



Pro Series High Wall Split Heat Pump / Air Conditioner Operation guide

Rinnai

Important

This appliance must be installed in accordance with:

- Manufacturer's installation instructions
- Current AS/NZS 3000, AS/NZS 5141, AS/NZS 5419, AS/NZS 1677, AS/NZS 60335.2.40, and G12/AS1

Appliance must be installed, commissioned and serviced by an authorised person.

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).

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Heat pumps, like cars, require regular maintenance and servicing. For reliable operation Rinnai heat pumps / air conditioners should be serviced annually.

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 Pro Series 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. The fan rotates at high speed and may cause injury.

Do not use flammable sprays such as hair spray or paint near the unit. This may cause a 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 your body directly to cool air for a prolonged period of time.



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

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

General information

Installation by a licensed tradesperson

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

Location and positioning

R32 refrigerant models **MUST BE** installed, operated and stored in a room with a **floor area larger** than 4 m².

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.
- 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.

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. The manufacturer will take back the old appliance free of charge.

Remote control - inserting and replacing batteries

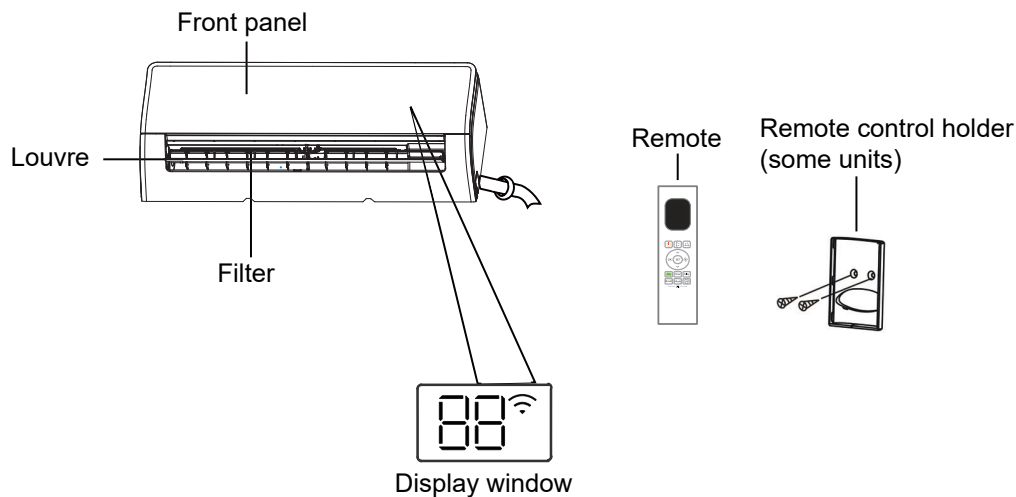
The remote control comes with two AAA batteries. Put the batteries in place before use.

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

Tips for using the remote control

- Must be used within 8 m of the unit
- Unit will beep when the signal is received
- Curtains, other materials, and direct sunlight can interfere with the infrared signal
- If the remote is not going to be used for more than two months remove the batteries

About your Pro Series unit



Operation range limits

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

Mode	Cooling mode	Heating mode	Dry mode
Room temperature	> 16 °C	< 30 °C	> 16 °C
Outdoor temperature	0~50 °C	-15~24 °C	0~50 °C

Modes of operation

AUTO

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

COOL

When selected this mode operates the unit as a cooling appliance. The available range is 16 ~ 30 °C in 0.5 °C increments. The fan speed defaults to that which was last used.

DRY (dehumidifying)

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.

HEAT

When selected this mode operates the unit as a heating appliance. The available range is 16 ~ 30 °C in 0.5 °C increments. The fan speed defaults to that which was last used.

FAN

This mode uses the fan to circulate air without changing the room temperature. In this mode swing operations for air direction can still be adjusted.

Additional functions

TURBO

This mode allows you to cool indoor air quickly in summer or warm it quickly in winter. In turbo mode the fan is set to operate at the maximum output. Attempting to alter the fan speed during turbo will cancel this mode and return the appliance to manual operation.

When the appliance is operating in AUTO, FAN or DRY modes the turbo function is not available.

ECO (available under cool mode only)

Under cooling mode press ECO, the remote controller will adjust the temperature automatically to 24 °C with a fan speed of auto to save energy. Modifying the mode or adjusting the set temperature less than 24 °C will stop the ECO operation. Under ECO operation, the set temperature should be 24 °C or above, it may result in insufficient cooling. If you feel uncomfortable press the ECO button again to stop it.

