



**R32**  
REFRIGERANT

## Pro Series Floor Console Heat Pump / Air Conditioner Operation guide

**Rinnai**

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# Important

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This appliance must be installed in accordance with:

- Manufacturer's installation instructions
- Current AS/NZS 3000, AS/NZS 5141, AS/NZS 5149, AS/NZS ISO 817, 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).

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

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

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## **After long periods of non-use**

If you plan not to use your system 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



For reliable operation Rinnai recommend 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 unit 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** 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 with wet hands, this may cause an electric shock.

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

**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 a wet room such as a bathroom or laundry room. Exposure to water can cause electrical components to short circuit.

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

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

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

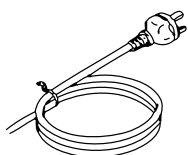
**Do not** expose your body directly to cool air for a prolonged period of time.



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

- 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

## Electrical



Only use the specified power cord. If the power cord is damaged, it must be replaced by a licensed tradesperson using a genuine replacement part available from Rinnai.

Keep the power cord clean. Remove any dust or grime that accumulates on or around the plug. Dirty plugs can cause a fire or electric shock.

- **Do not** pull the power cord to unplug the unit, this can damage the cord
- **Do not** modify the length of the power cord or use an extension cord to power the unit
- **Do not** use power boards or double adaptors to operate this appliance

### Installation by a licensed tradesperson

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

### Location and positioning

Installation must be in a position that can support the unit's weight.

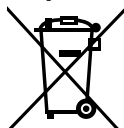
The installer must install drainage piping according to the installation instructions. Improper drainage may cause water damage to your home or property.

- 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.
- When moving or relocating the unit, consult a licensed tradesperson for disconnection and re-installation.

### Genuine Rinnai parts

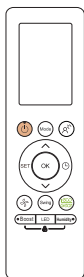
Only use the included accessories, parts, and specified parts for installation. Using non-standard parts can cause water leaks, electrical shock, fire, and cause the unit to fail.

### 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.

### Remote control - inserting and replacing batteries



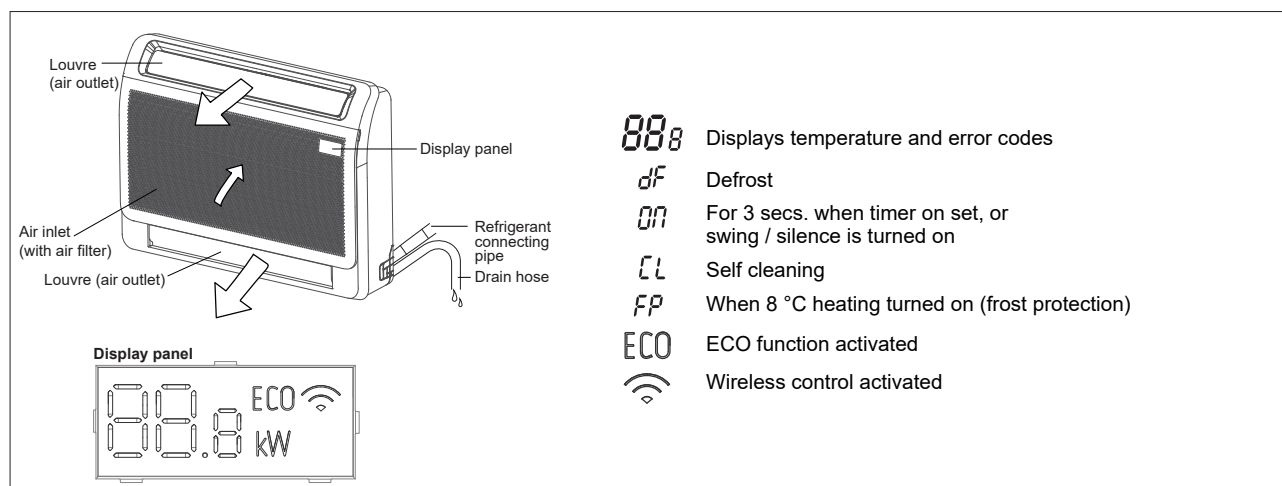
The remote control comes with two AAA batteries. Put the batteries in place before use.

