

Operation Manual



Recommended for a new build installation into a false (mock) chimney.
Not suitable for retrofitting into an existing masonry fireplace.

Appliance must be installed with a Rinnai supplied flue system.

This appliance shall be installed in accordance with:

- Manufacturer's installation instructions
- AS/NZS 5601
- Local regulations and municipal building codes

Installation, servicing and repair shall be carried out only by authorised personnel.

Please retain this manual for future reference.

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WARNING

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



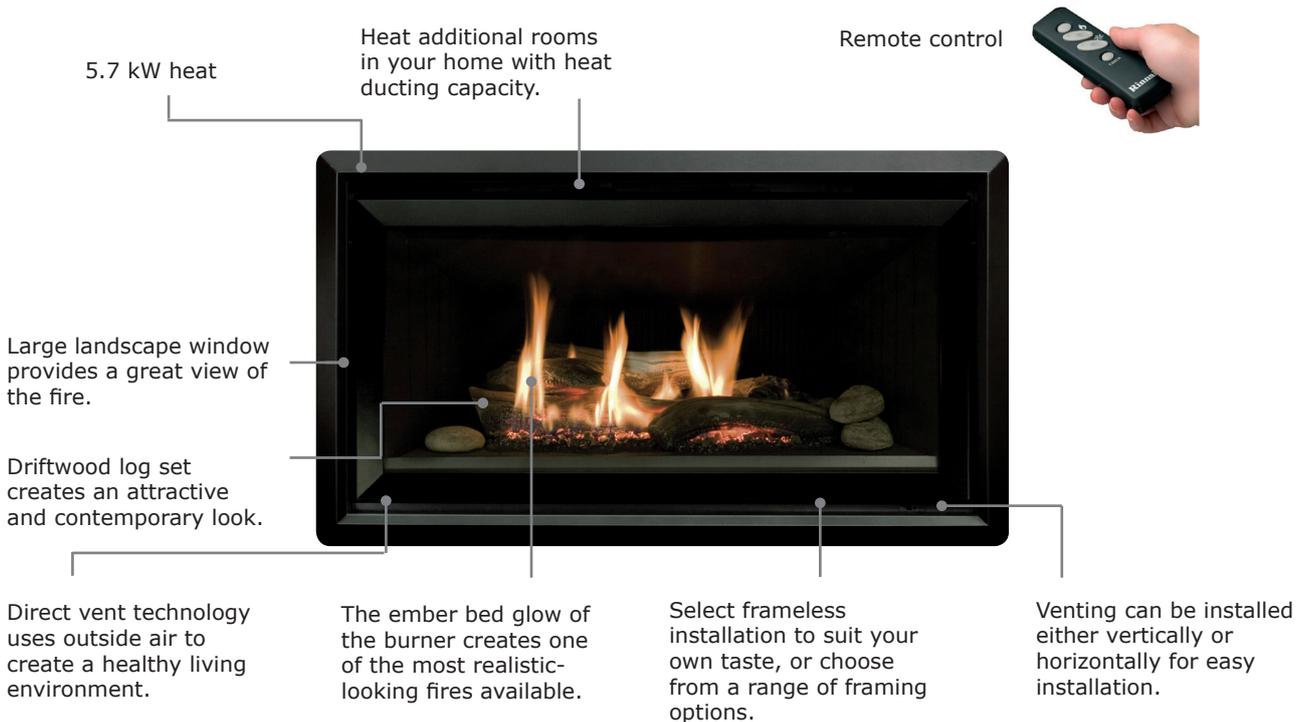
For assistance or additional information contact Rinnai on 0800 RINNAI (0800 746 624).

Introduction

A focal point in any room

The Rinnai Symmetry RDV3600 has been developed to provide all the same great styling as the Rinnai Symmetry RDV3610 but at a lower efficiency and lower cost.

The Rinnai Symmetry RDV3600 is ideally suited to areas as a secondary heating source.



