



Pro Series Ducted Central Heating & Cooling Systems

Operation guide

Rinnai

Important

This appliance must be installed in accordance with:

- Manufacturer's installation instructions
- Current AS/NZS 3000, AS/NZS 3500 National Plumbing & Drainage, AS/NZS 5141, AS/NZS 5419, AS/NZS 1677, AS/NZS 60335.2.40, and G12/AS1
- HB276 - A Guide to good practice for energy efficient installation

This appliance must be installed, maintained and removed only by an authorised person.

The system is not suitable for commercial applications requiring a controlled atmosphere, for example server rooms, food storage etc.

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

Warning

Improper installation, adjustment, alteration, service and maintenance can cause property damage, personal injury or loss of life.

For more information about buying, using, and servicing of Rinnai appliances call: 0800 RINNAI (0800 746 624).

Rinnai New Zealand Limited
105 Pavilion Drive, Mangere, Auckland
PO Box 53177, Auckland Airport, Auckland 2150

Phone: (09) 257-3800
Email: info@rinnai.co.nz
Web: rinnai.co.nz
[youtube.com/rinnainz](https://www.youtube.com/rinnainz)
[facebook.com/rinnainz](https://www.facebook.com/rinnainz)

Contents

Safety and important information.....	4
General information	5
Features	6
About your ducted unit.....	8
Performing routine maintenance	10
Wired wall controller and functions.....	11
Troubleshooting	12
Wi-Fi control	14
Wi-Fi registration and connection.....	15
Limited Warranty	16



Central heating and cooling systems, like cars, require regular maintenance and servicing. For reliable operation Rinnai heat pumps / air conditioners should be serviced annually by a licensed tradesperson.

Safety and important information

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 they do not play with the appliance.

If an abnormal situation arises (like a burning smell), immediately turn off the unit and disconnect the power.

If the system is used together with other heating devices, thoroughly ventilate the room to avoid oxygen depletion.

Do not let the unit run for extended periods when the humidity is very high, or when doors or windows are left open. This may result in excessive operational loading and lead to product failure.

Do not insert fingers, rods or other objects into the air inlet or outlet. It may result in electric shock or product failure.

Do not use or place flammable materials near the appliance. It may result in an explosion or fire.



Do not operate the unit in places near or around combustible gases. Gas may collect around the unit and cause an explosion.

Do not operate the unit in a wet room such as a bathroom or laundry room. Exposure to water can cause electrical components to short circuit.

Do not operate the unit with wet hands, this may cause an electric shock.

Do not allow children to play with the unit. Children must be supervised around the unit at all times.

Do not use this unit for any other purpose than its intended use.

Do not climb onto or place objects on top of the outdoor unit.

Do not expose people or animals directly to the cold or hot discharge of the appliance. It may result in serious injury.

Do not drink the condensate water drained from the appliance. Condensate is not potable and may present a health risk if consumed.



If any of the following conditions occur, turn off your unit immediately and contact your installer or Rinnai for advice:

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

General information

Installation by a licensed tradesperson

Only a licensed tradesperson can install, adjust, maintain, or remove this system. Any work carried out by a non-licensed tradesperson is illegal and will void any warranty.

R32 refrigerant

This appliance uses R32 (difluoromethane) refrigerant, which is a flammable gas, class A2L, according to AS 5149.1 and MUST BE handled by a refrigerant mechanic with the appropriate refrigerant handling licence.



Warning risk of fire / flammable material. If the refrigerant is leaked, together with an ignition source, there is a possibility of ignition.

Minimum room sizes

When flammable refrigerants are used the appliance shall be located in a well ventilated area where the room size corresponds to the room area as specified for operation, refer table below.

Please ensure that these minimum room sizes are adhered to for standard installations (up to 15 m pipe length). If larger refrigerant charges than standard are used the installer must consult AS/NZS 60335.2.40 to determine the safe minimum floor area for the installation. Minimum room sizes are calculated on the base charge provided with the outdoor unit.

