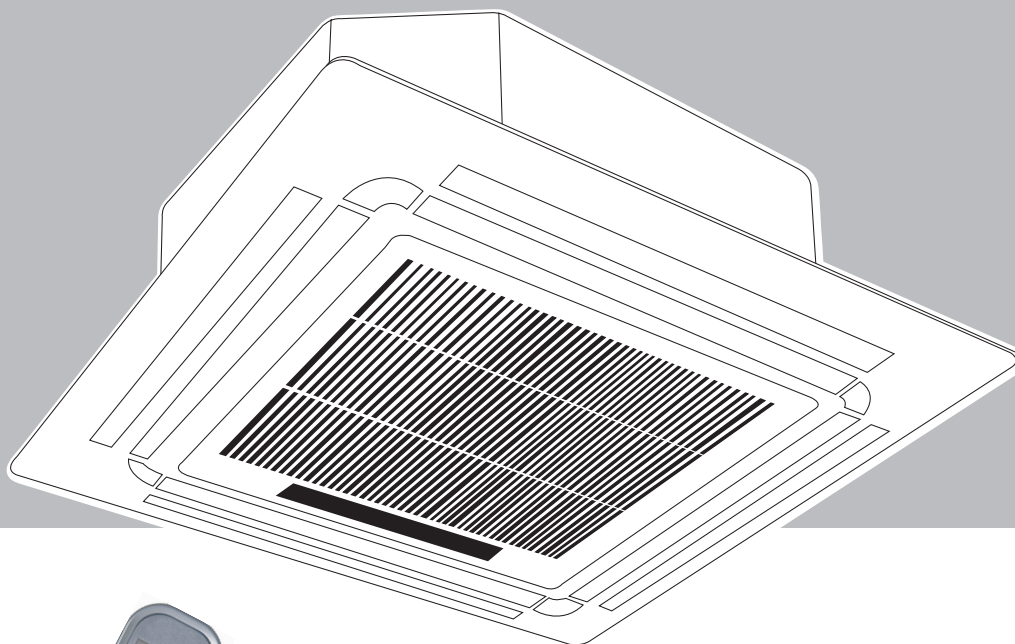




Owner's Manual

Slim Four-Way Cassette



RINNAI SLIM FOUR-WAY CASSETTE MODELS

Indoor	Outdoor
CIN070R	DONSR07Z72
CIN100R	DONSR10Z72
CIN120R	DONSR12Z72
CIN140R	DONSR14Z72

This appliance shall be installed in accordance with:

- Manufacturer's Installation Instructions
 - Current AS/NZS 3000
 - Local Regulations and Municipal Building Codes including local OH&S requirements
- This appliance must be installed, maintained and removed only by an Authorised Person.
- For continued safety of this appliance it must be installed and maintained in accordance with the manufacturer's instructions.





This page is intentionally blank

TABLE OF CONTENTS

Warnings & Important Information	4
Safety Precautions	5
Indoor Unit Major Parts & Functions	7
Unit Parts and Features	7
Default Setting	7
Auto-Restart (some models)	7
Louvre Angle Memory Function (where fitted)	7
Energy Saving Tips	7
Remote Control Batteries	8
Remote Control Cradle	8
Controller Operating Basics	8
Achieving The Optimal Performance	8
Manual Operation	9
Care & Maintenance	10
Safety Precautions	10
Unit Maintenance	10
How To Clean The Air Filter	10
Repairing Refrigerant Leaks	12
Refrigerant Leak Detection System (where fitted)	12
Preparation For Periods Of Non-Use	12
Service Maintenance Schedule - Non Ducted Air Conditioning Systems	13
Common Problems	14
Trouble Shooting	15
Troubleshooting Tips	15
Troubleshooting Tips for Grill	15
When to call for service	17
Disposal Guidelines	17
Warranty	18
Contacts	24



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

WARNINGS & IMPORTANT INFORMATION



READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.

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

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

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

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



REGULATORY / INSTALLATION

This appliance shall be installed in accordance with:

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

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

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

This appliance uses R410A 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 authorized 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.

ACHIEVING OPTIMAL PERFORMANCE

For optimal performance ensure to use the air conditioner within the following temperature ranges. Using the air conditioner outside of these ranges, will activate certain safety protection features, that will effect the appliances performance.