GEAR

Gear is a function within ECO that caps the compressor speed of the outdoor unit, which reduces electricity consumption. You will have the option of setting it to 75% or 50%.

CLEAN

Cooling and dehumidifying operations can generate moisture inside the appliance. If the appliance is not going to be used for a long period (in excess of one month), it is suggested to run the cleaning operation to remove dust and moisture to help avoid odours. The cleaning operation takes approximately 35 minutes and the appliance automatically shuts off at completion of the cleaning cycle.

SLEEP

This function gently regulates the set temperature to prevent excessive, draft free, heating or cooling during sleep. It allows the set temperature to increase or decrease 0.5-1 °C in an hour, up to a maximum of 2 °C above or below the set point (over a 10 hour period).

FOLLOW ME

Enables the remote control, when in AUTO, COOL, or HEAT to measure the temperature at its current location and send this signal to the unit every three minutes. Measuring ambient temperature from the remote control (instead of the unit itself) will enable the heat pump to optimise the temperature around you for maximum comfort.

BREEZE AWAY

Drops the fan speed and raises the angle of the horizontal louvre so air is not blown down on people that may be directly below the unit.

DEFROST (dF)

In heating mode, when frost conditions are detected (thermistor in the outdoor unit), the unit automatically operates in reverse (lasting no more than ten minutes) to warm up the outdoor coil to stop it from freezing. This means the indoor unit will stop heating and only run on a low fan speed until defrost (dF) is completed.

Remote control and functions



ON/OFF

Turns the unit on or off.



TEMP

Increase temp. in 1 °C increments. Max. temp. is 30 °C. If you press the up and down buttons at the same time for 3 secs. the temp. display will alternate between °C and °F.



TEMP

Decrease temp. in 1 °C increments. Min. temp. is 16 °C.



SET

Scrolls through functions as follows: Sleep > Follow Me > Wireless control > Sleep. The selected symbol will flash in the display, press OK to confirm.



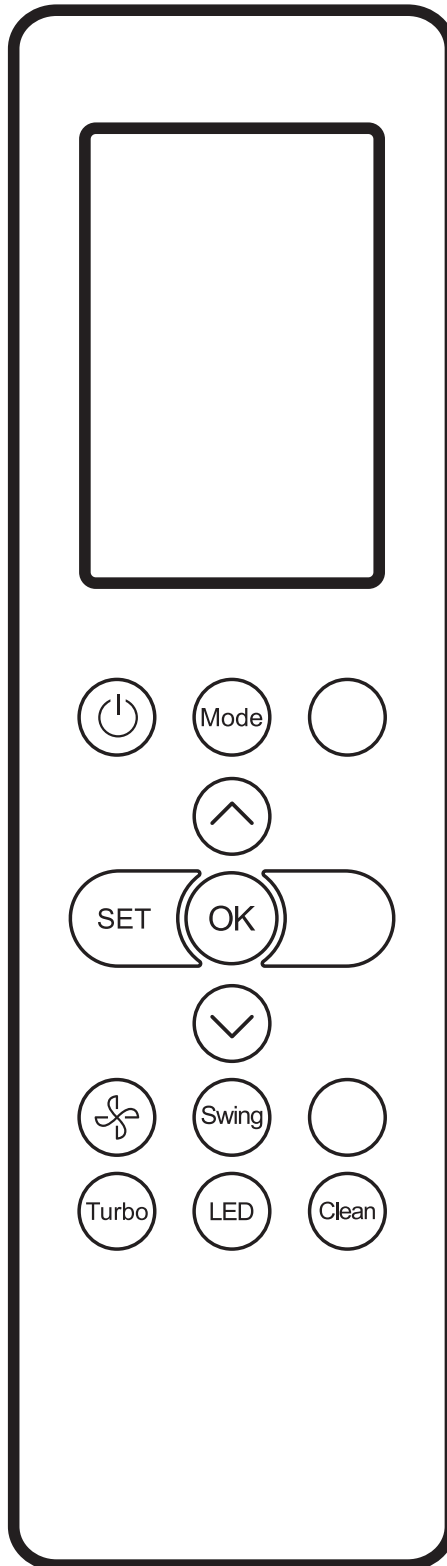
FAN SPEED

Selects fan speed in the following order: AU > 20% > 40% > 60% > 80% > 100%. Press the TEMP up or down button to increase/decrease the fan speed in 1% increments.



