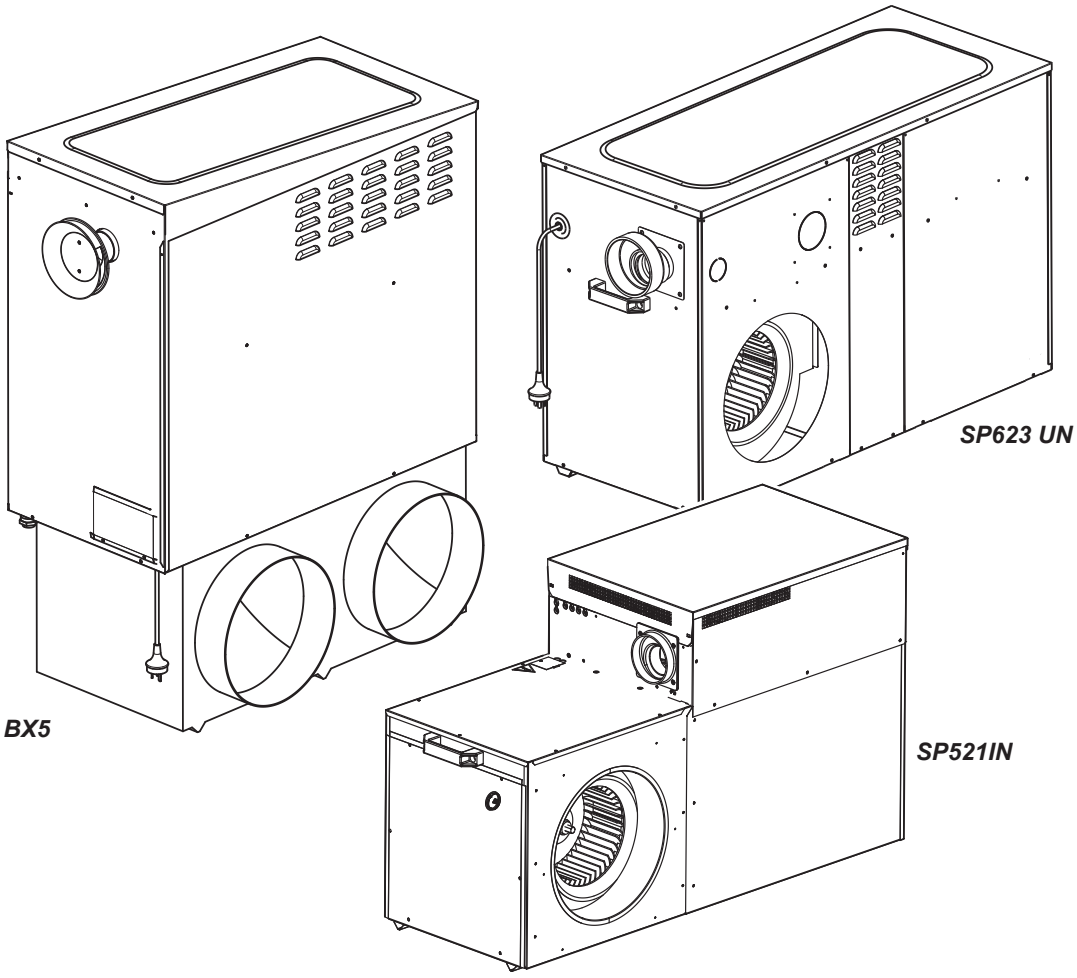
Brivis Ducted Gas Heater

Operation Manual



PLEASE READ THESE INSTRUCTIONS CAREFULLY BEFORE INSTALLING THIS PRODUCT

brivis

by Rinnai

This page is intentionally blank

Table of Contents

Warnings and Important Information 5

1.1 How Does Ducted Heating Work? 7

1.2 Efficiency 7

1.3 Safety Warnings 8

1.4 Supply Cord 8

1.5 Notes on Heater Operation 8

1.6 Power Supply Interruption 8

1.7 Switch the System On 8

2. Outlet Guide 9

3. Networker Wall Control Unit 12

4. Zoned Systems 13

4.1 Zoning Symbols 13

5. Time and Day Settings 13

5.1 Set Time and Day 13

6. User Settings 14

6.1 NC-6 User Settings in Heating Operation Display 14

7. Programmed (AUTO) Operation 15

7.1 Operate the System in AUTO Mode 15

7.2 Temporarily Override the AUTO Mode Settings 15

7.3 Skip a Programmed Heating Period 16

7.4 Permanently Change the AUTO Mode Settings 16

8. Manual Operation 17

8.1 Operate the System with Manual Settings 17

9. Special Fan Operations 18

9.1 Fan Only Operation 18

9.2 Continuous Fan Operation – Networker On 18

10. System Messages 18

10.1 Read Messages 18

10.2 Clear the Spanner Icon 18

11. Error Codes 19

12. Reset the Heater 20

13. Lock the Networker 20
13.1 Set a Personal Identification Number (PIN) 20
13.2 Lock the Networker 20
13.3 Unlock the Networker 20
14. Dual Networkers 21
15. Add-On Air Conditioning 21
15.1 Cooling Mode Operation 21
16. Heater Service and Maintenance 22
16.1 Heater Inspection 22
16.2 System Shut Down 22
16.3 Ductwork Maintenance 22
16.4 Heater Service 22
17. Before Calling For Assistance 23
17.1 Basic Checks 23
17.2 Troubleshooting 23
18. Customer Care Program 24
18.1 Contact Customer Care 24
18.2 Product Registration 24
19. Maintenance 24
19.1 Routine Maintenance 24
19.2 Service Maintenance Schedule 25
20. Frequently Asked Questions 26
21. Warranty 28
22. Contacts 32

WARNINGS AND IMPORTANT INFORMATION

WARNING

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.

WARNING

REGULATORY / INSTALLATION

This appliance shall be installed in accordance with:

- **Manufacturer's Installation Instructions.**
- **Current AS/NZ 3000, AS/NZS 5601 and AS/NZS 5141.**
- **AS 4254 - Ductwork for air-handling systems in buildings.**
- **HB 276-2004 – A Guide to Good Practice.**
- **Local Gas and Electricity Authorities.**
- **"SuperSizeGuide"**
- **Building Code of Australia (BCA) including local OH&S requirements**
- **Environment Authorities**

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 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 heater 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.

NOTE

The manufacturer cannot guarantee compatibility and support for anyone using 3rd party accessory/devices (device) on any of their appliances.

The suitability, compatibility or functional performance of any 3rd party device is entirely the responsibility of the device's supplier or installer.

Any 3rd party device, technical, installation, operation, performance or other enquiries need to be referred to the device's supplier or installer.

Any adverse effects of 3rd party devices on the operation, performance or reliability of this appliance is not covered by the manufacturer's product warranty.

OPERATION

WARNING

DO NOT place articles on or against this appliance.

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

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 unit. The enclosure of the appliance and controller can be cleaned using a soft, damp cloth and a mild detergent.

DO NOT use or store flammable materials near this appliance. It may result in explosion or fire.

DO NOT spray aerosols in the vicinity of this appliance while it is in operation.

DO NOT modify this appliance.

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 expose people, animals or plants directly to the cold or hot discharge of the appliance. It may result in serious injury.

DO NOT use an extension cord, manually extend the power cord, or connect other appliances to the same outlet as the heater. Poor electrical connections, poor insulation, and insufficient voltage can cause fire.

WARRANTY EXCLUSIONS

IMPORTANT

Rinnai product warranty excludes faults and failures caused by improper use and abuse; fair wear and tear; or failure to follow instructions regarding service and maintenance.

It is very important that you maintain your appliance and have it serviced regularly. It is a condition of warranty that you adhere to the maintenance and service requirements as set out in this manual. Compliance with these requirements will prolong the useful life of your appliance and help ensure it operates efficiently.

The "Service Maintenance Schedule" section specifies specific tasks to be performed at prescribed intervals by qualified licensed technicians.

The schedule should also be fully completed and retained as a record of who carried out the service, the date and actions taken.

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

A NOTE ON ILLUSTRATIONS

NOTE

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

Introduction

Congratulations on the purchase of a Rinnai heating system. To achieve the performance and efficiency expected from this new heater, ensure the installer is a qualified tradesperson and has commissioned the unit before the commencement of operation, and please take the time to read this manual.

