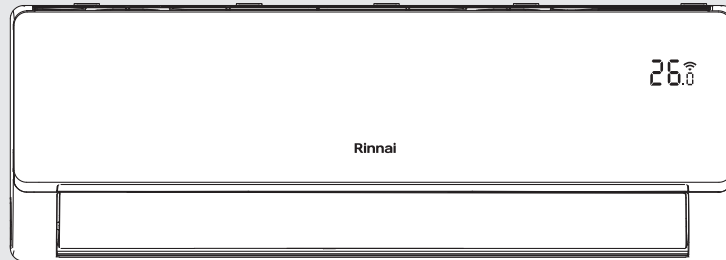


MODELS

System	Indoor	Outdoor
HSNRPX25	HINRPX25M	HONRPX25
HSNRPX35	HINRPX35M	HONRPX35
HSNRPX50	HINRPX50M	HONRPX50
HSNRPX60	HINRPX60M	HONRPX60
HSNRPX70	HINRPX70M	HONRPX70
HSNRPX80	HINRPX80M	HONRPX80
Ref Only	HINRPX20M	Matching Multi System Only

REFRIGERANT
R32



PX Series Split Type Wall Mounted Air Conditioner

Operation Manual

Rinnai

This appliance must 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 only by an Authorised Person.

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



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Scan QR to register your warranty

WARNINGS AND IMPORTANT INFORMATION



READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.

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

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

DANGER: Indicates an imminently hazardous situation which, if not avoided, will result in personal injury or death.

WARNINGS: Indicates a potentially hazardous situation which, if not avoided, could result in personal injury or death.

CAUTIONS: Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury or damage to the appliance. It may also be used to alert against unsafe practices.



REGULATORY / INSTALLATION

This appliance shall be installed in accordance with:

Manufacturer's Installation Instructions.

Current AS/NZS 3000, AS/NZS 5141, AS/NZS 5149.

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

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

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

This appliance uses R32 refrigerant.

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

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

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

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

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

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



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.



A NOTE ON ILLUSTRATIONS

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



REFRIGERANT

This appliance uses R32 (difluoromethane) refrigerant, which is a flammable gas class 2.2 according to AS 1677 and must be handled by a refrigeration mechanic with 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 10m 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.

Model	HSNRPX25	HSNRPX35	HSNRPX50	HSNRPX60	HSNRPX70	HSNRPX80
Standard Charge (g)	850	900	1200	1200	1400	1400
Minimum Floor Area (m²)	4.0	4.0	4.0	4.0	4.0	4.0



OPERATION

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 insert hands or other objects through the air inlet or outlet while the appliance is operating. 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 mis-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.

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.

The air conditioning system is designed to achieve consumer comfort. It is **NOT** designed for commercial applications requiring a controlled atmosphere (i.e. computer rooms, food preservation, etc.)

DO NOT block the inlet or outlet of air flow. It may result product in 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.