SWING

Starts and stops the horizontal louvre. Hold down for 2 seconds to initiate the vertical louvre auto swing feature.



MODE

Scrolls through the operation modes as follows: AUTO > COOL > DRY > HEAT > FAN



ECO/GEAR

Press this button to enter energy efficient mode, sequence as follows: ECO > GEAR (75%) > GEAR (50%) > ECO



OK

Used to confirm the selected functions.



TIMER

Set the timer to turn the unit on or off.



BREEZE AWAY

Reduces the fan speed and raises louvre.



CLEAN

Used to start/stop the self clean or active clean function.



LED

Turns LED display on and off.



TURBO

Enables the unit to reach the preset temperature in the shortest possible time.

Lock function



Press Clean and Turbo together for more than 5 seconds to activate the lock function. A lock symbol will appear. All buttons will be disabled. To disable press both buttons again for 2 seconds.

Mode

Transmission indicator
Lights up when remote sends a signal to the unit

Timer on or off

Quiet feature

Fan speed

Silence	I	1%
	II	2-20%
LOW	IIII	21-40%
MED	IIIIII	41-60%
HIGH	IIIIIIII	61-80%
	IIIIIIIIII	81-100%

Temperature, timer, fan speed display
Displays the set temperature by default, fan speed or timer setting when using.

- Temperature range 16-30 °C
- Timer setting range 0-24 hours

Louvre display

- Horizontal louvre swing display
- Vertical louvre swing display
- Turbo mode

Legend:

- Breeze away
- Active clean
- Sleep mode
- Follow me
- Wireless control
- Low battery

Auto mode

In Auto mode the unit will automatically select COOL, FAN, HEAT based on the set temperature. In this mode the fan speed cannot be set.

1. Select AUTO mode
2. Set your desired temperature
3. Turn on the unit



Cool or heat mode

1. Select COOL/HEAT mode
2. Set the desired temperature
3. Set the fan speed
4. Turn on the unit



Dry mode

Dry mode is dehumidifying. In this mode the fan speed cannot be set as it is automatically controlled.

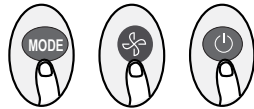
1. Select DRY mode
2. Set the desired temperature
3. Turn on the unit



Fan mode

This mode uses the fan to circulate air without changing the room temperature. In this mode swing operations for air direction can still be adjusted. In FAN mode you can't set the temperature, so no temperature will display on the remote.

1. Select FAN mode
2. Select the fan speed
3. Turn on the unit

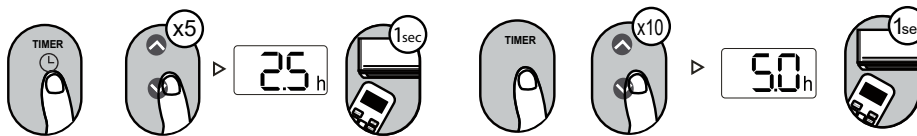
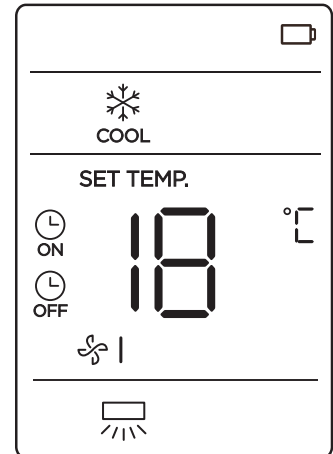


Setting the timer

The timer function works by adding a time after which the timer will come on and then be switched off. When setting, the time will increase by 30 minute increments with each press, up to 10 hours. After 10 hours and up to 24 hours it will increase in 1 hour increments. For example, press 5 times to get 2.5 hours, and press 10 times to get 5 hours. The timer will revert to 0.0 after 24 hours.

Cancel either function by setting the timer to 0.0 hours.

