.

NOTE : Before commissioning, check the power connection of the machine, turn on the power, and kee the machine not working.

NOTE : If there is no change after airflow adjustment, perform the setting again.

NOTE : Setting Static Pressure or Automatic Airflow need to use the Wired Remote Controller.

NOTE : Low static pressure series models, SP options can only be " 1 ～4 ".

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.

WARRANTY

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:

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";
- 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.