

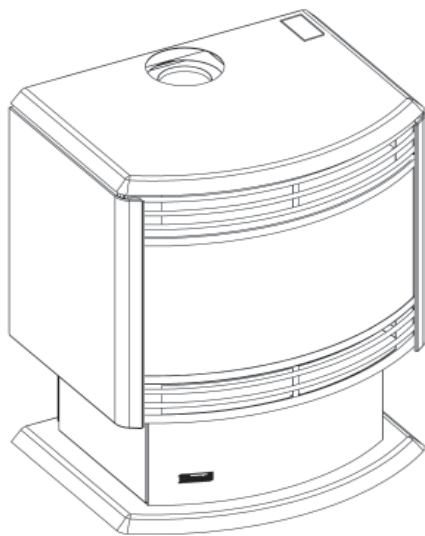
# Rinnai

## Flame Fire

### Operating and Installation Instructions

Freestanding Royale (Australia)

Timberflame FS 35 (New Zealand)



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#### **IMPORTANT**

This appliance shall be installed in accordance with:

- Manufacturers Installation Instructions.
- Local Gas fitting regulations.
- Municipal Building codes.
- AGA Gas Installation Code AG601 - NZ 5261.
- Any other relevant statutory regulation.
- This appliance must only be installed, serviced and removed by an authorised person.
- For Australian installation, this appliance must be installed with the supplied wire dressguard.

# LIMITED WARRANTY

## TERMS AND CONDITIONS

1. During the 24 month period from date of purchase and subject to clauses 2 and 3 below, Rinnai New Zealand Limited ("Rinnai") will, at its own discretion, either replace or repair any defective product at no charge to the customer.
2. This warranty covers manufacturing defects only. This warranty will not apply if (for example) the product has been improperly installed or is otherwise installed contrary to manufacturer's recommendations, has been damaged during or after installation, has not been operated in accordance with operating instructions, or has been subjected to damage or abuse beyond that expected from conditions of normal use.
3. Warranty claims may be invalid if not accompanied by details of the installing or supervising gas fitter's registration number and the gas fitting certification number.
4. This warranty commences from the date of purchase. Proof of purchase is required at the time of any warranty claim.
5. Servicing of the product is to be carried out by a Rinnai authorised service centre.

All Rinnai appliances meet or exceed the safety standards required by New Zealand gas and electrical regulations. The company is constantly improving its products and as such specifications are subject to change or variation without notice.

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

RECORD AND ATTACH YOUR PROOF OF PURCHASE BELOW:

Your Retailer: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: ( \_\_\_\_\_ ) \_\_\_\_\_

Date of Purchase: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

# OPERATION

For your convenience the controls on your new Flame Fire are situated under the cover on the top right-hand side of the heater.

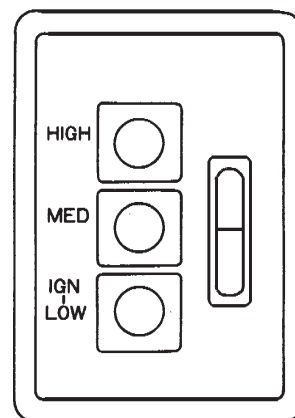
All necessary adjustments to the operation of your heater can be made with these controls.

## • IGNITION

Press the front control button firmly. This operates the built-in safety device and starts the electronic spark. The centre burner will ignite. Check that the burner has lit and continue to hold the button down for up to 15 seconds. The spark will continue while the button is held down.

If the burner does not remain alight, push the button again and release it. This will return it to the "OFF" position. Wait 30 seconds, then repeat the ignition procedure.







(The ignition button must be in the "OFF" position before attempting re-ignition).



## • TO INCREASE THE HEAT

Press the control buttons in order from front to rear, this will ignite additional burners as shown in the diagram.

There is no need to hold the buttons for 15 seconds when increasing the heat.

SETTING	INPUT	BUTTONS	FAN	BURNER PATTERN
1. Ignition/Low	16 MJ/h		High / Off / Low	
2. Medium	24 MJ/h		High / Off / Low	
3. High	35 MJ/h		High (Auto)	

## • TO DECREASE THE HEAT

This is simply done by releasing the control buttons in order from rear to front.

## • TO TURN THE UNIT OFF

Press and release the buttons in order from back to front until all 3 buttons are in the "OFF" (UP) position. The fan will continue to operate until the heater cools off.