MODE	COOL MODE	HEAT MODE	DRY MODE
Room Temperature	17°C ~ 32°C	0°C ~ 30°C	17°C ~ 32°C
Outdoor Temperature	-15°C ~ 50°C	-15°C ~ 24°C	0°C ~ 50°C

WARRANTY EXCLUSIONS

Rinnai product warranty excludes faults and failures caused by improper use and abuse; fair wear and tear; or failure to follow instructions regarding service and maintenance. It is very important that you maintain your appliance and have it serviced regularly. It is a condition of warranty that you adhere to the maintenance and service requirements as set out in this manual. Compliance with these requirements will prolong the useful life of your appliance and help ensure it operates efficiently. The "Service Maintenance Schedule - Ducted Air Conditioning Systems" on page 9 specifies specific items to be performed at prescribed intervals by qualified licensed technicians. The schedule should also be fully completed and retained as a record of who carried out the service, the date and actions taken.

IMPORTANT: Failure to carry out the requisite maintenance, servicing and recording requirements may void your product warranty. Please refer to "Warranty" on page 18 for full details.

Safety Precautions

Thank you for purchasing this Rinnai Air Conditioner. This manual will provide you with information on how to operate, maintain, and troubleshoot your air conditioner. Following the instructions will ensure the proper function and extended lifespan of your unit.

Please pay attention to the following signs:



Failure to observe a warning may result in death. The appliance must be installed in accordance with national regulations.



Failure to observe a caution may result in injury or equipment damage.



- Ask an Authorised dealer to install this air conditioner. Inappropriate installation may cause water leakage, electric shock, or fire.
- This warranty will be voided if the unit is not installed by professionals.
- If abnormal situation arises (like burning smell) turn off the power supply and call your dealer for instructions to avoid electric shock, fire or injury.
- **DO NOT** let the indoor unit or the remote control get wet. It may cause electric shock or fire.
- **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 a flammable spray such as hair spray, lacquer or paint near the unit. This may cause fire or combustion.



OPERATION

- **DO NOT** touch the air outlet while the swing flap is in motion. Fingers might get caught or the unit may break down.
- **DO NOT** inspect the unit by yourself. Ask an authorised dealer to perform the inspection.
- To prevent product deterioration, **DO NOT** use the air conditioner for preservation purposes (storage of food, plants, animals, works of art, etc).
- **DO NOT** touch the evaporator coils inside the indoor unit. The evaporator coils are sharp and may cause injury.
- **DO NOT** operate the air conditioner with wet hands or operate in a wet room (e.g. bathroom or laundry room). This can result in electric shock or product failure.
- **DO NOT** place items that might be affected by moisture damage under the indoor unit. Condensation can occur at a relative humidity of 80%.
- **DO NOT** expose heat-producing appliances to cold air or place them under the indoor unit. This may cause incomplete combustion or deformation of the unit due to the heat.
- After long periods of usage, check the indoor unit to see if anything is damaged. If the indoor unit is damaged, it may fall and cause injury.
- If the air conditioner is used together with other heating devices, thoroughly ventilate the room to avoid oxygen deficiency.
- **DO NOT** climb onto or place objects on top of the outdoor unit.
- **DO NOT** operate the air conditioner when using fumigant insecticides. The chemicals may become layered with the unit and endanger those who are hypersensitive to chemicals.
- 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.



- **DO NOT** let the air conditioner run for extended periods when the humidity is very high or when doors or windows are left open. As this may result in an excessive operational loading and lead to product failure.
- **DO NOT** cover or place articles on any part of this appliance.
- **DO NOT** touch, operate or clean the air conditioner with wet hands. It may result in electric shock or product failure.
- **DO NOT** place a heater or other heating appliances near this appliance, always ensure sufficient ventilation when using this appliance and a heating appliance at the same time. Failure to do so may result in product miss-operation.
- Turn main power off before cleaning. Failure to do so may result in fire, electric shock, or product failure.
- **DO NOT** use solvents, abrasives or harsh detergent to clean any part or surface of this appliance or spray water or allow liquids to enter the indoor unit. The enclosure of the appliance and remote control can be cleaned using a soft, damp cloth and a mild detergent.
- **NEVER** touch the metal parts of the air conditioner when you remove the air filter. It may result in electric shock or product failure.
- **DO NOT** leave flammable materials near the appliance. It may result in explosion or fire.
- If there is excessive noise, smell or smoke coming from the appliance, turn the appliance **OFF**, isolate the power supply and contact a service agent.
- **DO NOT** operate the appliance if it has been submerged into water due to flooding, contact a service agent. Failure to do so may result in electric shock, fire, serious injury, or product failure.
- The air conditioning system is designed to achieve consumer comfort. It is not designed for commercial applications required a controlled atmosphere (i.e. computer rooms, food preservation, etc.)
- **DO NOT** block the inlet or outlet of air flow. It may result product failure.
- **DO NOT** drink the condensate water drained from the appliance. This condensate is not potable and may present a health risk if consumed.
- **DO NOT** expose people, animals or plants directly to the cold or hot discharge of the appliance. It may result in serious injury.
- **DO NOT** mix the batteries for the remote control with other types of batteries or mix new batteries with used batteries. Failure to do so may result in product failure. **STOP** using the remote control if there is a battery fluid leak.