Gas Consumption:	19-33 MJ/h (low to high)
Output:	2.9-5.7 kW



This manual has been written to:

- Highlight the safe operation and positioning of this appliance
- Provide advice on maintenance, servicing and troubleshooting to ensure optimum performance

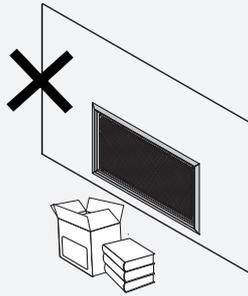
Safety



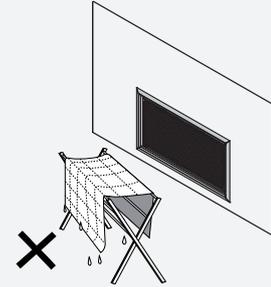
This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

- THE HEATER MUST NOT BE USED IF THE GLASS PANELS ARE DAMAGED
- DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE
- DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE
- DO NOT MODIFY THIS APPLIANCE
- DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION

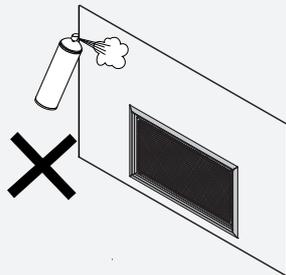
Do not restrict warm air discharge by placing articles in front of the appliance.



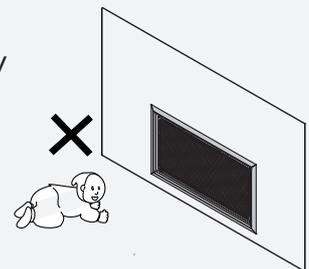
This appliance must not be used for any purpose other than heating.



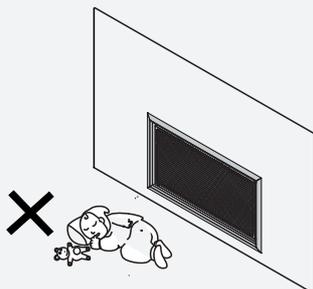
Do not spray aerosols while the appliance is operating. Most contain butane gas which can be a fire hazard if used near the appliance.



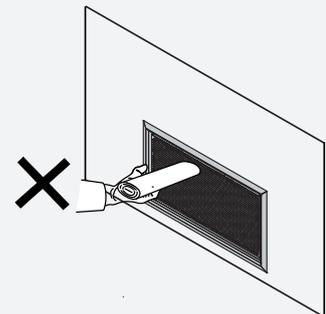
Children should be supervised at all times to ensure they do not play with the appliance. Hand or body contact with the appliance must be avoided.



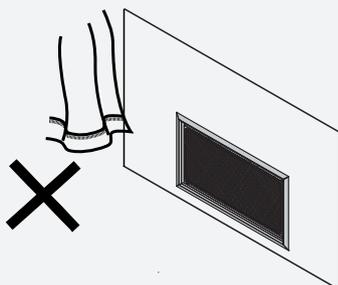
Do not allow anyone to sit, lean or sleep directly in front of the appliance.



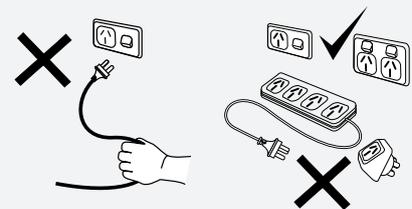
Do not allow anyone to post articles through into the heater



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



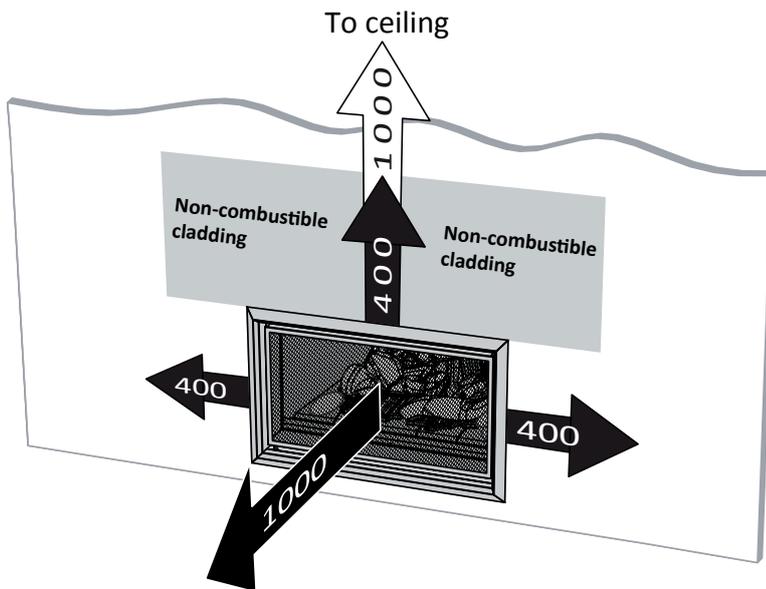
Do not unplug the appliance while it is operating. Do not use power boards or double adaptors to operate this appliance.



