

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.
- Appliance must be installed, commissioned and serviced by a licensed tradesperson in accordance with these instructions and all applicable local rules and regulations.
- 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.

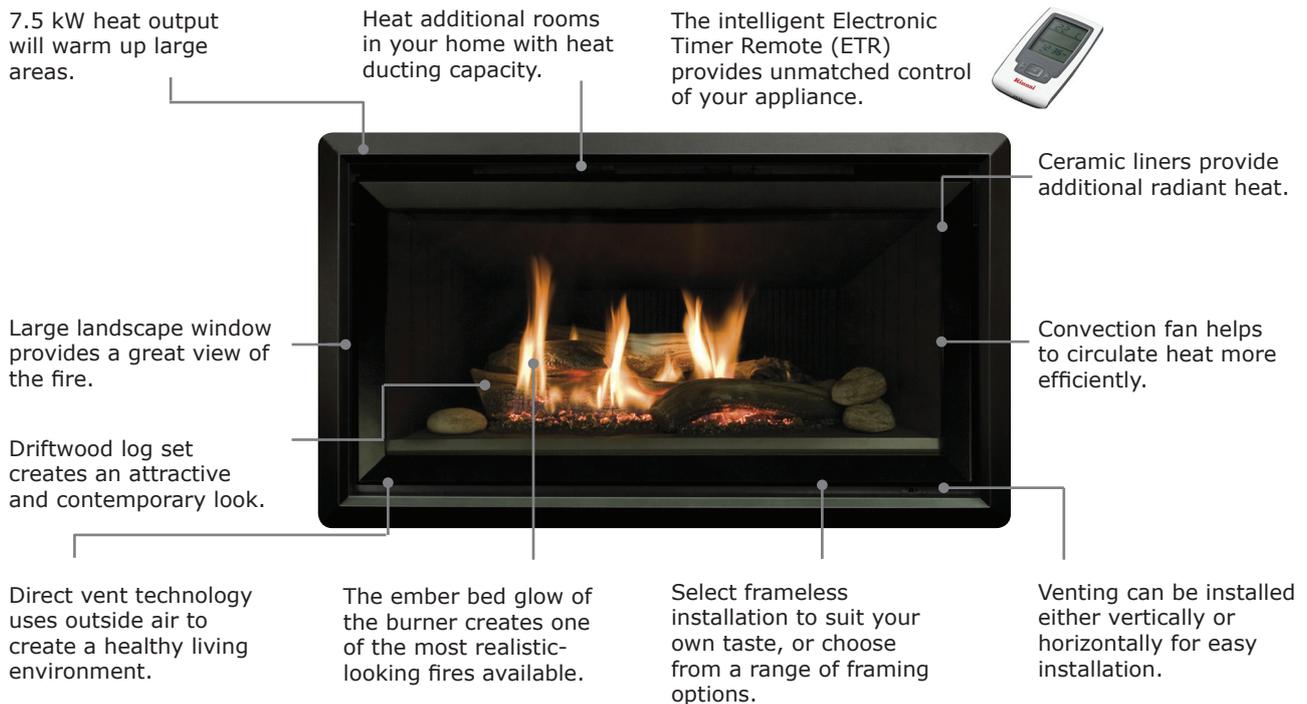


For assistance or additional information contact Rinnai on 0800 RINNAI (0800 746 624).

Introduction

Heat your home with four-star efficiency

By installing a Rinnai Symmetry RDV3610 you can be confident that you are choosing an incredibly efficient and safe heating source for your home. The Rinnai Symmetry RDV3610 was awarded a four plus star energy rating after vigorous testing by the Australian Gas Association for energy efficiency and safety.