In some Australian states, it is mandatory that the heater installation is issued with a certificate of compliance to guarantee the installation workmanship. Please check with the installer or local plumbing authority or association for this requirement. The Rinnai heater is covered by the product warranty as outlined in this manual.

Rinnai products are renowned for providing years of trouble-free performance. However, they may not operate at their peak for all of that time without some attention. To be at their most efficient they, like most things, need a little care. So, to ensure that every Rinnai unit is always in perfect condition, we have established the Customer Care program for our valued customers.

The Customer Care program provides a maintenance service. This service includes cleaning the unit and ensuring that the system is operating at maximum efficiency. Not only does this guarantee peak performance, it also allows any minor problems to be detected early. This ensures that the system will always be ready when it is needed.

Privacy Notification

Rinnai Australia Pty Ltd will collect personal information when warranty and maintenance registration forms are completed. This personal information is collected under the guidance of the Privacy Information Protection Act 1998. The purpose of collecting this information is to:

- process customer requests for us to provide service activities;
- register purchases of equipment for warranty;
- register requests for a survey/quotation for heating, ventilation, and air conditioning goods and services.

The intended recipients of the information are:

- employees of Rinnai.
- federal and state governments who may require the information for administration purposes.

While the supply of the information is voluntary, if our customers cannot, or do not wish to provide the information sought, the company may not be able to provide the services requested. If information has already been provided, an application can be made for access or amendment of that information, or to request that it not be used.

Customers have a right of access to, and correction of, the information concerning them in accordance with the relevant procedures under the Act.

Enquiries concerning this matter can be addressed to the Business Practices Officer using the contact details on the back page.

Product Warranty

The product warranty excludes faults and failures caused by improper use and abuse, fair wear and tear, and/or failure to follow instructions regarding service and maintenance. It is very important that the owner maintains the ducted gas heater and ensures it is serviced regularly.

It is a condition of warranty that the maintenance and service requirements are adhered to as set out in this manual. Compliance with these requirements will prolong the useful life of the ducted gas heater and help ensure it operates efficiently. The maintenance schedule (Section 19.2) specifies tasks to be performed at prescribed intervals by qualified licensed technicians. The schedule should also be fully completed and retained as a record of who carried out the service, the date and the actions taken.

IMPORTANT: *Failure to carry out the required maintenance, servicing and recording may void the product warranty. Please refer to the Terms of Warranty document accompanying the ducted gas heater.*

1. Ducted Heater Operation

1.1 How Does Ducted Heating Work?

This heating system consists of three major components; a heater, a ductwork system and a wall control unit.

Air is drawn from the house through a large, centrally located, return air grille into the heater where the air is warmed. When heated, the air is distributed throughout the house via a network of smaller ducts and released into each room through floor or ceiling outlets.

The entire process is controlled via the wall control unit, which is usually positioned in the living area on an internal wall away from windows and doors (where possible).

1.2 Efficiency

We recommend that the following guidelines are followed to get the best performance from the heater and maximise its efficiency:

- Making sure the home is well insulated. Features such as wall-to-wall floor coverings, drapes, pelmets and even wall insulation can help reduce energy consumption. Ceiling insulation is mandatory.
- Save energy and lower gas bills by turning the heater off at night and on again in the morning.
- Keep the temperature setting low if people are active in the house. The normal operating temperature range is 17ºC to 21ºC.
- Do not leave external doors and windows open.
- Fumes from candles, fragrant oil burners, cooking or smoking may be drawn into the system (especially if the Return Air inlet grille is in the ceiling) and can cause staining around the heating outlets. Installing an Electronic Air Filter in the return air grille will help to avoid this problem.

1.3 Safety Warnings

- **DO NOT** place any articles on or against the heater unit/add-on units.
- **DO NOT** use or store flammable materials near the heater unit/add-on units.
- **DO NOT** spray aerosols in the vicinity of the heater unit/add-on units while in operation.
- **DO NOT** modify the heater unit/add-on units.
- **DO NOT** hose the flue terminal.
- ENSURE that the controls access cover of the heater is in place whenever the unit is in operation.
- ENSURE that the flue terminals are kept clear of plant growth or any other obstructions.

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.

1.4 Supply Cord

If the supply cord is damaged, it must be replaced by an authorised service representative or similarly qualified person.

1.5 Notes on Heater Operation

When the heater is first turned on, there will be a delay before warm air is delivered from the duct outlets. Allow approximately one minute for the burners to generate heat, before the fans start. This process ensures that the air delivered into the house is warm.

With any ducted heating system, it is not unusual to see vapour discharging from the flue terminal when the heater is in operation. The flue terminal may be hot during operation.

This unit has been preset and tested using typical system settings. However, the installer may have varied the fan speed settings to suit the specific installation configuration. Please consult the installer to set the heater according to personal needs and preferences.

The network controls within the SP and BX5 model heaters automatically adapt heater output to suit the number of outlets that are open. Check the outlet guide for the appropriate number of outlets to open for best performance.

1.6 Power Supply Interruption

If the power supply is interrupted during heater operation, a safety function turns off the gas supply. When the power is restored, the safety function allows the heater to resume normal operation. If the power is off for more than approximately 2 hours the networker wall control unit (if fitted) it may require the time and day to be reset.

1.7 Switch the System On

a. Ensure the wall control unit is switched off.

b. Ensure that the gas supply tap adjacent to the heater unit is turned on.

c. Ensure the heater unit power plug is firmly connected to the 240V power point and switch on the power supply.

d. Turn the wall control unit on. The heater can now be operated from the wall control unit.

Note: *Several attempts may be required to start the heater if it is a new installation, has been shut down for an extended period, or the gas supply has been interrupted. This is due to the need to purge air from the gas pipe.*

SP and BX5 models display a busy code at the top of the networker during these ignition re-attempts. If re-ignition is not successful, the heater locks out and a spanner icon displays. Refer to Section 10, System Messages. All heater models automatically perform up to four re-ignition attempts before locking out, but the system may still need to be reset several times depending on how long it takes to purge the air.

2. Outlet Guide

The outlet register chart (Table 1) provides recommendations based on using the Sizing Guide or a system designed using accepted design principles. These figures also relate to typical size registers and diffusers used on domestic heating systems i.e. 300 mm x 100 mm floor registers and 150 mm round ceiling diffusers, with 150 mm ductwork connection.

For all systems, a minimum number of outlets (Column B and C) must remain fully open (this includes both the outlet grille and the damper in the duct) to achieve optimum turn down performance and system reliability without overheating. Similarly, ceiling outlet systems have a maximum number of outlets that can remain fully open, to ensure that the velocity through each outlet is sufficient. These maximum ceiling outlet figures relate to fully open outlets, however, the system will operate efficiently with more outlets open, if it has been properly balanced.

The outlet chart is divided into four columns as follows:

A. The maximum number of outlets that should remain fully open for a ceiling outlet system.

B. The minimum number of outlets that should remain fully open for floor/ceiling systems where the system does not have zone dampers installed or, where there are zone dampers but these zones are not operated from a networker thermostat (e.g. wall switches).

C. (Adaptive Zoning Only) The minimum number of outlets that should be fully open for floor/ceiling systems with:

- zone dampers installed,
- zone control via a networker thermostat using on-board zone relays or a Network 516 module, and
- adaptive zoning active (hence minimum outlet number is reduced).