Ensure all burners are extinguished.

## • FAN OPERATION

On the LOW and MEDIUM heater settings, the fan can be operated on the LOW speed or OFF.

**NOTE:** When the heater is turned on, there will be a delay in the operation of the fan. This ensures that a cold draft does not occur while the heater is warming up.

When the heater is turned off, the fan will continue to run until the heater has cooled down.

## • POWER FAILURE

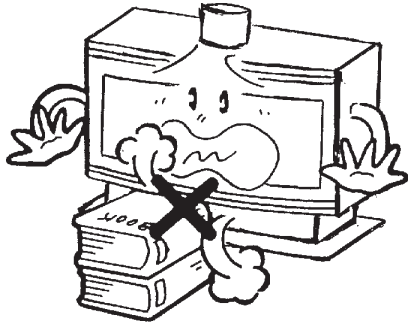
Your Rinnai Flame Fire can be used on the low and medium settings during a power failure.

However, if switched off, it cannot be relit unless power is available.

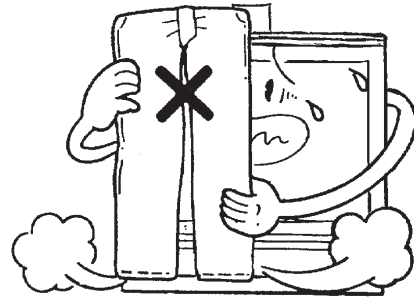
The appliance is protected by an overheat switch, and may cut out if used on the HIGH setting.

# SAFETY POINTS

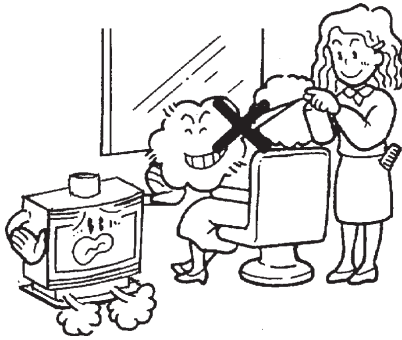
Do not restrict the warm air discharge by placing articles in front of the heater.



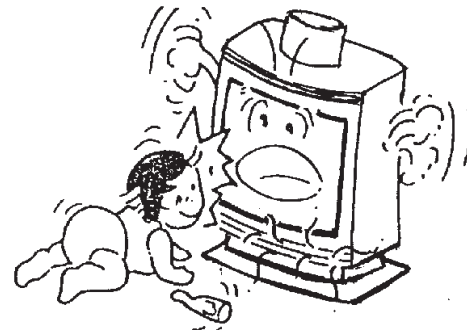
This appliance must not be used for any purpose other than heating.



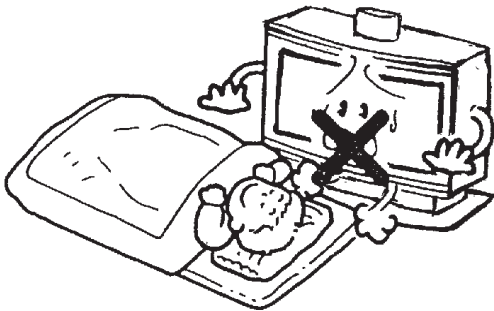
Do not spray aerosols whilst the heater is operating. Most aerosols contain butane gas, and can be a fire hazard if used near the heater when it is in use.



Young children should be supervised at all times. Hand or body contact with the louvres should be avoided.



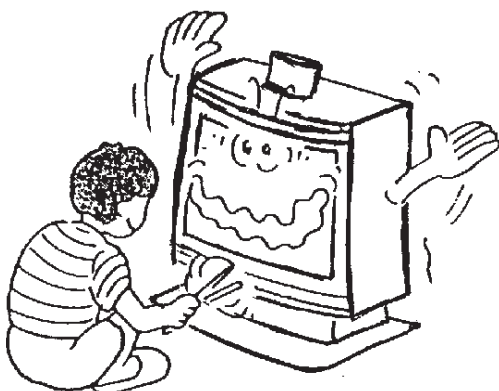
Do not allow young children or the infirm to sleep directly in front of the heater.