Clearances

The appliance must not be installed where curtains or other combustible materials could come into contact with the heater. In some cases curtains may need restraining.

The clearances listed below are minimum clearances unless otherwise stated. There are further details on mantel and surround clearances on the next page.



Note
The 400 mm side clearance includes side walls

Up-wall installations

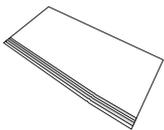
If the Symmetry is being installed up the wall, the recommended minimum clearance is 1000 mm to the ceiling.

Non-combustible cladding

Non-combustible cladding such as 9 mm Eterpan MD¹ (extending at least the full width of the appliance and 400 mm in height) to be installed directly above the fire as shown. This is required due to high temperatures in this area.

Floor protection

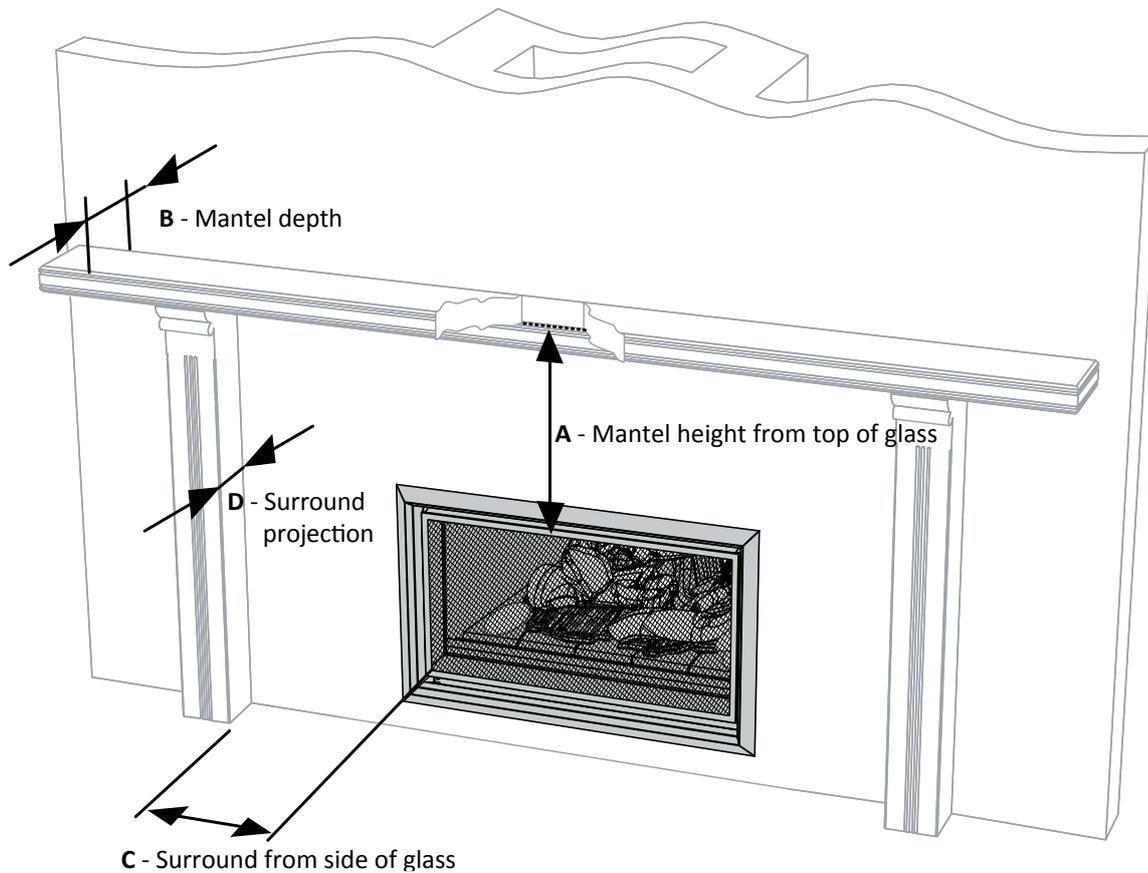
Heat emanating from this fire may over time affect the appearance of some materials used for flooring, such as, carpet, vinyl, cork or timber. This may be amplified if the air contains cooking vapours or cigarette smoke.



