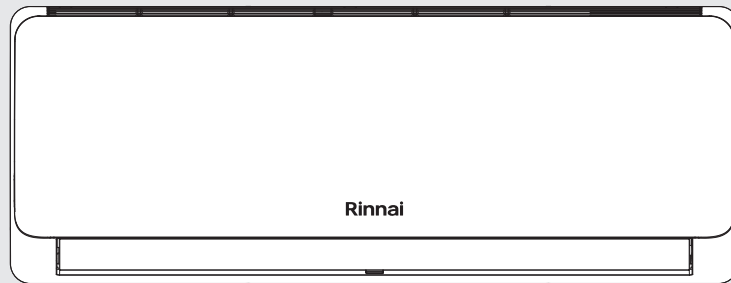


## MODELS

System	Indoor	Outdoor
HSNRVX25	HINRVX25	HONRVX25
HSNRVX35	HINRVX35	HONRVX35
HSNRVX50	HINRVX50	HONRVX50
HSNRVX70	HINRVX70	HONRVX70



# VX 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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# 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.

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.



## 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.**



**DO NOT** connect the ground wire to the gas pipeline, water pipeline, lightning rod, or telephone earth wire.

**DO NOT** pull the power cable. Pulling the power cable could result in damage to the unit and electrical shock.

**DO NOT** touch, operate or clean the air conditioner with wet hands. It may result in electric shock or product failure.

**DO NOT** share the socket with other electric appliance. Otherwise, it may cause electric shock even fire and explosion.

**DO NOT** let the remote controller and the indoor unit get too wet. Exposure to excessive moisture may cause damage to the unit and or electrical shock.

**DO NOT** install the air conditioner in a place where there is flammable gas or liquid unless the distance is equal to or greater than 1 m apart.

**DO NOT** attempt to repair the air conditioner by yourself. Incorrect repairs may cause fire or explosion. Contact a qualified service technician for all service requirement.

**DO NOT** operate the air conditioner during a lightning storm. The power should be switched off to prevent danger or injury.

**DO NOT** cover or place articles on any part of this appliance.

**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.

To ensure safety, **ALWAYS** switch off appliance and cut the power supply when not in use for a long time.

**ALWAYS** switch off appliance and turn mains power off before any maintenance or 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.

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

**DO NOT** drink the condensate water drained from the appliance. This condensate is not potable and may present a health risk if consumed.

**DO NOT** expose people, animals or plants directly to the cold or hot discharge of the appliance. It may result in serious injury.

#### 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	> 16°C
Outdoor Temperature	-15°C ~ 52°C	-15°C ~ 24°C	-15°C ~ 52°C



**DO NOT** operate the system with windows or doors open. Doing so will limit the system effectiveness.

**DO NOT** stand on the top of the outdoor unit or place heavy objects on it. This could cause personal injuries or damage to the unit.

**DO NOT** use the system for other purposes, such as drying clothes, preserving foods, etc.

**DO NOT** drop or throw the remote controller.

**DO NOT** let any liquid in the remote controller.

**DO NOT** expose the remote controller directly to the sunlight or excessive heat.

**DO NOT** step on an unstable bench to operate or clean the unit. This may cause injury if you fall down.

**DO NOT** operate the unit for more than 4 hours at high humidity (80% RH or more) and/or with windows or outside door left open. This may cause the water condensation in the air conditioner, which may drip down, wetting or damaging the furniture. The water condensation in the air conditioner may contribute to growth of fungi, such as mould.

**DO NOT** charge or disassemble the batteries, and do not expose them to fire. This may cause the batteries to leak, or cause a fire or explosion.

**NEVER** put batteries in your mouth for any reason to avoid accidental ingestion. Battery ingestion may cause choking and/or poisoning.

**NEVER** press the button of the remote controller with a hard, pointed object. The remote controller may be damaged.

Ensure the following objects are not under the indoor unit:

- Microwaves, ovens and other hot objects.
- Computers and other high electrostatic appliances.
- Electrical sockets.
- Items susceptible to water damage.

If the remote controller does not function normally, remove the batteries for 30 seconds before reinstalling them.

If reinstalling the batteries which still do not work, replace the batteries.

When replacing the batteries, **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.

Properly dispose of the discarded batteries.

If the remote controller is not to be used for a long period of time, remove the batteries to prevent leakage that may damage the remote controller.