Model	DONSR07B1	DONSR09B1	DONSR11B1	DONSR13B1	DONSR15B1	DONSR18B1
Standard charge (g)	1750	2600	2600	3600	3600	4000
Min. floor area (m ²)	1.94	4.28	4.28	8.20	8.20	10.13

Location and positioning

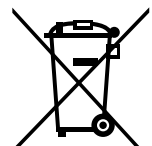
Installation must be in a position that can support the unit's weight. If the chosen location cannot support the weight of the unit, or the installation is not done properly, the unit may drop and cause serious injury or damage.

The installer must install drainage piping according to the installation instructions. Improper drainage may cause water damage to your home or property.

- Do not install the unit in location that may be exposed to combustible gas leaks. If combustible gas accumulates around the unit, it may cause a fire.
- Do not install the outdoor unit where noise may cause a nuisance, such as near bedrooms or neighbouring properties.
- Where possible do not install the outdoor unit where it will be exposed to sea wind and salt spray, this will significantly reduce the durability of the unit.
- Indoor installation only.
- In severe environments (geothermal areas or areas with caustic gases) take precautions such as applying additional corrosion protection to exposed components.

Genuine Rinnai parts

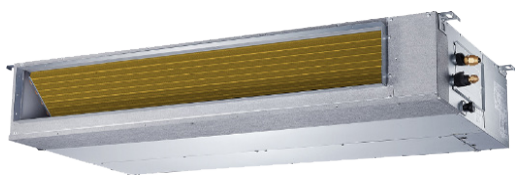
Only use the included accessories, parts, and specified parts for installation. Using non-standard parts can cause water leaks, electrical shock, fire, and cause the unit to fail.



Disposal guidelines

This appliance contains refrigerant and other potentially hazardous materials. When disposing of the appliance, the law requires special collection and treatment. Do not dispose of this product as household waste.

Features



Feature	Explanation
Eco mode	System will run on an 8-hour saving mode which can reduce energy consumption by up to 60%.
Stepless comfort technology	Inverter frequency is smooth ensuring temperatures are consistently maintained and operating efficiency is high.
Multi outdoor fan speed	DC fan motor, outdoor fan speeds increase from two to nine, giving more setting options and energy saving.
Multi indoor fan speed	Up to 12 indoor fan speeds, ensuring more accurate control and bringing more comfortable air flow.
Gear	Gear is a function within ECO that caps the compressor speed of the outdoor unit, which reduces electricity consumption. Three setting options 50%, 75% or 100%.
Turbo mode	This function gives you a boost in cooling or heating power for a period, and makes the room cool down or heat up rapidly.
Timer	Set the unit to start and stop automatically in a 24 hour period.
Anti-cold air function	Indoor fan speed is regulated automatically from the lowest grade to the setting grade according to the evaporator temperature when the unit starts heating. This function prevents cold air blowing and causing discomfort.
Sleep mode	Enables the air conditioner to automatically increase cooling or decrease heating 1 °C per hour for the first two hours, then holds steady for the next five hours, after that it will switch off. This function maintains both energy saving and comfort at night.
Fast cool / heat	The compressor will maximise running efficiency so you can enjoy cooling and heating in seconds.
Temperature compensation	The controller temperature reading can be adjusted to allow for any variation between the actual room temperature and temperature at the location of the controller.
Dry (dehumidifier) mode	Takes moisture out of the air when humidity gets high.
Auto defrost	Prevents the evaporator from freezing and maintains dehumidifying under a low temperature environment.