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 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	16-32 °C	0-30 °C	10-32 °C
Outdoor temperature	0~50 °C	-15~24 °C	0~50 °C

If the air conditioner operates in excess of 80% relative humidity (in the room), the surface of the unit may attract condensation. Please set the air flow louvres to its maximum angle (vertically to the floor), and set the fan mode to HIGH.

## Operating cautions

- Ensure water condensation can drain unhindered from the unit
- Turn off and unplug the unit during storms

Do not allow the air conditioner to operate for long periods of time with doors or windows open, or if the humidity is very high.

## Optimising the performance of your unit

- Keep doors and windows closed
- Limit energy usage by using the timers
- Do not block air inlets and outlets
- Regularly inspect and clean filters

## Additional functions

### Auto restart after a power disruption

If the power fails, the system will stop. When the power returns, the operation light on the unit will flash. To restart, press the ON/OFF button on the remote control, the unit will restart using the same settings. Please note, there will be a delay of approximately three minutes before the unit starts. This is a safety feature to stop the unit from overloading.

### Louvre angle memory function

The unit has a louvre angle memory function. In the event of a power failure, the louvres will automatically return to their previous position when the unit restarts. It is important not to set the louvre angle too small, as this can cause condensation to form and drip into the machine. To reset the louvre settings, press the manual button.

- **Active clean function**

The unit temporarily lowers the temperature of the heat exchanger to create frost. This frost forms a layer over the dust, mould, and grease that have accumulated on the heat exchanger. The unit then warms up, causing the frost to melt. As the frost melts, it washes away the contaminants, effectively cleaning the heat exchanger.

- **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 an 8 hour period).

This function can only be activated via the remote control. Sleep is not available in FAN or DRY modes.

- **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 unit to optimise the temperature around you for maximum comfort.

- **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.

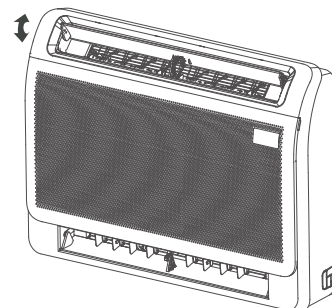
## Adjusting air flow direction

### Manual swing

Press air direction to fix the louvre at the desired angle. The louvre swings up or down, at a different angle, with each press of the button. The air direction can be changed by manually adjusting the louvre.



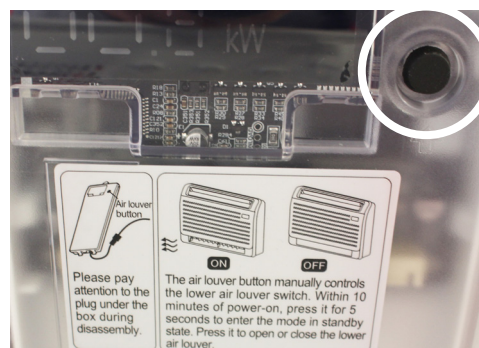
Try not to adjust the louvre by hand. This may damage the mechanism.



### Lower air louvre setting

To select whether the lower louvre is on or off, use the black button (circled), on the front right hand side of the unit. The front cover will need to be released, pull the left and right catches of the panel and pull forward.

The air louvre button controls whether the lower louvre is open or closed. Within ten minutes of power-on, press and hold the black button for five seconds to enter into 'standby', press the button again to open or close the lower air louvre. During the setting process, the display panel shows the switch status of the lower air louvre.



- on - open
- off - closed

# Remote control and functions



## ON/OFF

Turns the unit on or off.



## TEMP

Increase temp. in 0.5 °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 0.5 °C increments. Min. temp. is 16 °C.

## SET

Scrolls through functions as follows: Active clean > Fresh > Sleep > Follow Me > AP mode > Active clean . The selected symbol will flash in the display, press OK to confirm.