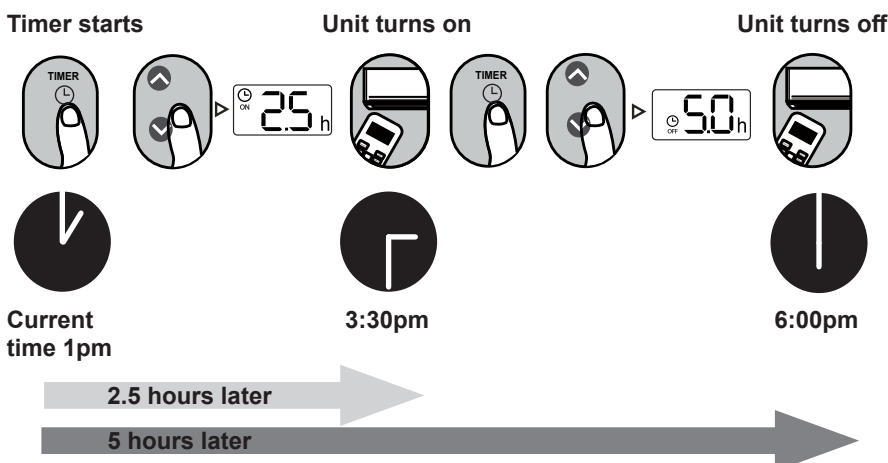
1. Press TIMER to initiate the ON time sequence.
2. Press the up or down button multiple times to set the desired time to turn on the unit.
3. Wait one second, the timer ON will be activated.
4. Press TIMER to initiate the OFF time sequence.
5. Press the up or down button multiple times to set the desired time to turn off the unit.
6. Wait one second, the timer off will be activated.



If the timers are set correctly the timer on / off icons will display on the remote, refer image above.

Timer on / off setting example

Remember that the time periods you set for both functions refers to the hours AFTER the current time. In the below example once the timer button is selected (at 1pm), the timer will come on 2.5 hours later, and turn off 5 hours later.



Swing function

If you press the Swing button the horizontal louvre will swing up and down automatically. To make it stop press the Swing button again.

If you press the Swing button for more than two seconds the vertical louvre swing function is activated.

If you continue to hold down the Swing button five different airflow directions can be set. The louvre can be moved at a certain range each time you press the button.

When the unit is off, press and hold the Mode and Swing buttons together for one second, the louvre will open at a certain angle, which makes it convenient for cleaning. Press and hold the Mode and Swing buttons again to reset the louvres.

LED display

Press the LED button to turn on and turn off the display. If you press the LED button for more than five seconds the unit will display the room temperature, press for more than five seconds again to revert back to the set temperature.

Quiet function

Pressing the fan button for more than two seconds activates/deactivates the 'Quiet' function. This function slows the speed of the indoor unit, and lowers the frequency of the outdoor unit (compressor). This function is useful when you need to consider other occupants in the house (people sleeping at night), or neighbours. It may result in inadequate cooling or heating.

Pressing the ON/OFF, Mode, Turbo or Clean buttons while operating will automatically cancel the quiet function.

FP (frost protection)

Only used in cold climates where there is a risk of the indoor unit pipes freezing. This differs to the DEFROST (dF) function that automatically occurs in the outdoor unit (when connected to power) when frost conditions are detected, refer p.7.



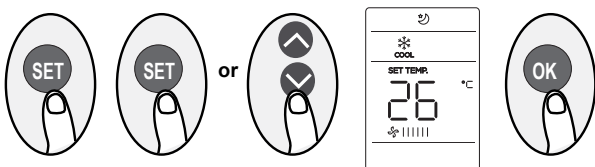
In HEAT mode press the down arrow two times (within 1 second) to activate FP. The unit will operate at a high fan speed, but at a much cooler temperature (to keep running costs down), to maintain the indoor temperature at a certain temperature to prevent freezing.

It is used for rooms or holiday homes that are not in use in winter, but could be susceptible to frost.

SET function

Press the SET button to enter the function setting, then press SET or the up and down buttons to select the desired functions. The selected symbol will flash in the display, press OK to confirm. To cancel the selected function, perform the same steps again.

The SET function will cycle through the following functions:
Sleep > Follow Me > Wireless control



Manual operation without remote

The manual button is intended for testing purposes and emergency operation only. Please do not use this function unless the remote control is lost and it is absolutely necessary.

