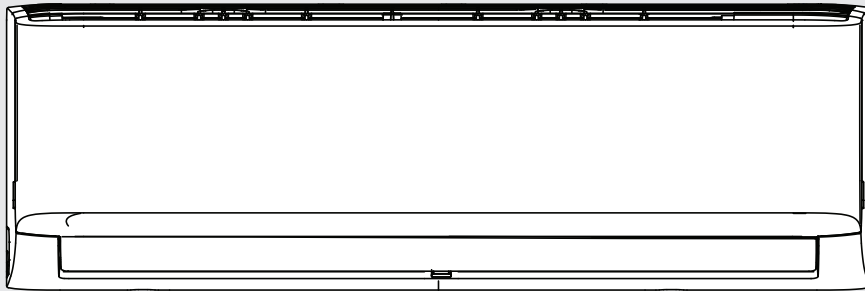


## MODELS

System	Indoor	Outdoor
HSNRTX25	HINRTX25	HONRTX25
HSNRTX35	HINRTX35	HONRTX35
HSNRTX50	HINRTX50	HONRTX50
HSNRTX60	HINRTX60	HONRTX60
HSNRTX70	HINRTX70	HONRTX70
HSNRTX80	HINRTX80	HONRTX80
HSNRTX90	HINRTX90	HONRTX90

REFRIGERANT  
**R32**



# TX 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 5149, AS/NZS 5141
- Local Regulations including local OH&S requirements, and Municipal Building Codes, including the National Construction Code (NCC).

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

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



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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

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 **ONLY** 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.



**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	HSNRTX25	HSNRTX35	HSNRTX50	HSNRTX60	HSNRTX70	HSNRTX80	HSNRTX90
Standard Charge (g)	620	850	1260	1260	1400	1400	2200
Minimum Floor Area (m <sup>2</sup> )	4.0	4.0	4.0	4.0	4.0	4.0	5.4

In COOL or DRY mode, avoid setting the louver too vertically for extended periods to prevent water condensation dripping onto your floor or furnishings. In COOL or HEAT mode, setting the louver too narrowly can reduce unit performance due to restricted airflow. For heating capacity tests, set the vertical louver to its maximum angle per standard requirements.



**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.

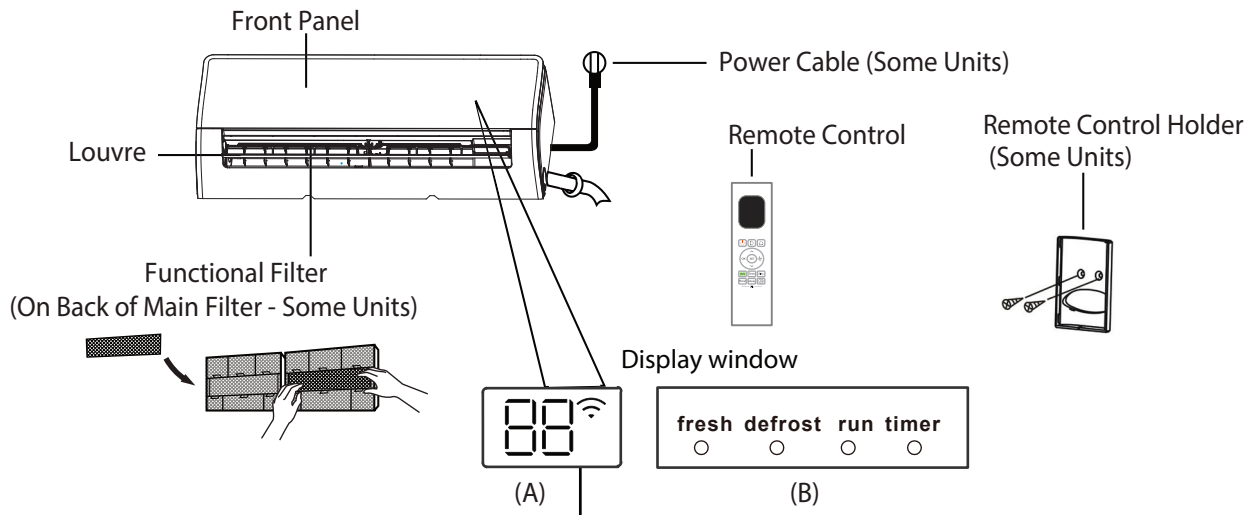
MODE	Cool Mode	Heat Mode	Dry Mode
Room Temperature	> 16°C	< 30°C	> 16°C
Outdoor Temperature	0°C ~ 50°C	-15°C ~ 24°C	0°C ~ 50°C

# AIR CONDITIONER BASICS

## INDOOR UNIT SPECIFICATIONS AND FEATURES

NOTE: Different models have different front panels and display windows. Not all the display codes described below are available for the air conditioner you purchased. Please check the indoor display window of the unit for detail of the model.


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






“ defrost” when defrost feature is activated.

“ run” when the unit is on.




“ timer” when TIMER is set.

“  ” when Wireless Control feature is activated(some units)

“  ” Displays temperature, operation feature and error codes:

- “  ” for 3 seconds when:
  - TIMER ON is set (if the unit is OFF, “  ” remains on when TIMER ON is set )
  - UV-C lamp, SWING, TURBO, ECO,or SILENCE feature is turned on

- “  ” for 3 seconds when:
  - TIMER OFF is set
  - UV-C lamp, SWING, TURBO, ECO,or SILENCE feature is turned off

- “  ” when defrosting(cooling & heating units only)
- “  ” when 8° C heating feature is turned on(some units)
- “  ” when Active Clean feature is turned on(For Inverter split type)  
when unit is self-cleaning(For Fixed-speed type)

### Display Code Meanings

# BASIC OPERATION

## OPERATING TEMPERATURES

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

### 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  (For models with low temp. cooling systems.)	-15°C - 24°C	0°C - 50°C

#### FOR OUTDOOR UNITS WITH AUXILIARY ELECTRIC HEATER

Inverter Split Type  
Fixed-speed Type  
When outside temperature is below 0°C, we strongly recommend keeping the unit plugged in at all time to ensure smooth ongoing performance.

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

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

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

**OTHER FEATURES**

**Auto-Restart (some units)**

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

**Anti-mildew (some units)**

When turning off the unit from COOL, AUTO (COOL), or DRY modes, the air conditioner will continue operate at very low power to dry up condensed water and prevent mildew growth.

