



Velare 1500 - Hybrid Electric Fire
Operation guide

Rinnai

Important

This appliance must be installed in accordance with:

- Manufacturer's installation instructions
- Current AS/NZS 3000, AS/NZS 5141, AS/NZS 5149, AS/NZS 1677, AS/NZS 60335.2.40, and G12/AS1

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

The Rinnai Velare 1500 must be installed as a complete system with its designated, tested, and certified heat pump unit (indoor unit - ESHP60, outdoor unit - HONRTX60). Substituting any other heat pump will void the product warranty.

Warning

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

For more information about buying, using, and servicing of Rinnai appliances call: 0800 RINNAI (0800 746 624).

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Rinnai appliances require regular maintenance and servicing. For reliable operation, the heat pump component should be serviced annually. The electric fire requires minimal maintenance; however it needs to be removed to access the heat pump and can be checked at the same time. Regular servicing will help extend the life of the system. Refer to p.17 for more information.

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.

The unit must not be used or operated if any part of the appliance is damaged.

- **Do not** insert fingers, rods or other objects into any outlet of the appliance.
- **Do not** use flammable sprays such as hair spray or paint near the unit. This may cause a fire.
- **Do not** operate with wet hands, this may cause an electric shock.
- **Do not** use this unit for any other purpose than its intended use.
- **Do not** expose your body directly to cool air for a prolonged period of time.
- **Do not** place articles on or against this appliance.
- **Do not** modify this appliance.
- **Do not** operate the unit in a place near or around combustible gases. Gas may collect around the unit and cause an explosion.

When using the heat pump component of the Velare 1500 system together with other heating devices, ensure the room is well ventilated to prevent oxygen depletion. Also, 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.



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

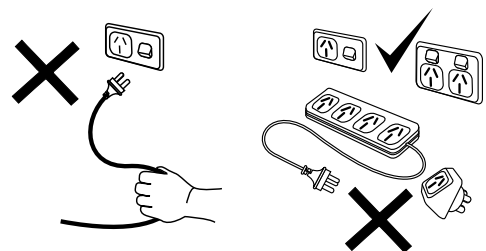
- The power cord is damaged or abnormally warm
- You smell a burning odour
- The unit emits loud or abnormal sounds
- A power fuse blows or the circuit breaker frequently trips
- Water or other objects fall onto or out of the unit

Electrical safety



The electric fire and heat pump must each have a dedicated power supply.

The electric fire comes with a 1.5 m black power cord and 3-pin plug, on the right hand side (looking at the unit). The plug must remain accessible after the appliance is installed. **DO NOT** use power boards, double adapters, or extension leads. The cord and plug must not be modified. If the cord or plug are damaged, it must be replaced by genuine Rinnai replacement parts.



The connection of the appliance to a permanent electrical supply (hard-wiring) and the installation of any other electrical wiring, power outlets, and switches must be performed by an authorised person, such as a licensed electrician. The electric isolation switch must be accessible after the appliance has been installed.

DO NOT connect the appliance to the mains power until it has been installed in its final location.

General information

Installation by a licensed tradesperson

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

Installer handover, ensure your installer talks to you about the use and care of this appliance, and that you understand these instructions. The installer also needs to complete the appliance installation checklist and installer details (p.20), and leave this guide with you.

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 may 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.

Power supply disruption



If the power supply is interrupted, the heat pump will automatically restart and resume operation using the previous settings.

The electric fire does not have auto-restart. It must be turned on manually with the remote control, but it will restore the previous settings once switched on.

Remote control - inserting and replacing batteries



The remote control comes with 2 x 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 8-10 m of the unit
- Unit will beep when the signal is received
- If the remote is not going to be used for more than two months remove the batteries

Curtains, other materials, and direct sunlight can interfere with the infrared signal.

Register your unit online

Register your unit online at www.rinnai.co.nz/register/. You'll need to know the model, and also the serial number. The serial number can be found on the electric fire data plate label which is on the top panel on the right hand side of the unit.