Note:

- *Refer to Column C only when the networker has been configured for adaptive zoning. Otherwise, refer to Column B.*
- *For ZonePlus configurations, refer to the ZonePlus Installation Manual.*
- *Airflow figures are based on a total static pressure of 125Pa for 30 and 35 models and 50Pa for other models.*

Table 1. Outlet Register Chart

System Model	Airflow Rate (L/s)	A Maximum No. Ceiling Outlets	B Minimum No. Floor/ Ceiling Outlets	C (Adaptive Zoning) Minimum No. Floor/Ceiling Outlets
SP6 Heaters – Universal				
SP615UN	695	12	5	2
SP623UN	733	12	5	2
SP623UN XA	769	13	5	2
SP630UN	1000	15	7	3
SP630UN XA	1025	17	7	3
SP635UN	1073	17	7	2.5
SP6 Heaters – Internal				
SP615IN	695	12	5	2
SP623IN	765	12	5	2
SP623IN XA	795	14	5	2
SP630IN	1065	16	7	3
SP630IN XA	1095	17	7	3
SP635IN	1130	17	7	2.5
SP5 Heaters – Universal				
SP521UN	785	12	5	1.5
SP521UN XA	830	14	5	1.5
SP530UN	1045	16	7	2
SP530UN XA	1108	17	7	2
SP535UN	1133	17	7	2.5
SP5 Heaters – Internal				
SP521IN	785	12	5	1.5
SP521IN-XA	830	14	5	1.5
SP530IN	1080	17	7	2
SP530IN-XA	1140	17	7	2
SP535IN	1160	17	7	2.5
SP4 Heaters – Universal				
SP415UN	620	10	6	2
SP421UN	621	10	6	2
SP430UN	918	16	7	2
SP435UN	1004	17	7	3
BX5 Heaters – External				
BX520EN (300mm)**	605	10	5	2
BX520EN (350mm)**	667	12	6	2
BX526EN (350mm)**	944	16	7	2
BX526EN (400mm)**	1011	17	7	3
Classic Heaters – BX3 External				
BX315 (300mm)**	498	8	4	N/A
BX320 (300mm)**	581	11	5	N/A
BX320 (350mm)**	622	11	5	N/A
BX326 (350mm)**	819	16	8	N/A
BX326 (400mm)**	921	16	8	N/A
Classic Heaters – 2PWN Internal				
2PWN15	452	10	5	N/A
2PWN20	527	13	7	N/A
2PWN20 XA	561	13	7	N/A
2PWN26	858	17	8	N/A
2PWN26 XA	944	17	8	N/A

System Model	Airflow Rate (L/s)	A Maximum No. Ceiling Outlets	B Minimum No. Floor/ Ceiling Outlets	C (Adaptive Zoning) Minimum No. Floor/Ceiling Outlets
Compact Classic Heaters – Internal				
CC330***	920	13	8	N/A
CC330 XA***	980	14	8	N/A
CC325***	600	11	6	N/A
CC325 XA***	680	12	7	N/A
CC320***	540	10	5	N/A
CC320 XA***	625	11	6	N/A
CC315***	540	10	5	N/A
Upflow/Downflow – Internal				
UF326 XA	800	17	8	N/A
UF320 XA	550	11	5	N/A
DF320 XA	625	11	5	N/A

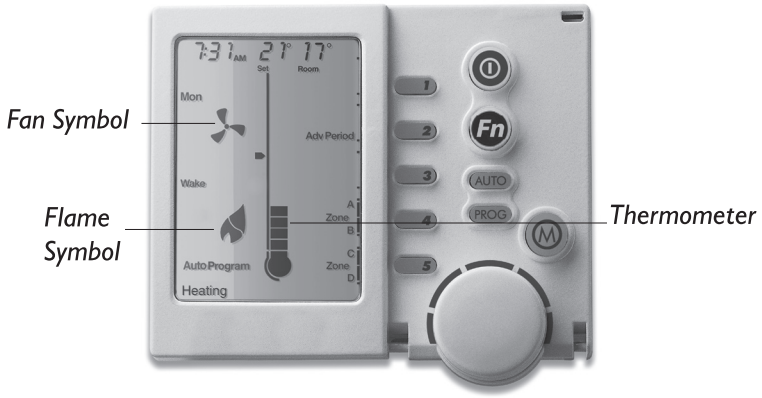
** Model and base-box duct size

*** Applies to NG and LPG models

Note: *If fitment of supply air filters is desired, consult the product dealer to confirm compatibility with airflow requirements. When fitted, ensure that the air filters are regularly cleaned and maintained.*

3. Networker Wall Control Unit

Table 2 details the functions and symbols of the networker control unit.



Batteries

The networker does not require batteries. If the networker display is blank, check that the 240V power supply and the thermostat cable are correctly connected.

Table 2. Networker Wall Control Unit Features

Symbol	Description	Symbol	Description
	On/Off: Turns the networker on and off.		**Variable Keys:** Provide various functions depending on the selected program or mode. Functions are available only when text, a black box, or and arrow appears on the screen beside the key.
Fn	**Function (Fn):** Used in conjunction with Keys 1 or Key 2 to activate special functions, such as message repeating and networker locking.		**Flame:** Indicates that the heater is switched on. Flashes during cool-down.
	Mode: Enables switching between a heater and cooler when both are connected to the networker. When selected, the active mode appears at the bottom of the screen, e.g. *Heating*.		**Fan:** Displays when the heater is switched on; indicates that the fan is active. Flashes during cool-down.
	Heartbeat: When flashing, this icon indicates that room temperature is being sensed from this networker.		**Thermometer:** Registers the current room temperature. The small marker beside the thermometer indicates the temperature that the heater is currently set to maintain.
PROG	**Program (PROG):** Provides access to the programmable settings of the networker.		**Padlock:** Indicates that the networker is locked. (Refer to Section 13.2, Lock the Networker.)
AUTO	**Auto (AUTO):** Switches between the preset program and manual operation.		**Snowman:** (Add-on air-conditioning only) Indicates the refrigeration compressor is running. Flashes when the compressor is in a safeguard time off period.
	Rotary Dial: Rotated to change settings.		Provides information about the system, such as the current time (top left), day of the week (left side), and selected appliance (bottom). The display also scrolls messages across the top of the screen, for added information such as operational states. (Display)

4. Zoned Systems

Some systems provide the option of dividing the home into different climate zones. This can be achieved by using multiple heaters, or by using one heater and zone dampers that switch between different zones. When installed, the zone features will have been configured by the installer and can be operated in either manual or AUTO mode.

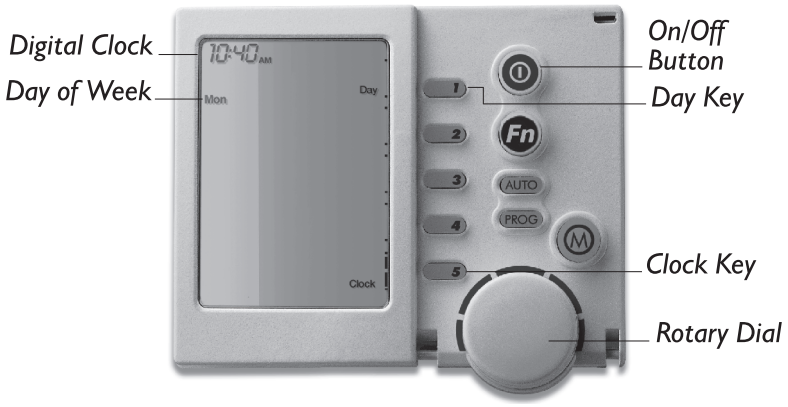
Only zones that have been installed and configured by the installer display; labelled from Zone A to Zone D. Zones A and B are operated by Key 4, and Zones C and D are operated by Key 5. Zones can be selected and deselected by pressing the corresponding key.

4.1 Zoning Symbols

Zone operation utilises the following symbols:

- An arrow beside a zone indicates the zone is selected for use.
- A solid arrow indicates that the zone is open and receiving heating from the unit.
- A flashing arrow indicates that the zone has reached the desired temperature and is closed.

5. Time and Day Settings



5.1 Set Time and Day

a. Press the on/off button to turn the networker off.

b. Press Key 5 to enter *clock setting* mode. The digital clock flashes.

c. Use the rotary dial to select the correct time.

d. To set the day, repeatedly press Key 1 until the correct day of the week displays.

e. Press Key 5 to save the new settings and exit *clock setting* mode.