**Wireless Control (some units)**

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.

**Louvre Angle Memory (some units)**

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

**Active Clean function (some units)**

-- 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 130 minutes, the unit will turn off automatically and cancel Active Clean function.

-- For some units, the system will start high temperature cleaning process, and the temperature of air outlet is very high. Please keep away from it. And this would lead to the rising of the room temperature.

**Breeze Away (some units)**

This feature avoids direct air flow blowing on the body and make you feel indulging in silky coolness.

**Refrigerant Leakage Detection (some units)**

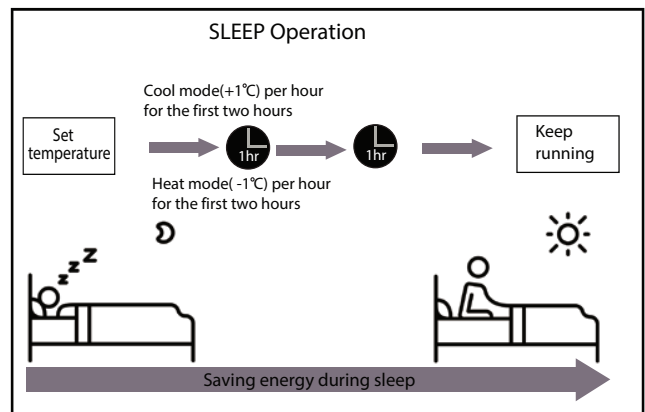
The indoor unit will automatically display "ELOC" or flash LEDS (model dependent) when it detects refrigerant leakage.

**Sleep Operation**

The SLEEP function is used to decrease energy use while you sleep (and don't need the same temperature settings to stay comfortable). This function can only be activated via remote control. And the Sleep function is not available in FAN or DRY mode.

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

When in HEAT mode, the unit will decrease the temperature by 1°C after 1 hour, and will decrease an additional 1°C after another hour. The sleep feature will stop after 8 hours and the system will keep running in this state.



**NOTE:**

For multi-split air conditioners, the following functions are not available:

Active clean function, Silence feature, Breeze away function, Refrigerant leakage detection function and Eco feature.

**SETTING LOUVRES**

**Setting angle of airFlow**

**Setting up and down airflow**

While the unit is on, use the SWING/DIRECT button on the remote control to set the direction of airflow. Please refer to the Remote Control Chapter for details.

**NOTE ON LOUVRE ANGLES**

In COOL or DRY mode, avoid setting the louvre too vertically for extended periods to prevent water condensation dripping onto your floor or furnishings. In COOL or HEAT mode, setting the louvre too narrowly can reduce unit performance due to restricted airflow. For heating capacity tests, set the vertical louvre to its maximum angle per standard requirements.

**Setting left and right airflow**

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

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

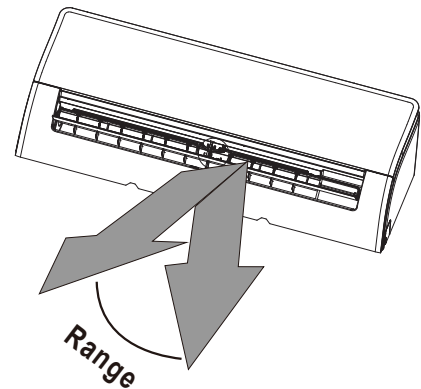


Fig. A

NOTE: Do not move louvre by hand. This will cause the louvre to become out of sync. If this occurs, turn off the unit and unplug for a few seconds, then restart the unit. This will reset the louvre.

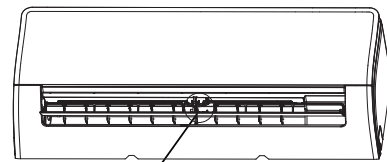
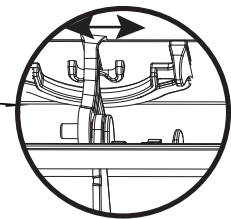


Fig. B

Deflector rod



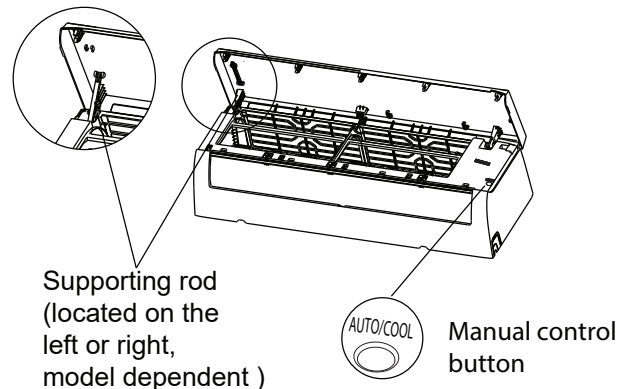
**CAUTION** Do not put your fingers in or near the blower and suction side of the unit. The high-speed fan inside the unit may cause injury.

**MANUAL OPERATION**

**CAUTION** The manual button is for testing or emergency use only. Use it only if the remote is lost and absolutely necessary. To resume normal operation, use the remote to activate the unit. Turn off the unit before manual operation.

To operate your unit manually:

1. Lift the front panel of the indoor unit. Note: For some units, there is a supporting rod located on the left or right side. Please use it to prop up the panel.
2. Locate the MANUAL CONTROL button on the right-hand side of the unit.
3. Press the MANUAL CONTROL button one time to activate FORCED AUTO mode.
4. Press the MANUAL CONTROL button again to activate FORCED COOLING mode.
5. Press the MANUAL CONTROL button a third time to turn the unit off.
6. Release the supporting rod(some units), close the front panel.