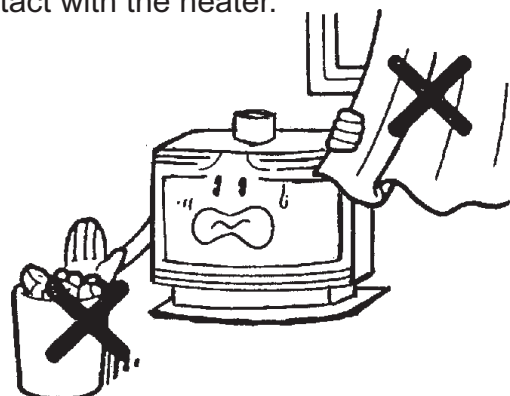
Do not allow anyone to sit on or lean against the appliance.



Do not allow anyone to post articles through the louvres.



Do not allow curtains or other flammable or combustible materials to come into contact with the heater.



# TROUBLESHOOTING

SYMPTOM	CAUSE	SOLUTION
Burner will not light	No power present No gas present Power cut Air in gas pipe Ignition Failure	Ensure power cord is plugged in and turned on Ensure gas supply is turned on Re-ignite after power is restored Purge air (installer) Repeat lighting procedure (refer page 2)
Smell of gas	Leaking gas	Turn gas off at meter and call installer
Fan not working	Heat switch not activated Fan not turned on	Allow heater to run on HIGH for 15 minutes minimum. Ensure appliance fan switch is in ON position
Small Soot Deposit	Normal operation	No action required
Soot deposit forming on Glass or Logs	Inadequate Flue System Log Misalignment Incorrect Gas Pressure	Call Rinnai Service Dept./Agent
Condensation on Glass	Normal operation	Allow heater to warm up
Streaky lines on Glass	Normal operation	Remove and clean Glass

- **NOTE:**

If you have any other faults or problems, please refer to your **Installer**.

- **CLEANING INSTRUCTIONS.**

**Before cleaning, ensure the power and gas are turned off and that the heater has cooled down.**

**Do not remove any internal wiring covers.**

**Use only non abrasive cleaners.**

**Do not use solvent based cleaners.**

- **OUTER CASE**

The outer case of the heater should be cleaned with a soft, damp cloth.

Do not use aerosol polishes to clean the casing while the heater is in operation.

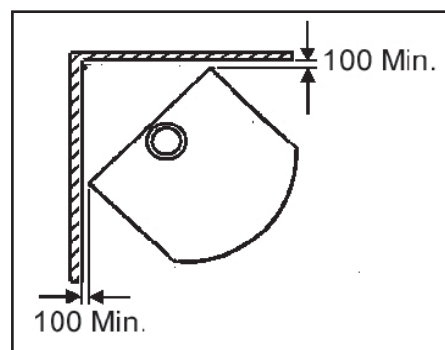
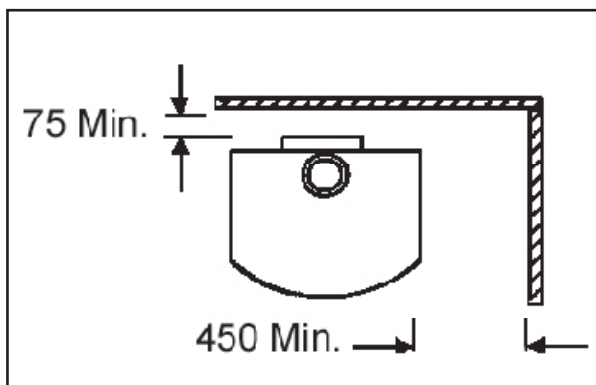
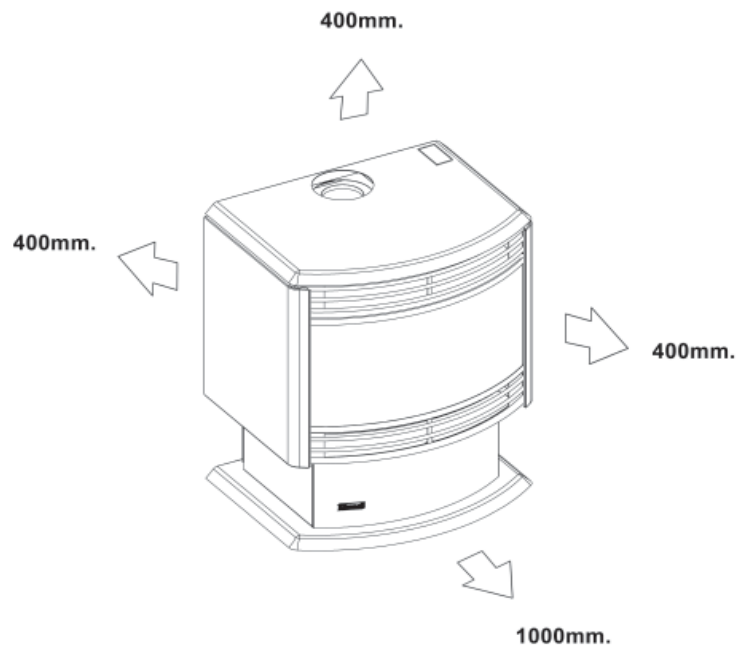
- **GLASS CLEANING**