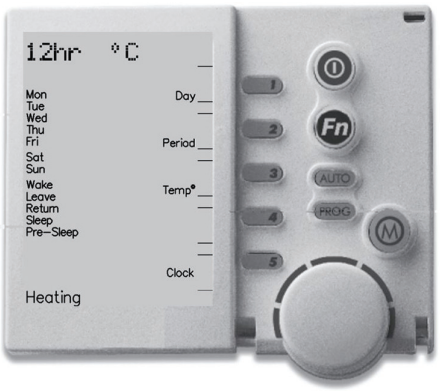
Note: *If dual networkers are installed, only the master control has the ability to set the clock time and adjust program settings. The master control can be identified by the word Clock beside Key 5, when the networkers are in the off position.*

6. User Settings

Accessing the user settings allows you to customise certain features on the NC-6 display and modify **"Auto Program"** functions; these include:

- Clock displayed in either **12hr** or **24hr** time
- Temperature displayed in either **°C** or **°F**
- Day grouping (3 options) when in **"AUTO"** mode
- Enable or disable the **"Pre Sleep"** option

6.1 NC-6 User Settings in Heating Operation Display



To access and change the user settings at the NC-6 Master Controller:

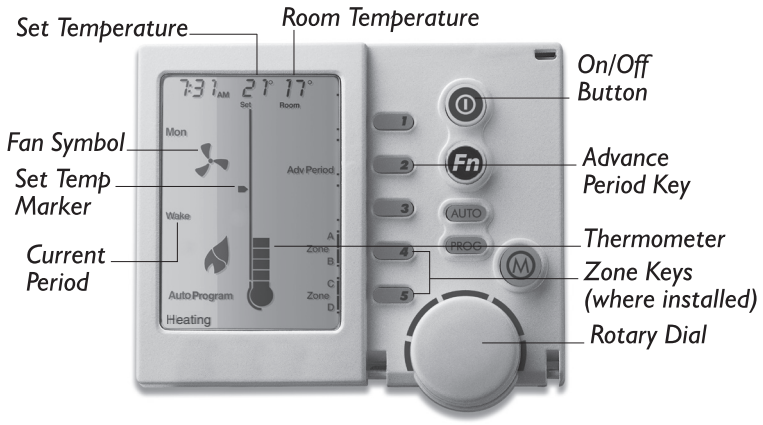
1. Press **Key "5"** and release
2. Press and hold **Key "4"** until the following message begins to scroll across the top of the screen - **"User setting mode"**
3. You now have access to the user settings. Please refer to Table 3. User Setting Options on page 14 and change as required
4. Press the **On/Off** button to save and exit User Settings

Table 3. User Setting Options

User Input	Option
Key "1"	**Changes the day grouping to one of the following:** - **Individual days:** Selected when each day flashes individually and sequentially - **Week day and weekend Block:** Selected when Mon to Fri flash and the Sat-Sun flash - **All week days:** Selected as one group when Mon to Sun are all displayed at once
Key "2".	Enables and disables the **"Pre Sleep"** option
Key "3"	Displays the temperature in either **ºC** or **ºF**
Key "4"	Displays the time in either **12hr** or **24hr** format

7. Programmed (AUTO) Operation

In AUTO mode, the networker has pre-programmed heater settings for the entire week, including on/off times for wake, leave, return and pre-sleep. The default settings, based on average operation, are detailed in Table 4. Zoning options will also appear where zone features have been installed.



7.1 Operate the System in AUTO Mode

If the preset AUTO program settings provide the desired level of comfort, then the system can simply be operated in AUTO, as follows:

a. If more than one type of appliance is connected, turn the networker off.

b. Press the mode button Ⓜ until *Heating* displays.

c. Use the on/off button to turn the networker on.

d. Press the AUTO button until *Auto Program* displays. The heater operates in AUTO mode.

Table 4. AUTO Mode Default Settings

Period	Time	Heating	
Wake	6:00am	20	Set a time and temperature to start the system and pre-warm the house before arising in the morning.
Leave	9:00am	— —	Set a time and temperature to turn the heater down or off, when leaving the house for the day.
Return	4:00pm	20	Set a time and temperature to switch the system on just before returning home.
Pre-sleep	9:30pm	20	This feature can be used to slightly increase, or decrease the set temperature, at the same time every night. If zoning options are in use, Pre-sleep can be used to switch heating on or off in selected zones, e.g. to pre-warm bedrooms.
Sleep	10:00pm	— —	Sets a time and temperature for the night, when everyone is asleep. It is recommended that the system be set to turn off (- -) overnight, to save energy and reduce gas bills.

7.2 Temporarily Override the AUTO Mode Settings

If there are times when the preset AUTO program settings are not providing the desired level of comfort, they can be temporarily overridden, as follows:

a. Use the rotary dial to increase or decrease the current temperature setting.

b. The word *Temporary* flashes at the bottom of the screen until the current period ends.

c. Key 2 (Advance Period) now offers a *Cancel* function. Press Key 2 to return to the AUTO preset program.

Note: *Zoning (if installed) can also be temporarily overridden using these steps.*

Note: *The networker reverts to AUTO program after the current period ends.*

7.3 Skip a Programmed Heating Period

Skip the current period settings and operate at the next programmed period as follows:

a. Press Key 2 (Adv Period).

b. Key 2 (Advance Period) now offers a *Cancel Adv Period* function. Press Key 2 to return to the preset AUTO program.

7.4 Permanently Change the AUTO Mode Settings

If the preset AUTO program settings do not provide the desired level of comfort, the settings can be changed to suit requirements, as follows:

a. Turn the networker off.

b. Press the mode button Ⓜ until *Heating* displays.

c. Press the PROG button. The word *Program* and the digital clock begin flashing.

Time Period Selection

d. Press Key 1 (day) and select either the weekdays or the weekend.

e. Press Key 2 (period) to select the required time period.

Time Settings

f. Press Key 3 (Time/Temp) to select *Time*. The digital clock flashes.

g. Turn the rotary dial to adjust the time as desired for the period selected.

Temperature Settings

h. Press Key 3 (Time/Temp) to select *Temp*. The temperature flashes.

i. Turn the rotary dial to adjust the temperature as desired for the period selected.

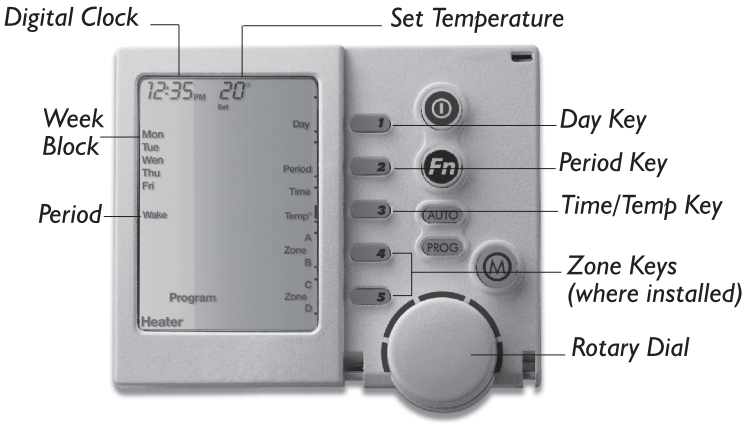
Note: *Selecting a Set Temperature of (- -) turns the heater off for that period. If zone features are installed, zone keys 4 and 5 are active and zones can be selected for that period.*

j. Repeat from Step d until all time periods are set as desired.

k. Press the PROG button to save the settings.

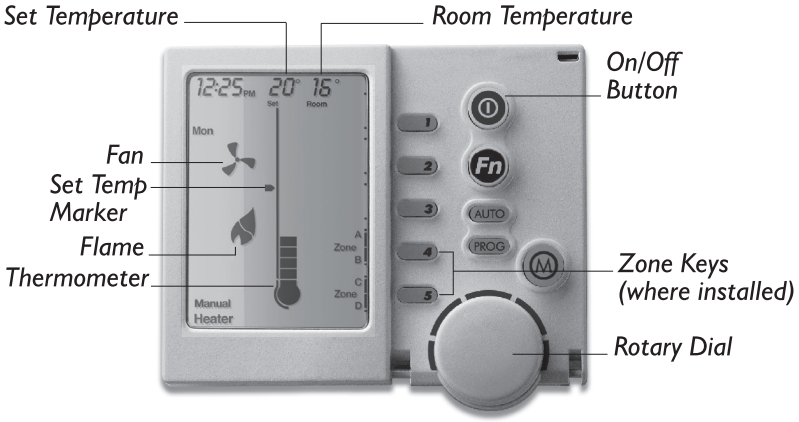
l. To review the settings, press PROG. The new settings display.

m. Press PROG to close the review.