ES1500HP60	
Manufacture name	Rinnai
Model number	ES1500HPFB
Rated Voltage	230-240V~
Rated frequency	50 Hz
Rated Power	75 Watts Max
Date of Manufacture	29/01/2026
Serial Number	10002
MANUFACTURED BY RINNAI NZ LTD, AUCKLAND NZ PIN 16355	
	
ES1500HP60	

About your hybrid electric fire

Congratulations on the purchase of your Rinnai Velare 1500 Hybrid Electric Fire, designed and assembled in New Zealand. We hope you love this product as much as we do, and on the off chance that something does go wrong, or if you need help, we're only a phone call away.

Best of Both Worlds

Can operate together as well as independently



High efficiency heating and cooling without the heat pump unit being visible.

Aesthetic appeal of a traditional fireplace without the need for gas or wood.

Anti-Reflective and safe-to-touch glass

Enjoy a crystal-clear flame view without the mirror-like-glare common in standard electric fires. The front glass remains cool to the touch—ideal for families with children and pets.

Subtle LED display

Cutout window to easily see temperature and event codes.

Customisable log layout

Choose your preferred arrangement—preset recommendations included for ease, but fully adjustable to suit your style.



Bottom air discharge and adjustable louvres

Two sets of outlet louvres lets you direct airflow up (for cooling in summer) or down (heating in winter), giving you control over comfort and air circulation throughout the room. The louvres can be easily adjusted by pushing up or down near the centre of the appliance, where the spring mechanism is located.



Independent operation

Use the fire (ambience without heating or cooling), heat pump, or both.

Appliance location

The heat pump component of this system contains R32 refrigerant. It **MUST BE** installed, operated and stored in a room with a **floor area larger** than 14m².

The system is suitable for indoor applications only. **DO NOT** install near a wet area such as a bath, shower, or swimming pool.

The individual components of the system must be installed on a surface capable of supporting its weight. Improper installation or placement on an inadequate surface may create unsafe operating conditions, leading to injury or damage.

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

- Do not install the unit in a 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.

Recommended installation height

200-400 mm from the floor.

Installing the unit lower can result in cold air flowing along the floor during cooling mode, which may cause drafts and discomfort.

The main considerations when positioning the unit are:

- Ensuring the room size requirements noted above.
- Allowing sufficient access for ease of operation, servicing, and removal of the appliance.
- Ensuring access to the isolating switch outside the cavity.

DO NOT install in a corner as the depth required for the installation will significantly affect the performance of the system.



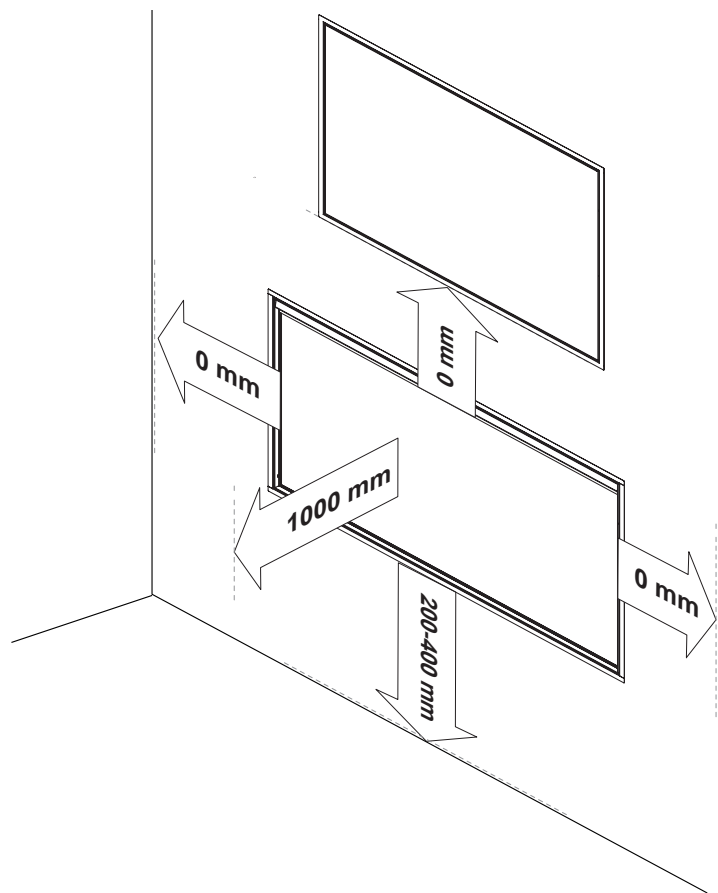
The Velare 1500 is designed primarily for flush installations with the outer trim covering the fixings of the zero clearance box. If recessed, removal of the trim for access and servicing may be difficult. If the design requires the unit to be recessed, we recommend a maximum of 200 mm, this is because of the importance of ensuring only room air circulates through the appliance.