To avoid this occurring, it is recommended that a mat be placed in front of this appliance.

¹ 9mm Eterpan MD (medium density) is supplied by PBS Ltd (www.pbs.co.nz). Other materials may also be suitable, please seek advice from a cladding supplier as to the correct application and specification of the material.

Mantels, surrounds, and hearths



A mantel and surround are allowed providing they are outside the minimum clearances shown below. Due to the different sized Symmetry frames, the dimensions are taken from the edge of the glass.

A	Mantel height from top of glass	550 mm minimum
B	Mantel depth at 550 mm (vertical clearance)	250 mm maximum
For every 50 mm of added mantel depth, there must be an additional 100 mm of vertical clearance. For example; a mantel depth (B) of 300 mm will require 650 mm (A) of vertical clearance.		
C	Surround from side of glass	400 mm minimum
D	Surround projection at 400 mm (side clearance)	250 mm maximum

Hearths

A hearth is not necessary but can be used for decorative purposes or protection of sensitive flooring if required. It must not obscure the front of the fire.

General information

Before operation



Read these instructions to get an overview of how to operate, maintain and service your Rinnai Symmetry RDV3600.

Cladding and finishes

The Symmetry RDV3600 comes in two framing options; framed and frameless. Framed is best suited to a dry wall/plaster finish, the frameless option suits cladding with a finished edge such as tiles, brick or polished granite. Both options are shown below to highlight the difference.

Framed



Frameless



With the framed and frameless installation the fire is a permanent fixture. The fire is screwed to the framing before the cladding. Once the cladding has been fixed in place the Symmetry RDV3600 has been framed into a permanent position.

The depth of the Symmetry RDV3600 is adjustable to accommodate a range of cladding options. This is important for a frameless installation to achieve a flush finish. Where the edge is visible an aluminium edge can be used to hide the visible cladding.

Electrical connection



The standard electrical connection is to the right hand side of the heater front assembly. If necessary this can be changed by your electrician to terminate on the left.

The connection is either direct wired or connected to a power point within the cavity. A 1500 mm power cord is supplied with a 3-pin plug. This must be connected to a dedicated earthed power point. The electric isolation switch must be accessible after the appliance has been installed.

The heater must not be located immediately below a socket outlet (potential fire hazard).

If the supply cord is damaged, it must be replaced by a licensed tradesperson. This must be a genuine replacement part available from Rinnai, part number 6765B.

Heat transfer kit

The heat transfer ducting kit is available as an optional accessory. This allows heat from the Symmetry RDV3600 to be transferred to another area of the house.

It is best to install the kit at the same time as the fire due to the additional space required for installation. The heat transfer kit must be installed by a licensed tradesperson.

Installation by a licensed tradesperson

Ensure your installer talks to you about the use and care of this appliance and that you understand these instructions. They also need to complete the appliance commissioning sheet and installer details and leave this manual with you.

Safety devices

Your Rinnai Symmetry RDV3600 is designed with the following safety devices.