8. Manual Operation

8.1 Operate the System with Manual Settings



Note: *When operating the system manually, time settings are not used because the heater is manually turned on and off.*

Bypass the AUTO settings and operate the heater manually, as follows:

a. Turn the networker off.

b. If other appliances are installed on the network, press the mode button Ⓜ until *Heating* displays.

c. Turn the networker on and press the AUTO button until *Manual* displays. The set temperature displays at the top left of the screen and the current room temperature at top right. If zone features are installed, zone keys 4 and 5 are active and zones can be selected.

d. Use the rotary dial to adjust the set temperature as desired.

Note: *The heater will not switch on until the current room temperature falls below the set temperature.*

e. Use Keys 4 and 5 to select the zones to operate.

f. Press the on/off button to turn the system off.

Note: *When manual operation is next selected, the networker will operates using these settings.*

9. Special Fan Operations

9.1 Fan Only Operation

The central heating system fan and ductwork can be used to improve the quality of air in the home. For example, air quality devices such as electronic air filters can be integrated into the system to clean the air. These can especially assist asthma sufferers. For this purpose, or to simply circulate the air in the house, the fan can be set to run continuously without heating.

a. Turn the networker off.

b. Press the mode button Ⓜ to select *Heating*.

c. Press Key 1 (fan). The small rotating fan symbol and a column indicating fan speed, display.

d. Rotate the rotary dial to adjust the fan speed.

9.2 Continuous Fan Operation – Networker On

This option sets the fan to operate continuously, including between heating cycles. Although the fan speed is controlled by the heater (by default set to a low, constant speed), it can be adjusted by an authorised service representative/installer.

Note: *An installer or authorised service representative is required to make this option available.*

a. If required, press the mode button Ⓜ to select *Heating*.

b. Press Key 1 (fan).
If zone features are installed, zone keys 4 and 5 are active and zones can be selected.

c. Use Keys 4 and 5 to select the zones to operate.

d. Press Key 1 again to turn the fan off.

10. System Messages

While the networker is operating the system, it is also monitoring and controlling system performance. If a system event is detected, the spanner symbol displays. When this occurs, a notification or error message is available.

Error Messages

Error messages scroll across the top of the screen with a title and code, such as:

Heater Fault - H01 Code #?? For assistance call 1300 555 545.

Messages contain information to enable technicians to quickly and easily address the issue, however, many of these may be rectified by the customer (refer to Section 11, Error Codes). If a technician is required, the technician may request that Customer Care be contacted to report the error; the following information should be provided:

- the message
- the model, and
- the type of appliance.

Service Notification Message

When the operating hours logged for an appliance reach a predetermined duration, the spanner symbol flashes once per second on the networker and a message displays, such as:

Fan run hours indicate it is time for a service call - For assistance call 1300 555 545.

A service call may be booked.

10.1 Read Messages

Read available messages as follows:

a. Press the Fn button and then Key 1.

b. Write down the date and the message.

c. To repeat the message, press Fn then Key 1.

Note: *If the message does not repeat, the event may have passed. It is a good idea to note down the date that these messages are noticed, even without capturing the message content.*

10.2 Clear the Spanner Icon

To clear the spanner icon, press Key 4 on the master controller (RESET).

If the scrolling message and RESET are not displaying, press Fn then Key 1.

11. Error Codes

Customers may safely rectify the following faults by stepping through the corrective actions listed. If a fault persists, contact Customer Care.

Error code 40, 41, 42 and 43

These errors indicate that an overheat condition has occurred. The fan will operate at maximum speed.

Corrective actions:

- Check there are sufficient outlets open on the duct system.
- Check that the floor/ceiling register and baffle is fully open and not restricting air movement.
- Check the return air filter (if fitted) is sized correctly, is clean and no obstructions have occurred (or been placed in front of) the return air grille.

Error code 46, 47 and 55

These errors indicate that the heater has failed to ignite within the specified time.

Error code 50

This error indicates that the heater has locked out after four ignition attempts. This error can be cleared by using the reset button to restart the heater, however, the unless the condition has been rectified, the error is likely to occur again.

Corrective actions:

- Check the gas supply is turned on at the meter, and at the appliance gas cock.
- Check if other gas appliances are operating such as Gas Cooker and Hot Water Service (if installed).
- Check the gas cylinders have gas, and the cylinder valve is open (LPG only).
- Check that there is gas supply to the home. Contact the gas provider to confirm this. There may be works in the area or a problem with the supply.
- The heater may require a general service.

Error Code 53

This error indicates the heater has locked out due to multiple overheat occurrences.

The primary cause is typically associated with insufficient airflow.

Corrective actions:

- Check there are sufficient outlets open on the duct system.
- Check that the floor/ceiling register and baffle is fully open and not restricting air movement.
- Check the return air filter (if fitted) is sized correctly, is clean and no obstructions have occurred (or been placed in front of) the return air grille.
- Reset the appliance and if error 53 persist contact your installer.

Error code 56

This error indicates that a lockout has occurred on the pressure switch, usually caused by too much restriction on the flue pipe, or condensate drain (SP6 models).

Corrective actions:

- Check the flue pipe for blockages
- Check the condensate piping for blockages (SP6 models).

Note: *Any other error codes that appear on the screen could indicate that the heater is not operating due to a malfunction or fault with the electronic control module. This error may be reset at the power supply, however, if the error persists, contact Customer Care.*

12. Reset the Heater

If heater operation has been interrupted, *Reset* may appear beside Key 4 while a message scrolls across the top of the screen. The issue may be resolved by resetting the heater. However, contact Customer Care if any of the following occur after resetting:

- the heater does not resume normal operation
- the error continues to persist
- other messages appear after clearing the fault.

RESET Not Displaying

a. If *RESET* is not displaying (adjacent to Key 4), press Fn then Key 1. The error message scrolls across the top of the screen and *RESET* displays.

Reset the Heater

b. Press Key 4 to restart the heater. If the heater is still operating but the networker is showing the error message and service symbol, try resetting again. If other messages appear, contact Customer Care.

Error Persists – Initial Actions

c. If the error persists, turn the networker off using the on/off button and wait for approximately 2 minutes.

d. Turn the networker on. This may reset the heater and restore normal operation.

e. If the error persists, disconnect the power supply from the unit at the power point (located near the heater unit) and wait for approximately 1 minute.

f. Connect and switch on the power supply. If normal operation still does not resume, contact Customer Care.

13. Lock the Networker

To prevent unwanted adjustments to the heater settings, the networker can be locked with the use of a 4-digit PIN. In the case of dual networkers, locking one also locks the other, although the PIN must be set at the master networker. The slave networker can lock and unlock the system, but cannot access the PIN.

Note: *If at any time an incorrect number is entered, press the AUTO button to clear all digits, then re-enter the PIN.*

13.1 Set a Personal Identification Number (PIN)

a. DO NOT ENTER NUMBERS at this step. Press the Fn button followed immediately by Key 2. A message displays: *Enter Your PIN number to lock the system*. Continue to Step b.

b. DO NOT ENTER NUMBERS at this step. Press the mode button Ⓜ once. A message displays: *User PIN reset – Enter master PIN.* Continue to Step c.

c. Press the mode button once again. A message displays: *User PIN number 1 alteration - Enter current PIN*.

d. Enter the current PIN: The factory default PIN is 1111. If a custom PIN has been previously configured, enter the custom PIN. A message displays: *Enter the new PIN*.

e. Enter the new 4-digit PIN using Keys 1 to 5. A message displays: *Repeat the entry of the new PIN*.

f. Re-enter the new PIN. A message displays: *Valid PIN – PIN altered*.

g. Press the on/off button to exit at any time.

13.2 Lock the Networker

Lock the networker using the PIN, as follows:

a. Press the *Fn* button followed immediately by Key 2. *Enter Your PIN to lock the system* displays.

b. Enter the current 4-digit PIN. *System locked out!* displays and the padlock icon flashes indicating that the networker is locked.

13.3 Unlock the Networker

a. Press the Fn button followed immediately by Key 2. *Enter Your PIN to unlock the system* displays.

b. Enter the current 4-digit PIN. *System unlocked!* displays.