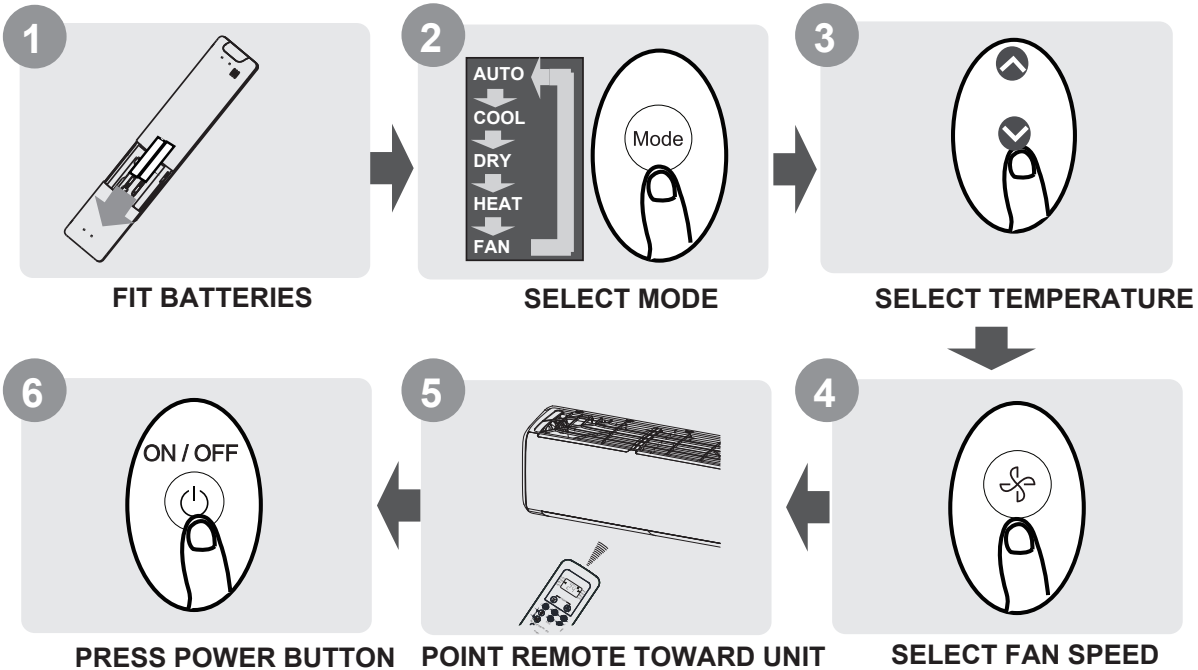
# CONTROLLER OPERATION

## CONTROLLER SPECIFICATIONS

Model	84002659
Rated Voltage	3.0V( Dry batteries R03/LR03×2)
Signal Receiving Range	8m

**NOTE:** For models of RG10Y1 (D2)/BGEF, RG10Y2(D2S)/BGEF, If the unit is turned off under COOL, AUTO or DRY mode with the set temperature less than 24°C, the set temperature will be automatically set to 24°C when you turn on the unit again. If the unit is turned off under HEAT mode with the set temperature more than 24°C, the set temperature will be automatically set to 24°C when you turn on the unit again.

### Quick Start Guide



### NOT SURE WHAT A FUNCTION DOES?

Refer to the **How to Use Basic Functions** and **How to Use Advanced Functions** sections of this manual for a detailed description of how to use your air conditioner.

### SPECIAL NOTE

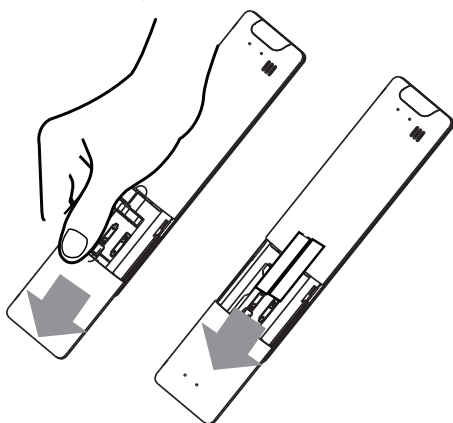
- Button designs on your unit may differ slightly from the example shown.
- If the indoor unit does not have a particular function, pressing that function's button on the remote control will have no effect.
- When there are wide differences between "Remote controller Manual" and "USER'S MANUAL" on function description, the description of "USER'S MANUAL" shall prevail.

**HANDLING THE REMOTE CONTROLLER**

**Inserting and Replacing Batteries**

Your air conditioning unit may come with two batteries(some units). Put the batteries in the remote control before use.

1. Slide the back cover from the remote control downward, exposing the battery compartment.
2. Insert the batteries, paying attention to match up the (+) and (-) ends of the batteries with the symbols inside the battery compartment.
3. Slide the battery cover back into place.



**! BATTERY NOTES**

For optimum product performance:

- Do not mix old and new batteries, or 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.



**BATTERY DISPOSAL**

Do not dispose of batteries as unsorted municipal waste. Refer to local laws for proper disposal of batteries.

**TIPS FOR USING REMOTE CONTROL**

- The remote control must be used within 8 meters of the unit.
- The unit will beep when remote signal is received.
- Curtains, other materials and direct sunlight can interfere with the infrared signal receiver.
- Remove batteries if the remote will not be used more than 2 months.