INDOOR UNIT MAJOR PARTS & FUNCTIONS

UNIT PARTS AND FEATURES

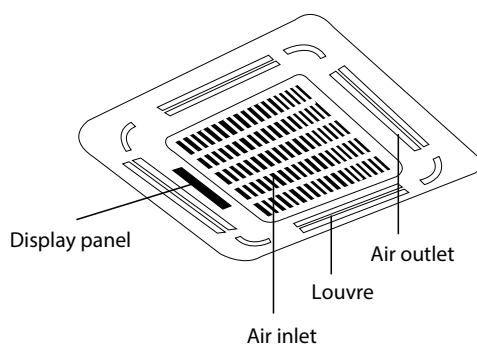


Fig. 2.1

DEFAULT SETTING

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

AUTO-RESTART (SOME MODELS)

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

LOUVRE ANGLE MEMORY FUNCTION (WHERE FITTED)

Some models are designed with a louvre angle memory function. When the unit restarts after a power failure, the angle of the horizontal louvres will automatically return to the previous position.

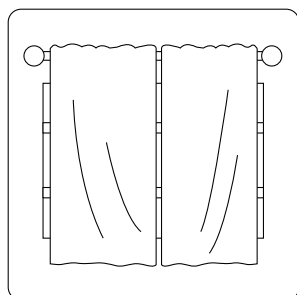
The angle of the horizontal louvre should not be set too small as condensation may form and drip into the machine. To reset the louvre, press the manual button, which will reset the horizontal louvre settings.

REFRIGERANT LEAK DETECTION SYSTEM (SOME MODELS)

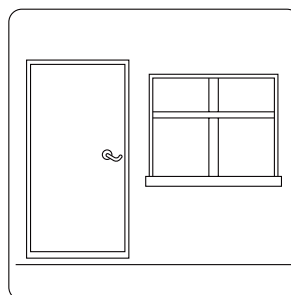
In the event of a refrigerant leak, the LCD screen will display "EC" and the LED indicator light will flash.

ENERGY SAVING TIPS

- DO NOT set the unit to excessive temperature levels.
- While cooling, close the curtains to avoid direct sunlight.
- Doors and windows should be kept closed to keep cool or warm air in the room.
- DO NOT place objects near the air inlet and outlet of the unit. This will reduce the efficiency of the unit.
- Set timer and use the built-in SLEEP/ECONOMY mode if applicable.
- If you don't plan to use the unit for a long time, remove the batteries from the remote control.
- Clean the air filter every two weeks. A dirty filter can reduce cooling or heating efficiency.
- Adjust louvres properly and avoid direct airflow.



Closing the curtains while heating also helps keep the heat in



Doors and windows should be kept closed

OPERATION - REMOTE CONTROL



For a more detailed explanation of your air conditioner's advanced functionality, please refer to the Remote Control Manual.

REMOTE CONTROL BATTERIES

Insert batteries before using the remote control. The battery type used is AAA (1.5 V).

1. Remove the battery cover at the rear of the remote control.
2. Insert the new batteries and make sure that the + and - terminals of the batteries are installed correctly.
3. Reattach the battery cover.



If the LCD screen of the remote control starts to fade or fails to transmit, replace the batteries.

REMOTE CONTROL CRADLE

For convenience a slide-in cradle is provided for fixing the remote control to a wall.



To Install:

Choose a safe and easily-accessible place. **DO NOT** mount the cradle in direct sunlight as this may damage the controller.

Fix the cradle to the wall using the 2 screws provided.

CONTROLLER OPERATING BASICS

Point the remote control towards the signal receiver at the bottom of the air conditioner to operate it.