After a period of use the glass panel may require cleaning. When your heater is cold, refer to Page 8 and follow the initial log installation instructions to remove side panels and glass for cleaning purposes.

# LOCATION

When positioning the heater, the main points governing the location are:

1. Flueing.
2. Warm air distribution.
3. The heater must not be installed where curtains or other combustible materials could come into contact with it. In some cases, curtains may need restraining. See below for minimum clearances required.

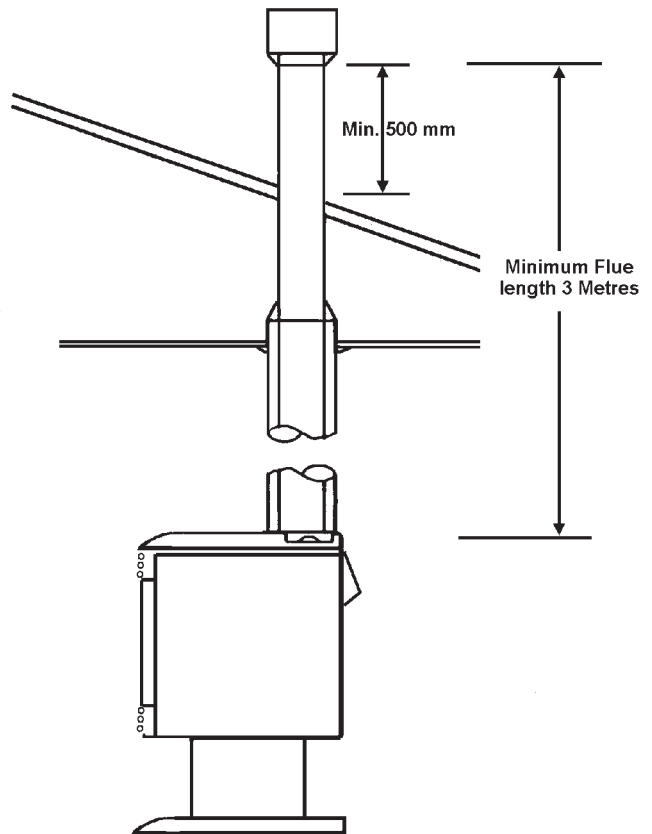


4. The heater is not designed to be built into bookcases or shelves or any combustible opening.
5. Check that room ventilation complies with local regulations.
6. Check that an EARTHED power point is within 1500mm. of the right hand side of the heater.
7. The heater does not require any additional hearth or floor protection.

# FLUEING

- **This heater requires a minimum 3m. flue.**
- Position the heater.
- Suspend a plumbline from the ceiling to the centre of the flue socket.
- Mark the centre of the flue in the ceiling.
- Make a small hole in the ceiling and double check that the flue system will be at least 25 mm clear of combustible materials.
- Cut the hole for the flue.
- Fit the ceiling plate, flue and decorative cover.

The decorative cover must be able to slide up to give access to the flue spigot. The inner flue must be supported independently of the heater but allowing sufficient movement to allow connections to and disconnections from the flue spigot.



# GAS CONNECTION

## • RUN GAS SUPPLY

For pipe sizing, refer to your local gas installation codes.