**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.



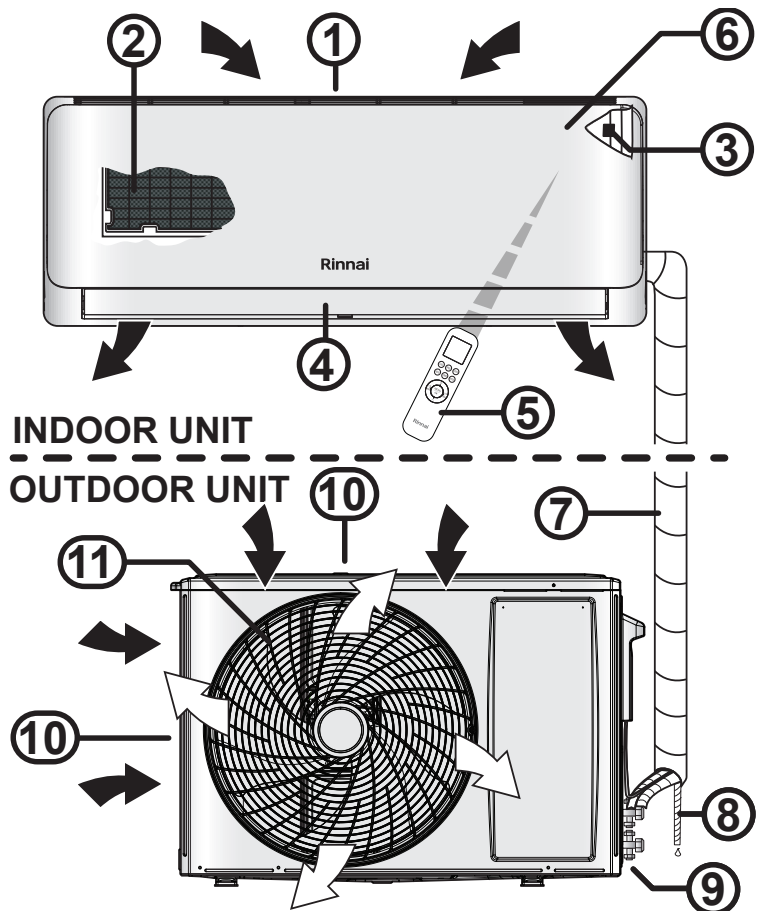
**A NOTE ON ILLUSTRATIONS**

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.

# AIR CONDITIONER BASICS

## APPLIANCE COMPONENTS

1. Indoor unit air inlet
2. Filter (located behind front access panel)
3. Manual ON/OFF (Auto) override button (located behind front access panel)
4. Indoor unit air outlet (with louvres and vanes for setting air flow direction)
5. Remote control
6. Signal receiver window and temperature display (the display is built into the front access panel)
7. Refrigerant pipes, electrical cable(s) (covered with binding tape)
8. Condensate drain hose (covered with binding tape)
9. Refrigerant entry (for service and installer use only)
10. Outdoor unit air inlet (on rear & left side of unit)
11. Outdoor unit air discharge and protective grille (on front of unit)



## REMOTE CONTROL CRADLE

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



**To Install:**

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

Fix the cradle to the wall using the 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 (as shown in the image above).