Feature	Explanation
Stream cool	Inverter PCB's are cooled by liquid refrigerant allowing for greater performance when the temperature increases outside.
Pro-pel coil protection	Prevents bacteria growing and improves heat transfer efficiency.
Dual sweep	Outdoor fan automatically reverses on shutdown to clear dust and debris from the condenser. This maintains operating efficiency and prolongs the service life of the unit.
Self-diagnosis and auto protection	If an abnormal operation or a parts failure occurs the unit will shutoff automatically to protect the system and an error code will display on the control panel of the indoor unit.
Emergency operation	If there is an error with the temperature sensor the unit will still keep running, but an error code will display.
Active clean	Makes use of the condensing water to clean the evaporator and dry it automatically.
Auto restart	If the unit stops due to a power cut, it will restart with the previous setting when the power resumes.
Refrigerant leak detect	Indoor unit will show error code 'EC' and stop automatically when a refrigerant leak is detected. This function protects the compressor from being damaged by high temperatures due to a refrigerant leak.
Wi-Fi control	The system comes with Wi-Fi capability as standard, which features Wi-Fi control via an App.

About your ducted system

Ducted central heating and cooling systems are designed for ultimate all-year home comfort, creating a perfect and even temperature throughout every space of your home.

Delivering heated or cooled air (often called conditioned air) via a network of ducts in your ceiling or floor cavity, Rinnai ducted systems discreetly delivers powerful home heating and cooling without compromising on your interior design aesthetic.

Incorporating leading inverter technology, the flexible Rinnai ducted systems have outstanding energy efficiency ratings and features Wi-Fi connectivity as standard.

System control

The operation of your system is controlled by an indoor thermostat / controller. Typical settings are 24 °C and 20 °C. The system will automatically modulate the outdoor unit capacity in response to the demand of the conditioned space, to help ensure rapid cool down or warm up times, as well as providing constant temperature control.

Attempting to control the system by other means, for instance switching the electrical supply ON and OFF, may cause damage to the unit.

Frequent thermostat adjustment causes rapid-cycling, which is potentially dangerous to the compressor and may blow the protective fuse or circuit breaker device at the mains power supply. Where possible avoid excessive adjustments to the temperature setting within a short period of time.

You may find that you can maintain greater personal comfort by running the FAN continuously. Air pockets can form due to the structure of the building, placement of grilles etc. These air pockets may create cool or warm spots. Continuous FAN operation helps minimise any temperature differences.

Operation range limits

The table below indicates the temperature range the unit can operated within.

Mode	Cooling mode	Heating mode	Dry mode
System setting	17-32 °C	0-30 °C	10-32 °C
Outdoor temperature	-15~50 °C	-20~24 °C	0~50 °C

Auto mode

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.

Heating cycle

In HEAT mode the system will provide warmth until the temperature is raised to the level you have selected. The unit will operate for longer periods to maintain a comfortable environment on colder days and nights than on moderate ones.

Dry (dehumidifying mode)

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 fan speed automatically to maintain the optimal level of humidity.

Cooling cycle

When operating in COOL mode, the system will run until the indoor temperature is lowered to the level selected. On extremely hot days the system will run for longer periods and have shorter 'off' periods than on moderate days.

The following conditions add extra heat and/or humidity to your home causing your system to work longer to maintain comfortable conditions.

- Entrance (external) doors are frequently opened and closed
- More than the usual number of people
- Operating laundry appliances or running showers
- Window furnishings open on sunny side of home
- More than the usual lights or electrical appliances operating
- System operating at or outside the original system design

Defrost cycle

When the system provides heating to your home and the outdoor temperature drops below 7.2 °C, moisture may begin to freeze on the surface of the outdoor coil. If allowed to build up, this ice would impede the airflow across the coil and reduce the amount of heat absorbed from the outside air. To maintain energy efficient operation the Rinnai system has an automatic defrost cycle.

The defrost controls will automatically start when there is sufficient ice to interfere with normal heating operation. During defrost the indoor fan will not be running. After the ice has melted, or after a maximum of ten minutes in defrost mode, the unit will automatically resume normal heating operation.

Do not be alarmed if steam or fog appears at the outdoor unit during the defrost cycle. Water vapour from melting ice may condense into a mist in the cold outdoor air.