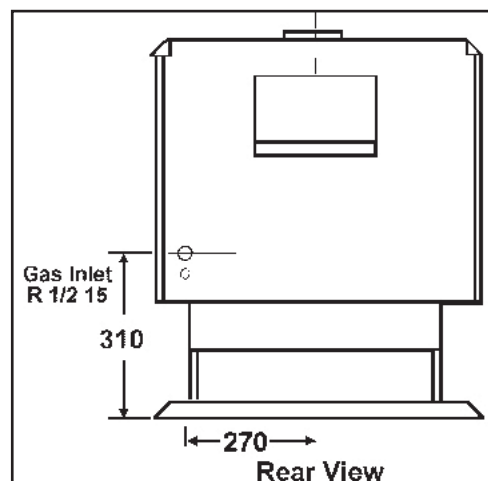
Copper supply should be run leaving a flared connection at the position shown.

PURGE SUPPLY OF AIR AND SWARF.

All foreign materials such as filings must be purged from the gas supply, as they may cause the gas valve to malfunction.

Connect and tighten union.

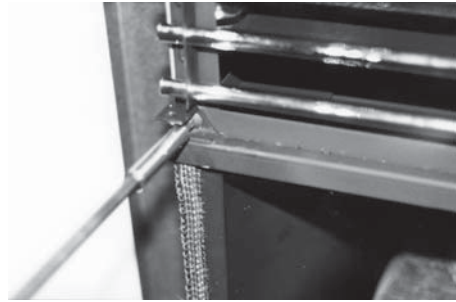
On completion of work, check for gas leaks.



# LOG INSTALLATION

The logset is packed inside the heater and the packaging must be removed prior to installing the logset in its correct position.

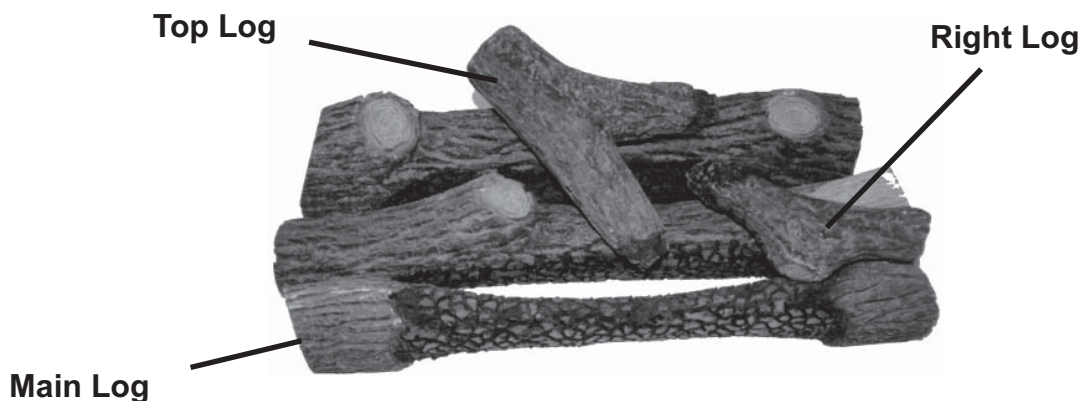
- Open both side panels.
- Remove fastenings on both sides of the top glass retainer.  
Lift retainer away from heater.
- Loosen screws on bottom glass retainer.  
Carefully lift glass out of bottom channel.
- Carefully remove log packaging.



The logset consists of a Main Log which has four pins on the top, for the location of the Top and Right Logs and two holes underneath for location onto the pins inside the heater.

**Place the logset into the heater ensuring that the locating pins enter the two locating holes on the bottom face of the logset, if not already attached.**

Carefully position the Top Log and the Right Log on the locating pins of the Main Log as shown.



**Gently place loose ember bed material in front of the front log. Do not pour as dust particles from the plastic bag may block the burner ports.** Level it with a pencil or screwdriver and remove excess material. Note: The ember bed material must be placed after the logs are fitted. If the logs are to be removed for any reason, the ember bed material must be removed first and replaced after the logs are refitted. Any material that prevents the logs sitting flat on the burner top can upset the burning pattern and performance of the heater.



- Replace glass and top glass retainer, tighten bottom glass retainer screws.
- Note: Fit glass so that the join/gap in the glass seal is at the bottom.
- Take care not to damage seals.
- Reinstall side panels.

**Note:** When first lighting the heater, the logs need to be burnt in, which may take approximately 2 hours. The flame colour may change after the initial burning in period.



# TESTING & COMMISSIONING

## TESTING PROCEDURE

Turn gas supply on and plug the unit into the power supply. (Caution 240V.)