The remote control may operate other electronic devices if pointed towards them. Make sure to point the remote control towards the signal receiver of the air conditioner.

ONLY use a soft cloth to clean the signal transmitter LED and the receiver window.

ACHIEVING THE OPTIMAL PERFORMANCE

For optimal performance ensure to use the air conditioner within the following temperature ranges. Using the air conditioner outside of these ranges, will activate certain safety protection features, that can effect the appliances performance.

MODE	COOL MODE	HEAT MODE	DRY MODE
Room Temperature	17°C ~ 32°C	0°C ~ 30°C	17°C ~ 32°C
Outdoor Temperature	-15°C ~ 50°C	-15°C ~ 24°C	0°C ~ 50°C

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

- Keep doors and windows closed.
- Limit energy usage by using TIMER ON and TIMER OFF functions.
- Do not block air inlets or outlets.
- Regularly inspect and clean air filters.

MANUAL OPERATION

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

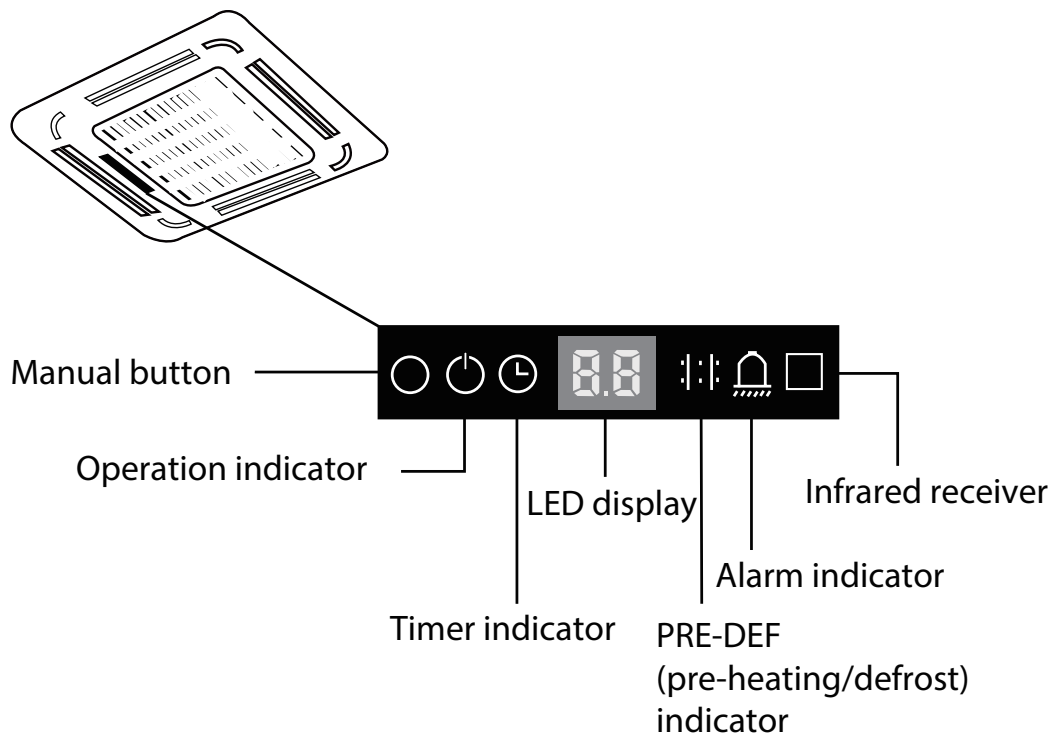


Fig. 3.1

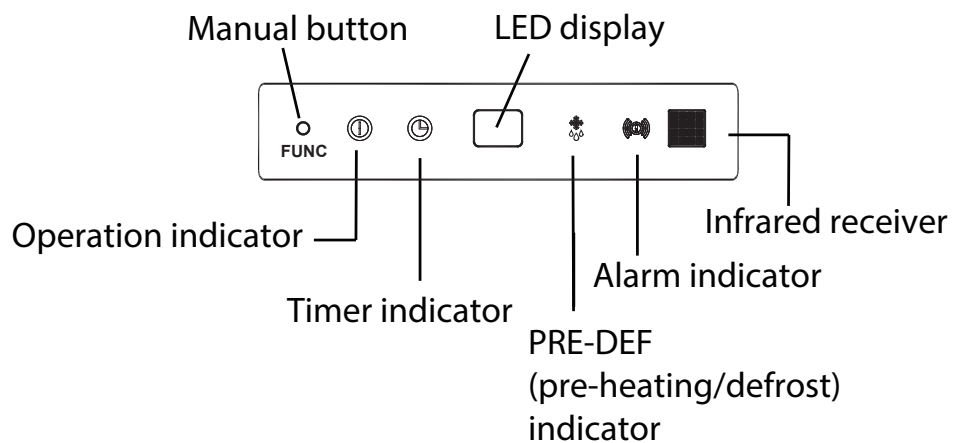


Fig. 3.2

- **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 panel is turned OFF, the unit turns off and the remote control is re-enabled.

CARE & MAINTENANCE

SAFETY PRECAUTIONS

- Contact your Service Agent or qualified service technician for repair or maintenance of this unit. Improper repair and maintenance may cause water leakage, electrical shock, or fire, and may void your warranty.
- DO NOT substitute a blown fuse with a higher or lower amperage rating fuse, as this may cause circuit damage or an electrical fire.
- Please make sure the drain hose is set up according to the instructions. Failure to do so could cause leakage and result in personal property damage, fire and electric shock.
- Make sure that all wires are connected properly. Failure to connect wires according to instructions can result in electrical shock or fire.

UNIT MAINTENANCE