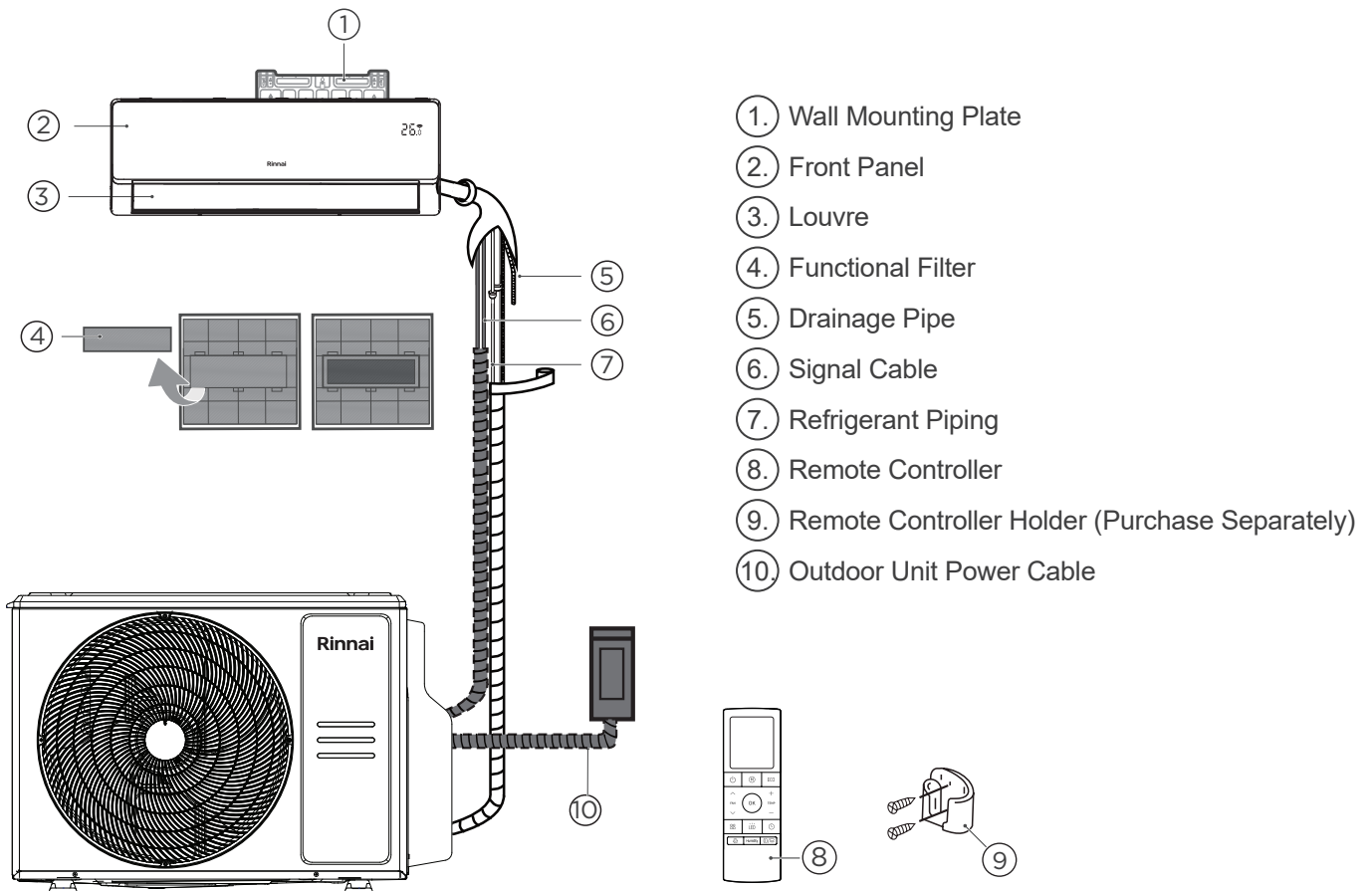
OPERATION RANGE LIMITATIONS

The table below indicates the temperature ranges the air conditioner can be operated within.

MODE	Cool Mode	Heat Mode	Dry Mode
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

AIR CONDITIONER BASICS

APPLIANCE COMPONENTS



- ①. Wall Mounting Plate
- ②. Front Panel
- ③. Louvre
- ④. Functional Filter
- ⑤. Drainage Pipe
- ⑥. Signal Cable
- ⑦. Refrigerant Piping
- ⑧. Remote Controller
- ⑨. Remote Controller Holder (Purchase Separately)
- ⑩. Outdoor Unit Power Cable

REMOTE CONTROL CRADLE

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



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 holes provided using 2 screws.

CONTROLLER OPERATING BASICS

Point the remote control towards the signal receiver window (6) of the air conditioner to operate it



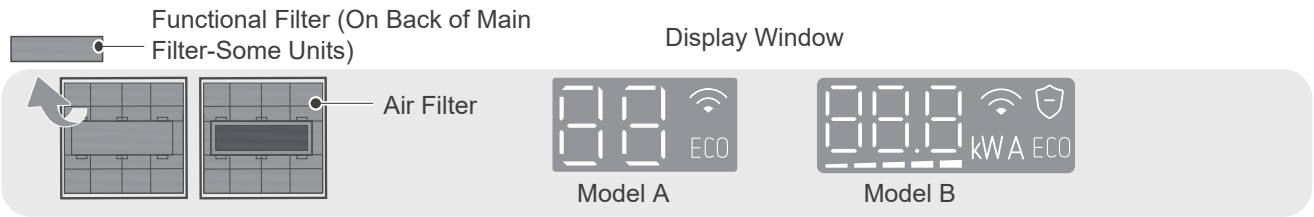
The remote control may operate other electronic devices if pointed towards them. Make sure to point the remote control towards the signal receiver of the air conditioner.

For proper operation, use a soft cloth to clean the signal transmitter LED and the receiver window.



Different models have different front panel and display windows. Not all the indicators described in Figure 2 (over page) are available for the air conditioner you purchased. Please check the indoor display window of the unit you purchased. Illustrations in this manual are for explanatory purposes. The actual shape of your indoor unit may be slightly different.

DISPLAY WINDOW



Display Code	Display Code Meanings
 	<ul style="list-style-type: none"> Displays temperature, operation feature and error codes. For some units, when GEAR function is activated, the display window will display and flash the target power value(kW), current value(A) or gear levels (Lx)for 15 seconds. The gear levels displays as: L1 gear(-), L2 gear(--), L3 gear(---), L4 gear(----), L5 gear(-----).
	<ul style="list-style-type: none"> When Fresh feature is turned on(some units).
ECO	<ul style="list-style-type: none"> When ECO+ feature is turned on.
	<ul style="list-style-type: none"> When Wireless Control feature is activated(some units).
 (for 3s when)	<ul style="list-style-type: none"> Timer On is set (if the unit is OFF, “ ON ” remains on when Timer On is set). Fresh, UV lamp, Swing, Turbo , Breeze away or Silent feature is turned on.
 (for 3s when)	<ul style="list-style-type: none"> Timer Off is set. Fresh, UV lamp, Swing, Turbo, Breeze away or Silent feature is turned off.
	<ul style="list-style-type: none"> When Active Clean feature is turned on.
	<ul style="list-style-type: none"> When defrosting (for cooling & heating units).
	<ul style="list-style-type: none"> When 8°C heating feature is turned on(for cooling & heating units).

Figure 1.

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.

Inverter Split Type

	COOL MODE	HEAT Mode	DRY Mode
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

For Outdoor Units With Auxiliary Electric Heater

When outside temperature is below 0°C, we strongly recommend keeping the unit plugged in at all times to ensure smooth ongoing performance.

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.

MORE FEATURES



Not all the functions are available for the air conditioner you purchased, please check the indoor display and remote control of your unit.

AUTO-RESTART

If the unit loses power, it will automatically restart with the prior settings once power has been restored.

ACTIVE CLEAN FUNCTION

The Active Clean Technology washes away dust when it adheres to the heat exchanger by automatically freezing and then rapidly thawing the frost. A “pi-pi” sound will be heard.

The Active clean operation is used to produce more condensed water to improve the cleaning effect, and the cold air will blow out. After cleaning, the internal wind wheel then keeps operating with hot air to blow-dry the evaporator, thus keeping the inside clean.

When this function is turned on, the indoor unit display window appears “CL”, after 20 to 45 minutes, the unit will turn off automatically and cancel Active Clean function.

LOUVRE ANGLE MEMORY

When turning on your unit, the louvre will automatically resume its former angle.