**NOTES FOR USING REMOTE CONTROL**

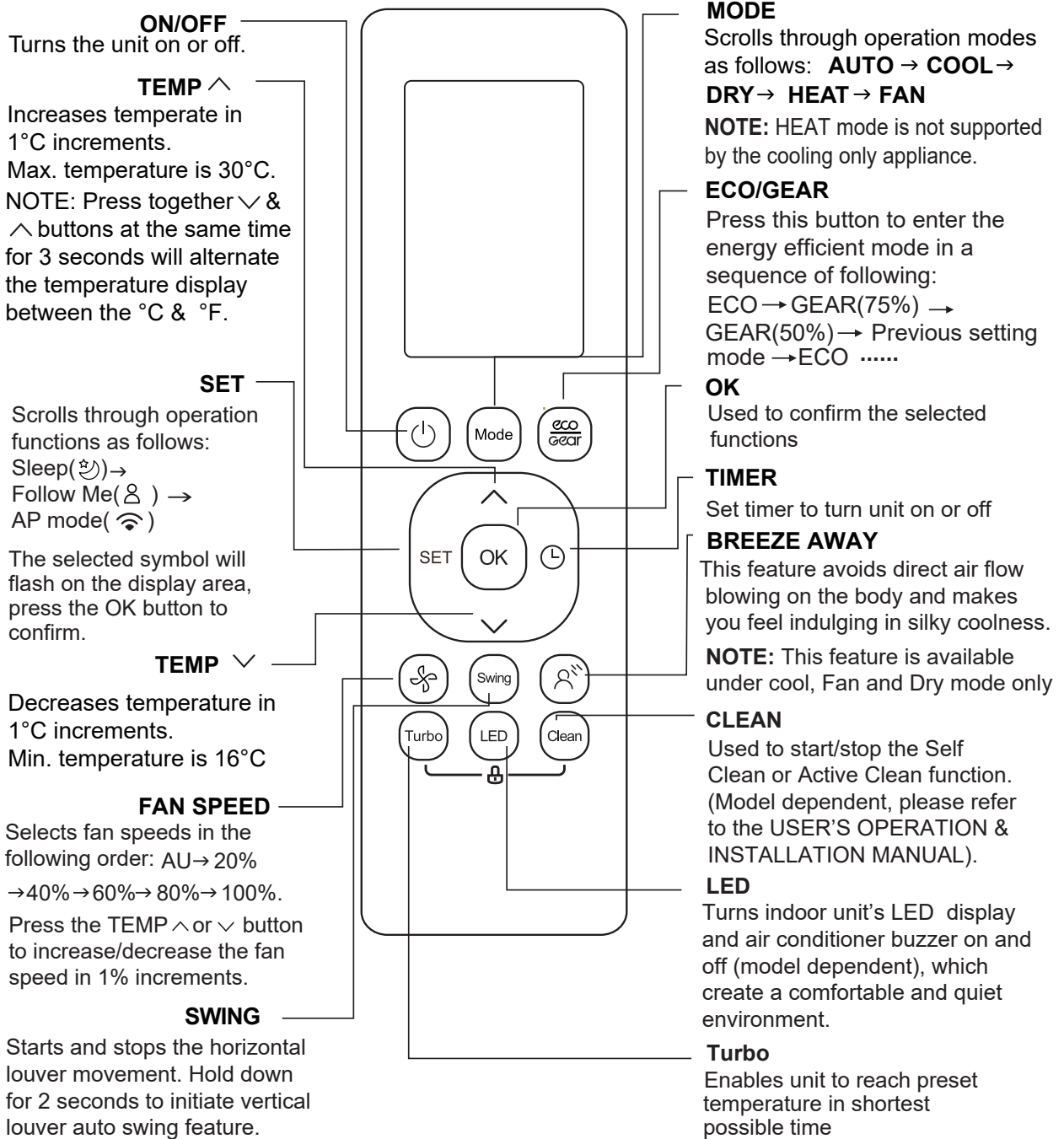
The device could comply with the local national regulations.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Changes or modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

**BUTTONS AND FUNCTIONS**

Before you begin using your new air conditioner, make sure to familiarise yourself with its remote control. The following is a brief introduction to the remote control itself. For instructions on how to operate your air conditioner, refer to the **How to Use Basic Functions** section of this manual.



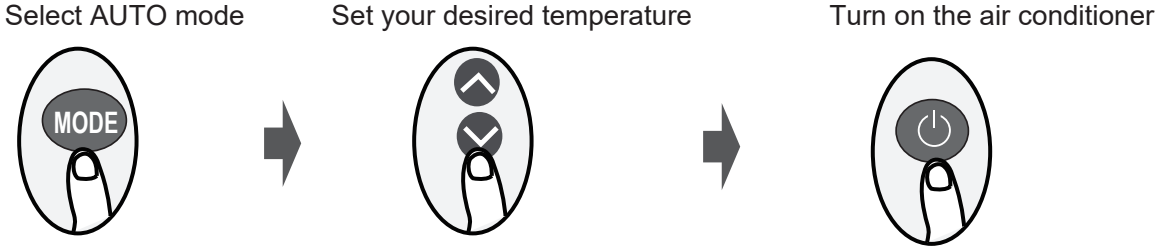
**Model:** 84002659



**BASIC FUNCTIONS**

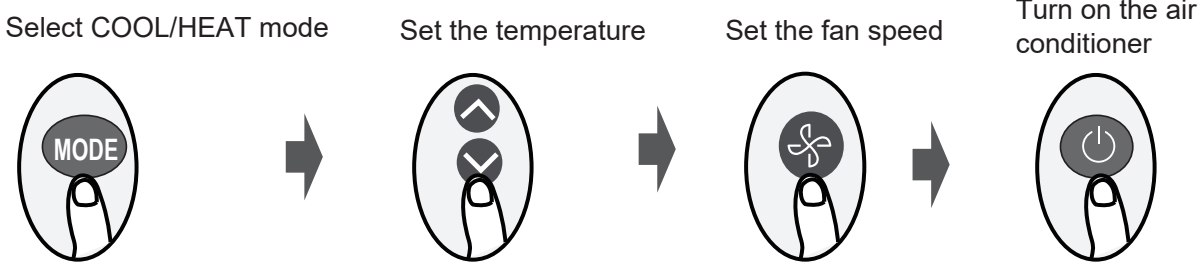
**! ATTENTION** Before operation, please ensure the unit is plugged in and power is available.

**AUTO Mode**

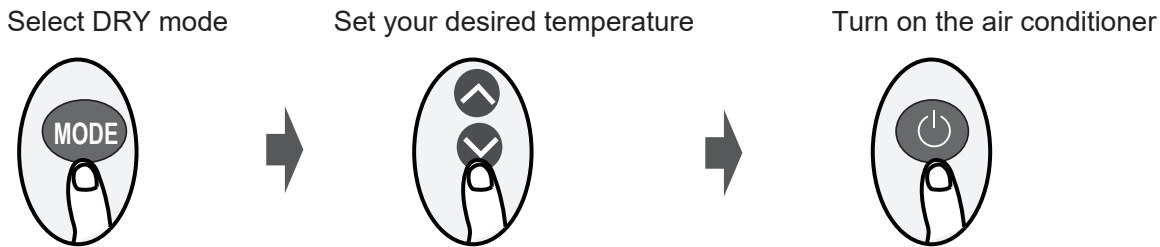


**NOTE:**  
 1. In AUTO mode, the unit will automatically select the COOL, FAN, or HEAT function based on the set temperature.  
 2. In AUTO mode, fan speed can not be set.