BEFORE CLEANING OR MAINTENANCE

- Always turn off your air conditioning system and disconnect its power supply before cleaning or maintenance.
- DO NOT use chemicals or chemically treated cloths to clean the unit.
- DO NOT use benzene, paint thinner, polishing powder or other solvents to clean the unit. They can cause the plastic surface to crack or deform.
- DO NOT wash the unit under running water. Doing so causes electrical danger.
- DO NOT use water hotter than 40°C to clean the front panel. This can cause the panel to deform or become discoloured.
- Clean the unit using a damp, lint-free cloth and neutral detergent. Dry the unit with a dry, lint-free cloth.

HOW TO CLEAN THE AIR FILTER

The filter prevents dust and other particles from entering the indoor unit. Dust build-up can reduce the efficiency of the air conditioner. For optimum efficiency, clean the air filter every two weeks or more frequently if you live in a dusty area. Replace the filter with a new one if it's heavily clogged and unable to be cleaned.



DO NOT REMOVE OR CLEAN THE FILTER BY YOURSELF

Removing and cleaning the filter can be dangerous. Removal and maintenance must be performed by a qualified service technician.



In households with animals, you will have to periodically wipe down the grill to prevent blocked airflow due to animal hair.

1. Unlock the grill by pushing the two tabs towards the middle simultaneously.
2. Unplug the display panel cable from the control box on the main body.
3. Detach the grill from the main unit by holding the grill at a 45° angle, lifting it up slightly and then pulling the grill forward.

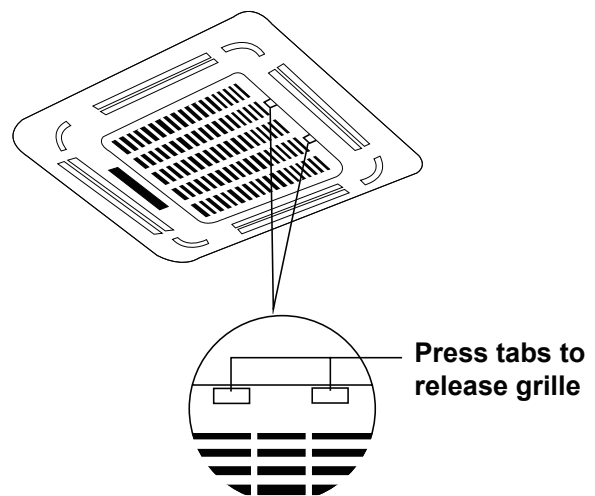


Fig. 4.1



Some models include an auto-lifting panel function, which allows the grill to move vertically and simplifies the filter cleaning process.

4. Remove the air filter.
5. Clean the air filter by vacuuming the surface or washing it in warm water with mild detergent.