ECO FUNCTION

Under cooling/heating mode, the fan speed will change to Auto, the set temperature will remain unchanged which brings more comfortable feelings and power-saving, and reduces temperature fluctuations.



This function is not available in Multi Split System - only available in PX Series Hi-Wall Split system.

REFRIGERANT LEAKAGE DETECTION

The indoor unit will automatically display “EL0C” when it detects refrigerant leakage.

WIRELESS CONTROL

Wireless control allows you to control your air conditioner using your mobile phone and a wireless connection.

For the USB device access, replacement, maintenance operations must be carried out by professional staff.

For further details refer to the Wi-Fi Operation Manual, a copy of the manual may be downloaded from the Rinnai web site: <https://www.rinnai.com.au/air-conditioning/>

BREEZE AWAY OPERATION

Press the Breeze Away button on the remote control to activate the avoiding direct air blowing on the body.

Under Breeze Away operation, the system will adjust the louvre angles and fan speed automatically. You can also choose the fan speed by remote controller.

This feature is only available under Cool, Dry or Fan mode.



This function is not available in Multi Split System - only available in PX Series Hi-Wall Split system.

SLEEP OPERATION

The SLEEP function is used to decrease energy use while you sleep.

When the sleep function is activated, the air conditioner will intelligently adjust temperature, fan speed to provide a more comfortable sleeping environment. You can freely set the fan speed and airflow angle when in sleep operation. The sleep function will automatically exit after running for 9 hours.



The sleep function is not available in Fan and Dry mode.

For some models with wireless control feature, the sleep operation time and sleep light can be adjusted through the app.

INTELLIGENT HUMIDITY CONTROL FUNCTION

Under cooling mode, when this function is activated, the fan speed will change to Auto, the set temperature will remain unchanged, and the system can control the room humidity to ensure that it is not too dry or too damp while maintaining a comfortable temperature.

This function can only be activated by the remote controller or APP control.



This function is not available in Multi Split System - only available in PX Series Hi-Wall Split system.

MANUAL OPERATION (WITHOUT REMOTE)



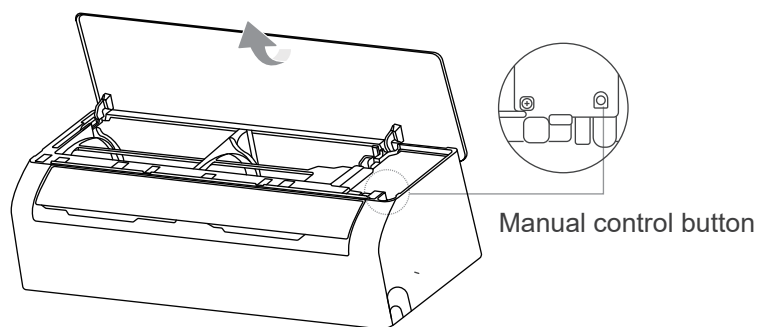
The manual button is intended for testing purposes and emergency operation only.

Please do not use this function unless the remote control is lost and it is absolutely necessary. To restore regular operation, use the remote control to activate the unit.

Unit must be turned off before manual operation.

TO OPERATE MANUALLY

- Press down the buttons on both side of the panel, then lift the panel up until it clicks.
- Locate the 'MANUAL CONTROL' button on the right-hand side of the electrical control box.
- Press the 'MANUAL CONTROL' button one time to activate 'FORCED AUTO' mode.
- Press the 'MANUAL CONTROL' button again to activate 'FORCED COOLING' mode.
- Press the 'MANUAL CONTROL' button a third time to turn the unit off.
- Close the front panel.



SETTING ANGLE OF AIRFLOW

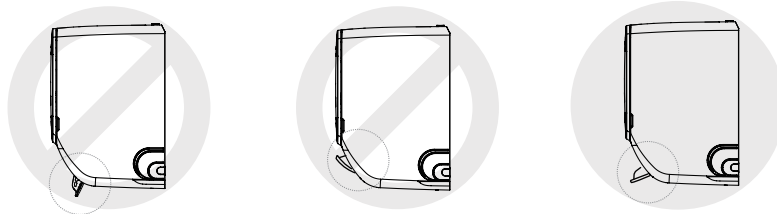


SETTING UP AND DOWN AIRFLOW VIA REMOTE CONTROL

While the unit is on, use the SWING button on remote control to set the direction (up and down) of airflow. Please refer to the Remote Control operation for details.

LOUVRE ANGLES

- Do not set louvre at too vertical an angle for long periods of time When using COOL or DRY mode. It would be condense the water on the louvre blade, which will drop on your floor or furnishings.
- Setting the louvre at too small an angle when using COOL or HEAT mode, can reduce the performance of the AC due to restricted air flow.
- According to the relative standards requirement, please set the louvre to its maximum airflow angle under heating capacity test.



Do not move louvre by hand. You can turn off the unit and unplug it for a few seconds to restart the unit. It will be reset the louvre when you try.

SETTING LEFT AND RIGHT AIR FLOW (MANUAL OPERATION)

The left and right airflow must be set manually. Grip the deflector rod (See Figure 2 below) and manually adjust it to your preferred direction.

For some units, the left and right airflow can be set by remote control. Please refer to the Remote Control Manual.

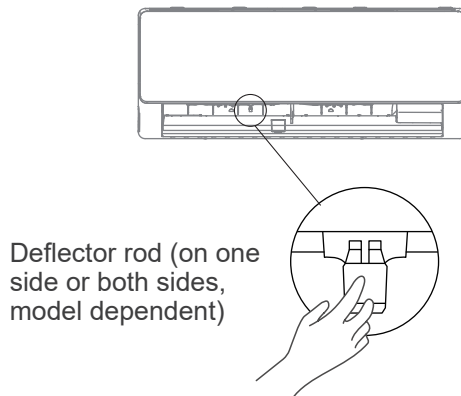


Figure 2.