**COOL or HEAT Mode**

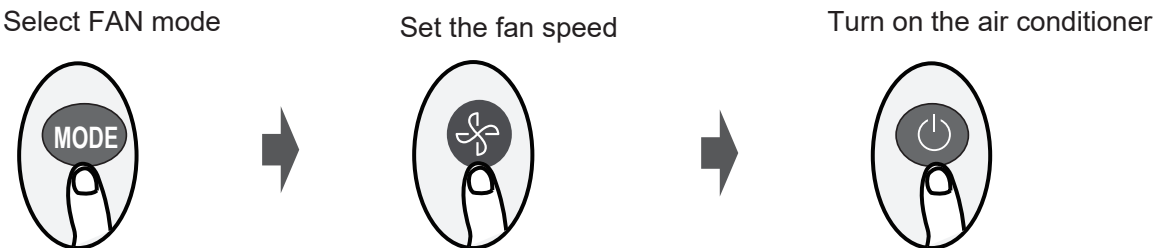


**DRY Mode**



**NOTE:** In DRY mode, fan speed can not be set since it has already been automatically controlled.

**FAN Mode**



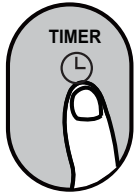
**NOTE:** In FAN mode, you can't set the temperature. As a result, no temperature displays in remote screen.

### Setting the TIMER

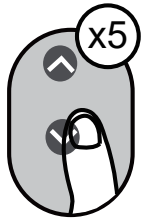
**TIMER ON/OFF** - Set the amount of time after which the unit will automatically turn on/off.

#### TIMER ON setting

Press TIMER button to initiate the ON time sequence.



Press Temp. up or down button for multiple times to set the desired time to turn on the unit.

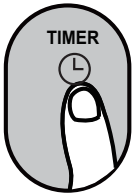


Point remote to unit and wait 1sec, the TIMER ON will be activated.

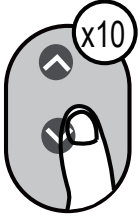


#### TIMER OFF setting

Press TIMER button to initiate the OFF time sequence.



Press Temp. up or down button for multiple times to set the desired time to turn off the unit.



Point remote to unit and wait 1sec, the TIMER OFF will be activated.

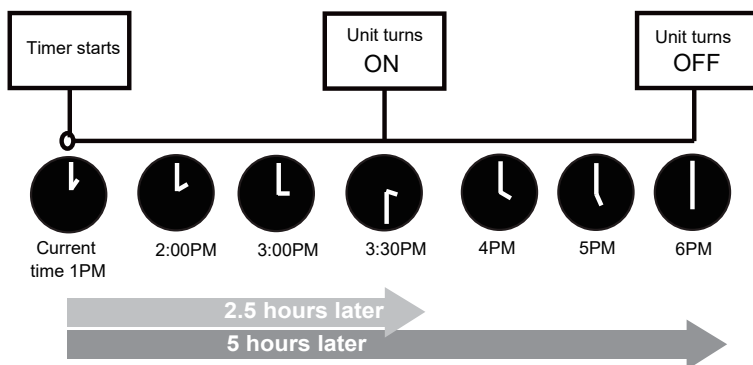
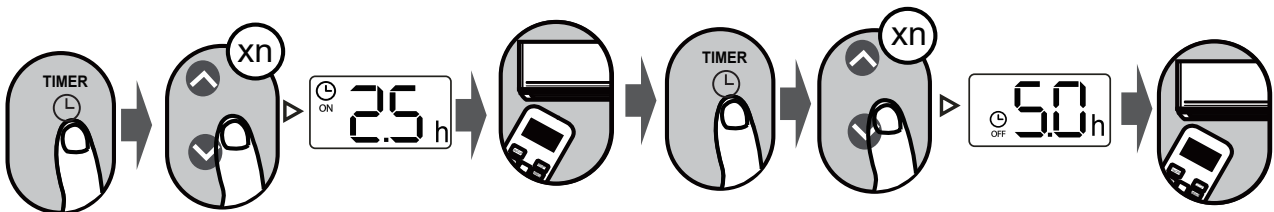


**NOTE:**

1. When setting the TIMER ON or TIMER OFF, the time will increase by 30 minutes 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 its timer to 0.0h.

#### TIMER ON & OFF setting(example)

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

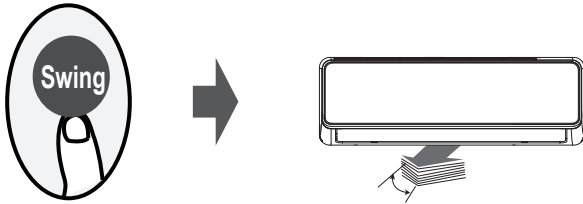


Example: If current timer is 1:00PM, to set the timer as above steps, the unit will turn on 2.5h later (3:30PM) and turn off at 6:00PM.

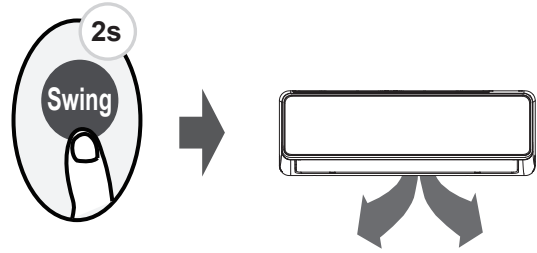
**ADVANCED FUNCTIONS**

**Swing function**

Press Swing button

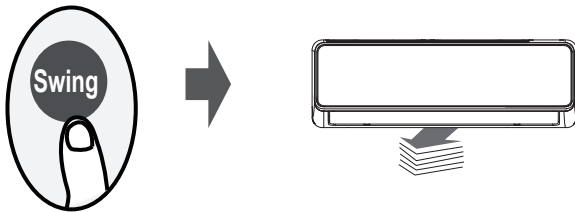


The horizontal louver will swing up and down automatically when pressing Swing button. Press again to make it stop.



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

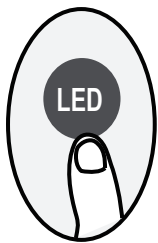
**Airflow direction**



If continue to press the SWING button, five different airflow directions can be set. The louver can be move at a certain range each time you press the button. Press the button until the direction you prefer is reached.

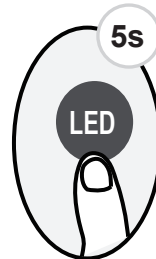
**NOTE:** When the unit is off, press and hold **MODE** and **SWING** buttons together for one second, the louver will open for a certain angle, which makes it very convenient for cleaning. Press and hold **MODE** and **SWING** buttons together for one second to reset the louver(Model dependent).