Zoned systems

Some home systems are designed to operate on a zoned basis only. A zoned system will be designed by your installer for your specific requirements. With zoned systems always observe the following:

- The return air grille(s) are generally in the common zone and need to be part of the conditioned space at all times.
- Close off all doors to areas that are not being conditioned, i.e. effectively isolate unconditioned spaces.
- Set your zoning configuration with zone controls before starting your Rinnai system.
- Do not attempt to shut down more zones than the minimum as specified by your installer as this may lead to the system shutting down.
- Do not attempt to heat or cool more zones than the maximum specified by your installer as this will prevent the system from operating correctly.

Performing routine maintenance



Central heating and cooling systems, like cars, require regular maintenance and servicing. For reliable operation Rinnai heat pumps / air conditioners should be serviced annually by a licensed tradesperson.

Before cleaning or maintenance turn off your system and disconnect the power supply.

Outdoor unit

The outdoor (condensing) unit draws air into the unit and dissipates it away. Periodic inspection is required to ensure vegetation has not grown around the unit. If grass clippings, leaves, shrubbery and debris are kept away from the outdoor unit, minimal care should be sufficient to keep the system functioning properly. Maintain a 300 mm clearance between the outdoor unit and tall grass, shrubs, vines etc.

If the outdoor coil becomes dirty, use a soft brush or vacuum with a soft brush attachment to clean the exterior surface. If dirt is trapped deep within the coil, contact your installer or Rinnai for service.

Condensate

Your system removes humidity from your home during the cooling season. The indoor unit has a primary condensate connected to your drainage system, but an overflow (secondary) drain should also be installed. If water is observed in the overflow drain, it may be clogged—contact your installer or Rinnai for advice. The condensate needs to be properly drained to waste water.

General maintenance for prolonged periods of non-use

If you plan on not using your ducted system for an extended period of time:

- Turn on FAN function until the system dries out
- Turn OFF the unit and disconnect the power
- Turn off the wall controller

Maintenance - pre-season inspection

- Get the filters cleaned
- Check for damaged wires
- Check for leaks
- Check nothing is blocking all air inlets and outlets of the indoor and outdoor units

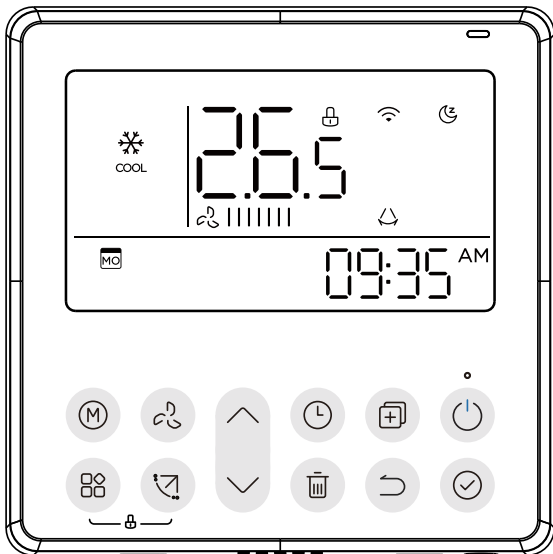
Service technician - easy clean and maintenance

Service technicians are able to get easy access to the filter(s). Filters, depending on the model, can be pulled out from the left, right, or bottom for easy cleaning.

Maintenance is also easy with top or bottom access to the header unit, and there is a large space to the side for access to connections, wiring, and the PCB.

Wired wall controllers and functions

Your R32 ducted system is compatible with the below wired wall controllers. For full functionality and operation refer to the separate owner and installer guide provided with the controller.



Standard wall controller



Deluxe wall controllers
(available in black or white)

Feature functions of the wired controllers

- Mode: Auto-Cool-Dry-Heat-Fan
- Fan speed: Auto/Low/Med/High speed
- Swing
- Timer ON/OFF
- Temperature setting
- Weekly timer
- Follow me
- Turbo
- 24-hour system
- 12-hour system
- Auto restart
- Dual control
- Child lock
- LCD display
- Clock

Troubleshooting

Check the following information before making a service call as some performance characteristics are a normal part of operation. If you are still unsure or concerned after reading this section, please contact Rinnai on 0800 746 624.