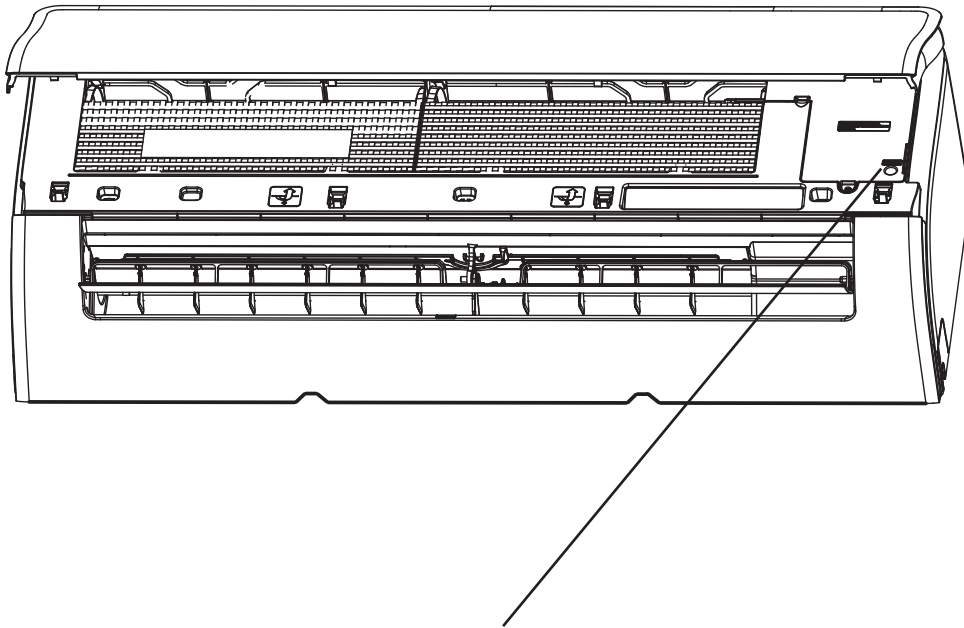
You will need a long thin tool to activate the manual control button as it is positioned underneath the electrical panel.



DO NOT undo the screw holding the control panel in place as this will expose live electrical connections. This must only be done by an authorised tradesperson.

To operate your unit manually:

1. Open the front panel of the indoor unit.
2. Locate the manual control button on the right-hand side of the unit.
3. Press the manual control button one more time to activate 'forced auto' mode.
4. Press the manual control button again to activate 'forced cooling' mode.
5. Press the manual control button a third time to turn the unit off.
6. Close the front panel.



Manual control button

You will need a long thin tool to access as it is positioned underneath the control panel.

In forced auto mode the unit operates with a set temperature of (24 °C).

Setting the angle of air flow

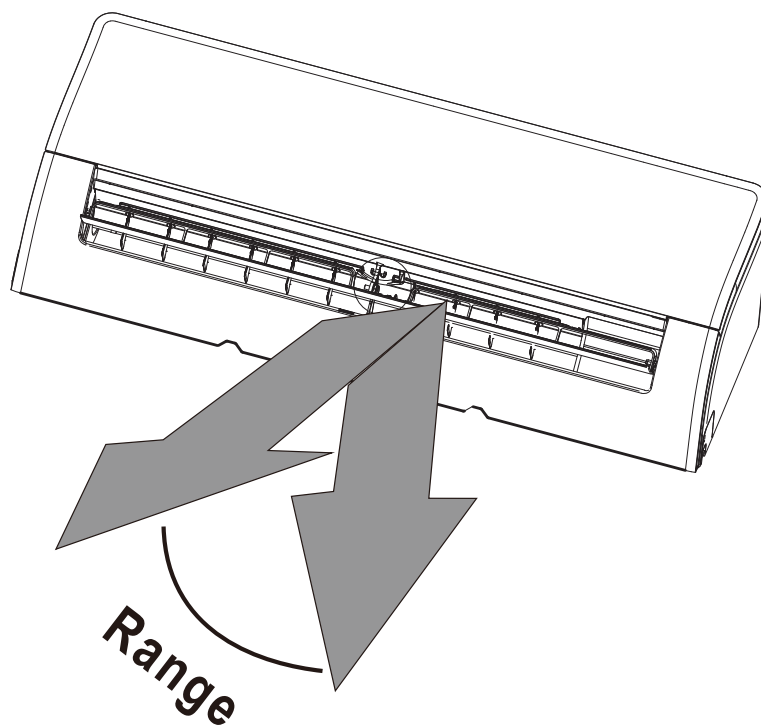
While the unit is on, use the SWING button on the remote control to set the direction of air flow, refer p.11.