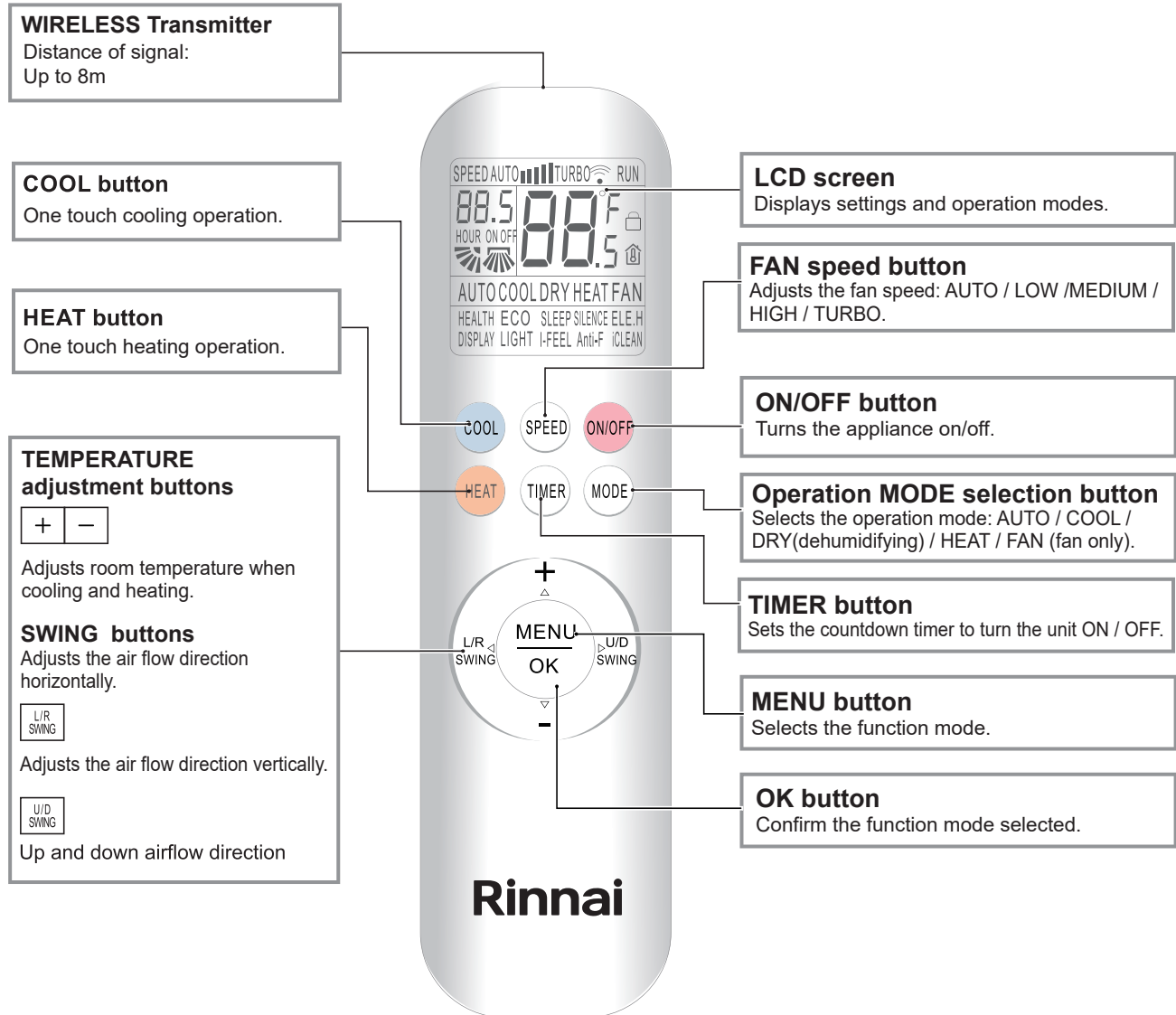


The remote control may operate other electronic devices if pointed towards them. Make sure to point the remote control towards the signal receiver of the air conditioner.

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

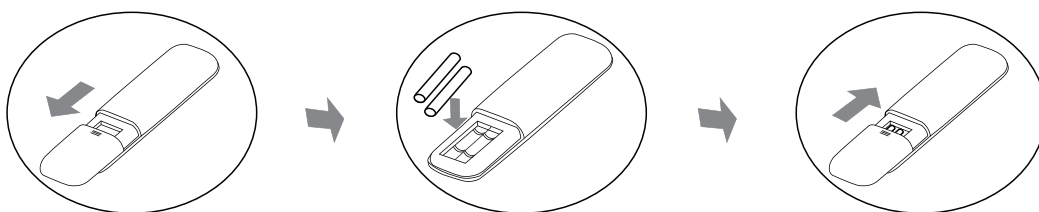
# REMOTE CONTROLLER

## REMOTE CONTROL LAYOUT



## REMOTE CONTROL BATTERIES

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



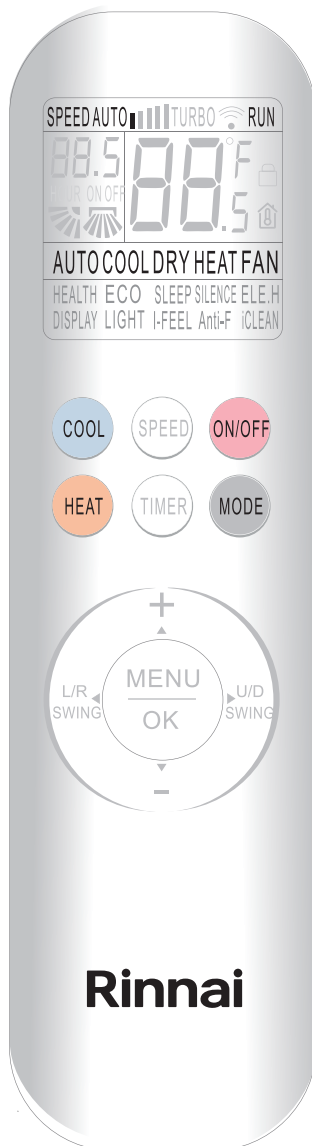
1. Remove the battery cover at the rear of the remote control.
2. Insert the new batteries and make sure that the + and - terminals of the batteries are installed correctly.
3. Reattach the battery cover.



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

# BASIC OPERATION

## SELECTING OPERATION MODES



### START OPERATION

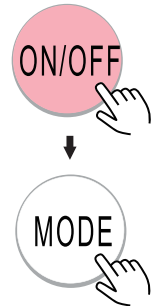
1. Press **ON/OFF** to start the operation.

2. Press **MODE** to select operation mode.

Each press changes mode in the following order:



**Note:** When the appliance is turned on via the "ON/OFF" button, it will return to operation using the last operational settings and modes that were set.



In this mode, fan speed, temperature and operational mode (cooling, dry and heating) are all adjusted automatically by the appliance, based on the current room temperature.

The table below describes the relationship between room temperature and modes of operation when set to Auto.

#### AUTO

Room Temperature	Set Temperature	Operation Mode
> 25°C	25°C	Cooling
20°C ~ 25°C	25°C	Standby (Fan operating as setting)
< 20°C	20°C	Heating

**Note:** In this mode, you cannot adjust the temperature. However, the swing operations for air direction and the fan speeds can still be adjusted.