Issue	Possible causes
Unit does not turn on when pressing the On/Off button	The unit has a three minute protection feature that prevents the unit from overloading. The unit cannot be restarted within three minutes of being turned off.
Unit changes from cool/heat mode to fan mode	The unit may change its setting to prevent frost from forming on the unit. Once the temperature increases, the unit will start operating in the previously selected mode again. The set temperature has been reached, at which point the unit turns off the compressor. The unit will resume operation when the temperature fluctuates again.
Outdoor unit emits steam	When the unit restarts in 'heat' mode after defrosting, steam may be emitted due to moisture generated from the defrosting process.
Indoor unit makes noises	Water flowing noise. This is the sound of the refrigerant flowing inside the unit, this is normal.
Outdoor unit makes noises	The unit will make different sounds based on its operating mode. This is normal.
Unusual smell	The unit may absorb odours from the environment, such as paint, cooking, cigarettes, etc., which will be emitted during operation and cleaning.
Outdoor unit fan does not operate	During operation the fan speed is controlled to optimise operation.
Poor heating performance	At low external temperatures (below 5 °C) the heating capacity will start to diminish. Is the unit appropriately sized for the location of the home.
Unable to adjust fan speed	In some operation modes the fan speed can't be adjusted. Select an operation mode where the fan can be adjusted.
Unable to adjust the temperature	In some operation modes, such as auto or fan only modes, the temperature can't be adjusted. Select an operation mode where the temperature can be adjusted.
System stops running	Check the power supply. If a power failure has occurred, turn the system off. When the power is restored wait three minutes and then turn the system back on. Timer is activated, turn the timer off. Circuit breaker tripped or fuse has blown. Contact installer or Rinnai.
System does not generate cool / hot air	Air is not circulating properly. The air inlet or outlet of either unit is blocked. Turn off the unit, remove the obstruction and turn it back on. The room temperature is too high. In summer it may take some time to cool the indoor air. Select turbo cool operation to cool the indoor air quickly. Too many sources of heat in the room (people, computers, electronics etc). Where possible reduce the amount of heat sources. Excessive heat is generated by sunlight. Close windows and curtains during periods of high heat or bright sunshine. The FAN only mode is selected. In this mode, air blows from the system without cooling or heating. Switch the operation to cooling, heating, or auto. Low refrigerant due to a leak or after long-term use, contact Rinnai.

Issue	Possible causes	Solution
Poor heating performance	Cold air is entering through doors and windows	Make sure all doors and windows are closed during use
	The outdoor temperature is extremely low	Use a secondary heating source
	Low refrigerant due to leak or long term use	Service person required
Poor cooling performance	Temperature setting may be higher than the ambient room temperature	Lower the temperature setting
	Heat exchanger on the indoor / outdoor unit is dirty	Service person required to clean the heat exchanger
	Air filter is dirty	Service person is required.
	Air inlet or outlet of either unit is blocked	Turn the unit off, remove the obstruction and turn it back on
	Doors and windows are open	Make sure doors and windows are closed while the unit is on
	Excessive heat generated by sunlight	Close windows and curtains during periods of high heat or bright sunshine
	Low refrigerant due to leak or long-term use	Service person required
The unit starts and stops frequently	Too many sources of heat in the room (people, electronics, etc.)	Reduce amount of heat sources
	Too much or too little refrigerant in the system	Service person required
	There is air, non-compressible gas or foreign material in the refrigeration system.	Service person required to evacuate and recharge the system with refrigerant.
	Malfunctioning compressor	Service person required