- light to pilot
 - combustion chamber pressure relief
 - electronic flame supervision (flame failure)
-

Soot deposits

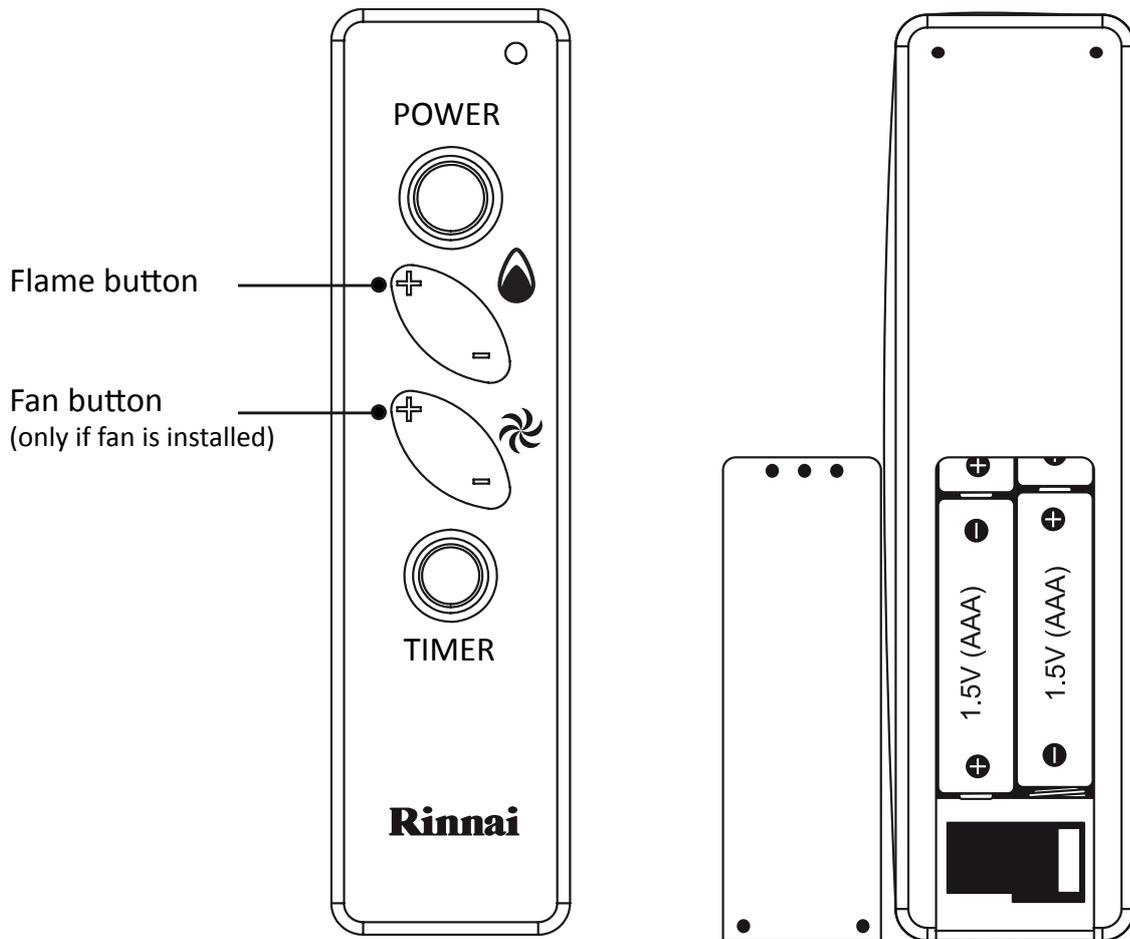
Small soot deposits (carbon deposition) on the log set or glass is normal. Significant build up however is not normal and will require a service call. Refer to the Troubleshooting section for further information.

TV installation (not suitable)



A TV is not suitable for installation above the Symmetry RDV3600 due to the heat produced directly above the unit.

Remote control



Infra-red remote control. To operate, the remote control must be within 5 m and in the direct line of sight of the Symmetry DV3600. Some fluorescent lights may interfere with the transmission of the remote control signal. If this occurs try changing the position from which you are operating the remote.

Avoid leaving the remote control in direct sunlight or near heat. Avoid dropping the remote control or getting it wet.