**COOL** When selected this mode operates the air conditioner as a cooling appliance.

**DRY** In periods of high humidity this mode removes excess moisture from the room, in order to prevent mould and mildew. This mode adjusts the room temperature and the fan speed automatically to maintain the optimal level of humidity.

**HEAT** When selected this mode operates the air conditioner as a heating appliance.

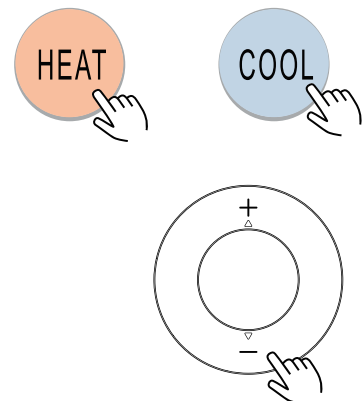
**FAN** This mode uses the fan to circulate room air without changing the room temperature. The available fan speeds are low (1 bars) / medium (3 bars) / high (5 bars).

### FAST OPERATING

Press **HEAT** or **COOL** to switch to either heat or cool mode.

3. Press **+** or **-** to set the desired temperature (the available temperature range is 16°C ~ 32°C in 1°C increments).

Refer to "Fan Speed & Airflow Adjustment" on page 10 to select desirable Fan speed and Airflow direction.



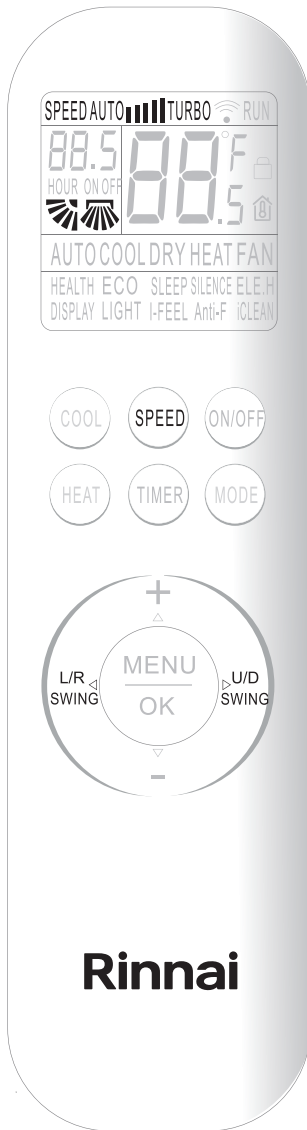
### STOP OPERATION

Press **ON/OFF** again to stop the operation.

**Note:** When the appliance is turned on via the "ON/OFF" button it will return to operation using the last operational settings and modes that were set.



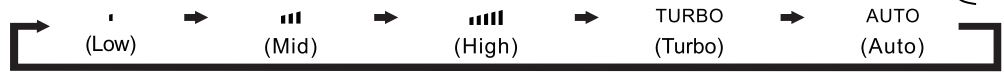
**FAN SPEED & AIRFLOW ADJUSTMENT**



**FAN SPEED**

Press **SPEED** to select fan speed.

Each press changes fan speed in the following order :



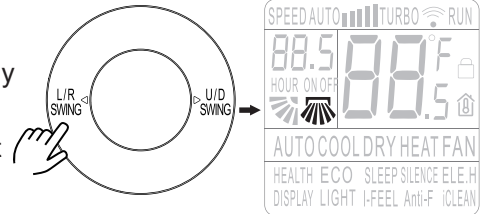
**Note:**

- Turbo and Auto Fan Speed are not available in Fan Mode.
- Turbo Fan Speed is not available in Auto Mode.

**AIRFLOW ADJUSTMENT**

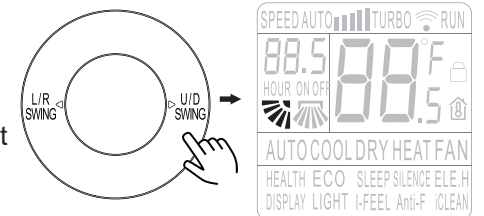
**1. Left and right airflow direction**

To adjust the direction of the air flow horizontally for an even air circulation, press the "L/R SWING" button to enable a continuous cyclic movement of the vanes. When cycling, the swing icon "L/R SWING" are shown on the LCD screen.



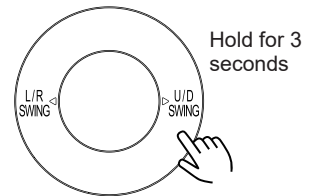
**2. Up and down airflow direction**

To adjust the direction of the air flow vertically for an even air circulation, press the "U/D SWING" button to enable a continuous cyclic movement of the vanes. When cycling, the swing icon "U/D SWING" are shown on the LCD screen.