Clearances

This appliance must not be installed where curtains or other materials could come into contact or in close proximity potentially blocking the inlet or outlet louvres. In some cases curtains may need restraining.

Due to the unit's lower air discharge, there are no specific non-combustible framing or cladding requirements, and no minimum clearance requirements to the sides or above. A TV, mantel, or other interior feature may be installed directly above the unit.

A front clearance of 1000 mm is recommended to ensure optimal viewing, user comfort, and to minimise the effect of air movement, particularly during the cooling cycle. The unit should be installed 200–400 mm above floor level (refer to note on previous page).



Floor protection

Heat discharged from the unit may affect the appearance of some flooring materials, including vinyl planks, carpet, cork, and timber. Where sensitive materials are present, it is recommended that a protective mat be placed in front of the appliance.


Hearth

A hearth may be used for decorative purposes but must not obstruct or cover any part of the unit. The outer trim must also remain easily removable to allow access for servicing.

Please note that condensation may form on stone or similar hearth materials when the unit is set to cooling.

Remote control and functions

Heat Pump control

 **ON/OFF**
Turns the heat pump on/off.

Mode MODE
Scrolls through the operation modes:
AUTO > COOL > DRY > HEAT > FAN

eco gear ECO/GEAR
Press this button to enter energy efficient mode, sequence is:
ECO > GEAR (75%) > GEAR (50%)

SET SET
Scrolls through functions:
Sleep > Follow Me > Wireless control¹

The selected symbol will flash in the display, press OK to confirm.

OK OK
Used to confirm the selected functions.

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

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

TIMER
Set the timer to turn the unit on/off.

FAN SPEED
Selects fan speed:
AU > 20% > 40% > 60% > 80% > 100%.

Press the TEMP up or down button to increase/decrease the fan speed in 1% increments.

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


LED LED
Press the LED button to turn on and turn off the display.

Clean CLEAN
Used to start/stop the self clean function.




Electric fire control

 **ON/OFF**
Turns the electric fire on/off.



 **INTENSITY**
Adjusts the intensity of the downlights, ember bed colour, and flame colour.


 **FLAME COLOUR**
Adjusts the flame colour.

 **EMBER BED COLOUR**
Adjusts the colour setting of the ember bed.

 **DOWNLIGHTS**
Enhances the logs. Adjusts the colour setting of the down lighting.

BLANK BUTTONS

  Because this remote is shared across different products, some buttons don't apply to the Velare and are blank.

 ¹ Because of the system's hybrid design, the 'Wireless Control' function is not available on this product. It will still however will appear on the remote.