When to call for service

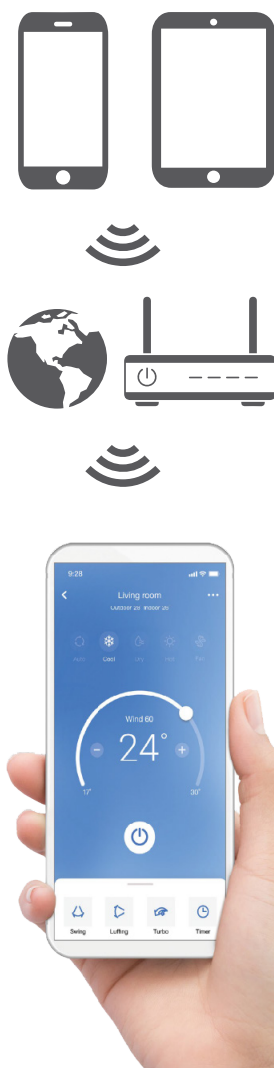
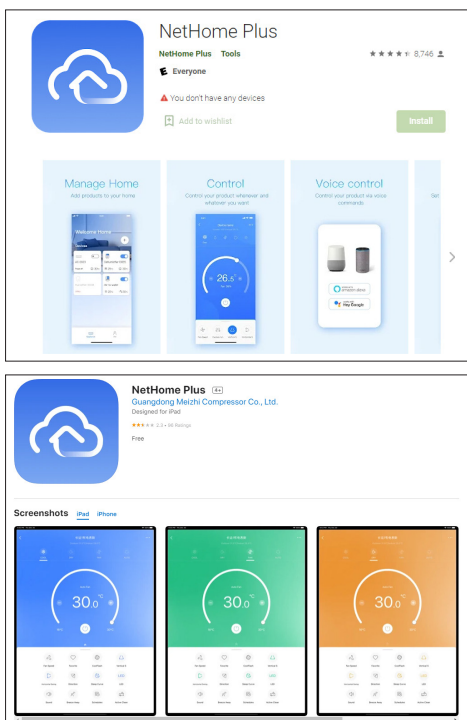
If any of the following conditions occur, turn off your unit immediately and contact your installer or Rinnai.

- There is a burning smell coming from the unit
- The unit emits loud or abnormal sounds
- A circuit breaker or fuse has blown
- Water leaks from the safety drain
- Parts are ejected out of the unit
- Foreign objects fall into the unit
- If the unit has been exposed to water or flooding

Wi-Fi control

The system comes with Wi-Fi capability as standard, which features Wi-Fi control via an App.

Simple to activate and easy to use, the 'NetHome Plus' App can be downloaded via Google Play or the App store on a compatible mobile device.



Your home's Internet router relays requests from the App to control your air conditioner, just like your normal remote controller.

Set your favourite temperature before you come home.

Available to download via:

- Google Play
- App Store

Once installed and registered, you can operate your appliance on the go. Basic functions like ON/OFF, temperature control, and fan speed can be accessed through the App.

Best of all, the Wi-Fi control allows you to switch on your system from outside the home, creating the ultimate in convenience and comfort.

Please note

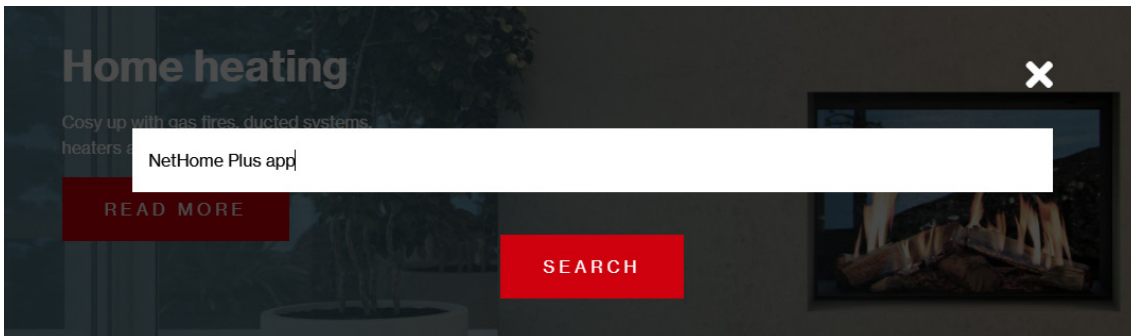


NetHome Plus is a third party App not run by Rinnai.