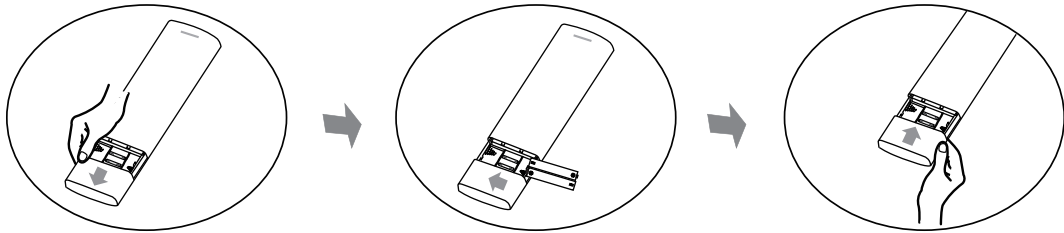


Do not put your fingers in or near the blower and suction side of the unit. The high-speed fan inside the unit may cause injury.

REMOTE CONTROLLER

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.

Do not mix old and new batteries, or use batteries of different types.

Do not leave batteries in the remote control if you don't plan on using the device for more than 2 months.

Dispose of old batteries carefully and in accordance with waste disposal regulations.

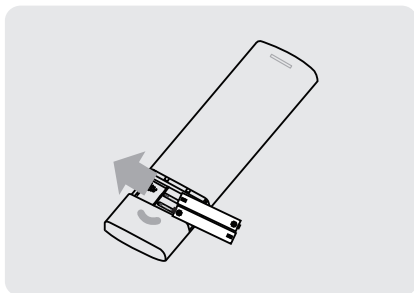
SPECIFICATIONS

Battery Type	2 x AAA 1.5V (3V total)
Maximum Signal Range	8m
Operating temperature range	-5°C~60°C

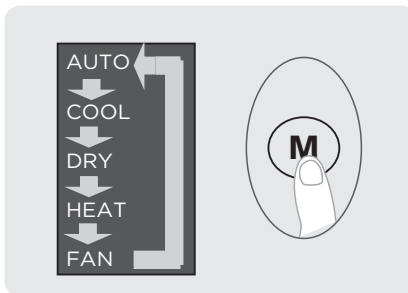
QUICK START GUIDE

Use the following to get you up and running

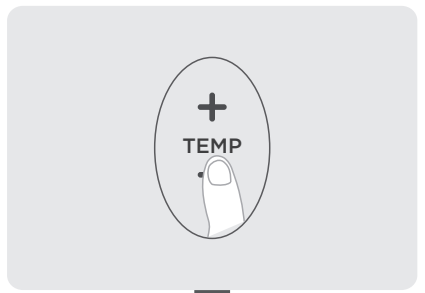
1 FIT BATTERIES



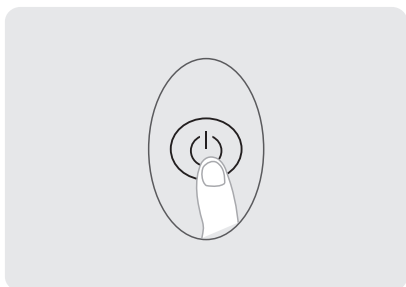
2 SELECT MODE



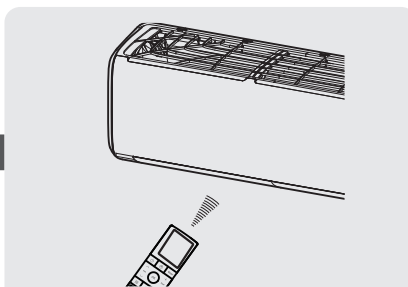
3 SELECT TEMPERATURE



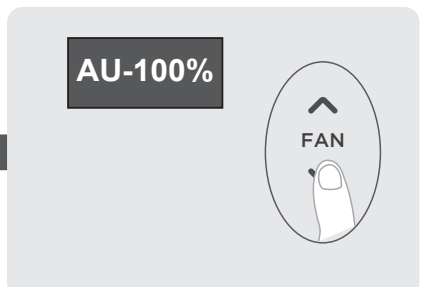
6 PRESS POWER BUTTON



5 POINT TOWARD UNIT



4 SELECT FAN SPEED

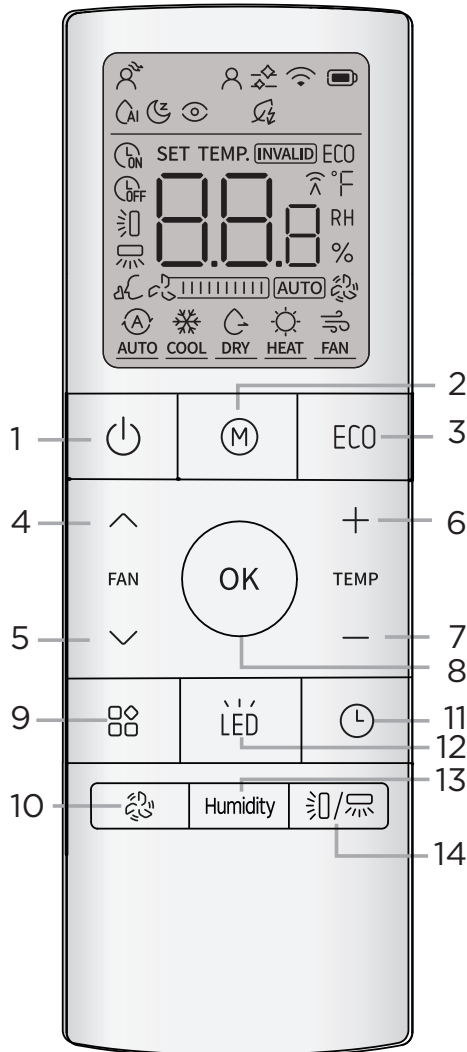


For instructions on how to use the more advanced features please read this manual carefully and keep it safe for future reference.