Gas Consumption:	19-33 MJ/h (low to high)
Output:	4.2-7.5 kW
Efficiency:	80%



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

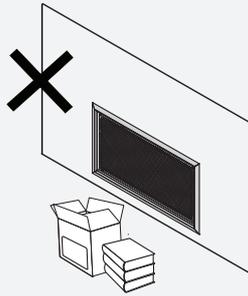
Safety



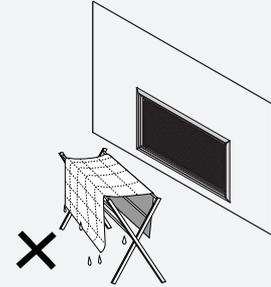
This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

- 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

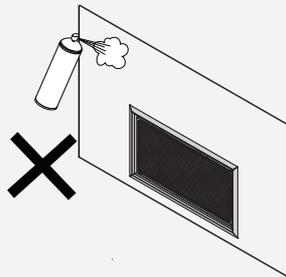
Do not restrict warm air discharge by placing articles in front of the appliance.



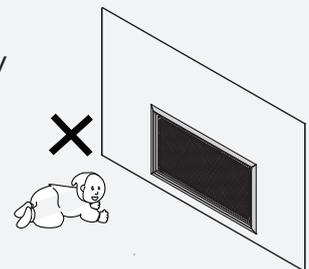
This appliance must not be used for any purpose other than heating.



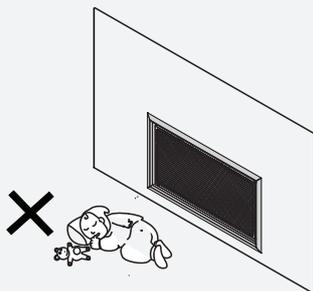
Do not spray aerosols while the appliance is operating. Most contain butane gas which can be a fire hazard if used near the appliance.



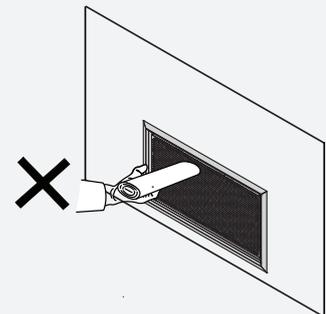
Children should be supervised at all times to ensure they do not play with the appliance. Hand or body contact with the appliance must be avoided.



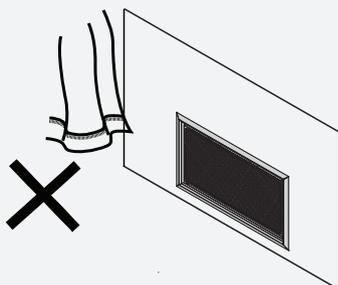
Do not allow anyone to sit, lean or sleep directly in front of the appliance.



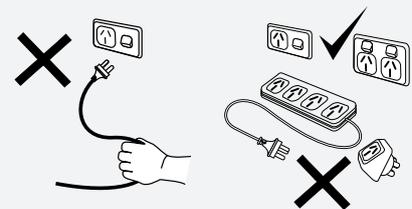
Do not allow anyone to post articles through into the heater