Heat pump operation modes

AUTO	
Unit will automatically select COOL, FAN, or HEAT based on the set temperature. In this mode the fan speed cannot be adjusted.	
<ol style="list-style-type: none"> 1. Select AUTO mode. 2. Set the desired temperature. 3. Turn on the unit 	
COOL/HEAT	
When selected this mode operates the unit as a cooling/heating appliance. The available range is 16~30 °C in 0.5 °C increments. The fan speed defaults to that which was last used.	
<ol style="list-style-type: none"> 1. Select COOL/HEAT mode. 2. Set the desired temperature. 3. Set the fan speed. 4. Turn on the unit. 	
DRY (dehumidifying)	
In periods of high humidity this mode removes excess moisture from the room, in order to prevent mould and mildew. This mode adjusts the room temperature and fan speed automatically to maintain the optimal level of humidity.	
<ol style="list-style-type: none"> 1. Select DRY mode. 2. Set the desired temperature. 3. Turn on the unit. 	
FAN	
This mode uses the fan to circulate air without changing the room temperature. In fan mode you can't change the set temperature, so no temperature will display on the remote.	
<ol style="list-style-type: none"> 1. Select FAN mode. 2. Set the fan speed. 3. Turn on the unit. 	
ECO (available under cool mode only)	
<p>ECO mode is designed to reduce energy consumption in very warm or hot climates. While in Cooling mode, press the ECO button on the remote controller. The unit will automatically set the temperature to 24 °C and adjust the fan speed to Auto to optimise energy efficiency.</p> <p>If the operating mode is changed, or the set temperature is adjusted to below 24 °C, ECO mode will automatically deactivate.</p> <p>If the room becomes uncomfortable, press the ECO button again to exit ECO mode.</p> <p><u>Gear</u> is a function within ECO that caps the compressor speed of the outdoor unit, which reduces electricity consumption. You have the option of setting it to 75% or 50%.</p>	
SET	
<p>Ensure the unit is on and then press the SET button to enter the function setting, then press SET again, or the up and down buttons to select the desired function. The selected symbol will flash in the display, press OK to confirm. To cancel the selected function, perform the same steps again.</p> <p>The SET function will cycle through: Sleep > Follow Me > Wireless control¹</p>	
<p>¹ Because of the system's hybrid design, the 'Wireless Control' function is not available on this product. It will still however will appear on the remote.</p>	



Sleep

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

The sleep function 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 control¹ (instead of the unit itself) will enable the heat pump to optimise the temperature around you for maximum comfort.

To activate, press and hold the Turbo button for seven seconds to start/stop the Follow Me function. If activated, 'On' displays for 3 seconds on the screen. If stopped, Off' displays for 3 seconds on the screen.



While this function is activated, pressing the ON/OFF button, or changing the operation mode will cancel the Follow Me function.

¹ Remote needs to be within range—approx. within 8-10 m of the unit.



TIMER ON/OFF

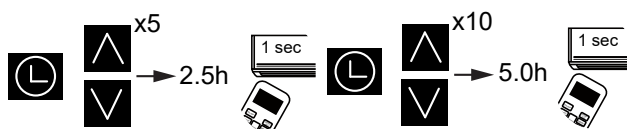
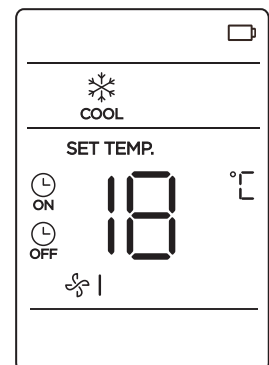
Set the amount of time after which the unit will automatically turn on/off.

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.



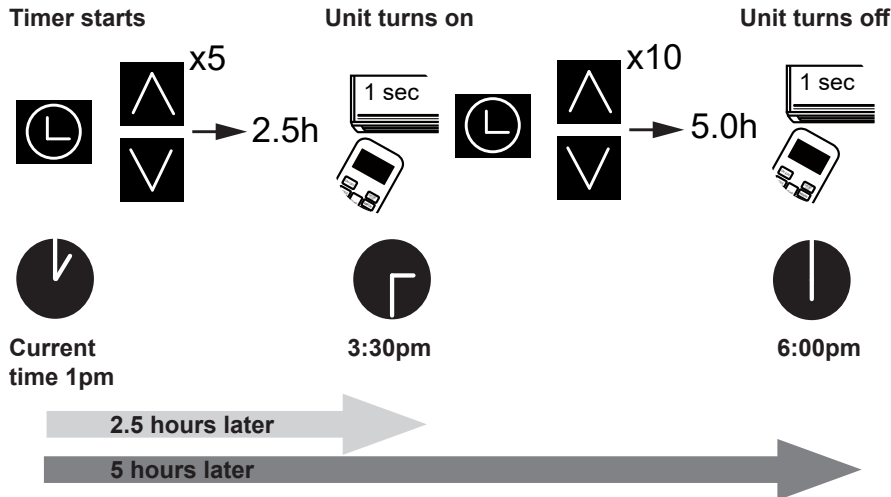
If the timers are set correctly the timer on / off icons will display on the remote, refer image above.