REMOTE CONTROL LAYOUT

Before you begin using your new air conditioner, make sure to familiarise yourself with the remote controller. The following content is a brief introduction to the remote controller.

For complete instructions on how to operate your air conditioner, refer to the Basic Functions and Advanced Functions sections of this manual.



- 1 **ON/OFF:** Turn the unit on or off.
- 2 **Mode:** Auto > Cool > Dry > Heat > Fan
Note: Auto and Heat mode are not available for the cooling only appliance.
- 3 **ECO:** Starts and stops the ECO operation.
- 4 **FAN Speed ^ :** AU > 20% > 40% > 60% > 80% > 100%. Press the TEMP + or - button to increase/decrease the fan speed in 1% increments.
- 5 **FAN Speed v :** AU > 100% > 80% > 60% > 40% > 20%. Press the TEMP + or - button to increase/decrease the fan speed in 1% increments.
- 6 **TEMP Up + :** Increases temperature in 0.5°C increments. Max. temperature is 30°C.
NOTE: Press + & - buttons at the same time for 3 seconds will alternate the temperature display between the °C & °F
- 7 **TEMP Down - :** Decreases temperature in 0.5°C increments. Min. temperature is 16°C.
- 8 **OK:** Used to confirm the selected functions
- 9 **SET:** Intelligent humidity control > Sleep > Intelligent eye* > Breeze Away > Follow Me > Active Clean > AP mode* (* - Model Dependant)
Note: Each time the button is pressed, function will advance. When the desired function is displayed, press OK to confirm, or wait for 5 seconds for the function to start automatically.
- 10 **Turbo:** Reduce (cool mode) or raise (heat mode) temperature in a short time.
- 11 **Timer:** Set timer to turn unit on or off.
- 12 **LED:** Turns LED display & air conditioner buzzer on and off.
- 13 **Humidity:** Adjusts room humidity during Dry operation between 35%~85%. Press to increase the humidity in 5% increments.
- 14 **Swing:** Starts and stops the horizontal louvre movement. Hold down for 2 seconds to initiate vertical louver auto swing feature (some units).



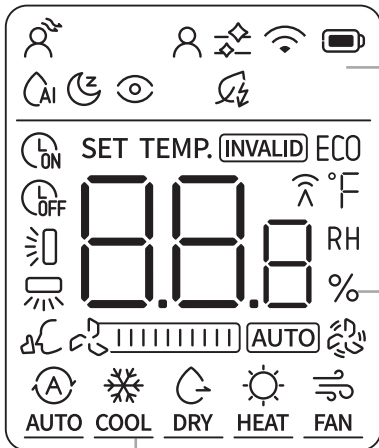
The remote control may have icons for features that are not on your unit.

If the indoor unit does not have a particular function, pressing the corresponding button on the remote control will have no effect.

The ECO, Intelligent Eye, Breeze Away, Active Clean and Humidity control functions are not available in Multi Split System - only available in PX Series Hi-Wall Split system.

REMOTE CONTROL SCREEN LAYOUT

The following will be displayed when the remote control is first powered up.



Breeze away people	Follow me	Active clean	Low battery (If flashing)
Intelligent humidity control	Sleep mode		

88.8 Temperature/Timer/Fan speed display
Displays the set temperature by default, fan speed, or Timer setting when using Timer on/off functions.

FAN SPEED

AUTO

1-10%	11-20%	21-30%	31-40%	41-50%	
51-60%	61-70%	71-80%	81-90%	91-100%	



Fan speed can not be adjusted in AUTO or DRY mode.

	ECO			INVALID
Transmission Indicator	ECO feature	Silent feature	Turbo feature	Displayed when the operation is invalid.
Timer ON	Timer OFF	Horizontal louver swing	Vertical louver auto swing	

MODE display: Displays the current mode

AUTO	COOL	DRY	HEAT	FAN

AUTO and HEAT mode are for cooling and heating models only.



While using the remote controller, only relevant function indicator will be shown. The indicators above are for reference only.



Before operation, please ensure that the unit is plugged in and the power is available.

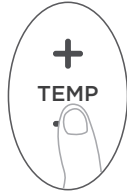
BASIC OPERATION

AUTO MODE

Select AUTO mode



Set your desired temperature



Turn on the air conditioner

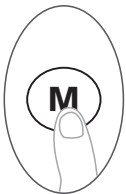


In AUTO mode, the unit will automatically select the COOL, FAN, or HEAT function based on the selected temperature.

AUTO mode, fan speed cannot be set.

COOL OR HEAT MODE

Select COOL/HEAT mode



Set the temperature



Set the FAN speed



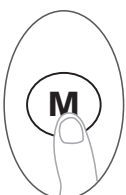
Turn on the air conditioner



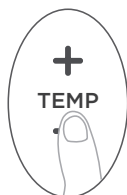
Heat mode is only applicable to the Cooling & Heating models only.

DRY MODE

Select DRY mode



Set your desired temperature



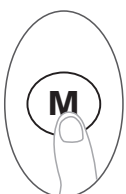
Turn on the air conditioner



In DRY mode, fan speed cannot be set since it has already been automatically controlled.

FAN MODE

Select FAN mode



Set the FAN speed



Turn on the air conditioner



In FAN mode, temperature cannot be set. No temperature is displayed on the remote screen.