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



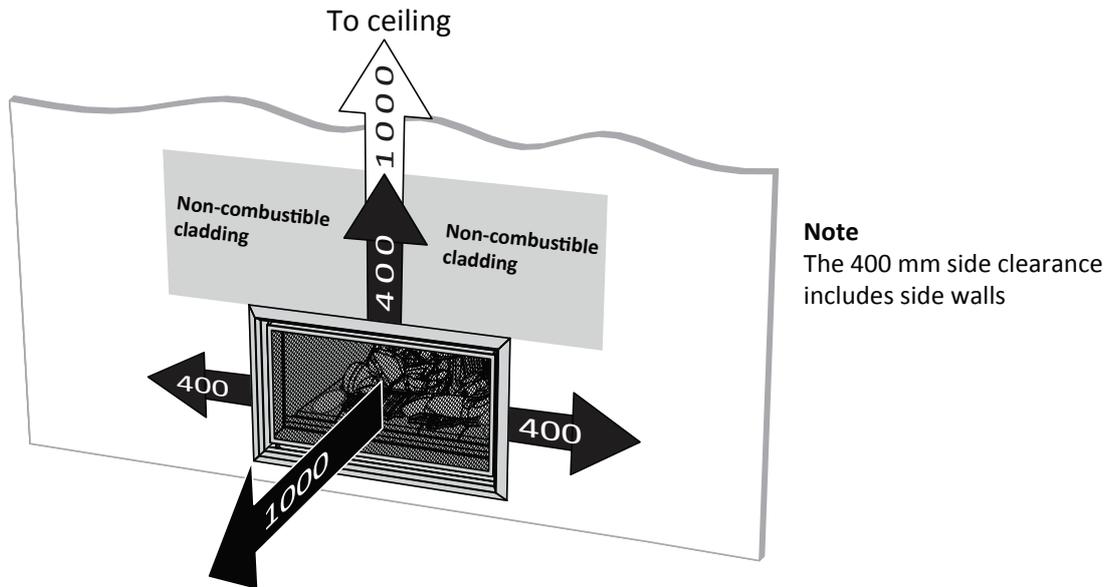
Do not unplug the appliance while it is operating. Do not use power boards or double adaptors to operate this appliance.



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.



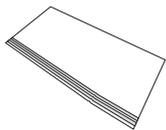
Up-wall installations

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 to minimise the risk of scorching or fire in the event of a power failure (fan will stop running and hot air will rise directly above the unit).