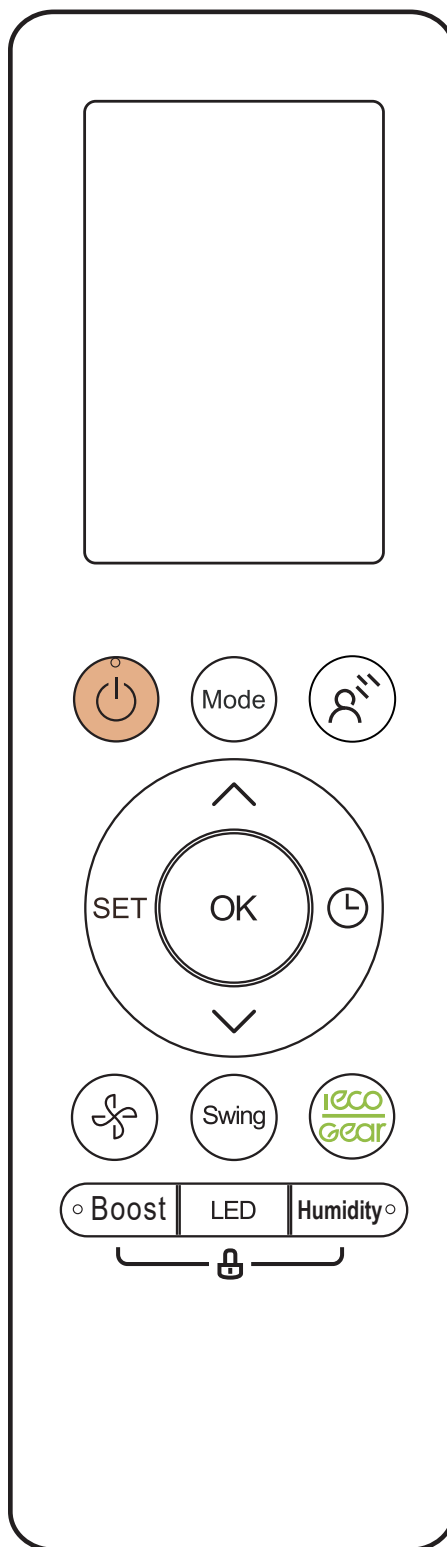
## FAN SPEED

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 louvre.



## 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.

## BOOST

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

## LED

Turns LED display on and off.