Note: *If an invalid PIN is entered, the message Invalid PIN entered – Try again scrolls across the screen. The user has three attempts at entering a valid PIN. On the third failed attempt, the message Invalid PIN entered! displays and the networker aborts the PIN entry. The unlock process will need to be repeated.*

14. Dual Networkers

It is possible to have two networkers connected to the system, with one configured as master and the other as slave. The dual networkers operate together and the heater settings are common; if an adjustment is made on one of the networkers it is immediately reflected on the other. When locking one networker, the other will also lock, and the system can be unlocked from either.

The benefit of dual controllers is the convenience of make adjustments to the settings at either of the networker locations. The networkers can also be configured as remote temperature sensors when used with zoning.

Ask the installer for more information.

Note: *If dual networkers are installed, time and program settings can be adjusted from the master control unit only. The master control unit is identified by the word Clock beside Key 5 while the networkers are turned off.*

15. Add-On Air Conditioning

15.1 Cooling Mode Operation

If the central heating system has had add-on air conditioning installed, the networker operates the air conditioning in the same way it does for central heating, with the following differences:

- The air conditioner operates to bring the room temperature *down* to the set temperature, whereas the heater brings the room temperature up to the set temperature.
- A snowman ☃ indicates that the system is in Cooling mode (the refrigeration unit is operating).
- If the snowman is flashing, the refrigeration unit is in a delay period. This is normal.

Select Cooling Mode

Use the mode button Ⓜ to select *Cooling* (instead of *Heating*).

Programmed (AUTO) Operation

Follow the steps in 7.1 (Operate the System in AUTO Mode), but at Step 7.1.b, select *Cooling* mode.

Fan Only Operation

Follow the steps in 9.1 (Fan Only Operation), but at Step 9.1.b, select *Cooling* mode.

16. Heater Service and Maintenance

The recommended frequency for cleaning the heater depends on local conditions, so inspections should be performed regularly.

16.1 Heater Inspection

a. Check that the power lead is in good condition. If it is damaged, call Customer Care for assistance.

b. If a return air filter is fitted (in the return air grille), the filter requires regular cleaning and should be checked fortnightly. A blocked filter significantly affects heater performance and efficiency.

16.2 System Shut Down

To shut down the heater (e.g. for summer or holiday periods):

a. Turn off the external gas cock.

b. Switch off the power supply to the heater unit.

16.3 Ductwork Maintenance

The company does not warrant any duct work or installation. It is recommended that ducting is cleaned every 3 years, although it may be beneficial for allergy sufferers to have the ducting cleaned more frequently.

16.4 Heater Service

To ensure that the heater continues to operate at peak efficiency, it should be serviced at 2 year intervals by authorised personnel trained to service these models. Please contact Customer Care for authorised service representatives.

The heating unit service includes all maintenance and adjustments required to the following components:

- Burners
- Ignition system
- Fan assembly
- Heat exchanger.

For more information please refer to the 'Service Maintenance Schedule' section

Note: *To maintain the product warranty, the servicing tasks must be conducted only by authorised personnel trained in the service of these heaters. Please contact Customer Care for an authorised service representative.*

Note: *Service maintenance is not covered under warranty and is a chargeable service. All heaters must have safe and reasonable access and be installed in compliance with the installation instructions supplied with the heater. Some installations require two service personnel to attend, in accordance with Health and Safety requirements.*

17. Before Calling For Assistance

If the heater does not seem to be operating correctly, please perform the following checks *before* calling for assistance.

17.1 Basic Checks

Perform the following checks before calling for assistance:

a. Ensure that the flue terminal is in place (whenever the unit is operating).

WARNING! *The flue outlet can become very hot. DO NOT touch any system components in the vicinity of the flue outlet while the system is operating.*

b. Ensure that the air intake (located at the burner end of the heater roof panel) is clear of leaves and obstructions.

c. Ensure that the flue terminal is clear of leaves and obstructions.

d. (SP6 models) Ensure that the condensate tube is clear. A blockage will seriously affect performance and may shut down the heater.

e. Check Section 17.2, Troubleshooting for a solution to the problem.

17.2 Troubleshooting

Symptom	Corrective Action
Error message An error message is displaying.	Refer to Section 10, System Messages and follow the checks.
Blank display The networker display is blank.	Check that the power supply to the heater unit is correctly connected and switched on. Check that the power supply to add-on appliances is correctly connected and switched on. Check that the thermostat cable is correctly connected.
Unit turning on/off The appliance is unexpectedly turning on or off.	Check the programmed settings in the networker/programmable wall control unit (refer to Section 7.1). Adjust the settings if necessary (Sections 7.2 or 7.4) or change to manual mode (Section 8.1).
Whistling There is a whistling noise.	Clean the return air grille and filter (if installed) (Section 19.1).
Unit will not turn on The appliance will not turn on at all, or will not operate in heating mode (or cooling mode if add-on air conditioning is installed).	Note that the heater will not operate if the room temperature is higher than the temperature setting. Check that the set temperature is *lower* than the room temperature (refer also to Section 15.1). Ensure that the circuit breaker (i.e. in the house meter box) is set (has not tripped). Reset the heater at the power supply (Section 12). Check the gas supply is turned on at the heater and at the gas meter.
Fan not turning off The fan is running continuously.	Check that the Fan Only option has not been selected (Section 9.1). Check that sufficient vents are open (Table 1). Clean the return air grille and filter (if installed) (Section 19.1).Check that the ducting has not been crushed or collapsed. If damage is evident, contact Customer Care.
No airflow There is no air coming out of some vents.	This may be an installation issue, particularly if the system is configured for zoning. Contact the installer.
Padlock symbol The padlock is displaying.	This indicates that the child proof lock has been activated (Table 1 and Section 13.2).

For Your Records		
Model Number:	Serial Number:	Install Date:
Installed by:		
Installer Contact:		

18. Customer Care Program

Our products are renowned for providing years of trouble free performance. However, without some attention they may not perform at their peak all of that time. Like most things, to perform most efficiently they need a little care. So to ensure that every unit is always in top condition, we have established the Care Program for our valued customers.

After becoming a member of our Care Program, a courtesy call will be made regarding maintenance service to the unit. This service includes cleaning the unit and ensuring that the system is operating at maximum efficiency. Not only does this guarantee peak performance, it also allows any minor problems to be detected early. Which ensures that the system will always be ready needed.

If more than routine maintenance is required, the task can be attended to at the time of the service (additional charges may apply). This repair will be guaranteed for 3 months (for labour) and 12 months (for parts).

18.1 Contact Customer Care

Refer to the contact details on the back page. Before contacting Customer Care, ensure all corrective actions have been attempted and gather the following details:

- the message
- the model, and
- the type of appliance.

Preferential Offers

The Customer Care program is designed to help our customers get the most out of their heating system. We may make contact with preferential offers for preventative maintenance services, which will keep the heater in great condition.

18.2 Product Registration

If in Australia, to register your product warranty online please visit www.rinnai.com.au/support-resources/warranty-registration/

19. Maintenance

19.1 Routine Maintenance

Return Air Filter

Where fitted, the return air filter must be cleaned at least every two weeks during the heating season. A dirty air filter will reduce the efficiency, effectiveness and air quality of the system. The filter is usually located in the return air grille, in either a wall or the ceiling within the home.

To clean washable filters, remove the filter and clean with a vacuum cleaner. The filter may also be washed with warm soapy water. Ensure the filter is completely dry before installing it.

IMPORTANT: *Never operate the system without the return air filter in place if add-on air conditioning is installed.*

Heater Unit

If the heater is installed externally, periodic inspection is required to ensure vegetation has not grown around the unit (plants, weeds etc.). The cabinet should be kept clean and have the recommended clearances maintained. Ensure there is no water build up (including from condensate drain) on or around the unit.

Note: *Preventative Maintenance Services are chargeable and not covered under the product warranty. The heater needs to have reasonable and safe access and be installed in line with the installation instructions supplied with the heater. An extra charge may apply if the company is required to allocate two service personnel to enable compliance with safety regulations.*

19.2 Service Maintenance Schedule

After the date of installation by a qualified licensed technician, the ducted gas heater should be serviced at two-year intervals in accordance with the schedule (Table 5). Failure to do so during the product warranty period may void the warranty. Scheduled servicing and maintenance will prolong the useful life of the unit and help keep it running safely and at optimum efficiency.