For this App to run the home's Internet router must be running on 2.4 GHz (not 5 GHz)—check the Wi-Fi settings on your device.

Wi-Fi registration and connection

As technology and App updates are frequent it has not been placed in this guide. If you are registering and connecting using the Wi-Fi App, please refer to the online user guide available on the Rinnai NZ website. Just enter 'NetHome Plus app' in the search field.



The steps to register and connect are:

1. Download and install the NetHome Plus App on a compatible mobile device
2. Complete an App registration by creating an account, this must be done in the home
3. Pair your mobile device to the unit via the home router

Please note:

When connecting the device you must finish all the steps in **eight minutes** after powering on the unit, otherwise you'll need to switch the unit off and go through the process again.

Heat Pump / Air Conditioner Limited Warranty

Rinnai brings you peace of mind with a:



6-year parts and labour



This warranty applies to residential Rinnai Heat Pump / Air Conditioner product purchased from September 2019. All terms of the warranty, subject to the conditions below, are effective from the date of first purchase. The attending service person reserves the right to verify this by requesting a copy of the electrical certificate of compliance prior to commencement of any warranty work. Proof of purchase and installation date will be required at the time of any warranty claim. Installation must be completed by a Rinnai accredited installer.

This warranty is only valid within the country of purchase.

Equipment defects covered by this warranty will be repaired or replaced at the discretion of Rinnai NZ without cost to the owner for parts or direct labour repair. The repair or replacement shall be performed during normal business hours by an authorised Rinnai service centre.

Any warranty claim must be made within a reasonable time of discovery of the potential fault or defect.

HEAT PUMP / AIR CONDITIONER SYSTEM		ALL OTHER PARTS	
Parts	Labour	Parts	Labour
6 years ¹	6 years	6 years	6 years

¹ The Rinnai NZ heat pump / air conditioner equipment is warranted against defects in design, materials and workmanship for a period of 6 years from the date the equipment is purchased by the original owner.

General warranty terms

Rinnai reserves the right to make modifications and change specifications and its parts without notice.

For the purposes of the Consumer Guarantees Act 1993, Rinnai only guarantees the availability of repair facilities and spare parts for the express warranty period recorded in the table above.

This warranty does not limit any consumer rights or guarantees that may apply under the Consumer Guarantees Act 1993. If the product is being acquired for the purposes of a business, the provisions of the Consumer Guarantees Act 1993 do not apply and no other warranties (either express or implied by law) apart from those stated in the warranty will apply.

Owners responsibility

1. Operation and maintenance of the equipment in accordance with the operating instructions.
2. Regular servicing.
3. Ensuring that the air inlet and outlet on the outdoor unit is kept clear of any obstructions and clear of dust buildup, dirt, debris and plant matter.
4. Ensuring that the condensate drain is kept clear of obstructions.
5. Application of additional corrosion protection if the product is installed in a corrosive environment (for example: sea air, high sulphur content, industrial pollution).
6. Replacing consumables as required.