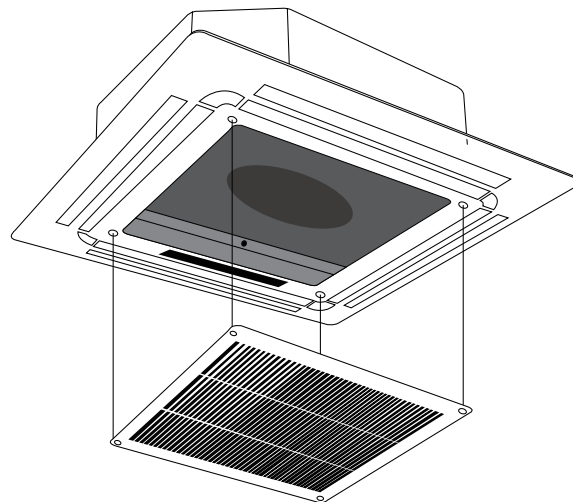


Fig. 4.2

- Step 1. If using a vacuum cleaner, the inlet side should face the vacuum.

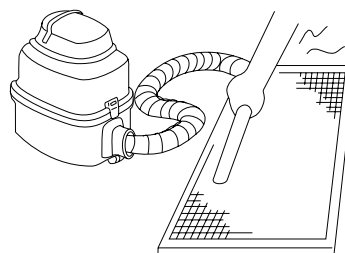


Fig. 4.3

- Step 2. If using water, the inlet side should face down and away from the water stream.

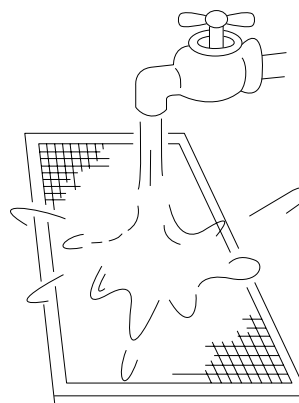


Fig. 4.4

6. Rinse the filter with clean water and allow it to air-dry. DO NOT let the filter dry in direct sunlight.
7. Reinstall the filter.
8. Reinstall the front grill and reconnect the display panel cable to the control box on the main body.

REPAIRING REFRIGERANT LEAKS

- If the refrigerant leaks, turn off the air conditioner and any combustible heating devices, ventilate the room and call your qualified service technician immediately. Refrigerant is both toxic and flammable. DO NOT use the air conditioner until the leak is repaired.
- When the air conditioner is installed in a small room, measures must be taken to prevent the refrigerant concentration from exceeding the safety limit in the event of refrigerant leakage. Concentrated refrigerant causes a severe health and safety threat.

REFRIGERANT LEAK DETECTION SYSTEM (WHERE FITTED)

- In the event of a refrigerant leak, the LCD screen will display “EC” and the LED indicator light will flash.

PREPARATION FOR PERIODS OF NON-USE**Maintenance after Extended Non-Use**

1. Remove any obstacles blocking the vents of both the indoor and outdoor units.
2. Clean the air filter and the front grill of the indoor unit. Reinstall the clean, dry air filter in its original position.
3. Turn on the main power switch at least 12 hours prior to operating the unit.

Storing the Unit While Not In Use

1. Run the appliance on FAN mode for 12 hours in a warm room to dry it and prevent mould.
2. Turn off the appliance and unplug it.
3. Clean the air filter according to the instructions in the previous section. Reinstall the clean, dry filter before storing.
4. Remove the batteries from the remote control.

SERVICE MAINTENANCE SCHEDULE - NON DUCTED AIR CONDITIONING SYSTEMS

Your Rinnai 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:				
Service Year	1	2	3	4	5	6
Service Date	/ /	/ /	/ /	/ /	/ /	/ /
Service Company / Technician						
Ambient Temperature at CDU (°C)						
ELECTRICAL						
Wiring, Electrical connections						
Fan Motors						
Capacitors (if applic)						
Printed circuit boards						
MAJOR COMPONENTS						
Outdoor unit clearances						
Outdoor unit condensate tray						
Outdoor unit condensate drain						
Outdoor unit fixing						
Indoor unit condensate tray						
Indoor unit condensate drain / pump						
Refrigerant charge						
Refrigeration connections						
Fan assemblies						
Return Air grille & filters						
CONTROLS						
Louver operation						
Remote operation						
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
GENERAL INSTALLATION-RELATED AND 3rd PARTY COMPONENTS (NOT RINNAI PRODUCTS) *						
Airflow through system						
Refrigerant pipework						
Safety tray						
Wall mounting						
CONSUMABLES **						
Capacitors						
Filters						
Batteries (If applic)						
* Installation and other field-supplied components are not covered by Rinnai Product Warranty. These include, but are not limited to, control wiring, 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 Rinnai 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	



If one of the following conditions occurs, switch off the power supply immediately and contact the service agent or qualified service technician for further assistance.