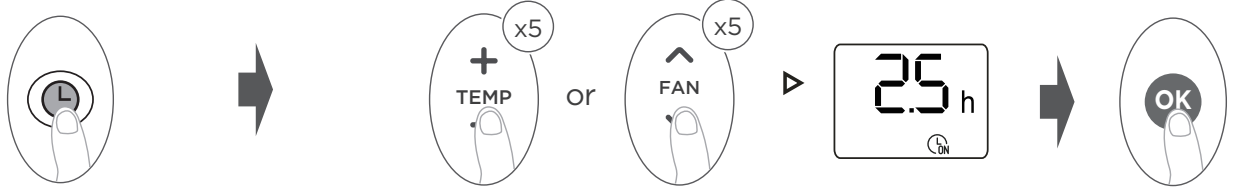
TIMER SETTINGS

TIMER ON

Set the amount of time after which the unit will automatically turn on

Press TIMER button to initiate the time ON sequence.

Press TEMP “+” or “-” or FAN “^” or “v” button to set the length of time after which you would like the unit to turn ON. Press the OK button to activate .

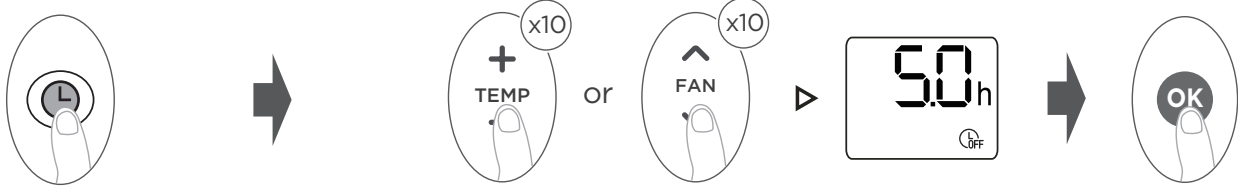


TIMER OFF

Set the amount of time after which the unit will automatically turn off

Press TIMER button to initiate the time OFF sequence.

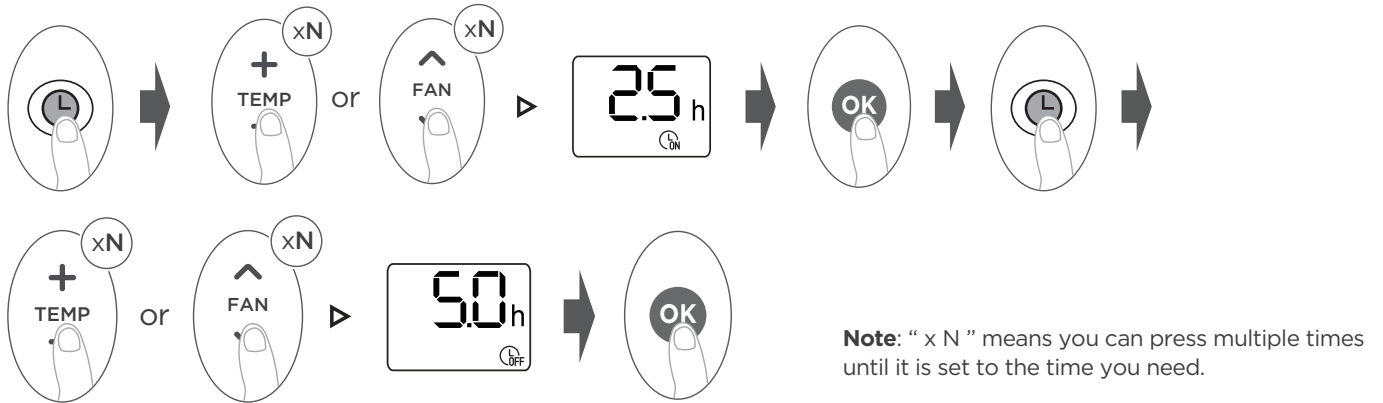
Press TEMP “+” or “-” or FAN “^” or “v” button to set the length of time after which you would like the unit to turn OFF. Press the OK button to activate.



1. When setting the TIMER ON or TIMER OFF, the time will increase in 30-minute increments with each press, up to 10 hours. After 10 hours and up to 24, it will increase in 1-hour increments (For example, press 5 times to get 2.5h and press 10 times to get 5h). The timer will revert to 0.0 after 24.
2. Cancel either function by setting the timer to 0.0h.

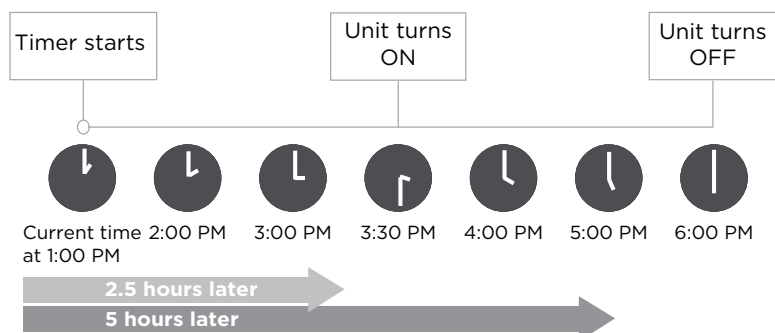
TIMER EXAMPLE

Keep in mind that the time periods you set for both functions refer to hours after the current time.



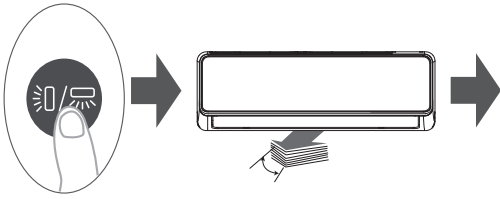
Note: “ x N ” means you can press multiple times until it is set to the time you need.