Table 5. Service Maintenance Schedule

Date of Installation	**/ /**		**Installed By:**			
YEAR OF SERVICE	**2**	**4**	**6**	**8**	**10**	**12**
Service Date	/ /	/ /	/ /	/ /	/ /	/ /
Service Company / Technician						
ELECTRICAL						
Wiring						
Supply Air Fan Motor						
Supply Air Fan Capacitor						
Combustion Fan Motor (if applic)						
Over Heat Switches						
Printed circuit boards						
HEATING ASSEMBLY						
Burners and Injectors						
Ignition system						
Flame sensor						
Thermistor Set Point	°C	°C	°C	°C	°C	°C
Gas inlet pressure - Flowing	kPa	kPa	kPa	kPa	kPa	kPa
Burner Pressure (High rate)	kPa	kPa	kPa	kPa	kPa	kPa
Burner Pressure (Low rate if applic)	kPa	kPa	kPa	kPa	kPa	kPa
Combustion Pressure (if applic)	kPa	kPa	kPa	kPa	kPa	kPa
Condensate Pressure (if applic)	kPa	kPa	kPa	kPa	kPa	kPa
CO level	PPM	PPM	PPM	PPM	PPM	PPM
MAJOR COMPONENTS						
Heat exchanger						
Cabinet						
Combustion air intakes						
CONTROLS						
Thermostat(s)						
Zone Controls (If Applic)						
SYSTEM OPERATION						
Sequence of operation						
Return Air Temp	°C	°C	°C	°C	°C	°C
Outlet Air Temp (closest register to heater)	°C	°C	°C	°C	°C	°C
Thermistor Temp (If Applic)	°C	°C	°C	°C	°C	°C
Zone Operation (If Applic)						
GENERAL INSTALLATION-RELATED AND 3rd PARTY COMPONENTS (NOT RINNAI PRODUCTS) *						
Return Air grille and filters						
Flue system						
Ducting						
Flue termination / cowl						
Gas connection						
Condensate drain (if applic)						
Zone motors						
CONSUMABLES**						
Fan Capacitor						
Igniter						
Flame Sensor						

* Installation and other field-supplied components are not covered by the product warranty. These include, but are not limited to, control wiring, ducting, return air filter(s) grille, register, diffuser, zone motors, controls/thermostats, pipework, fabricated or added components and gas and electrical connections to the appliance. These should be inspected as they can affect the performance, reliability and safety of the heater.

** Units contain consumable items that may require periodic replacement and are not covered by product warranty (e.g. capacitors, flame sensors, igniters, filters, batteries)

ACTION CODES					
Inspected - Working Correctly - No Action Required	Adjusted Part	Cleaned Part	Replaced Part	Repaired Part	Referred to Installer
✓	A	C	R	RP	RI

20. Frequently Asked Questions

Q. *How often should the heater be serviced?*

It is recommended that the heater is serviced every 2 years to ensure it operates at peak efficiency.

Q. *What is done in a service?*

The following is done during a service:

- Clean burners.
- Check/adjust the ignition system.
- Check/clean the fan assembly.
- Check/clean the heat exchanger.
- Check the gas supply flow and lock-up pressure.

For more information please refer to the 19.2 Service Maintenance Schedule on page 25.

Note: *The above servicing should be conducted only by authorised personnel trained in the service of these heaters. Please contact Customer Care for an authorised service representative.*

Q. *How much does it cost to run my heater?*

The cost of running a heater varies depending on the design of the house, i.e. window coverings, insulation, floor coverings, ceiling height, outlet/return air location, running time, other gas appliances. Also the cost of electricity and gas varies depending on the supplier and type of gas (NG/LPG), hence we cannot advise on the running cost of the heater.

Q. *How can I reduce the running cost of my heater?*

Reduce the running cost in the following ways:

- Turn the heater off any time heating is not required, such as when going to sleep.
- Install insulation in the ceiling and walls.
- Seal gaps around doorways and windows.
- Make sure the return air and optional filter are clean.
- Reduce the set temperature.

Q. *Does my heater have a pilot light which needs to be lit?*

No, these heaters have a direct spark electronic ignition.

Q. *Can I have zoning on my heater?*

Yes. The SP and BX5 models do offer zoning, which operates via the networker wall control unit. Please consult the installer.

Q. *Can I run cooling through the same ductwork as my heater?*

Add-on refrigerative air conditioning can run through the same ductwork as the heater. It uses the fan of the heater and the networker or programmable wall control unit.

Note: *The ductwork may need to be upgraded to a larger size due to the increased airflow required. Contact the installer for more information.*

Q. *There is no air coming out of some of the vents?*

It is highly probable that this is an installation issue, especially if zoning is installed. Please contact the installer in the first instance.

Q. *How often does my return air filter need to be cleaned?*

If a return air filter is fitted in the return air grille, it requires regular cleaning, and should be checked fortnightly. A blocked filter will significantly affect heater performance and economical operation. Also ensure the return air grille is clean and free from obstructions.

Q. *Can a filter be fitted to my return air grille?*

If fitment of supply air filters is desired, consult the product dealer to confirm compatibility with airflow requirements. (When fitted, ensure that the air filter(s) are regularly cleaned and maintained.)

Q. *What does duct cleaning entail?*

Duct cleaning entails the following:

- Remove dust from the heating system.
- Kill any potential dust mites living and breeding throughout the heating system.
- Remove odours from the heating system.
- Remove pet hair from the heating system.
- Help improve indoor air quality.
- Allergy sufferers may benefit from clean ducts.
- Assess if a return air filter is installed (if installed, clean).
- Clean return air grille and duct.
- Clean the heater fan and assembly.
- Clean the supply air register and boots.

Q. *How much condensate does my SP6 model produce?*

Approximately 2 to 3 litres per hour of condensate may be produced under continuous running conditions, depending on the size of the heater.

Q. *On my programmable wall control unit, I turn the fan on but nothing happens. Why?*

This facility can be added, however the installer should be asked to add this connection.

Q. *Why does my heater come on early when using a Programmable thermostat?*

The thermostat may have a feature (adaptive recovery) that learns how long it takes for the house to warm up. It then uses this knowledge to turn the heater on early so that the house has already reached the set temperature at the start of the period. Ask the installer to disable this feature if it is not required.

21. Warranty

TERMS OF WARRANTY – AUSTRALIA

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

NOTICE TO CONSUMERS UNDER AUSTRALIAN CONSUMER LAW

Our goods 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 reasonable 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.

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

1 DEFINITIONS

The terms listed below shall have the following meanings:

1.1 **"Authorised Service Representative"** means an independent service contractor authorised by Rinnai or Rinnai service personnel.

1.2 **"Rinnai"** means Rinnai Australia Pty. Ltd. ABN 74 005 138 769 and any related company.

1.3 **"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.

1.4 **"Certificate(s) of Occupancy"** means certificate(s) issued by the local government authority (or similar organisation) which certifies that a home can be occupied.

1.5 **"Installation Site"** means the site at which the Product is originally installed.

1.6 **"Normal Business Hours"** means 8:30am to 5:00pm Monday to Friday, excluding public holidays.

1.7 **"Operating/Installation Instructions"** means the user manual or other documentation which provides detailed instructions on the proper operation and maintenance of the Product.

1.8 **"Other Applications"** means any Product used for purposes other than Residential and 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.

1.9 **"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.

1.10 **"Product"** means the equipment purchased by the Purchaser and described in Section 2 of this document.

1.11 "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.

1.12 **"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.

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

2 TERMS OF WARRANTY

2.1 Subject to the Terms of Warranty set out in this document, effective from the date of purchase by the Purchaser, the Product is warranted to be free from defects in materials and 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 Airconditioning Products	5 Years	5 Years
	Ducted Gas Heaters - Heat Exchangers and Burners Evaporative Coolers - Structural components only	10 Years	N/A
	Portable Airconditioning	2 Years	N/A
	Wi-Fi Devices	1 Year	1 Year
Other Applications	All Product Groups	2 Years	1 Year
After Market	Spare Parts	1 Year	N/A
*Extended Warranty Option	Up to 4 year extended warranty (in addition to the standard warranty period listed above) applies on selected products when you opt in to the Rinnai Service Advantage program. This program has terms and conditions, including the requirement for scheduled servicing of the product by Rinnai. To participate in the program you must register your product online at: www.rinnai.com.au/ support-resources/ warranty-registration/ within the first 12 months of the product being installed.		