Floor protection

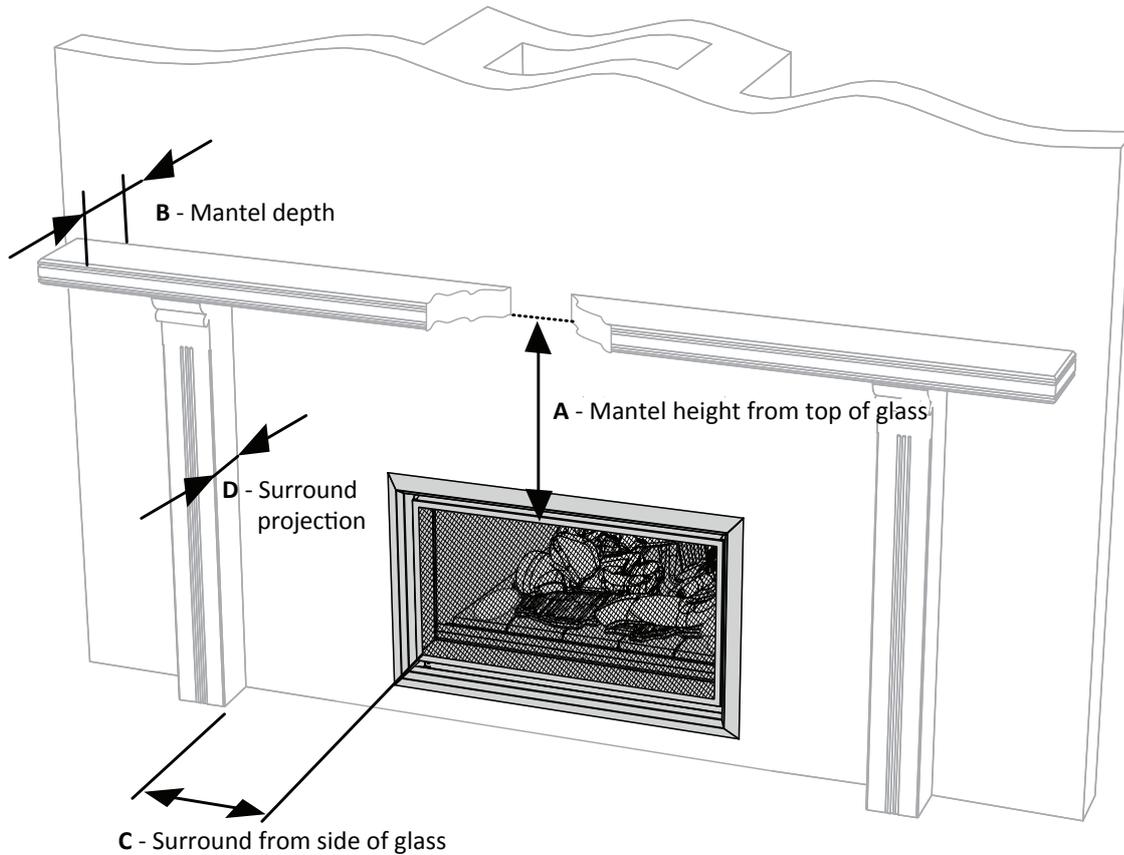


Heat emanating from this fire may over time affect the appearance of some materials used for flooring, such as, carpet, vinyl, cork or timber. This may be amplified if the air contains cooking vapours or cigarette smoke.

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

¹ 9 mm 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 number of different sized Symmetry frames, the dimensions are taken from the edge of the glass.

A	Mantel height from top of glass	400 mm minimum
B	Mantel depth at A - 400 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 350 mm will require 450 mm (A) of vertical clearance.		
C	Surround from side of glass	250 mm minimum
D	Surround projection at C - 250 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 RDV3610.

Cladding and finishes

The Symmetry RDV3610 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



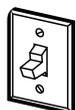
Frameless



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 RDV3610 has been framed into a permanent position.

The depth of the Symmetry RDV3610 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 RDV3610 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 RDV3610 is designed with the following safety devices:

- light to pilot
 - combustion chamber pressure relief
 - overheat safety switch
 - 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 above fireplace



If installing a flat screen TV above the fire the main issue is heat. Heat from the fire and heat from the flueing components that sit behind the TV, especially if recessed.

The Symmetry RDV3610 has a fan that distributes warm air from the top of the appliance out into the room. As warm air is dispersed outwards as opposed to directly upwards, installation of a TV may be an option.

For further information please contact Rinnai or refer to the FAQ's section on our website for the Symmetry RDV3610. This illustrates recommended minimum clearances when installing a TV directly above the Symmetry RDV3610 or into a recess.

http://www.rinnai.co.nz/product_faq_8_rinnai_symmetry_rdv3610.html

Wireless controller



Your wireless controller is designed to be wall mounted on a bracket (supplied with the controller) within 10 m of the fire.