- The operation light continues to flash rapidly after the unit has been restarted.
- The remote control buttons do not work.
- The unit continually trips fuses or circuit breakers.
- A foreign object or water enters the air conditioner.
- The indoor unit leaks.

COMMON PROBLEMS

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

PROBLEM	POSSIBLE CAUSE
Unit does not turn on when pressing ON/OFF button	The unit has a three 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 unit's anti-freeze protection is activated in order to defrost the unit.
The unit changes from COOL mode to FAN mode	The unit changes its setting to prevent frost from forming on the unit. Once the temperature increases, the unit will start operating again.
	The set temperature has been reached, at which point the unit turns off the compressor. The unit will resume operating when the temperature fluctuates again.
The indoor unit emits white mist	In humid regions, a large temperature difference between the room's 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 is in operation (where fitted).
	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.	A low hissing sound during operation: This is normal and is caused by refrigerant gas flowing through both indoor and outdoor units.
	A 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.
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 will be emitted during operations.
	The unit's filters should be cleaned. (See page 9).
The fan of the outdoor unit does not operate	During operation, the fan speed is controlled to optimize product operation.

TROUBLE SHOOTING

TROUBLESHOOTING TIPS

When troubles occur, please check the following points before contacting a qualified service technician.

PROBLEM	POSSIBLE CAUSES	SOLUTION
The unit is not working	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 3-minutes after restarting the unit
Poor cooling 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	Contact qualified service technician to 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	Contact qualified service technician to check for leaks and recharge the system with refrigerant
The unit starts and stops frequently	There's too much or too little refrigerant in the system	
	There is air, incompressible gas or foreign material in the refrigerant system	Contact a qualified service technician to evacuate & recharge the system with refrigerant
	System circuit is blocked	Contact a qualified service technician to determine which circuit is blocked, replace the malfunctioning piece of equipment.
	The compressor is broken	Contact a qualified service technician to replace the compressor
	The voltage is too high or too low	Contact a qualified service technician to install a voltage regulator
Poor heating performance	The outdoor temperature is lower than 7°C	Contact qualified service technician to check for leaks & recharge the system.
	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	Contact qualified service technician to check for leaks, re-seal if necessary top off refrigerant

TROUBLESHOOTING TIPS FOR GRILL



DO NOT ATTEMPT TO REPAIR THE UNIT YOURSELF

A QUALIFIED SERVICE TECHNICIAN SHOULD CHECK THAT THE DROP HANGER IS HUNG PROPERLY, TO ENSURE THAT THE UNIT GRILL DOES NOT FALL OFF WHEN HUNG WITH THE SUSPENSION WIRE.

PROBLEM	POSSIBLE CAUSES
The electrical motor gives forth a sound even though the grill is in the panel	The electrical motor has been ON continuous for a while, and the suspension wire has become loose.
The grill moves up and down two times when inserted into the panel	Make sure that the grill is properly inserted into panel.
A pssss... sound can be heard when the unit is ON and also when the unit is turned OFF.	The fuse may be burnt out, due to extreme temperature changes.

TROUBLE SHOOTING

PROBLEM	POSSIBLE CAUSES	SOLUTION
The grill will not completely insert into the panel	The air filter may come away from the panel	Contact a qualified service technician to take the grill down and check.
	The tip of drop hanger may exceed the outer frame of the grill	Contact a qualified service technician to adjust the drop hanger eye ring. The tip of drop hanger should not exceed the outer frame of the grill.
The grill will not move up or down	The battery in the remote controller may need to be replaced	Replace the battery.
	The grill hits the barrier and the suspension wire has come loose	Contact a qualified service technician to replace the barrier and tighten the suspension wire.
	The wire controller may have selected the wrong indoor unit	Contact a qualified service technician to select the right indoor unit.

When placing a service call be sure to inform the service agent or qualified service technician of the problem in detail and provide them with the unit model number.