Note on louvre angles

When using COOL or DRY mode, do not set the louvre at too much of vertical angle for long periods. This can cause water to condense on the louvre blade which will drop on your floor or furnishings.

When using COOL or HEAT mode, setting the louvre at too vertical an angle can reduce the performance of the unit due to restricted air flow.

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



Care and maintenance

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

Any maintenance and cleaning of the outdoor unit should be only be done by a licensed service provider.

Only use a soft, dry cloth to wipe the unit clean. If the unit is especially dirty, you can use a cloth soaked in warm water to wipe it clean. Do not use water to clean the inside of the indoor unit. This can destroy the insulation and cause electrical shock.

- **Do not** use chemicals or chemically treated cloths to clean the unit.
- **Do not** use benzene, paint thinner, polishing powder or other solvents, they can cause the plastic surface to crack or deform.
- **Do not** use water hotter than 40 °C to clean the front panel, this can cause the panel to discolour or deform.

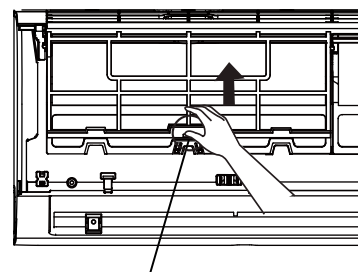
Cleaning your air filter

Clogged filters can reduced the heating / cooling efficiency of your unit, and can also be bad for your health. Make sure to clean the filter every two weeks.

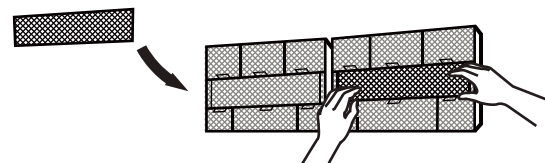
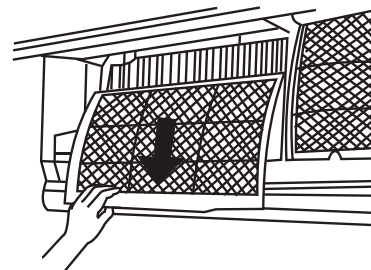
1. Lift the front panel of the indoor unit.
2. Press the tab on the end of the filter to loosen, lift it up, then pull it out.
3. If the filter has a small air freshening filter, unclip it and clean with a vacuum.
4. Clean the large air filter with warm soapy water, be sure to use a mild detergent.
5. Rinse the filter with fresh water, then shake off excess water.
6. Dry in a cool place. Do not expose the filter to direct sunlight when drying, this can shrink the filter.
7. When dry reclip the air freshening filter to the large filter and then slide the filter back in place.

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

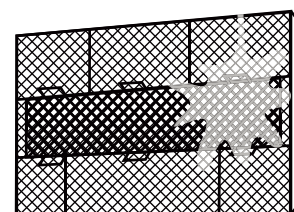
If you need new filters, please contact Rinnai.



Filter tab



Remove air freshening filter from back of larger filter



Air filter cleaning reminder

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

Air filter replacement reminder

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

To reset the reminder, press the LED button on your remote control four times, or press the manual control button three times. If you don't reset the reminder, 'nF' will flash again when you restart the unit.

After long periods of non-use

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

- Clean all filters
- Turn on the fan function until the unit dries out completely
- Turn off the unit and disconnect the power
- Remove batteries from the remote control

Pre-season inspection

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

- Check for damaged wires
- Clean all filters
- Check for leaks
- Replace batteries in remote control
- Check nothing is blocking the air inlets and outlets