**LED DISPLAY**



Press LED button

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



Press this button more than 5 seconds (some units)

Keep pressing this button more than 5 seconds, the indoor unit will display the actual room temperature. Press more than 5 seconds again will revert back to display the setting temperature.

**FP function**



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

Note: This function is for heat pump air conditioner only. Press this button twice in one second under HEAT Mode and setting temperature of 16° C or 20° C (for models of RG10A10(D2S)/BGEF, RG10B10(D2)/BGEF and RG10B10(D2)/BGCEF) to activate. Press On/Off, Sleep, Mode, Fan and Temp. button while operating will cancel.

**ECO/GEAR function(some units)**



Press X-ECO button to enter the energy efficient mode in a sequence of following:  
 ECO → GEAR(75%) → GEAR(50%) → Previous setting mode → ECO.....

Note: This function is only available under COOL mode.

**ECO operation:**

Under cooling mode, press this button, the remote controller will adjust the temperature automatically to 24°C, fan speed of Auto to save energy (only when the set temperature is less than 24°C. If the set temperature is above 24°C, press the ECO button, the fan speed will change to Auto, the set temperature will remain unchanged.

**NOTE:**

Pressing the ECO button, or modifying the mode or adjusting the set temperature to less than 24°C will stop ECO operation.  
 Under ECO operation, the set temperature should be 24°C or above, this may be insufficient cooling. If you feel uncomfortable, just press the ECO button again to stop it.

**GEAR operation:**

Press the ECO/GEAR button to enter the GEAR operation as following:  
 75%(up to 75% electrical energy consumption)



50%(up to 50% electrical energy consumption)



Previous setting mode.

Under GEAR operation, the display on the remote controller will alternate between electrical energy consumption and set temperature.

**SHORTCUT function**

Press SHORTCUT button(some units)



Push this button when remote controller is on, the system will automatically revert back to the previous settings including operating mode, setting temperature, fan speed level and sleep feature (if activated).

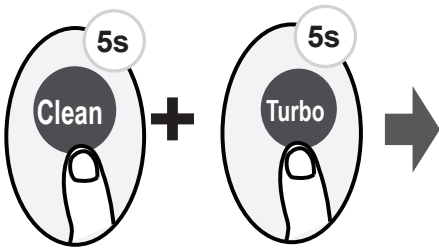
If pushing more than 2 seconds, the system will automatically restore the current operation settings including operating mode, setting temperature, fan speed level and sleep feature (if activated).

**Silence function**



Press Fan button for more than 2 seconds to activate/disable Silence function(some units). Due to low frequency operation of compressor, it may result in insufficient cooling and heating capacity. Press ON/OFF, Mode, Sleep, Turbo or Clean button while operating to cancel silence function.

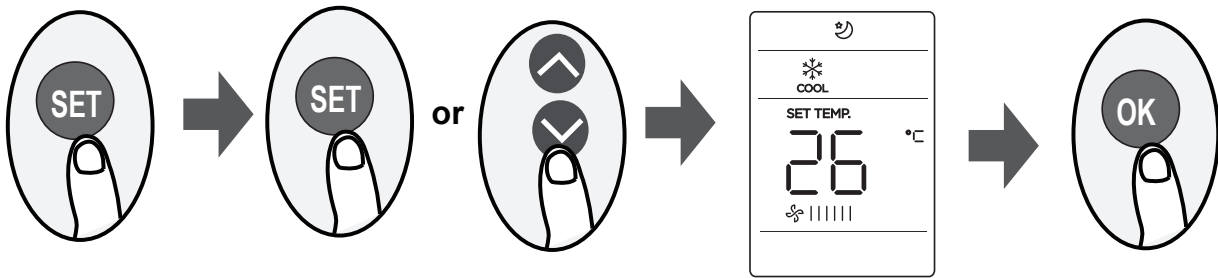
**LOCK function**



Press Clean button and Turbo button at the same time for more than 5 seconds to activate Lock function. All buttons will no longer respond.

Press and hold these two buttons again for more than two seconds to disable locking.

**SET function**



- Press the SET button to enter the function setting, then press SET button or TEMP  $\nabla$  or TEMP  $\blacktriangle$  button to select the desired function. The selected symbol will flash on the display area, press the OK button to confirm. Repeat to cancel.
- Press the SET button to scroll through operation functions as follows:  
Breeze Away\* (  $\text{⌘}$  )  $\rightarrow$  Fresh\* (  $\text{⌘}$  )  $\rightarrow$  Sleep (  $\text{⌘}$  )  $\rightarrow$  Follow Me (  $\text{⌘}$  )  $\rightarrow$  AP mode (  $\text{⌘}$  )  
[\*]: If your remote controller has Breeze Away button, Fresh button or Sleep button, you can not use the SET button to select the Breeze Away, Fresh or Sleep feature.

**Breeze Away function (  $\text{⌘}$  ) :**

This feature avoids direct air flow blowing on the body to improve comfort.

**NOTE:** This feature is available under cool, Fan and Dry mode only.

**Sleep function (  $\text{⌘}$  ) :**

The SLEEP function is used to decrease energy use while you sleep (and don't need the same temperature settings to stay comfortable). This function can only be activated via remote control.

For the detail, see "sleep operation" in "USER'S MANUAL"

**Note:** The SLEEP function is not available in FAN or DRY mode.

**Follow me function (  $\text{⌘}$  ) :**

The FOLLOW ME function allows the remote control to measure the ambient temperature at its location and transmit this data to the air conditioner every three minutes. When operating in AUTO, COOL, or HEAT modes, using the remote control's temperature reading, rather than the indoor unit's sensor, enables the air conditioner to optimise the surrounding temperature for enhanced comfort.

To enable or disable the memory feature of the FOLLOW ME function, press and hold the Turbo button for seven seconds.

- When activated, "On" appears on the screen for three seconds.
- When deactivated, "OF" displays for three seconds.
- While active, the memory feature persists through ON/OFF button presses, mode changes, or power outages.

**AP function (  $\text{⌘}$  ) :**

To configure the wireless network in AP mode, press the LED button seven times within 10 seconds. Note that pressing the SET button may not activate AP mode on some units.

# CARE & MAINTENANCE

## GENERAL CLEANING



**BEFORE CLEANING OR MAINTENANCE ALWAYS TURN OFF YOUR AIR CONDITIONER SYSTEM AND DISCONNECT POWER SUPPLY**



**CAUTION**

Only use a soft, dry cloth to wipe the unit clean.