Refer to the next page for an example of a timer on/off setting.

Heat pump operation modes continued

Timer on/off setting example

Remember that the time periods you set for timer on and off 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.



TURBO



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

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

LED

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.

CLEAN



Cooling and dehumidifying operations can generate moisture inside the appliance. If the appliance is not going to be used for a long period (in excess of one month), it is suggested to run the cleaning operation to remove dust and moisture to help avoid odours.

The cleaning operation takes approximately 35 minutes and the appliance automatically shuts off at completion of the cleaning cycle. Refer to p.17 for more information.

Heat pump additional functions

QUIET



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), 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.

LOCK



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

DEFROST



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.

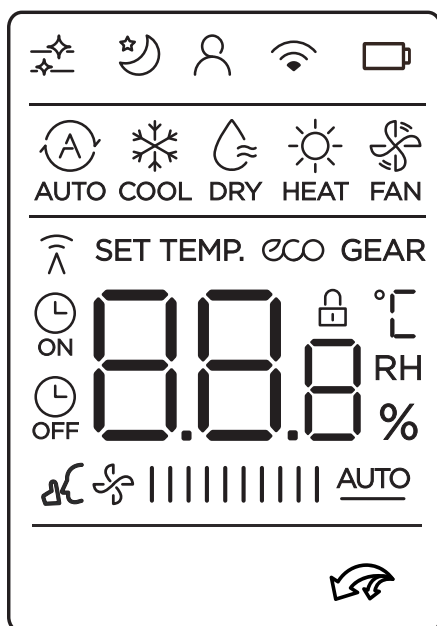
FROST PROTECTION



Only used in cold climates where there is a risk of the indoor unit pipes freezing. It is used for rooms or holiday homes that are not in use in winter, but could be susceptible to frost. This differs to the DEFROST (dF) function that automatically occurs in the outdoor unit (when connected to power) when frost conditions are detected.

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.

Heat pump controller display



Clean



Sleep mode



Follow me



Wireless control (N/A for this system)



Low battery



Transmission indicator, lights up when remote sends signal to unit



Quiet



Turbo

Electric fire operation modes

Only the electric fire is controlled from this section of the remote. The infra-red remote gives an audible beep with every button press.

On first use, the electric fire powers up with all LEDs on high and the motor running. When switched on again, it will return to the last used settings.



Power button

Turns the unit on and off.



Intensity button

Only active for 10 seconds after the downlight, ember bed, or flame button have been pressed. Each button press progresses from the current state to the next. Sequence is 1, 2, 3, 1, 2, 3 etc.

State	Description
1	Chosen LED bar to 25%
2	Chosen LED bar to 60%
3	Chosen LED bar to 100%

For example, press the downlight button once, then the intensity button twice and the downlight will be at 60%.



Flame

Each button press rotates a sequence of flame colours, sequence rotates 1-10-1-10.

State	Description
1	Red~orange~yellow in waves and pulses
2	Red
3	Orange-yellow
4	Green
5	Light blue
6	Dark blue
7	Violet
8	White
9	Red~orange~yellow~green~blue~violet (15 seconds each)
10	LED's and motor off



Ember bed

Each button press rotates a sequence of ember bed colours, sequence rotates 1-11-11.

State	Description
1	Red~orange~yellow in waves and pulses
2	Orange~yellow in waves and pulses
3	Red
4	Yellow
5	Green
6	Light blue
7	Dark blue
8	Violet
9	White
10	Red~orange~yellow~green~blue~violet (15 seconds each)
11	Off



Downlights

Each button press rotates a sequence of downlight colours, sequence rotates 1-10-1-10.