			
Cause	The number of flashes per second	Timer Indicator	Error Code
Indoor EEPROM (Electrically Erasable Programmable Read-Only Memory) error	1	OFF	E0
Indoor and outdoor unit communication malfunction	2	OFF	E1
Indoor fan speed malfunction	4	OFF	E3
Indoor room temperature sensor error	5	OFF	E4
Evaporator coil temperature sensor error	6	OFF	E5
Refrigerant leak detection system malfunction	7	OFF	EC
Water level alarm malfunction	8	OFF	EE
Dual indoor unit (twin model only) communication malfunction	9	OFF	E8
Other twin model malfunction	10	OFF	E9
Overload protection	1	ON	F0
Outdoor temperature sensor error	2	ON	F1
Outdoor condensor pipe sensor error	3	ON	F2
Discharge air temperature sensor error	4	ON	F3
Outdoor EEPROM error	5	ON	F4
Outdoor fan speed (DC fan motor only) malfunction	6	ON	F5
T2b sensor error	7	ON	F6
Auto-lifting panel communication error	8	ON	F7
Auto-lifting panel malfunction	9	ON	F8
Auto-lifting panel is open	10	ON	F9
Inverter module IPM protection	1	Flash	P0
High/Low voltage protection	2	Flash	P1
Compressor top overheating protection	3	Flash	P2
Outdoor low temperature protection	4	Flash	P3
Compressor drive error	5	Flash	P4
Mode conflict	6	Flash	P5
Compressor low-pressure protection	7	Flash	P6
Outdoor IGBT sensor error	8	Flash	P7

WHEN TO CALL FOR SERVICE

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

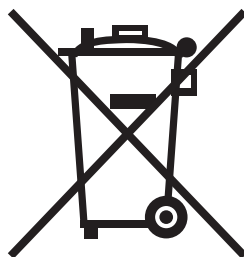
- There is a burning smell coming from the unit.
- The unit emits loud or abnormal sounds.
- When operated if a circuit breaker (safety, ground) is thrown or a fuse is blown.
- Water leaks from the indoor unit even when the humidity level is low.
- Parts are ejected out of unit.
- If the unit has been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

DO NOT ATTEMPT TO FIX THESE YOURSELF!

TURN OFF THE AIR CONDITIONER AND CONTACT SERVICE AGENT OR A QUALIFIED SERVICE TECHNICIAN

DISPOSAL GUIDELINES

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



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

WARRANTY

TERMS OF WARRANTY – AUSTRALIA

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

NOTICE TO CONSUMERS UNDER AUSTRALIAN CONSUMER LAW

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

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

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

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

1 DEFINITIONS

The terms listed below shall have the following meanings:

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

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

2 TERMS OF WARRANTY

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

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

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

3 CONDITIONS OF WARRANTY

- 3.1 The Purchaser may only obtain the benefit of the Warranty if the Purchaser:
- a) maintains and has the Product serviced in accordance with the instructions set out in the service section of the relevant Service or Owner's Manual;
 - b) complies with clause "7 Purchaser's Responsibilities" on page 21;
 - c) notifies Rinnai within 30 days of a defect occurring or, in the case of a latent defect, becoming apparent, that a claim is being made under this Warranty; and
 - d) provides, in support of the claim made under this Warranty, a Proof of Purchase.
- 3.2 This document (and any statutory consumer guarantees) represents the only Warranty given by Rinnai in respect of the Product. No other person or organisation is authorised to offer any alternative warranty on behalf of Rinnai.
- 3.3 If the date of purchase cannot be established to Rinnai's satisfaction, the date shall be deemed to be 2 months after the date of manufacture or the date of sale by Rinnai, whichever is the latter.
- 3.4 This warranty applies to Products which are manufactured on or after the date of publication of this warranty but before the next date of publication of this warranty.

4 EXCLUSIONS

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

5 LIMITATIONS

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

6 TRAVEL, TRANSPORT & ACCESS COSTS

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

7 PURCHASER'S RESPONSIBILITIES

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

HOW TO MAKE A WARRANTY CLAIM:

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

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

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

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



This page is intentionally blank



This page is intentionally blank

Rinnai

Rinnai Australia Pty. Ltd.

ABN 74 005 138 769

**100 Atlantic Drive
Keysborough, Victoria 3173**

**P.O. Box 460
Braeside, Victoria 3195**

AU45204

Rinnai has a Service and Spare Parts network with personnel who are fully trained and equipped to give the best service on your Rinnai appliance. If your appliance requires service, please call our National Help Line. Rinnai recommends that this appliance be serviced at least every 2 years.

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

Product Sales & Service National Help Line

Tel: **1300 555 545*** Fax: **1300 555 655**

*Monday to Friday, 8.00am to 5.30pm EST

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