Warranty terms and conditions

1. All terms of the warranty are effective from the date the equipment is purchased by the original owner. The attending service person reserves the right to verify this by requesting a copy of the electrical certificate of compliance prior to commencement of any warranty work. The installer must issue a certificate of compliance by law in New Zealand. Warranty claims may be invalid if not accompanied by details of the Rinnai NZ Accredited Installer.
2. All Rinnai products must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturer's installation instructions, local regulations, and building codes by persons authorised by local regulations to do so.
3. All Rinnai products must be operated and maintained in accordance with the manufacturer's operating instructions.
4. Servicing of the product is to be carried out by a Rinnai authorised service centre.
5. The warranty applies only to the components supplied by Rinnai. It does not apply to components supplied by others, such as electrical switches, electrical cables, fuses, isolating valves, pipework, ducting, return air filters, grilles, zone motors, thermostats, but it is not limited to these.
6. Where the appliance has not been sited in accordance with the installation instructions or installed such that normal access is difficult, a service charge will apply. If at the discretion of the attending service person the installation is deemed illegal or access is dangerous, service will be refused. Any work required to gain reasonable access to the appliance will be chargeable by the attending service person (for example, removal of cupboards, doors, walls, or the use of special equipment to move components, but not limited to these).
7. Any Rinnai parts or equipment replaced under this warranty will be warranted in accordance with the provisions of this warranty for the remainder of the original warranty or for a period of twelve (12) months from the completion of the repair, whichever is greater.
8. Rinnai reserves the right to transfer functional components from defective product if they are suitable.
9. Rinnai reserves the right to have installed product returned to the factory for inspection.
10. Where a system is installed outside the metropolitan area or further than 40 km from a Rinnai NZ accredited installer or authorised service centre, travel and freight charges (inclusive of insurance) shall be the owner's responsibility.

Warranty exclusions

The following exclusions may cause the warranty to become void and will result in a service charge and costs of parts (if required).

1. Accidental damage, defects or failure caused by acts of God, fire, wind, lightning, flood, storm, hail storm fallout, vandalism, earthquake, war, civil unrest, misuse, abuse, negligence, pests, animals, pets, insects, or entry of foreign objects or matter into the product such as dirt, debris, soot or moisture.
2. Failure due to abuse or misuse, improper maintenance or improper storage.
3. Failure due to incorrect or unauthorised installations.
4. Failure or damage caused by alterations, service or repair work carried out by persons other than Rinnai NZ accredited installers, service persons or service centres.
5. Where it is found that there is no fault with the product and the issue is related to the installation or is due to faulty or incorrect external electrical wiring, incorrect power supply, voltage fluctuations, or electromagnetic interference not originating within the equipment.
6. Damage or deterioration of external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions.
7. Equipment that has been re-installed at a location other than the original location.
8. Product which has been installed in a portable or mobile building, structure or application, but not limited to, a caravan, boat, or trailer.
9. Product which has been installed in a non-habitable area such as an IT or server room.
10. Any consumable items such as batteries, filters or belts supplied with the equipment unless the item is shown to have been defective at the time of purchase.
11. Subject to any statutory provisions to the contrary, Rinnai does not accept
 - a. liability for consequential damage or incidental expenses resulting from any breach of the warranty.
 - b. claims for damage to building or any other consequential loss either directly or indirectly due to leaks from the appliance or any other faults.

Limitations

Third parties are often involved in providing advice to consumers about 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.

Geographical climate zones—Rinnai New Zealand Ltd does not exclude this product from installation in colder climatic zones but cannot guarantee appliance heating performance at temperatures below zero.

Purchase details

Record your purchase details below

ATTACH YOUR PROOF OF PURCHASE HERE: 

Retailer: _____

Retailer address: _____

Date of purchase: _____

Product details: _____

Please keep these details in a safe place for future reference.

Register your unit online

Register your unit online at www.rinnai.co.nz/register/. You'll need to know the model, and also the serial number. The website will help guide you as to where this information can be found.

Warranty claim

Please contact Rinnai as soon as possible after the defect and/or fault has been detected.

To make a warranty claim, contact Rinnai on 0800 RINNAI (0800 746 624) or email info@rinnai.co.nz.

Rinnai.co.nz

Tel: 0800 746 624
<http://www.youtube.com/rinnainz>
<http://facebook.com.rinnainz>

Pro Series ducted central heating & cooling operation guide
14096-A | 01-23