State	Description
1	Red
2	Orange
3	Yellow
4	Green
5	Blue
6	Violet
7	Warm white
8	Cool white
9	Red~orange~yellow~green~blue~violet (15 seconds each)
10	Off

Care and maintenance



Switch off the system before cleaning. DO NOT attempt to clean the unit while it is operating.

Take care when cleaning the glass, as it has a special coating. Do not use detergents, abrasive cleaners, or furniture polish. To clean the glass, use a soft cloth and standard window glass cleaner. All other parts (and remote) can be cleaned using a soft cloth and mild detergent.

Cleaning the electric fire filters

Clogged filters reduce the heating and cooling efficiency of your unit. Clean the filters every three months, or more often in environments with lint or dust, such as homes with pets.

There are two filters with pullout tabs, tabs face downwards, at the top of the electric fire. Pull out the filters and clean any dust or debris from both sides using a vacuum cleaner with a soft brush, a soft cloth, or a soft brush. NEVER attempt to clean the filters with water.

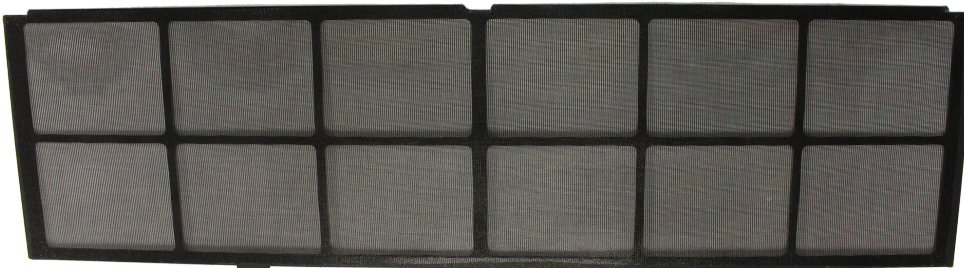
If you need new filters, please contact Rinnai.

Electric fire filter tab positions on one side - there are two filters

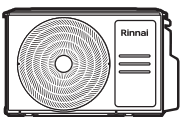


Ensure when replacing the filters that the tabs face down.

Electric fire filter removed



Outdoor unit



Regularly check the unit to ensure there is no buildup around or on top of the unit and that there are no leaks. The exterior needs to be kept clean.

Ensure water does not pool around the base, and that debris around the base is regularly cleared and does not buildup.

Clean function on remote

Clean

The clean button on the remote relates to the heat pump. If the heat pump is not going to be used for a period of time (in excess of one month) it is recommended to run the clean operation before using, to remove any dust and moisture inside the appliance.



When the clean function is activated, the display window will show 'CL'. It will take approximately 30-35 minutes to complete, after which the unit will automatically turn off.

How it works

The Active Clean Technology washes away dust, mould, and grease that may cause odours when it adheres to the heat exchanger by automatically freezing (cold air will come out of the unit for a short period) and then rapidly thawing the frost. The fan then keeps operating to blow-dry the evaporator, preventing the growth of mould and keeping the inside clean.

Please note



Near the end of the clean cycle, the heat pump temporarily switches to heating to melt any accumulated ice. This can cause a brief release of steam vapour from the unit and a noticeable dust odour. This is normal and should not cause concern. Some condensation may form on the upper and lower louvres. Use a cloth to wipe down if this occurs.

Servicing

Annual servicing

Rinnai appliances require regular maintenance and servicing. For reliable operation, the heat pump component should be serviced annually. The electric fire requires minimal maintenance; however it needs to be removed to access the heat pump and can be checked at the same time. Regular servicing will help extend the life of the system.

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.

Servicing and repair should only be carried out by authorised personnel, please call Rinnai (0800 746 624). Regular maintenance and servicing is not covered by the Rinnai warranty.