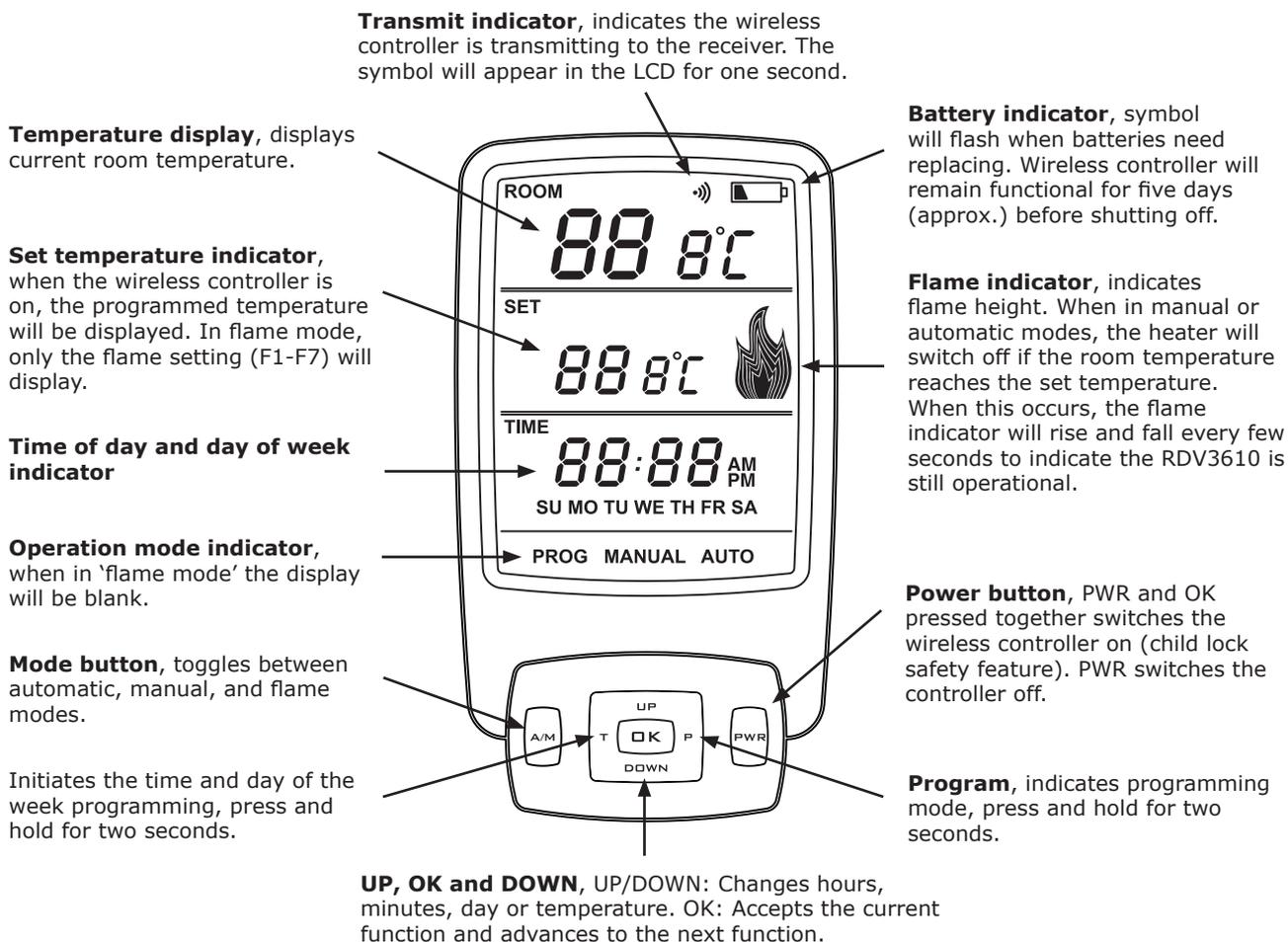
The controller houses the thermostat that senses the room temperature and communicates information back to the Symmetry RDV3610 via radio frequency. It needs to be positioned in the same room as the Symmetry RDV3610 and the area that requires heating—a place not subject to temperature fluctuation. For example; if placed near a door subject to cold drafts, the controller will sense the room is much colder than it is and the RDV3610 will keep heating the room, when in reality the set temperature has been reached.

Ideal position for the controller is:

- Away from possible drafts in the room
- Away from direct sunlight
- Suitable distance away from the heater (between 2 - 10 m)
- Ideally 1.5 m from the floor (approximately at chest height when standing)

Battery type: 2 x AA batteries
 Battery life: approximately 12 months
 Controller dimensions: H - 140 mm, W - 80 mm, D - 20 mm

When the batteries are changed all settings will be lost and the controller will revert back to the initial setup screen.



Handy tips

- Always turn the appliance on and off with the wireless controller
- If the appliance is not going and the LED (on the side of the unit) is on solid, push the button on the control panel twice (within four seconds) to get the appliance to attempt to re-ignition
- If you turn the appliance on with the button on the control panel, make sure the wireless controller is on, otherwise the appliance will turn off
- If the LED on the appliance is off, check the flame symbol on the wireless controller; if it is pulsing, the appliance is still on and will re-light when the room temperature drops

Operation of your RDV3610

Child lock

The controller has a built-in child lock function that requires pressing two buttons simultaneously. This function cannot be overridden.

To turn the controller on, press PWR and OK at the same time. Pressing PWR will switch the controller off.