### • TO CHECK BURNER PRESSURE

- Refer to Data Plate.
- Remove test point screw and attach manometer to test point. The test point is on the front side of the gas valve. Light heater, push control buttons to the high position and check pressure.
- If adjustments are necessary, the regulator is situated on the front of the gas control.
- After checking pressure, turn the unit off, remove manometer and replace test point screw.
- Turn the heater on and off a few times to check ignition.
- When you are satisfied that the heater is working correctly, reassemble panels.
- All burner aeration is factory preset and cannot be adjusted.
- If you are unable to get the unit to operate correctly, refer to Troubleshooting on Page 5, before contacting your local service agent as listed on Page 10.
- It may take approximately 2 hours for the logs to achieve their full flame pattern and glow.
- **During the initial burning in period, some smoke and smell may be experienced. The heater should be run on the high position in a well ventilated room until these dissipate.**

## COMMISSIONING

### • INSTALLATION AND COMMISSIONING CHECKLIST

Complete the installation / commissioning checklist and the installer / gasfitter details on page 12 and make sure that this instruction book is left with the customer.

### • INSTRUCT CUSTOMER ON USE OF UNIT

Explain to customer about use and care of unit. Make sure the customer understands the instructions.

### • EXPLAIN

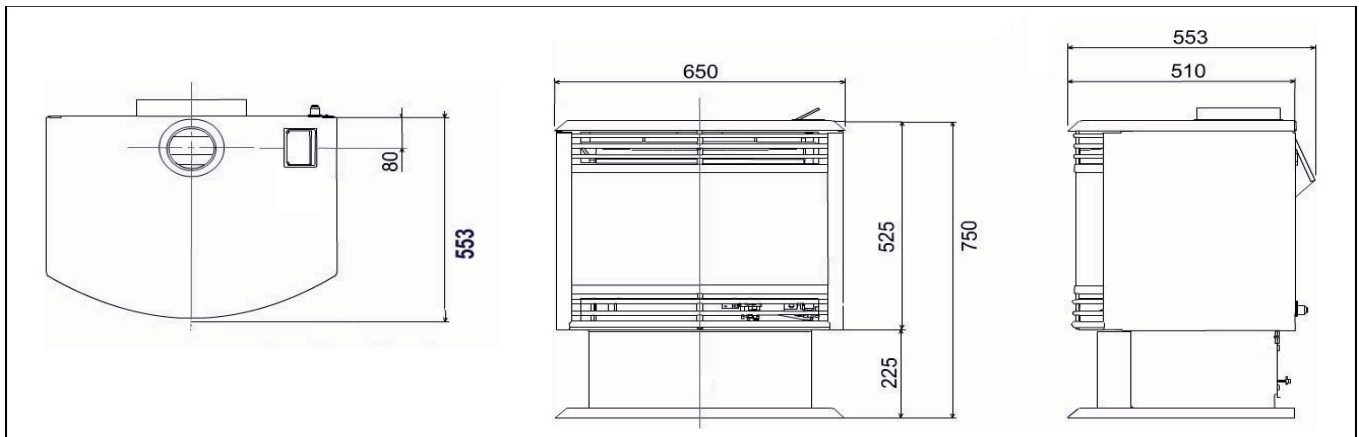
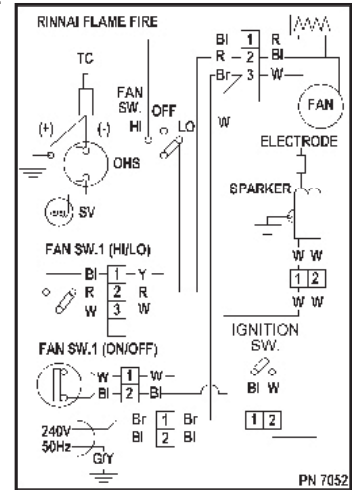
Ignition, Adjusting heat level, Fan Switch, Turning "OFF".