Controller dimensions: H - 145 mm, W - 37 mm, D - 20 mm

Batteries

Battery type: 4 x AAA batteries (do not mix old and new)

If the remote control is not going to be used for a long period, remove batteries as this will help avoid damage from leaking batteries.

To replace batteries, slide open the cover located on the back of the remote control. Install batteries ensuring that the correct polarity is observed.

Operation using the remote control

Flame



Increase or decrease the burner flame using the + or - button on the remote. Holding the + or - for approximately 15 seconds will increase or decrease the burner flame to the maximum or minimum setting.

Fan operation



Will only work if the optional Rinnai Symmetry DV3600 fan kit has been installed. The Symmetry DV3600 has a two-speed fan and its operation is independent of the burner setting.

Press and release the + or - on the fan button to increase or decrease the fan speed. Pressing and releasing the - when the fan is at low speed will turn the fan off.

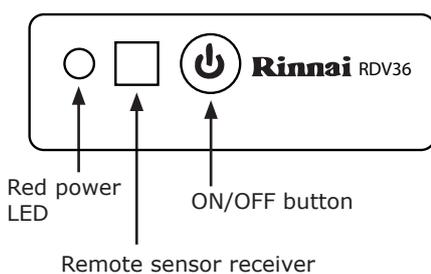
When the heater turns on the fan will automatically come on (on the low setting). Once the heater is turned off, the fan will continue to run to remove heat from within the appliance. The fan will stop once the unit cools down.

Timer



Pressing the Timer button once the red power LED on the unit will start flashing and after 30 minutes the appliance will automatically turn off. Pressing the Timer button again (within the 30 minutes) will cancel the timer function.

Operation without the remote control



If you lose your controller or the batteries go flat after starting, you can still operate your unit. Press and release the ON/OFF button. This will start the electronic spark and the Power LED will be permanently illuminated. The pilot will ignite first and then automatically go to the high setting (stage seven modulation). Pressing the ON/OFF button again will turn the unit off.

Under gas failure conditions, the appliance will go into lock out after sparking for one minute. Under lock out the Power LED will remain illuminated. To start the appliance again, press and release the ON/OFF twice after gas supply resumes.

In the event of a power failure the Symmetry RDV3600 will turn off and will need to be manually turned on again when power is restored. This is a safety feature.

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 to do Repeat ignition steps
Smell of gas	Leaking gas	Turn off gas at meter or LPG cylinder and call installer
Small soot deposit on logs	Normal operation	No action required
Severe soot deposits forming on logs or glass	Inadequate flue system, incorrect gas pressure or log misalignment	Contact a Rinnai Service Centre
Condensation on glass	Normal operation	Allow heater to warm up and condensation will disappear
Streaky lines on glass	Normal operation	Clean glass
Unit not coming on when using remote control	Flat batteries Not pointing remote directly at unit	Check batteries are in place correctly or replace with new batteries Point remote at infra-red sensor, less the 5 m away from the unit

During installation there will be an initial burning in period where some smoke and smell may be experienced. This is a normal part of the operation.

Appliances incorporating a live fuel effect, and designed to operate with luminous flames, may exhibit slight carbon deposits.

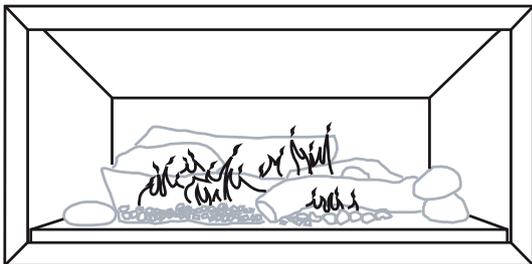
Abnormal flame pattern

Each Rinnai Flame Fire has a distinct flame pattern. This should look the same every time you start your fire, after an initial warm up period of approximately 20 minutes.