Fan

On start-up, the fan will start approximately four minutes after the heater is switched on. This delay is to reduce the amount of cold air being pushed out into the room.

On shut-down, the fan will stop approximately eight minutes after the heater is switched off. This is to cool the appliance down.

Modes of operation

Your RDV3610 has three modes of operation:

1. Manual (set temperature) mode
2. Automatic (programmed timer and temperature) mode
3. Flame control mode

Important

The RDV3610 is designed to run as efficiently as possible. When in manual or automatic modes, the heater will switch itself off if the room reaches the set temperature, i.e. in smaller rooms that heat up quickly. When this occurs, the flame indicator on your controller will rise and fall every few seconds to indicate the RDV3610 is still operational. The heater will restart again once the room temperature falls below the set temperature. ALWAYS check your wireless controller before going to bed or leaving the building to ensure the heater has been switched off.

If you want the RDV3610 to operate regardless of room temperature, you can adjust the controller to flame control mode only.

Start-up

When turning the RDV3610 on, the heater will automatically go to the highest setting for approximately 45 seconds—this is to establish the flame pattern. You can adjust the heater during this period but there will be a 45 second delay.

Over temperature automatic shut off

The controller when operating in any of the three modes will automatically shut down and switch the heater off if the room temperature exceeds 40 °C for more than three minutes—this is a safety feature.

Modes of operation

Manual mode

- Temperature can be set at any level
- Time and day of week does not need to be set

With the controller turned on, press and release the A/M button until the word 'MANUAL' appears on the LCD. Press and hold the 'UP' and 'DOWN' buttons to increase/decrease the temperature by 1 °C.

Automatic mode

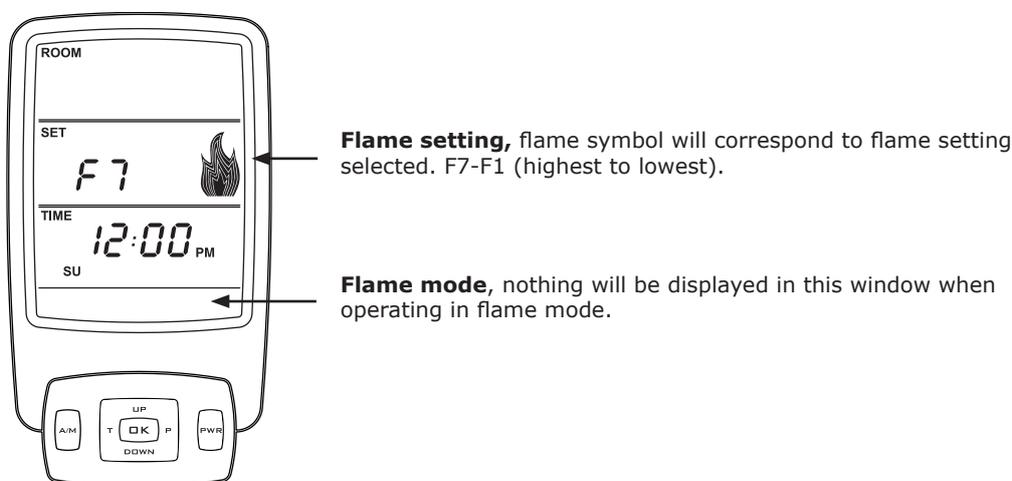
- Temperature is regulated to a programmed level and time (p. 14)
 - Time and day of week needs to be set
 - At any time the temperature may be adjusted up or down
-

Flame control mode

Allows you to set your preferred flame setting and override the set temperature—your heater will not automatically turn itself off (unless the room exceeds 40 °C).

To activate the flame mode:

1. Turn the controller on (PWR and OK).
2. Press the A/M button until the MANUAL or AUTO symbol disappears from the bottom of the LCD.
3. The LCD will display the following. Use the UP and DOWN button to adjust the flame setting (seven flame stages in total). When using for the first time, the controller will default to F1 (lowest setting), and then default to the last selected flame setting when used again.