If current time is 1:00 PM, after setting the timer as above, the unit will turn on 2.5h later (3:30 PM) and turn off at 6:00 PM



ADVANCED FUNCTIONS

SWING UP AND DOWN



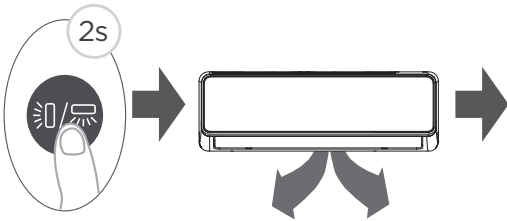
Press this button repeatedly, and if the interval between presses is within 3 seconds, the horizontal louvre will operate in the following order:

Louvre auto swing stop > Louvre auto swing start > Louvre angle 1 > Louvre angle 2 > Louvre angle 3 > Louvre angle 4 > Louvre angle 5.

If the interval between presses is more than 3 seconds, the horizontal louvre will operate in the following order:

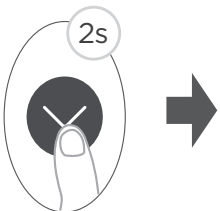
Louvre at a certain angle > Louvre auto swing start > Louvre auto swing stop.

SWING LEFT AND RIGHT



Keep pressing this button more than 2 seconds, the vertical louvre swing function is activated. (Model dependent)

SILENT FUNCTION

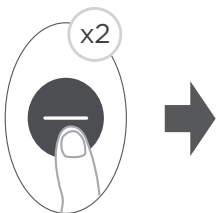


Keep pressing Fan button for more than 2 seconds to activate/disable the Silent function (some units).



Due to low frequency operation of compressor, it may result in insufficient cooling and heating capacity.

FP FUNCTION



The unit will operate at high fan speed (while compressor is on) with temperature automatically set to 8°C.



This function is for heat pump air conditioner only.

Press this button 2 times in one second under HEAT mode with setting temperature of 16°C to activate FP function. The indoor unit will display “FP” on the display window.

LED DISPLAY



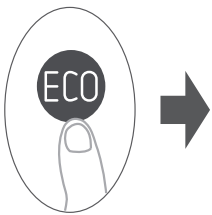
Press this button to turn on and turn off the display on the indoor unit.



Press this button for more than 5 seconds (some units)

Keep the button pressed for more than 5 seconds, and the indoor unit will display the actual room temperature. Press button for more than 5 seconds again to revert back to displaying the set temperature.

ECO FUNCTION



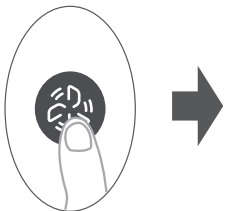
Press this button when in Cool/Heat mode, the fan speed will change to Auto, the set temperature will remain unchanged which brings more comfortable feelings and power-saving, and reduces temperature fluctuations.



This function is only available when the unit is in Cool or Heat mode.

This function is not available in Multi Split System - only available in PX Series Hi-Wall Split system.

TURBO FUNCTION

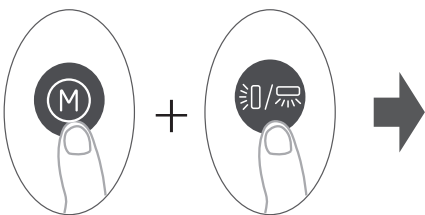


When Turbo is selected in COOL mode, the unit will blow cool air with the strongest fan setting to jump-start the cooling process.

When Turbo is selected in HEAT mode, the unit will blow heated air with the strongest fan setting to jump-start the heating process (some units).

For units with Electric heat elements, the Electric HEATER will activate and jump-start the heating process.

LOUVRE RESET FUNCTION



Turn off system from the remote control and then press “ Mode ” and “ Swing ” button together until a beep sound is heard from the indoor unit . The unit is now in louvre re-set mode. The process will complete automatically and no further button press is needed.

SET FUNCTION



- Press the SET button to enter the function setting, then press SET button to select the desired function. The selected symbol will flash on the display area, press the OK button to confirm.
- To cancel the selected function, just perform the same procedures as above.
- Press the SET button to scroll through operation functions as follows:

Intelligent humidity control () > Sleep () > Intelligent eye () > Breeze away () > Follow Me () > Active clean () > AP mode ()

INTELLIGENT HUMIDITY CONTROL FUNCTION

Use this function when in Cool mode, the fan speed will change to Auto, the set temperature will remain unchanged. The system can control humidity so that it is not too dry or too damp while maintaining a comfortable temperature.



This function is only available when the unit is in Cool mode.
This function is not available in Multi Split System, only available in PX Series Hi-Wall Split system.

SLEEP FUNCTION

Use this feature to create a more comfortable sleeping environment.

When the sleep function is activated, the air conditioner will intelligently adjust temperature, fan speed to provide a more comfortable sleeping environment. Under sleep operation, the system will automatically remember the set temperature within 30 minutes. The next time it is activated, it will start running at the temperature of the last memory. After the sleep function is activated, it will automatically be cancelled after 9 hours.

INTELLIGENT EYE FUNCTION

When in Intelligent eye mode, using the built-in infrared sensor, the unit can detect the people in the room.

In Cooling or Heating mode, when you are away for 30 minutes, the unit automatically lowers the frequency to save energy (for inverter models only). The unit will automatically resume operation if human is sensed.



This function is not available in Multi Split System, only available in PX Series Hi-Wall Split system.

BREEZE AWAY FUNCTION

Use this feature to avoid direct air flow blowing on the body for additional comfort.



This function is not available in Multi Split System, only available in PX Series Hi-Wall Split system.

FOLLOW ME FUNCTION

The FOLLOW ME function enables the remote control to measure the temperature at its current location and send this signal to the air conditioner in 3-minute intervals.