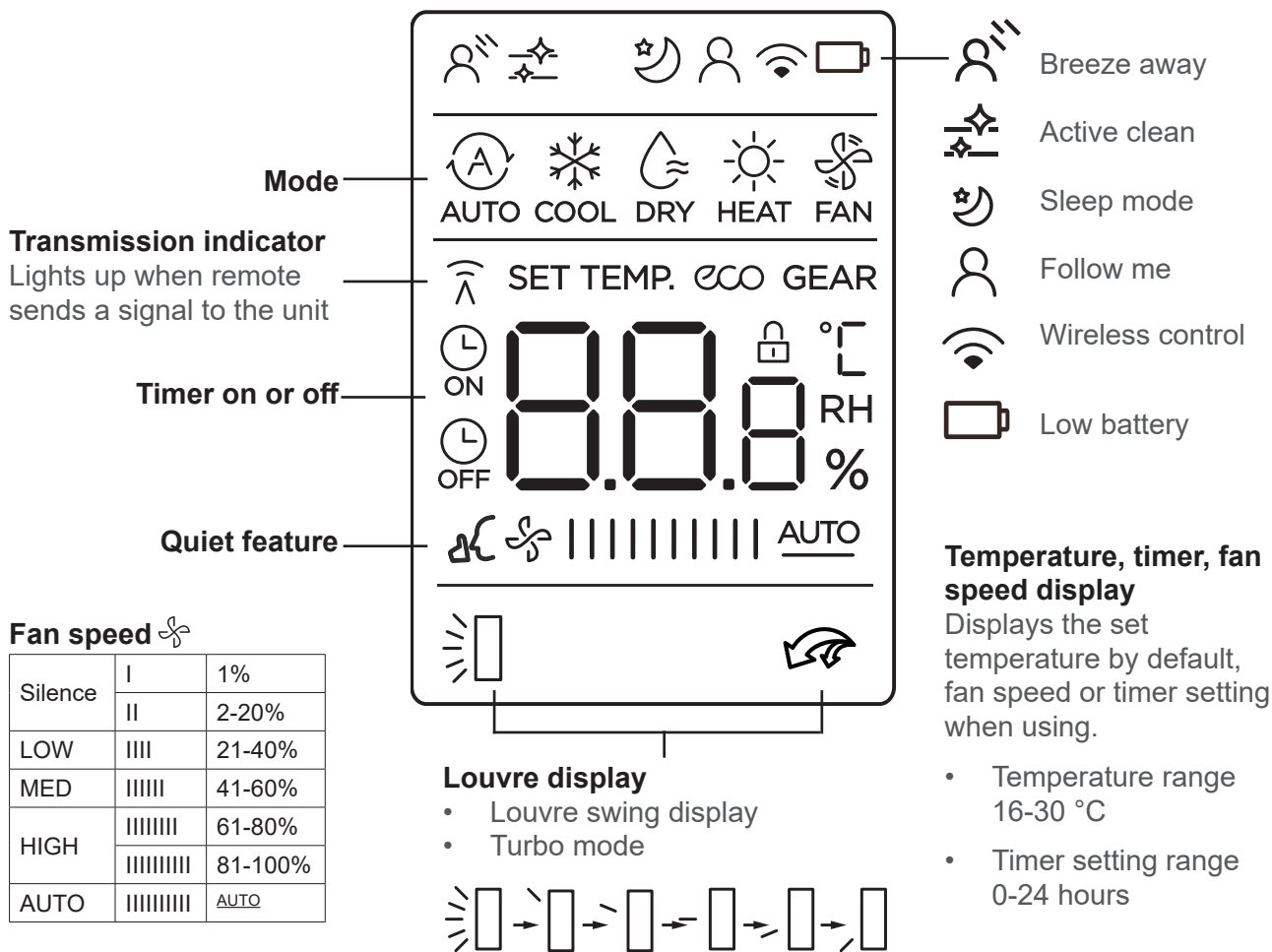
## HUMIDITY

Adjust humidity during dry operation in a range of 35-85%. Press this button to increase the humidity in 5% increments.

## Lock function



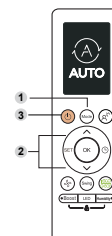
Press Boost and Humidity together for more than 5 seconds to activate the lock function. A lock symbol will appear. All buttons will be disabled. To disable press both buttons again for 2 seconds.



### Auto mode

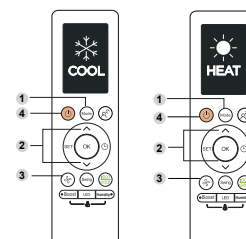
In Auto mode the unit will automatically select COOL, FAN, or HEAT based on the set temperature. In this mode the fan speed cannot be set.

1. Press the MODE button and select AUTO
2. Set the desired temperature using the up or down buttons
3. Press the ON/OFF button to start the unit



### Cool or heat mode

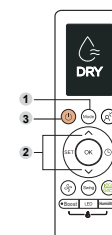
1. Press the MODE button and select COOL or HEAT
2. Set the desired temperature using the up or down buttons
3. Press the FAN button to select fan speed in a range of AU-100%
4. Press the ON/OFF button to start the unit



### Dry mode

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

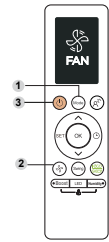
1. Select the MODE button and select DRY
2. Set the desired temperature using the up or down buttons
3. Press the ON/OFF button to start the unit



## 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. Press the MODE button and select FAN
2. Press the FAN button to select the fan speed in a range of AU-100%
3. Press the ON/OFF button to start the unit

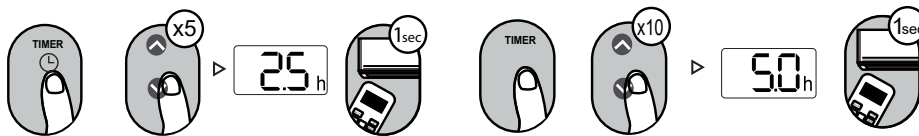
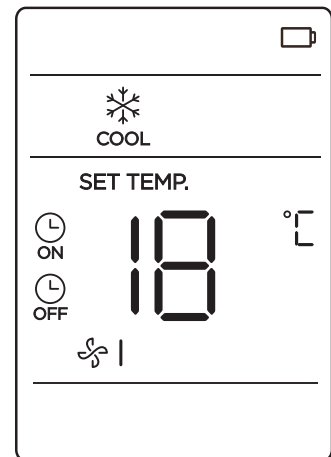


## Setting the timer

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.