Programming your controller

Setting the clock The clock must be set before the programmed timers will operate.



1. With the controller (heater) off, press 'T' for two seconds.
2. Using the 'UP' and 'DOWN' buttons, adjust the hours to the correct time. Ensure you have the correct time of the day (AM/PM). Press 'OK' to accept.
3. Repeat process to adjust the minutes and day of the week.

Each day of the week can be programmed for four periods, making a total of 28 programmed periods. Week settings available:

MO → TU → WE → TH → FR → MO TU WE TH FR → SA → SU → SA SU → MO TU WE TH FR SA SU

A weekday program can be set so the program is used Monday to Friday. Similarly, a weekend program can be set for Saturday to Sunday.

Factory default settings (Mon-Sun)

If you do nothing to change the programming the default settings (shown below) would be available if you set it to automatic mode. When in this setting, the heater will automatically turn itself on and off depending on the temperatures set (similar to an air conditioning unit).

For example:

If the room temperature at 1am falls below 15 °C, the heater will turn on and stay on until the room temperature increases above 15 °C.

Time Period	Start Time	Temperature °C
Period 1	6.00 am	20 °C
Period 2	8.30 am	15 °C
Period 3	5.00 pm	21 °C
Period 4	10.30 pm	15 °C

If you would like to stop the heater from coming on at all, for example, during the night and before period 1, you can reduce the temperature setting using the DOWN button until -- °C is reached. This means no set temperature has been programmed, and your heater will stay off until the next period setting.

For example:

Time Period	Start Time	Temperature °C
Period 1	5.30 am	20 °C
Period 2	8.00 am	15 °C
Period 3	5.30 pm	20 °C
Period 4	11.30 pm	-- °C

To revert back to the default settings, press the following sequence of buttons, P > T > T > DOWN.

To begin programming



With the controller off, press and hold the 'P' button for two seconds to initiate programming. The LCD will display 'PROG', 'Pd' and the time at which the controller is currently set will flash. Period 1 can now be set.

Setting the day of the week

1. Press and release the 'UP' or 'DOWN' button to change the day of the week. Scrolling order is as follows:
MO → TU → WE → TH → FR → MO TU WE TH FR → SA → SU → SA SU → MO TU WE TH FR SA SU
2. To accept the selected day(s) of the week press 'OK'

Setting the period starting time

1. After setting the day the AM/PM settings will flash. To set the P1 starting time, press and release the 'UP' or 'DOWN' button for the hour setting. Ensure that the AM/PM is set correctly.
2. To accept press 'OK'.
3. The minute setting will now flash, adjust as in step 1 and press 'OK' to accept.

Setting the temperature



1. After setting the time period the temperature will flash. Press and release the 'UP' or 'DOWN' button for two seconds to adjust.
2. To accept press 'OK'

Period 1 is now set for the day(s) of the week you have chosen. The LCD will display P2 to indicate Period 2 which can now be set for the same day(s) of the week. Repeat programming process for remaining periods.

If you want to check what has been programmed, press 'P' for two seconds and select 'OK' continuously to cycle through the settings for each period.

Operation using the controller

The wireless controller will be factory set so synchronising will only be necessary if there is an error or if the controller has been purchased separately. Synchronising involves the wireless controller sending a signal to the fire so that it can memorise the certified frequency that it operates on.

If the controller is not synchronised

Only perform if the wireless controller is not synchronised (Symmetry RDV3610 will not operate when any of the functions are selected on the controller).

With the controller off, press the following sequence of buttons:
P > T > T > UP

The LCD display will show 'CL' (Code Learn) for two seconds then return to the normal OFF state display. During this time a special code will be transmitted by the RF controller to the Symmetry RDV3610.

Turning on and off

Press the 'OK' and 'PWR' button at the same time to ignite the heater. This is a safety feature to reduce the chance of young children being able to turn on the unit.