**3. Spot Swing**

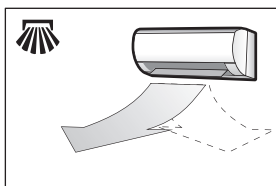
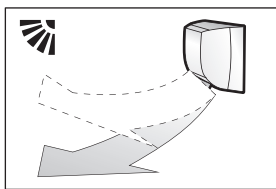
Press and hold **U/D SWING** for 3 second to activate "Spot Swing". Each press changes airflow direction in the following order:



**Directional Airflow Control:**



Press and hold **U/D SWING** for 3 second to cancel "Spot Swing" mode.

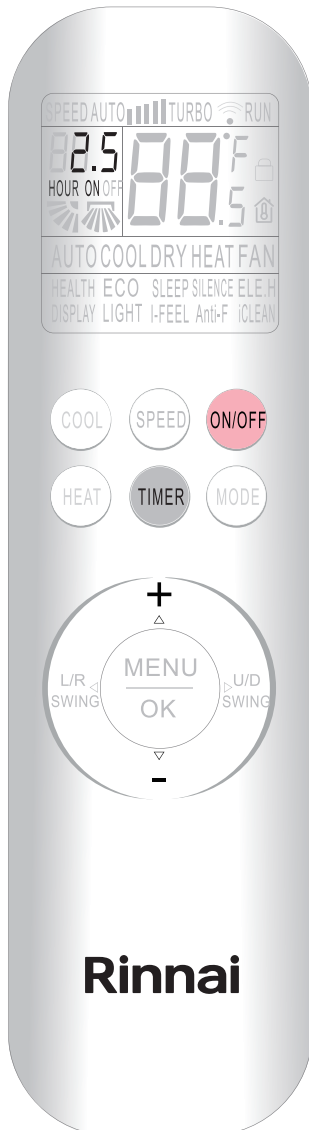


- The vane is set to the most efficient airflow direction.
- COOL/DRY: horizontal position.
- (AUTO) HEAT: position (5).

**Note: DO NOT attempt to adjust the air deflector vanes manually as this can result in damage to the louvre movement mechanisms.**

## ON/OFF TIMER OPERATION

Sets the count down timer to turn the appliance ON / OFF.

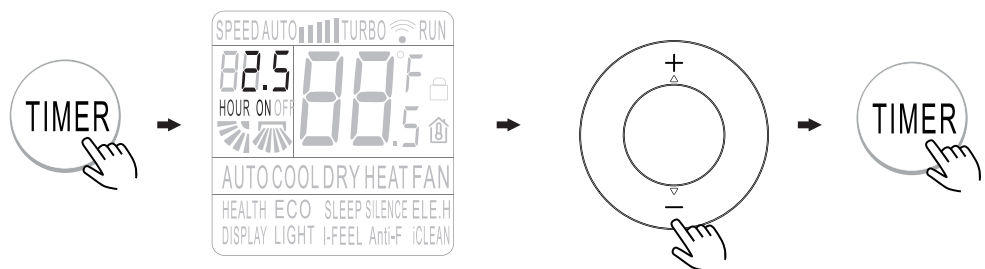


### DELAY ON TIMER

1. With the appliance "OFF", press the "TIMER" button once, up to three digits and a blinking "ON" are shown on the LCD screen.
2. Press or or to set the desired time period (the available time range is in 1/2 hour increments from 24 to 0.5 hours).
3. Press the "TIMER" button again to lock in the setting, both "desired time" and a "ON" are shown on the LCD screen. The timer will count down the time remaining in half hour in increments. When the countdown is complete the appliance will turn on.

**NOTE:** When setting a timer function, at each step failure to press buttons within 10 seconds will terminate the timer setup. If this happens you will need to re-start the timer setup procedure at step 1.

4. Set the mode, temperature and fan setting you wish the appliance to operate with when the "ON" time period is reached.

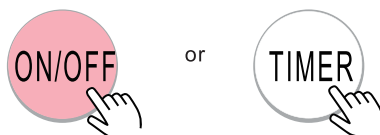


### DELAY OFF TIMER

With the appliance "OFF", press the "TIMER" button once to active the DELAY OFF TIMER.

## CANCELLING ON / OFF TIMERS

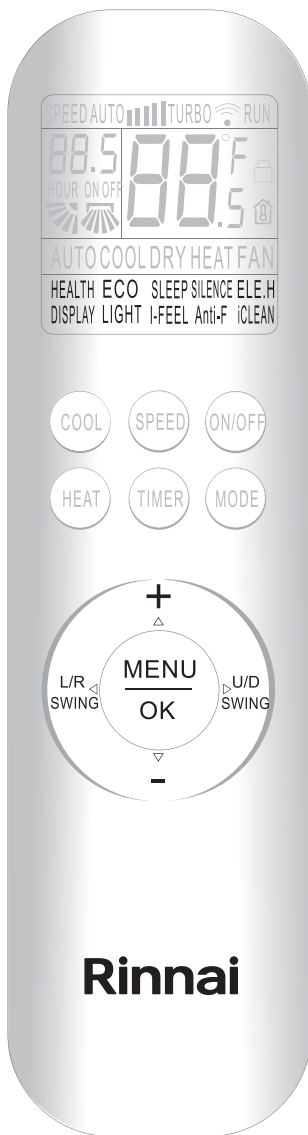
When a timer is set, pressing the "TIMER" or "ON/OFF" button will cancel any timer settings and the timer "OFF" or "ON" indicator will no longer be shown on the LCD screen.