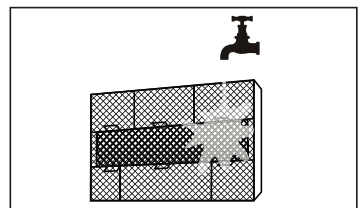
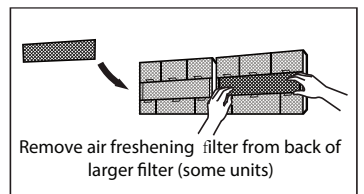
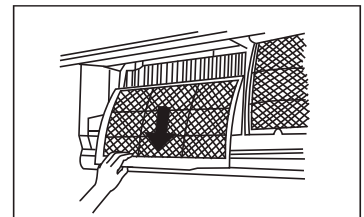
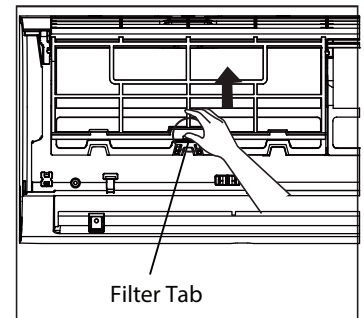
If the unit is especially dirty, you can use a cloth soaked in warm water to wipe it clean.

- 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 use water hotter than 40°C to clean the front panel. This can cause the panel to deform or become discolored.

## FILTER CLEANING

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

1. Lift the front panel of the indoor unit.
2. First press the tab on the end of filter to loosen the buckle, lift it up, then pull it towards yourself.
3. Now pull the filter out.
4. If your filter has a small air freshening filter, unclip it from the larger filter. Clean this air freshening filter with a hand-held vacuum.
5. Clean the large air filter with warm, soapy water. Use a mild detergent.
6. Rinse the filter with fresh water, then shake off excess water.
7. Dry it in a cool, dry place, away from direct sunlight.
8. When dry, re-clip the air freshening filter to the larger filter, then slide it back into the indoor unit.
9. Close the front panel of the indoor unit.



**CAUTION**

**Do not touch air freshening (Plasma) filter for at least 10 minutes after turning off the unit.**



**CAUTION**

- Before changing the filter or cleaning, turn unit off and disconnect power supply.
- When removing filter, do not touch metal parts in the unit which may be sharp .
- Do not use water to clean the inside of the indoor unit. This can destroy insulation and cause electrical shock.
- Do not expose filter to direct sunlight when drying. This can shrink the filter.

## FILTER REMINDERS

### Air Filter Cleaning Reminder

After 240 hours of use, the display window on the indoor unit will flash “CL.” This is a reminder to clean your filter. After 15 seconds, the unit will revert to its previous display.

To reset the reminder, press the LED button on your remote control 4 times, or press the MANUAL CONTROL button 3 times. If you don't reset the reminder, the “CL” indicator will flash again when you restart the unit.

### Air Filter Replacement Reminder

After 2,880 hours of use, the display window on the indoor unit will flash “nF.” This is a filter replacement reminder. After 15 seconds, the unit will revert to its previous display.

To reset the reminder, press the LED button on your remote control 4 times, or press the MANUAL CONTROL button 3 times.

If you don't reset the reminder, the “nF” indicator will flash again when you restart the unit.



**NOTE**

**Failure to clean the filters regularly can cause condensation to drip from the indoor unit when in cooling mode during humid conditions. If you need more filters, please contact Rinnai.**

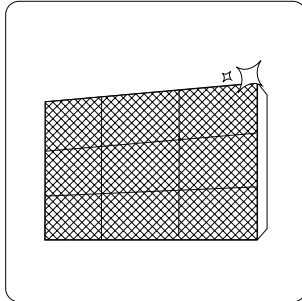


Make sure have your appliance professionally serviced once per year, failing to do so may decrease the operational efficiency or increase energy consumed.

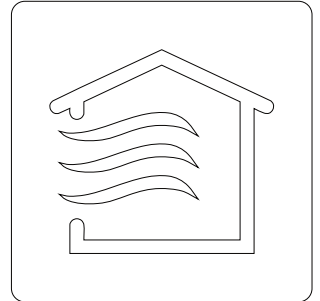
**Maintenance – Long Periods of Non-Use**

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

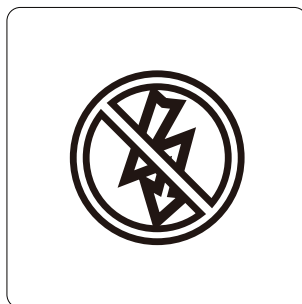
Clean all filters



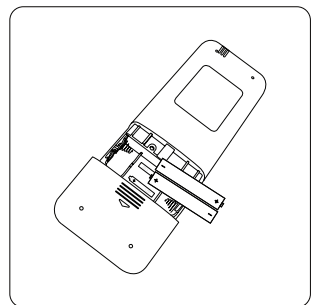
Turn on FAN function until unit dries out completely



Turn off the unit and disconnect the power



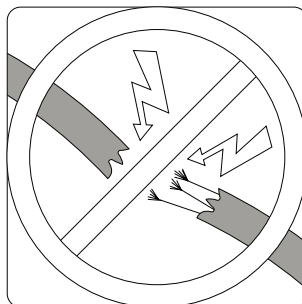
Remove batteries from remote control



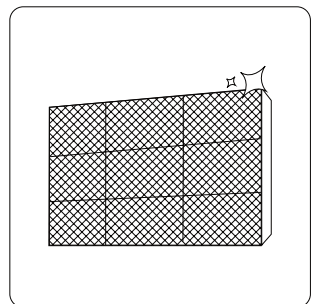
**Maintenance – Pre-Season Inspection**

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

Check for damaged wires



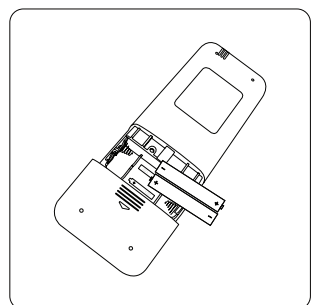
Clean all filters



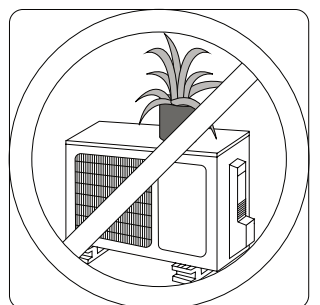
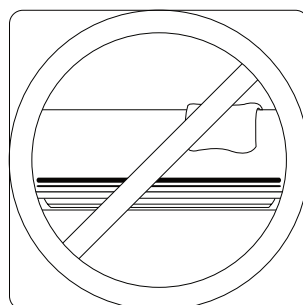
Check for leaks



Replace batteries



Make sure nothing is blocking all air inlets and outlets



# TROUBLESHOOTING



## SAFETY PRECAUTIONS

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

- The power cord is damaged or abnormally warm
- You smell a burning odor
- 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. CONTACT AN AUTHORISED SERVICE PROVIDER IMMEDIATELY.**

## COMMON ISSUES

The following are not malfunctions and in most situations will not require repairs.