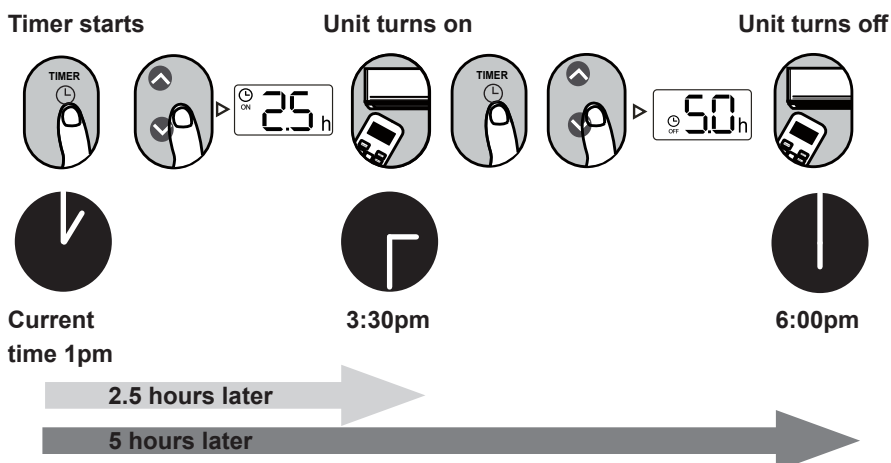
1. Press TIMER to initiate the ON time sequence.
2. Press the up or down button multiple times to set the desired time to turn on the unit.
3. Wait one second, the timer ON will be activated.
4. Press TIMER to initiate the OFF time sequence.
5. Press the up or down button multiple times to set the desired 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 continue to hold down the Swing button 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.8.



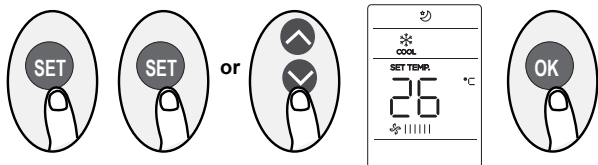
In HEAT mode press the down arrow two times (within 1 second) to activate FP. The unit will operate at a high fan speed, but at a much cooler temperature (to keep running costs down), to maintain the indoor temperature at a certain temperature to prevent freezing.

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



# 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
<b>Poor cooling performance</b>	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
	Too many sources of heat in the room (people, electronics, etc.)	Reduce amount of heat sources
<b>The unit starts and stops frequently</b>	Too much or too little refrigerant in the system	Service person required
	Malfunctioning compressor	Service person required
<b>Poor heating performance</b>	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.

## Multi Room systems

If a multi room system there is one outdoor unit connected to multiple indoor units. The capacity of the heating and cooling of the indoor units will vary from the actual rated capacity, this is because the power of the outdoor unit is distributed across all the indoor units operating at the time.

A multi room system allows individual temperature control of each indoor unit, and ensures the units are only running when needed.

### Mode selection

The mode of operation for all the indoor units is dictated by the first unit turned on. For example, the living room unit is turned on in COOL mode, all the other units that are turned on will be in COOL mode. The operation modes can't be in conflict with each other.

# Care and maintenance



Before cleaning or maintenance turn off your unit.

Pre-season inspection and maintenance, and cleaning of the outdoor unit should be only be done by a licensed service provider.

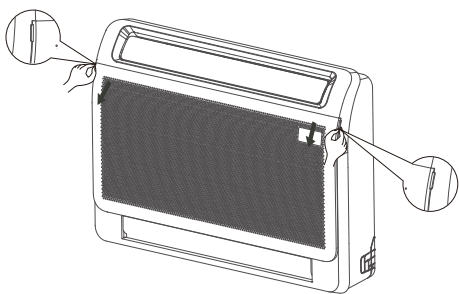
Only use a soft, dry cloth to wipe the unit clean. If the unit is especially dirty, you can use a cloth soaked in warm water to wipe it clean. Do not use water to clean the inside of the indoor unit. This can destroy the insulation and cause electrical shock.