## BASIC OPERATION

### FUNCTION MODES

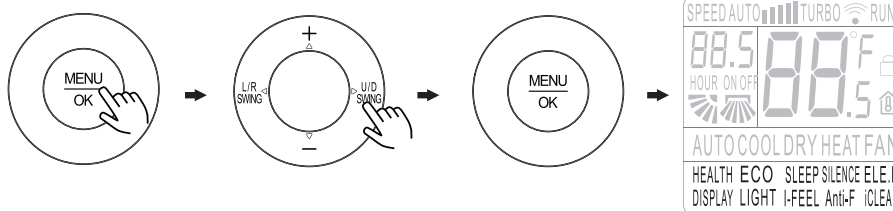
HEALTH / ECO / SLEEP / SILENCE / ELE.H / DISPLAY / LIGHT / I-FEEL / I-CLEAN / ANTI-F



### MODE SELECTION

1. Press **MENU OK** to enter the function selection mode.
2. Then press **+**, **-**, **L/R SWING** and **U/D SWING** button to choose the desired function.
3. Press **MENU OK** button again to confirm your selection.

Selected Function(s) is shown on the LCD screen. Press **MENU OK** button to enter the function selection mode. Choose the activated function and press **MENU OK** button to deactivate it.



### HEALTH FUNCTION

Not applicable.

### ECO FUNCTION

In this mode the appliance automatically sets the operation to achieve the most economical cooling of the room.

**Note:** ECO mode operation runs for an 8 hour period, after which normal cooling operations will be resumed. Be aware that ECO mode cooling times may be longer than those for non ECO mode cooling.

### SLEEP FUNCTION

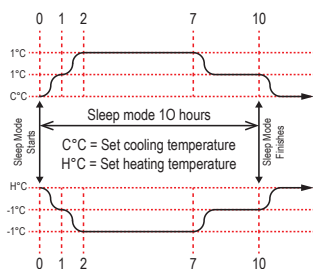
In this mode the appliance automatically sets the operation to achieve the Sleep mode.

**For Cooling:** Allows the set temperature to increase and decrease over a 10 hour period at pre-set time intervals to maintain your comfort while saving energy (see graph right).

**For Heating:** Allows the set temperature to decrease and increase over a 10 hour period at pre-set time intervals to maintain your comfort while saving energy (see graph left).

**NOTE:** Sleep mode is not available in FAN only mode.

**The Delay Off Timer can be used in conjunction with SLEEP mode to turn off the air conditioner automatically.**

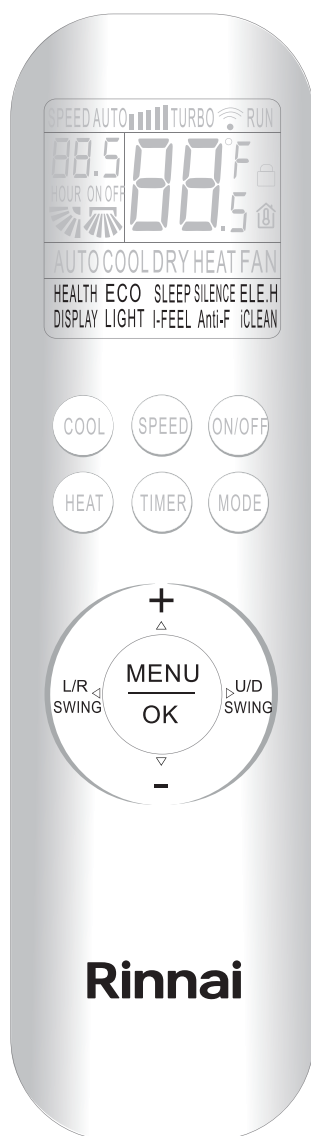


### SILENCE FUNCTION

This mode operates the appliance at it's quietest, ideal for when minimal indoor noise levels are desired.

### ELE.H FUNCTION

Not applicable.



### DISPLAY FUNCTION

The set and current room temperatures can be displayed via a large digital display that is built into appliance and illuminates through the front cover of the indoor unit.

**Note: The large temperature display will display the same temperature setting as that currently in use by remote control.**

**When the room temperature mode is selected any changes to the set temperature will flash on the display for 5 seconds, after which the display will revert to displaying the current room temperature.**

### LIGHT FUNCTION

Not applicable.

### I-FEEL FUNCTION

The remote control is capable of displaying either the set temperature or the current ambient room temperature at remote control location. The remote control is capable of measuring the temperature at its current location and sending signal to appliance 7 times in 2 hours. It enables the appliance to measure the room temperature more accurately.