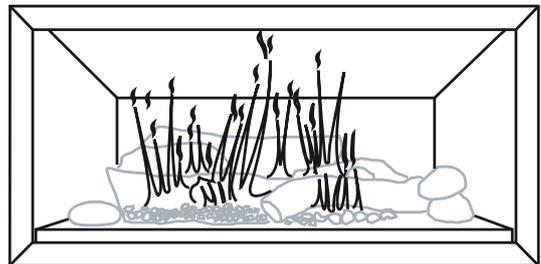
Abnormal flame performance and/or pattern can indicate a problem with your fire, such as blocked gas injectors or artificial logs/burn media have shifted from when the fire was first installed. There are some warning signs that could indicate a problem.

- Unusual smell from the appliance
- Continued difficulty or delay in establishing a flame
- Flame appears either very short or very long

Normal



Abnormal



- Flame only burns part way across the burner
- Severe soot building up on the inside of the glass door

If any of the above signs occur, please call Rinnai to discuss.

Maintenance and servicing

All external surfaces of the heater can be cleaned using a soft damp cloth and mild detergent. DO NOT use solvents and do not attempt to clean the heater while it is hot or operating.



Rinnai has a maintenance/service and spare parts network with personnel who are fully trained and equipped to give the best advice on your Rinnai appliance. If your appliance needs maintenance/servicing, please call Rinnai (0800 746 624) from a land line and select option one for a service centre in your area.

For reliable operation Rinnai flame fires should be serviced every two years, including inspection of the flue system. If they are in a particularly dusty environment or subject to excess lint, for example dog hair, or where there are newly laid carpets, then annual servicing would be beneficial.

Regular maintenance/servicing is not covered by the Rinnai warranty.

Do not attempt to carry out any service work other than that mentioned in the troubleshooting section. If you have any other faults or problems, please refer to your installer or call Rinnai.

Glass cleaning

The inside of the glass can be cleaned using a clean dry cloth and mild detergent.

1. Lift off the inner frame

Pull the bottom section off the lower magnets, and lift the frame up and off.



2. Unscrew the glass frame

Unscrew the four outer screws. DO NOT remove the inner screws as this will cause the glass to fall out of the frame.



3. Carefully remove the glass frame

Lift from the top tab—pulling the glass out and then off.



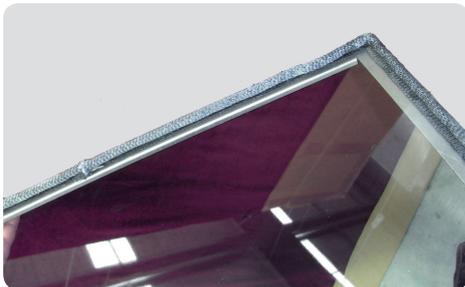
4. Clean the glass

Using a dry cloth and mild detergent, clean the inside of the glass.



5. Check the glass seal

The glass seal is critical to the safe and effective performance of the appliance. Before replacing the glass frame, check the glass seal to ensure there is a complete seal, and no part is worn or damaged. If damaged it will need replacing by a Rinnai Service Centre.



6. Reassemble

Reattach the glass and inner frames to the Symmetry.



Commissioning

The installer must complete the installation and commissioning checklist below and make sure this manual is left with you. They must also explain about the use and care of the Symmetry and make sure you understand the safety instructions and operation of the appliance.

If operating without a dress guard please follow the safety instructions to prevent the risk of injury.

Checklist

- Appliance positioned in a suitable location (clearances, combustible clearances, mantels and surrounds etc.).
- Rinnai flue system installed and tested to ensure effective draw.
- Gas pressure checked and set.
- Burn media installed as per instructions.
- Appliance tested for correct operation and to ensure no gas leaks.
- Customer instructed on operating procedure and safety requirements.

Installer details

Company name: _____

Installer name: _____

Address: _____

Phone: _____ Mobile: _____

Certificate of Compliance number for installation: _____

Signed: _____ Date: _____

LIMITED WARRANTY

Rinnai brings you peace of mind
with a 2 year minimum 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: _____ / _____ / _____

Rinnai

Rinnai

EXPERIENCE OUR INNOVATION

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Phone: (09) 257 3800

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Email: info@rinnai.co.nz

Website: www.rinnai.co.nz

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Rinnai is constantly improving its products and as such information and specifications are subject to change or variation without notice.