- **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 the air filter

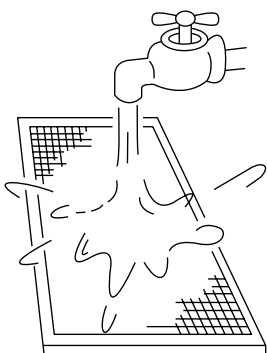
A clogged air conditioner can reduce the cooling efficiency of your unit, and can also be bad for your health. Make sure to clean the filter once every two weeks.

1. Pull the left and right catches of the front panel, and pull the panel outward.
2. Remove the air filter by pressing the left and right clips downwards (circled), and pulling the filter out.
3. Clean the filter by vacuuming the surface or washing it in warm water with mild detergent.
4. Rinse the filter with clean water and allow it to air-dry. **DO NOT** let the filter dry in direct sunlight.
5. Reinstall.

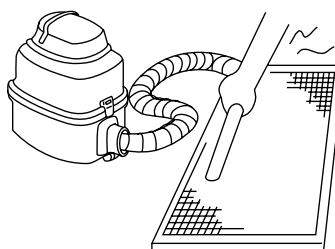


**Air filter**  
Clean once every 2 weeks

**Air freshening filters**  
These can be washed once every 6 months.



If using water, the inlet side should face down and away from the water stream.

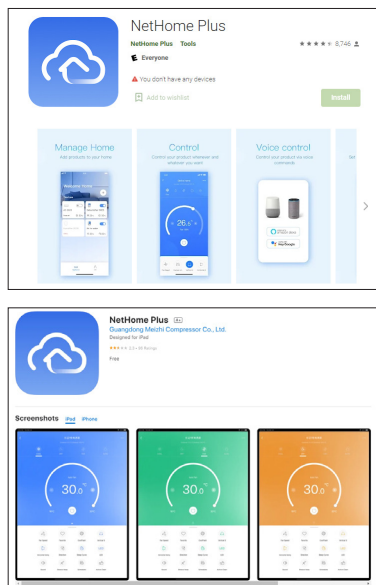


If using a vacuum, the inlet should face the side of the vacuum.

# 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.

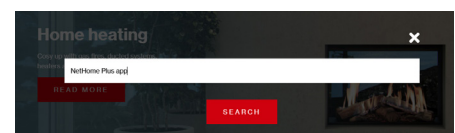
Available to download via:

- 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.

## 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.

### 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.

# Heat Pump / Air Conditioner Limited Warranty

Rinnai brings you peace of mind with a:



## 7-year parts and labour

This warranty applies to residential Rinnai Heat Pump product purchased from June 2025. 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 SYSTEM		ALL OTHER PARTS	
Parts	Labour	Parts	Labour
7 years <sup>1</sup>	7 years	7 years	7 years

<sup>1</sup> The Rinnai NZ Heat pump equipment is warranted against defects in design, materials and workmanship for a period of 7 years from the date the equipment is purchased by the original owner.

### Residential application

A residential application is defined as an installation where a heat pump system serves a single residential dwelling (not used for commercial purposes<sup>2</sup>).

All other installations are defined as commercial applications.

### 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. The purchaser must operate and maintain the product in accordance with the operating instructions and service maintenance schedule, including conducting an appropriate number of services to the unit during the warranty period, based on usage and the usage environment.
2. Regular cleaning of the air filter(s) and replacement where necessary. For reliable operation Rinnai Heat Pumps should be serviced annually. Regular servicing will help extend the life of the system.
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.

<sup>2</sup> Examples of a commercial application in a residential dwelling; hair salon, catering kitchen, communal care facility etc. An accommodation business such as a motel, where a heat pump system serves the equivalent of a single family dwelling, is deemed to be a residential application.

## **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. Your Rinnai air conditioning system should be maintained annually after the date of installation by a Rinnai authorised service centre. Failure to do so during the product warranty period may void your warranty. This periodic service and maintenance will prolong the useful life of the unit, and help keep it running safely and at optimum efficiency.
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 or damage, defects or failure caused by acts of nature, 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, improper storage, or lack of servicing.
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. 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.
10. 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/](http://www.rinnai.co.nz/register/). You'll need to know the model, and also the serial number. The website will help guide you as to where this information can be found.

## Warranty claim

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

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

**Rinnai.co.nz**

Tel: 0800 746 624  
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