### I-CLEAN FUNCTION

Cooling and dehumidifying operations, can generate moisture inside the appliance.

If the appliance is not going to be used for a long period (in excess of one month), it is suggested to run the cleaning operation to remove dust and moisture to help avoid odours.

With the appliance "OFF", press  button to select this function.

**Note: This cleaning operation takes approximately 35mins and the appliance automatically shuts off at completion of the cleaning cycle.**

### ANTI-F FUNCTION

Cooling and dehumidifying operations, can generate moisture inside the appliance.

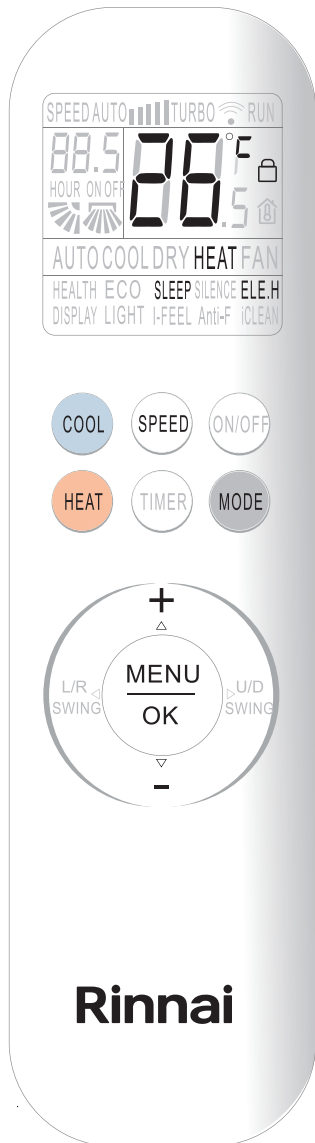
Using the this function removes such moisture by allowing the fan to run for 3 minutes after every shut-down, avoiding odours and keeping the unit fresh.

With the appliance "OFF", Press  button to select this function.

**Note: This function will not operate in TIMER OFF or SLEEP modes.**

# ADVANCED OPERATION

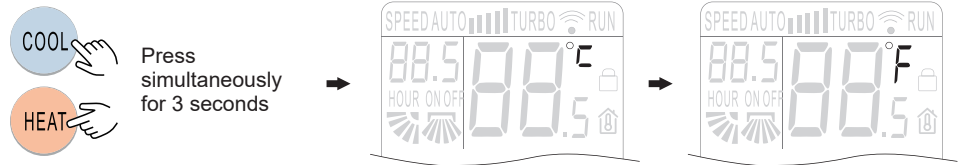
## ADVANCED FUNCTIONS



### 1. °C/°F function

The default display unit for temperature is °C.

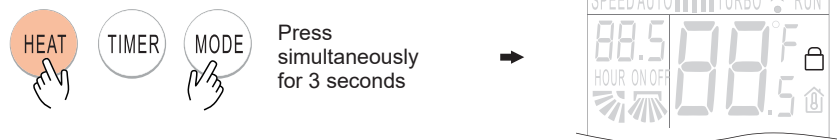
Press the **HEAT** and **COOL** buttons simultaneously for 3 seconds to set to "°C" or "°F".



### 2. Child-lock function

Press the **HEAT** and **MODE** buttons simultaneously for 3 seconds to activate or deactivate the child-lock function.

Then other buttons cannot be used.



### 3. 8°C heating function

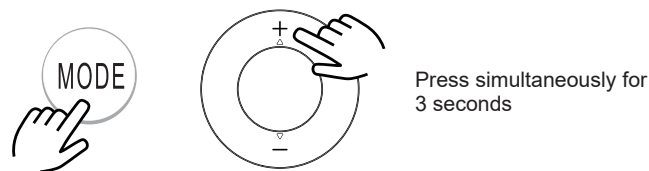
When the outdoor temperature is low (usually below zero degrees), this function will keep the indoor temperature within the range of 8°C to prevent indoor temperatures from dropping below zero degrees and freezing.

With the appliance "ON" and Heating mode, press the

**MODE** and **+** buttons simultaneously for 3 seconds to turn on or off the function.

**Note: Pressing "MODE" or "COOL" button will cancel this function.**

**You can't adjust temperature and fan speed under this function.**



## WI-FI

Turn on the appliance, then press and hold "COOL" button and "+" button simultaneously for 3 seconds. It activates and / or resets the Wi-Fi module of the appliance.

The appliance will respond with a double beep to confirm Wi-Fi activation or reset.