When using AUTO, COOL or HEAT modes, measuring ambient temperature from the remote control (instead of the indoor unit) will enable the air conditioner to optimise the temperature around you and ensure maximum comfort.



Press and hold Turbo button for 7 seconds to start/stop the Follow Me function. memory feature.

- If the memory feature is activated, “ On ” displays for 3 seconds on the screen.
- If the memory feature is stopped, “ OF ” displays for 3 seconds on the screen.

ACTIVE CLEAN FUNCTION

The Active Clean technology removes dust and mould that may cause odours.

Active Clean rapidly freezes and thaws the heat exchanger, to clean away material that has adhered to it.

When this function is turned on, the indoor unit displays “ CL ”.

After 20 to 130 minutes, the unit will turn off automatically and terminate CLEAN function.



This function is not available in Multi Split System, only available in PX Series Hi-Wall Split system.

AP FUNCTION

Use the SET button to choose AP (Access Point) mode to enable wireless configuration.

If this function is not available on this unit, it may be possible to enter AP mode by pressing the LED button 7 times in 10 seconds.

CARE & MAINTENANCE

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 23 is 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 Air Filter" on page 24

SERVICE MAINTENANCE SCHEDULE - NON DUCTED 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:				
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	

GENERAL MAINTENANCE

COMPONENT	DESCRIPTION	INTERVAL
Indoor unit	Clean the Indoor unit outer surface by using a soft, dry cloth.	Regularly
	Replace the remote control batteries.	As needed or once per year
	Professional service	Once per year
Outdoor unit	Professional service	Once per year



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

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

NEVER use volatile substances when you clean the filters. They may damage the surface of the product.



Make sure have your appliance professionally serviced once per year, failing to do so may decrease the operational efficiency or increase energy consumed.

CLEANING THE AIR FILTER

Clean the air filter once every 2 weeks or more if necessary.

1. Turn off the power
2. Open the front cover.
3. Hold the tab of the air filter, lift it up slightly and remove it from the unit.
4. Clean the filter with a vacuum cleaner or with warm water. If dirt is difficult to remove, wash the filter in lukewarm water with mild detergent.
5. Dry the filter in the shade.
6. Ensure to re-insert the filter securely after cleaning, observing the same orientation as when removed.



Failure to clean the filters regularly can cause condensation to form and drip from the indoor unit when operated in cooling mode during humid conditions.

If you need more filters, please contact Rinnai.

SAVE A SERVICE CALL

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

- The wire is damaged or abnormally warm
- You smell a burning odour
- The unit emits loud or abnormal sounds
- A power fuse blows or the circuit breaker frequently trips
- Water or other objects fall into or out of the unit

DO NOT ATTEMPT TO FIX THESE YOURSELF! CONTACT AN AUTHORISED SERVICE PROVIDER IMMEDIATELY.

Common Issues

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

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.
The unit changes from COOL/ HEAT 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 continue 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 rushing air sound may occur when the louver resets its position. 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 will be emitted during operations.
	The unit's filters have become mouldy and should be cleaned.

SYMPTOM	CAUSE
The fan of the outdoor unit does not operate	During operation, the fan speed is controlled to optimise product operation.
Operation is erratic, unpredictable, or unit is unresponsive	Interference from cell phone towers and remote boosters may cause the unit to malfunction. In this case, try the following: <ul style="list-style-type: none"> • Disconnect the power, then reconnect. • Press ON/OFF button on remote control to restart operation.



If problem persists, 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.



When troubles occur, please check the following points before contacting a repair company. Some situations will not require repairs.

FAULT	POSSIBLE CAUSE	SOLUTION
Poor Cooling Performance	Temperature setting may be higher than ambient room temperature	Lower the temperature setting
	The heat exchanger on the indoor or outdoor unit is dirty	Contact an authorised service centre 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
	Too many sources of heat in the room (people, computers, electronics, etc.)	Reduce amount of heat sources
	Low refrigerant due to leak or long-term use	Contact an authorised service centre.
	SILENCE function is activated (optional function)	SILENCE function can lower product performance by reducing operating frequency. Turn off SILENCE function.

WHEN TO CALL FOR SERVICE

SYMPTOM	CAUSE
There is a burning smell and a strange sound coming from the unit. Water leaks from the indoor unit even when the humidity level is low. When operated if a circuit breaker (safety, ground) is thrown or a fuse is blown.	Turn off the air conditioner, and contact Rinnai.

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:
- 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;
 - complies with clause 7 "Purchaser's Responsibilities";
 - 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
 - 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:
- damage, problems or failure resulting from improper operation and/or inadequate maintenance by the Purchaser (refer Purchaser's Responsibilities section below);
 - 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;
 - 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;
 - 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;
 - damage, problems or failure caused by environmental conditions including, but not limited to, excessive moisture, salt or other corrosive substances or atmospheric conditions;
 - Product which has been installed in a portable or mobile building, structure or application including, but not limited to, a caravan, boat or trailer;
 - Product which has been re-installed at a location other than the original site;
 - any consumable item supplied with the Product including, but not limited to, an air filter, battery, fan belt, igniter or cooler pad;
 - 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;
 - installations where electrics/electronics may be subjected to moisture/chemicals (e.g. swimming pools or nurseries);
 - any repair, which is needed as a result of an accident, misuse, abuse or negligence;
 - Product that is utilised in an environment (indoor and outdoor) outside its specified operating range; and
 - fair wear and tear to the Product.
 - 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:
- 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
 - 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:
- any service call out fee if the Product is not accessible for service
 - 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.
 - providing a safe working environment for installation, service, maintenance or repair of the Product;
 - any surcharge applicable in respect of supplying replacement parts outside Normal Business Hours; and
 - 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;
- regularly cleaning the air filter(s) and replacing them where necessary;
 - replacing expired batteries or other consumables as required;
 - 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.