Issue	Possible Causes
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 to FAN mode	The unit may change its setting to prevent frost from forming on the unit. Once the temperature increases, the unit will resume in the previous mode.
	The set temperature has been reached, and 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 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.
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, or is defrosting: This is normal and is caused by 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 unit emits a bad odour	The unit will make different sounds based on its current operating mode.
Dust is emitted from either the indoor or outdoor unit	Dust may build up in the unit during extended inactivity and be released when turned on. Cover the unit to reduce this.
The outdoor unit is noisy	The unit may absorb odours from the environment (furniture, cooking, etc.) which will be emitted during operations.
	The unit's filters need cleaning
Outdoor unit fan does not operate	During operation, the fan speed is controlled to optimize product operation.
Unit operation is erratic, or unresponsive.	Interference from cell phone towers and remote boosters may cause malfunction.
	In this case, try the following: <ul style="list-style-type: none"> <li>• Disconnect the power, then reconnect.</li> <li>• Press ON/OFF button on remote control to restart operation.</li> </ul>



**If problem persists, contact a local dealer or Rinnai Customer Support. Provide them with a detailed description of the unit malfunction as well as your model number.**

**FAULT DIAGNOSIS**

If issues in the operation of the unit occur, please check the following table to determine the appropriate action.

Problem	Possible Causes	Solution
Poor Cooling Performance	Temperature above ambient	Lower the temperature setting
	Dirty heat exchangers	Clean the affected heat exchanger
	The air filter is dirty	Remove the filter and clean
	Air inlet or outlet blocked	Turn unit off, remove obstruction and restart
	Doors and windows are open	Make sure that doors and windows are closed
	Excessive heat from sunlight	Close windows and curtains in bright sunlight
	Too much heat in the room	Reduce amount of heat sources
	Low refrigerant	Service Call
	SILENCE function is activated	Turn off SILENCE function.
The unit is not working	Power failure	Wait for the power to be restored
	The power is turned off	Turn on the power
	The fuse is burned out	Replace the fuse
	Remote control batteries are dead	Replace batteries
	3-minute protection has been activated	Wait three minutes after restarting the unit
	Timer is activated	Turn timer off
The unit starts and stops frequently	Refrigerant in system too high or low	Service Call
	Incompressible gas or moisture has entered the system.	Service Call
	The compressor is broken	Service Call
	The voltage is too high or too low	Service Call
Poor heating performance	The outdoor temperature is low	Use auxiliary heating device
	Cold air entering via door or window	Ensure doors and windows are closed
	Low refrigerant	Service Call
Indicator lamps flashing	<p>The unit may stop operation or continue to run safely. If the indicator lamps continue to flash or error codes appear, wait for about 10 minutes. The problem may resolve itself. If not, disconnect the power, then connect it again. Turn the unit on. If the problem persists, disconnect the power and contact your nearest customer service center.</p>	
<p>Error code appears and begins with the letters as the following in the window display of indoor unit:</p> <ul style="list-style-type: none"> <li>• E(x), P(x), F(x)</li> <li>• EH(xx), EL(xx), EC(xx)</li> <li>• PH(xx), PL(xx), PC(xx)</li> </ul>		



**If your problem persists after performing the checks and diagnostics above, turn off your unit immediately and contact Rinnai Customer Support**

# SERVICE AND INSTALLATION INFORMATION

## 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](http://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 25 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 "Filter Cleaning" on page 20**

**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)						
<b>ELECTRICAL</b>						
Wiring, Electrical connections						
Fan Motors						
Capacitors (if applic)						
Printed circuit boards						
<b>MAJOR COMPONENTS</b>						
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						
<b>CONTROLS</b>						
Louver operation						
Remote operation						
<b>System Operation</b>						
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
<b>GENERAL INSTALLATION-RELATED AND 3rd PARTY COMPONENTS (NOT RINNAI PRODUCTS) *</b>						
Airflow through system						
Refrigerant pipework						
Safety tray						
Wall mounting						
<b>CONSUMABLES **</b>						
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)						
<b>ACTION CODES</b>						
<b>Inspected - Working Correctly - No Action Required</b>	<b>Adjusted Part</b>	<b>Cleaned Part</b>	<b>Replaced Part</b>	<b>Repaired Part</b>	<b>Referred to Installer</b>	
✓	A	C	R	RP	RI	

# WARRANTY

## TERMS OF WARRANTY – AUSTRALIA

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

### 1 DEFINITIONS

The terms listed below shall have the following meanings:

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

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

## 2 TERMS OF WARRANTY

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

	PRODUCT GROUPS	PARTS	LABOUR
Residential and Light Commercial	Evaporative Coolers & Ducted Gas Heaters (excluding Compact Classic Series)	5 Years *Extended 4 Years Option	5 Years *Extended 4 Years Option
	Ducted Gas Heaters - Compact Classic Series	3 Years	3 Years
	Refrigerated Air Conditioning Products	7 Years	7 Years
	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 <sup>(1)</sup> / Dehumidifier <sup>(1)</sup> / Air Purifier <sup>(1)</sup>	2 Years	N/A
	Electric Panel Heaters <sup>(1)</sup>	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: <a href="http://www.rinnai.com.au/support-resources/warranty-registration/">www.rinnai.com.au/support-resources/warranty-registration/</a> within the first 12 months of the product being installed.		

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

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

### 3 CONDITIONS OF WARRANTY

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

# NOTES





# 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](http://www.rinnai.com.au)  
or email [enquiry@rinnai.com.au](mailto: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.