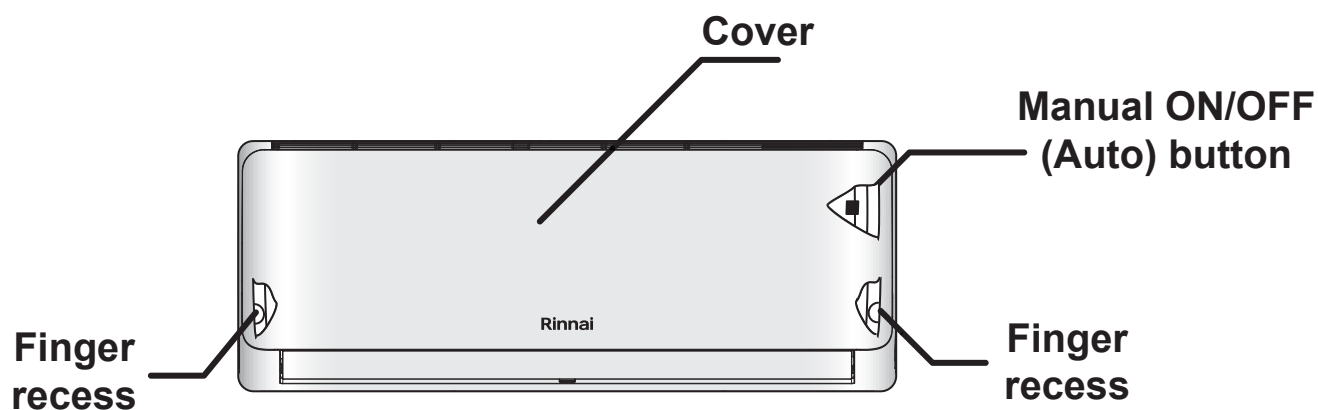
For further details refer to the Wi-Fi Operation Manual, a copy of the manual may be downloaded from the Rinnai website: <http://www.rinnai.com.au/cooling/>

## OPERATING THE AIR CONDITIONER WITHOUT THE REMOTE CONTROL

You can use the Manual ON/OFF (Auto) button of the indoor unit to operate the air conditioner when the remote control is unavailable.



When operated in this manner the appliance is set to **AUTO OPERATION** mode (as described in section "Selecting operation modes" on page 9 cooling, heating and fan speed are all adjusted automatically by the appliance).



1. Open the front cover by locating the finger recesses located at each side and then lightly pull up both sides of the cover simultaneously to unlatch. Continue to rotate the cover upwards until it locks into the open position.
2. Press the Manual ON/OFF (Auto) button (located on the right side of the appliance).
3. Return the cover to the closed position.
4. To turn off, repeat steps 1 through 3.

## POWER INTERRUPTION AUTOMATIC RESTART

Should a power outage occur while the appliance is operating, when the power is restored the system will restart automatically using the same settings as those that were set before the power outage.



After power restoration, the automatic restart cycle will take approximately 5 minutes. **DO NOT** adjust setting during the restart cycle period.

# 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](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 17 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 18**

**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>						
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**

SYMPTOM	CAUSE
Water flowing noise.	This is the sound of refrigerant flowing inside the indoor unit and is normal.
Mist emanating from the indoor unit.	Condensation effect that can occur during cooling operations and is normal.
No display on remote control.	Possible flat batteries, replace the batteries with two fresh 1.5V (AAA) batteries, if after changing batteries the remote control still does not work contact Rinnai.
Remote control does not operate the indoor unit.	Check for interference or obstructions that may be blocking the remote control signals, if interference or obstructions are not responsible then contact Rinnai.
The air conditioner stops running.	Check power supply or contact Rinnai.
	If a power failure has occurred. Turn off the air conditioner when a power failure occurs. When the power is restored, wait 3 minutes, and then turn on the air conditioner.
	Check the air conditioner has not been turned off automatically by a programmed off timer. Press the power button on the remote control.
The air conditioner does not generate cool / hot air.	Air is not circulating properly. Make sure that there are no curtains, blinds or furniture blocking the front of the air conditioner.
	The air filter is dirty. Clean the air filter once every 2 weeks. See "Cleaning Air Filter" for more information.
	The room temperature is too high. In summer, it may take some time to cool indoor air. In this case, select the turbo cool operation to cool indoor air quickly.
	The desired temperature is higher than the set temperature. Set the desired temperature to a level lower than the current temperature.
	There is a heating source nearby. Avoid using a heat generator such as an electric oven or a gas burner while the air conditioner is in operation
	The FAN ONLY mode of operation is selected. In this mode, air blows from the air conditioner without cooling or heating the indoor air. Switch the operation mode to the cooling, heating or auto.
It is not possible to adjust the fan speed.	In some operation modes, such as the turbo or dehumidifying operation modes, you cannot adjust the fan speed. Select an operation mode in which you can adjust the fan speed.
It is not possible to adjust the temperature.	In some operation modes, such as the auto, fan only or dehumidifying modes, you can not adjust the temperature. Select an operation mode in which you can adjust the temperature.

**WHEN TO CALL FOR SERVICE**

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

# 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:

	<b>PRODUCT GROUPS</b>	<b>PARTS</b>	<b>LABOUR</b>
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 <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
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:
  - 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](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.