2.2 Rinnai will determine in its sole discretion, which classification the Product fits into and the corresponding Warranty that shall apply.

2.3 An Authorised Service Representative will repair or replace, at its option, the Product or any part of the Product that its examination shows to be defective. The repair or replacement shall be performed during Normal Business Hours by an Authorised Service Representative. Repair by persons other than an Authorised Service Representative may void the Warranty.

2.4 Alternatively to clause 2.3 above, Rinnai can at its discretion elect to pay you an amount equivalent to the cost of repairing or replacing the Product.

2.5 If Rinnai provides you with either the replacement costs or replacement product, ownership of the original Product shall immediately transfer to Rinnai.

2.6 Rinnai is responsible for reasonable costs associated with legitimate warranty claims, including call-out of an Authorised Service Representative to inspect the Product. Rinnai is not responsible for:

a) costs for tradespeople engaged by you that are not Rinnai Authorised Service Representatives.

b) any costs, including call out costs for a Rinnai Authorised Service Representatives, associated with a Product which is determined upon inspection not to be covered by this warranty.

2.7 Rinnai will reimburse any reasonable costs associated with making a legitimate warranty claim against Rinnai which are not otherwise specified above.

2.8 The Warranty of the Product requires that, in addition to all other conditions, the Purchaser conducts regular and/or preventative maintenance as may be specified by the Operating/Installation Instructions or otherwise directed by Rinnai and required by the level of usage and the usage environment, including the use of correct and uncontaminated refrigerants and lubricants. Refrigeration, plumbing and electrical works must be undertaken by licensed personnel.

2.9 Where a Product or failed component is replaced under warranty, the time remaining on the original Product warranty period will continue to apply and the replacement product or part will be subject to the original warranty period only.

3 CONDITIONS OF WARRANTY

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

a) maintains and has the Product serviced in accordance with the instructions set out in the service section of the relevant Service or Owner's Manual;

b) complies with clause 7 below (titled "Purchaser's Responsibilities");

c) notifies Rinnai within 30 days of a defect occurring or, in the case of a latent defect, becoming apparent, that a claim is being made under this Warranty; and

d) provides, in support of the claim made under this Warranty, a Proof of Purchase. 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.

3.2 This document (and any statutory consumer guarantees) represents the only Warranty given by Rinnai in respect of the Product. No other person or organisation is authorised to offer any alternative warranty on behalf of Rinnai.

3.3 If the date of purchase cannot be established to Rinnai's satisfaction, the date shall be deemed to be 2 months after the date of manufacturer or the date of sale by Rinnai, whichever is the latter.

3.4 This warranty applies to Products which are manufactured on or after the date of publication of this warranty but before the next date of publication of this warranty.

4 EXCLUSIONS

4.1 This Warranty **does NOT** cover:

a) damage, problems or failure resulting from improper operation and/or inadequate maintenance by the Purchaser (refer Purchaser's Responsibilities section below);

b) damage, problems or failure resulting from improper or faulty installation. The Product must be installed by a Qualified Installer in accordance with applicable regulations. Where applicable, Certificate(s) of Compliance must be obtained by the purchaser from Qualified Installer and present it to the Authorised Service Representative;

c) damage, problems or failure caused by factors external to the Product including, but not limited to, faulty or poor external electrical wiring, incorrect or faulty power supply, voltage fluctuations, over voltage transients or electromagnetic interference,inadequate or faulty gas, drainage services, or water services, including water pressure, and non potable water;

d) damage, problems or failure caused by acts of God, fire, wind, lightning, flood, storm, hail storm fallout, vandalism, earthquake, war, civil insurrection, misuse, abuse, negligence, accident, pests, animals, pets, vermin, insects, spiders/bugs or entry of foreign objects or matter into the Product such as dirt, debris, soot or moisture;

e) damage, problems or failure caused by environmental conditions including, but not limited to, excessive moisture, salt or other corrosive substances or atmospheric conditions;

f) Product which has been installed in a portable or mobile building, structure or application including, but not limited to, a caravan, boat or trailer;

g) Product which is being re-installed at a location other than the original site;

h) any consumable item supplied with the Product including, but not limited to, an air filter, battery, fan belt, igniter or cooler pad;

i) installation of third-party components that may be attached to the Product. These include, but are not limited to, control wiring, ducting, return air filter(s) grille, register, diffuser, zone motors, controls/ thermostats, pipe work and fabricated or added components. These items remain solely the responsibility of the Qualified Installer;

j) installations where electrics/electronics may be subjected to moisture/chemicals (e.g. swimming pools or nurseries);

k) any repair, which is needed as a result of an accident, misuse, abuse or negligence;

l) product that is utilised in an environment (indoor and outdoor) outside its specified operating range; and

m) fair wear and tear to the Product.

n) on-site labour warranty on portable (non-fixed installation) Products - In respect of such Products the Purchaser must return the Product to the Supplier for repair or replacement).

5 LIMITATIONS

5.1 Third parties are often involved in providing advice to consumers about the climate control solutions best suited to the consumer's needs. Any advice or recommendations given by such parties, including advice about Product fitness for purpose and overall system design, sizing and application are not the responsibility of Rinnai. This includes but is not limited to the heat load calculations, airflow and system balancing.

5.2 This Warranty does not apply to any Product installed at an Installation Site which is outside Australia.

5.3 Except where inconsistent with the purchaser's statutory rights and the rights given by this Warranty, all liabilities of Rinnai for any direct, special, indirect or consequential loss or damage, any damage or expense for personal injury or any loss or destruction of property, arising directly or indirectly from the use or inability to use the Product or any of its parts and/or servicing the Product, are expressly excluded.

6 TRAVEL, TRANSPORT & ACCESS COSTS

6.1 The Purchaser must pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements under this Warranty, that are required to be performed 50km from the nearest Rinnai branch or Authorised Service Representative.

6.2 Subject to clause 6.3, Rinnai will pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements that are required to be performed less than 50km from the nearest Rinnai branch or Authorised Service Representative, subject to the following:

a) Rinnai will arrange for such repairs/replacements and make any payment directly to the third party to provide the freight, in-transit insurance or travel services; or

b) if Rinnai considers appropriate, it will authorise the Purchaser in writing to pay for the relevant freight charges, in-transit insurance expenses or travelling costs and then, upon provision by the Purchaser to Rinnai of a tax invoice showing those costs have been incurred, reimburse the Purchaser for such costs which are within the terms of the authorisation. If the Purchaser pays for the relevant freight charges, in-transit insurance expenses or travelling costs without written authorisation from Rinnai, Rinnai will not reimburse the Purchaser for such costs.

6.3 The Purchaser must pay all costs and expenses in respect of:

a) any service call out fee if the Product is not accessible for service;

b) making the Product accessible for service, for example, restricted access or working at heights, or the labour cost for an additional person due to OHS requirements;

c) providing a safe working environment for installation, service, maintenance or repair of the product;

d) any surcharge applicable in respect of supplying replacement parts outside Normal Business Hours; and

e) any other costs and expenses in relation to claiming the Warranty that is not covered by clause 6.2.

7 PURCHASER'S RESPONSIBILITIES

7.1 The Purchaser must operate and maintain the Product in accordance with the Operating Instructions and service maintenance schedule, including conducting an appropriate number of services to the unit during the Warranty period, based on usage and the usage environment including but not limited to;

a) regularly cleaning the air filter(s) and replacing them where necessary;

b) replacing expired batteries or other consumables as required;

c) ensuring that the condensate drain is kept clean and clear of obstructions.

HOW TO MAKE A WARRANTY CLAIM:

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

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

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

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

Rinnai

brivis

by Rinnai

Rinnai Australia Pty. Ltd.
ABN 74 005 138 769

100 Atlantic Drive
Keysborough, Victoria 3173

P.O. Box 460
Braeside, Victoria 3195

AU45204

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

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

Product Sales & Service National Help Line

Tel: **1300 555 545*** Fax: **1300 555 655**
***Monday to Friday, 8.00am to 5.30pm EST**

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

B064402

DGH OM Issue D February 2019