A typical service would include:

Electric fire
<ul style="list-style-type: none">• Cleaning the glass inside and out• Removing the dust from the top and bottom louvres (lower louvres pulled out and cleaned)• Cleaning the burner bed and burn media• Checking of electrical components
Indoor heat pump
<ul style="list-style-type: none">• Cleaning or replacing the filters• Cleaning the coil and fan to remove dust, mould, and debris from the evaporator• Checking condensate is adequately draining and there are no leaks• Checking electrical connections—inspecting terminals, cables and insulation• Inspection of sensors and controls• Verifying correct operation
Outdoor unit
<ul style="list-style-type: none">• Checking condenser coil and fan, removing dirt, leaves, and debris that can restrict airflow• Checking for corrosion or damage, inspecting the housing, fan blades and fins• Checking refrigerant lines, inspecting insulation, flare joints and fittings for signs of leaks or wear• Ensuring refrigerant charge and system performance are within specification• Inspection of electrical connections and capacitor—test components for correct voltage and operation

Troubleshooting

Please review the information below, 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.

As the electric fire has very few components that can fail, the troubleshooting information in this section mainly relates to the heat pump system

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	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. 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.
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	A squeaking sound may occur after running the unit in 'heat' mode due to the expansion and contraction of the unit's plastic parts.
Noisy indoor and outdoor unit	Low hissing sound during operation. This is normal and is caused by the refrigerant gas flowing through the indoor and outdoor units. 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. Squeaking sound. This is normal expansion and contraction of the plastic and metal parts of the unit due to temperature changes during operation.
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.
Steam coming from the louvres	If 'Clean' has been activated on the remote, towards the end of the clean cycle heat thaws any ice on the heat exchanger which may result in steam coming through the louvres over a short period of time, this is normal.
Outdoor unit fan does not operate	During operation the fan speed is controlled to optimise operation.
The unit starts and stops frequently	Too much or too little refrigerant in the system, or a malfunctioning compressor—service person required.
Operation is erratic or unit is unresponsive	Interference from cell phone towers and remote boosters may cause the unit to malfunction. If this occurs try disconnecting the power and then reconnecting, and pressing the on/off button on the remote to restart operation.

Issue	Possible causes	Solution
Poor cooling performance	Temperature setting may be higher than the ambient room temperature	Lower the temperature setting
	Heat exchanger on the indoor / outdoor unit is dirty	Service person required to clean the heat exchanger
	Air filter is dirty	Has 'CL' or 'nF' been displayed. If yes then a service call may be needed.
	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
Poor heating performance	Too many sources of heat in the room (people, electronics, etc.)	Reduce amount of heat sources
	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' (new 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.

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. A full list of error codes and descriptions are detailed in the heat pump installation guide.

Normal operation LED codes

CL	<ul style="list-style-type: none"> When CLEAN is pressed on the remote 'CL' will show on the display Air filter cleaning reminder. After 240 hours of use, the display window on the indoor unit will flash 'CL'. This is a reminder to clean your filter. After 15 seconds, the unit will revert to its previous display. The filters can be checked and cleaned during the annual servicing of the unit.
dF	In heating mode, when frost conditions are detected (thermistor in 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.
nF	<p>Air filter replacement reminder. After 2,880 hours of use, the display window on the indoor unit will flash 'nF' (new filter). This is a reminder to replace your filter. After 15 seconds the unit will revert to its previous display.</p> <p>To reset the reminder, press the LED button on your remote control four times, or press the manual control button three times. If you don't reset the reminder, 'nF' will flash again when you restart the unit.</p>

Installation checklist



Complete the installation checklist below and make sure this is left with the homeowner. Also instruct the homeowner about the use, care, and maintenance of the system, and ensure they understand the safety instructions.