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. Another possible cause could be a faulty remote, or the remote batteries need changing.
Unit changes from cool/heat mode to fan mode	<p>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.</p> <p>The set temperature has been reached, at which point the unit turns off the compressor. The unit will continue operating when the temperature fluctuates again.</p>
Indoor unit emits a white mist	In humid regions, a large temperature differential between the room's air and the conditioned air can cause a white mist.
Indoor and outdoor units emit a white mist	When the unit restarts in 'heat' mode after defrosting, white mist may be emitted due to moisture generated from the defrosting process.
Noisy indoor unit	<p>A rushing sound may occur when the louvre resets its position.</p> <p>A squeaking sound may occur after running the unit in 'heat' mode due to the expansion and contraction of the unit's plastic parts.</p>
Noisy indoor and outdoor unit	<p>Low hissing sound during operation. This is normal and is caused by the refrigerant gas flowing through the indoor and outdoor units.</p> <p>Low hissing sound when the system starts, has just stopped running, or is defrosting. This noise is normal and is caused by the refrigerant gas stopping or changing direction.</p> <p>Squeaking sound. This is normal expansion and contraction of the plastic and metal parts of the unit due to temperature changes during operation.</p>
Noisy outdoor unit	The unit will make different sounds based on its current operating mode.
Dust is emitted from indoor or outdoor unit	The unit may accumulate dust during extended periods of non-use, which will be emitted when the unit is turned on. This can be mitigated by covering the unit during long periods of inactivity.
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.
Operation is erratic or unit is unresponsive	Interference from cell phone towers and remote boosters may cause the unit to malfunction. If this occurs try disconnecting the power and then reconnecting, and pressing the on/off button on the remote to restart operation.

Issue	Possible causes	Solution
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	Remove the filter and clean
	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
Poor heating performance	Malfunctioning compressor	Service person required
	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

LED screen flashing or displaying an error code

Operational codes such as 'CL' (clean filter), 'nF' (replace filter), and dF (defrost) etc. are a normal part of operation. The screen may also display an error code. Error codes begin with letters and then numbers, for example:

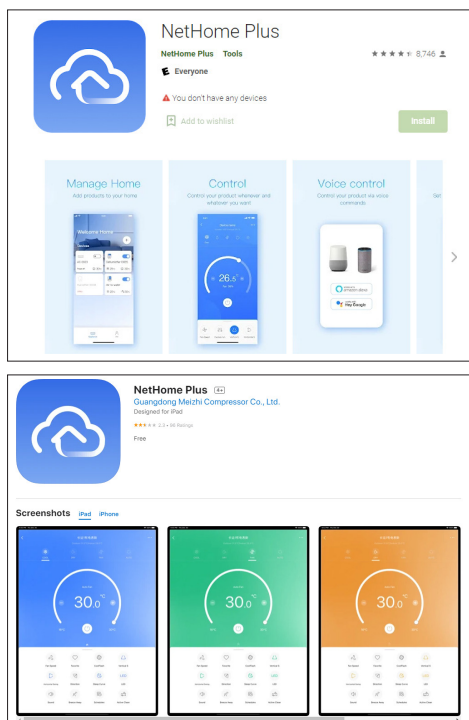
- E(x), P(x), F(x)
- EH(xx), EL (xx), EC(xx)
- PH(xx), PL(xx), PC(xx)

Sometimes an error code will resolve itself. If not turn the unit off, turn off the mains power to the unit, wait a few minutes, then turn everything back on. If the error code remains contact your installer or Rinnai for advice.

Wireless control

The Rinnai Pro Series come with wireless capability as standard, which features 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 wireless control allows you to switch on your Pro Series from outside the home, creating the ultimate in convenience and comfort.

Please note

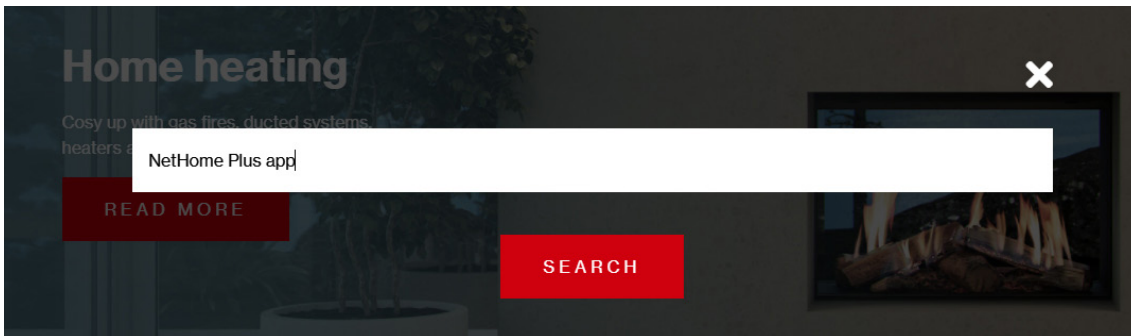


NetHome Plus is a third party App not run by Rinnai.

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

Wireless 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 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 Pro Series 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.

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 cleaning of the air filter(s) and replacement where necessary.
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 expired batteries or other 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

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>

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