### NOTE:

**RINNAI RESERVES THE RIGHT TO CHANGE OR MODIFY SPECIFICATIONS WITHOUT NOTICE.**

# TECHNICAL DATA

<b>Model:</b>	FGL35 FBN (NG) Australia FGL35 FBL (Propane) Australia FS35N (NG) New Zealand FS35L (Propane) New Zealand
<b>Description:</b>	Rinnai Inbuilt Radiant/Convactor, glass-fronted, ceramic log space heater with forced convection and natural draught flue system.
<b>Input:</b>	35 MJ/h Natural Gas and Propane.
<b>Gas Control:</b>	Rinnai Push-Button Combination Control.
<b>Burner:</b>	Ceramic Logs, Ember Bed and Heat Burner.
<b>Gas Inlet:</b>	15mm. Copper Flare Connection.
<b>Test Point Pressure:</b>	Natural Gas 0.95 kPa; Propane 2.60 kPa.
<b>Flue:</b>	Natural Draught.
<b>Flue Termination:</b>	An approved 100mm. cowl must be fitted to all installations.
<b>Ignition:</b>	Electronic Spark.
<b>Power Supply:</b>	230/240v. 50Hz unit is supplied with 3 pin plug and supply lead, replace only with Rinnai P/N 90179599(Aust.) 6765B(NZ).
<b>Fan:</b>	Tangential 2 Speed, Watt Rating 90W.
<b>Data Plate:</b>	Bottom R/H side of pillar.



## SERVICE CONTACT POINTS

### RINNAI AUSTRALIA PTY. LTD. ACN. 005 138 769

**Helpline: 1300 366 388**

Mon.-Fri (8.30am-5.30pm EST)

(Cost of a local call - higher from mobile or public phones)

#### VIC./TAS:

**Head Office:** 10-11 Walker St. Braeside, Vic. 3195

**Tel.**(03) 9271 6625 **Fax.**(03) 9271 6622

**Sales Tel.**(03) 9271 6666 **Fax.**(03) 9271 6611

**Service Tel.**(03) 9271 6699 **Fax.**(03) 9271 6688

**QLD:** 1/6 Booran Drive, Logan Central, Qld. 4114

**Tel.** (07) 3209 4622 **Fax.** (07) 3209 4722

**WA:** 18 Belgravia St. Belmont, WA. 6104

**Tel.** (08) 9478 3355 **Fax.** (08) 9277 2531

**NSW./ACT:** 62 Elizabeth St. Wetherill Park, NSW 2164

**Tel.** (02) 9609 2888 **Fax.** (02) 9729 5260

**SA./NT:** 140 Days Rd. Ferryden Park, SA. 5010

**Tel.** (08) 8345 0292 **Fax.** (08) 8345 4760

### RINNAI NEW ZEALAND LTD.

105 Pavilion Drive, Airport Oaks, Mangere, Auckland, NZ.

PO Box 53177, Auckland Airport, Manukau, 2150 **Tel.** +64 9 257 3800 **Fax.** +64 9 257 3899

24 Hr. Service **Tel.** 0800 867 46624 (**0800 TORINNAI**)

**Internet:** [www.rinnai.co.nz](http://www.rinnai.co.nz)

**Email:** [service@rinnai.co.nz](mailto:service@rinnai.co.nz)



# INSTALLATION / COMMISSIONING CHECKLIST

## (To be completed by certified Gas Installer)

Model: \_\_\_\_\_

	NO	YES
1. Was a fireplace inspection carried out? (ie. clearances, combustibles etc.)	<input type="checkbox"/>	<input type="checkbox"/>
2. Was chimney inspected?	<input type="checkbox"/>	<input type="checkbox"/>
3. Did chimney require flue liner system to be installed?	<input type="checkbox"/>	<input type="checkbox"/>
If NO, did chimney meet specified criteria as per manual?	<input type="checkbox"/>	<input type="checkbox"/>
4. Has specified gas pressure been set?	<input type="checkbox"/>	<input type="checkbox"/>
5. Are decorative logs located correctly on pins?	<input type="checkbox"/>	<input type="checkbox"/>
6. Have ember granules been placed and free of dust and powder?	<input type="checkbox"/>	<input type="checkbox"/>
7. Has appliance been sealed around the fireplace?	<input type="checkbox"/>	<input type="checkbox"/>
8. Has the appliance been commissioned?	<input type="checkbox"/>	<input type="checkbox"/>
9. Is the end-user fully aware of operating procedure?	<input type="checkbox"/>	<input type="checkbox"/>

## INSTALLER / GASFITTER DETAILS

Company Name: \_\_\_\_\_

Gasfitters Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Certificate of Compliance / Certification Number: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_