Check	Issues if not checked
ELECTRIC FIRE	
<input type="checkbox"/> System installed in a sealed cavity	
<input type="checkbox"/> Outer edge of zero clearance box installed flush with the wall lining	
<input type="checkbox"/> Electric fire has an independent power supply	
<input type="checkbox"/> Appliance operation with remote checked (through all functions)	
<input type="checkbox"/> Is the indoor unit installed securely	Dislodgement, vibration, noise
<input type="checkbox"/> Checked for gas leaks	No cooling or heating
<input type="checkbox"/> Has all thermal insulation been completed (vapour pipes, liquid pipes, indoor portions of the drain hose extension)	Condensation
<input type="checkbox"/> Is the drainage secure	Water leakage
<input type="checkbox"/> Electric wires installed correctly	No cooling or heating, may cause electrical shock or fire
<input type="checkbox"/> Wiring in accordance within the specifications	Operation failure, electrical fire
<input type="checkbox"/> Inlets / outlets of the indoor and outdoor unit free of any obstructions	No cooling or heating
<input type="checkbox"/> Are the pipes designed for use with R32	Pipe or pipe connection leakage
<input type="checkbox"/> Leak test pipe connections	Pipe connection leakage
<input type="checkbox"/> Air purging carried out	No cooling or heating
<input type="checkbox"/> Appliance tested for correct operation	No cooling or heating
<input type="checkbox"/> End user aware of operating and safety procedures	Incorrect operation

Limited Warranty

Rinnai brings you peace of mind with a:

5-year warranty



Rinnai Velare 1500 - Hybrid Electric Fire warranty summary

	Parts	Labour
Electric fire firebox¹	5 years	5 years
Heat pump system	5 years	5 years
All other parts	2 years	2 years

All terms of the warranty, subject to the conditions below, are effective from the date of first purchase from an authorised Rinnai dealer and/or date of first installation, which can be found on the electrical compliance certificate left by the installer. Proof of purchase will be required at the time of any warranty claim. This warranty is only valid within the country of purchase. Any warranty claim must be made within a reasonable time of discovery of the potential fault or defect.

¹ The firebox is the metal outer casing that surrounds the fire. All other parts of the fire will be covered by a two year limited warranty.

Residential application

A residential application is defined as an installation where the Velare 1500 serves a single residential dwelling (not used for commercial purposes).

All other installations are defined as commercial applications.

General warranty terms

All Rinnai appliances meet or exceed the safety standards required by New Zealand Electricity (Safety) Regulations. The company is constantly improving its products and as such, specifications are subject to change or variation 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 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, 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 the Velare 1500 Hybrid Electric Fire 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.

Warranty terms and conditions

1. All Rinnai appliances must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturer's installation instructions, local regulations, and building codes by persons authorised to do so.
2. All Rinnai products must be operated and maintained in accordance with the manufacturer's operating instructions.
3. The Velare 1500 Hybrid Electric Fire 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.
4. 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, but is not limited to these.
5. Where a failed component is replaced under warranty, the balance of the original warranty will remain effective.
6. Rinnai reserves the right to have installed product returned to the factory for inspection.
7. 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).
8. Rinnai reserves the right to transfer functional components from defective product if they are suitable.
9. 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 cost of parts (if required).

1. Accidental damage, defects or failure caused by acts of nature (fire, wind, lightning, flood, storm, hail storm fallout), vandalism, earthquake, war, civil unrest, pests, animals, insects, or entry of foreign objects or matter into the product such as dirt, debris or moisture.
2. Failure due to abuse or misuse, improper maintenance or improper storage.
3. Failure due to incorrect or unauthorised installations including but not limited to the use of products that are not specified by Rinnai, and damage caused by installation of indoor fires outdoors.
4. Failure or damage caused by alterations, service or repair work carried out by unauthorised personnel.
5. Damage or deterioration of external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions.
6. Product which has been installed in a portable or mobile building, structure or application, but not limited to, a caravan, boat, or trailer.
7. Where it is found that there is no fault with the appliance and the issue is related to the installation or is due to the failure of electricity supplies.
8. Noise caused by minor contraction, movement or expansion of certain parts.
9. Cost of building work to access parts that need repair or replacement, or the costs of building repairs afterwards.
10. Subjective issues such as noise or smell that Rinnai have investigated and are established to be within normal operating parameters.
11. Variances in fireplace appearance, including flame picture, from Rinnai promotional images that are due to printing confines, and on-screen display variances.
12. 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 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.

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.

Rinnai.co.nz

Tel: 0800 746 624
<http://www.youtube.com/rinnainz>
<http://facebook.com/rinnainz>

Velare 1500 Hybrid Electric Fire operation guide
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