The unit first lights to pilot and then after a period switches to the high setting.

To turn off press and release the 'PWR' button.

Changing the temperature

The Symmetry RDV3610 has seven stages of temperature/flame modulation which can be changed using the 'UP' and 'DOWN' buttons.

Your temperature control range is 7*-32 °C.

There is also a setting before 7 °C that is -- °C. This means no set temperature has been programmed (p. 14).

* This does not indicate cooling functionality. The lower temperature range is in colder climates where room temperatures could fall below 7 °C.

Change between manual, automatic, and flame mode

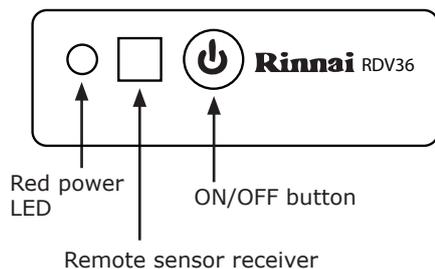
Press and release the 'A/M' button.

Change between °C and °F

The thermostat display can be set to °C or °F. The default is °C.

With the thermostat off, press the following sequence:
P > T > T > A/M

Operation without the controller



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 four 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 RDV3610 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
Fire comes on at the wrong time	Program not set correctly	Check program periods and AM/PM is correctly set on controller
Controller display blank	Flat batteries	Check batteries are in place correctly or replace with new batteries
Heater keeps turning itself off	Set room temperature has been reached	Normal operation, heater has turned off as the room has reached the set temperature. If you wish to override this and have the heater continually on, revert to flame mode, or increase set temperatures (maximum 32 °C).

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.

The appliance is fitted with an overheat safety switch. Under overheating conditions this switch will shut off the appliance. If the appliance shuts off repeatedly servicing may be required.

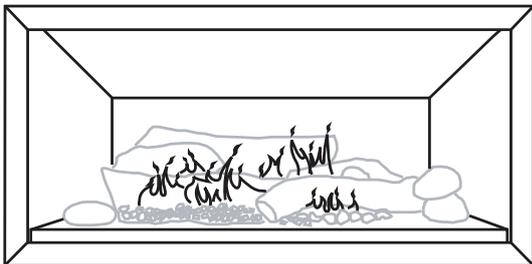
Abnormal flame pattern

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.

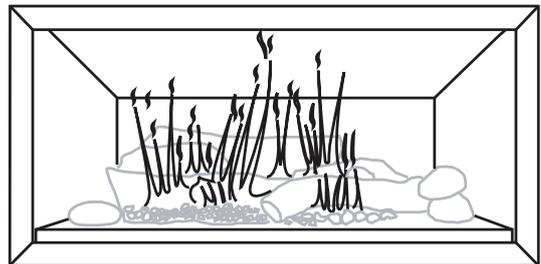
Abnormal flame performance and/or pattern can indicate a problem with your fire, such as blocked gas injectors or artificial logs/burn media have shifted from when the fire was first installed. There are some warning signs that could indicate a problem.

- 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.



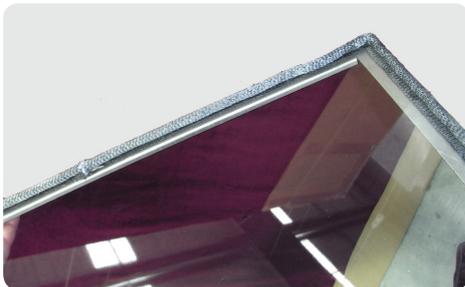
4. Clean the glass

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

Address: 105 Pavilion Drive, Mangere, Auckland
PO Box 53177, Auckland Airport, Auckland 2150

0800: 0800 RINNAI (746 624)

Phone: (09) 257 3800

Fax: (09) 257 3899

Email: info@rinnai.co.nz

Website: www.rinnai.co.nz

All Rinnai appliances meet or exceed the safety standards required by New Zealand gas and electrical regulations.

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