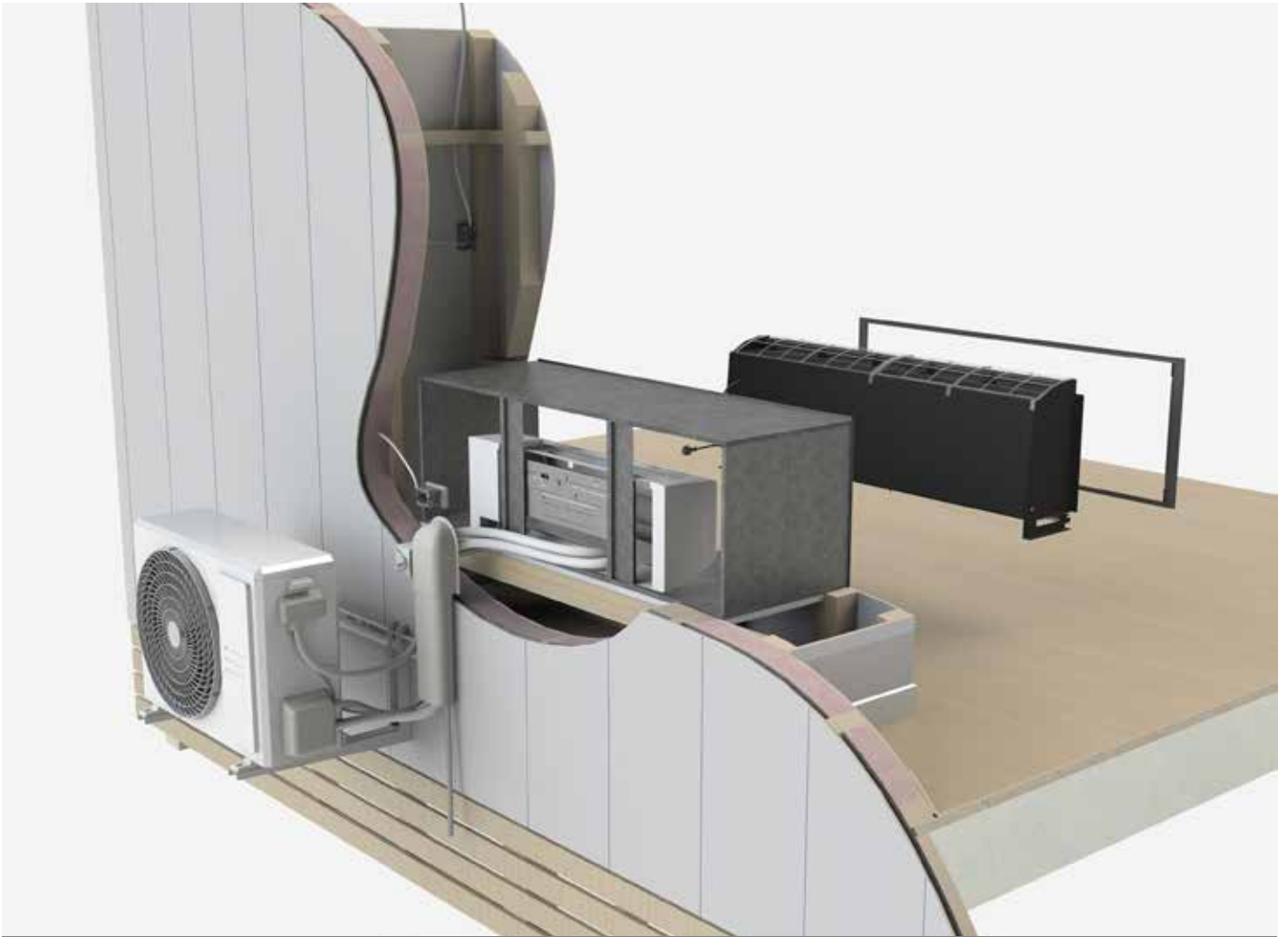




Velare™ 1500 - Hybrid Electric Fire

Service manual

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 6.335.2.40, and G12/AS1

Appliance must be installed, commissioned, serviced, and removed 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.

Help is here

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

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Parts lists

The exploded diagrams and parts lists have not been published in this manual due to the frequency in which they change. Please refer to the Rinnai website (rinnai.co.nz) for the latest spares PDF.

Servicing statement

This service manual covers the dismantling and replacement of parts within the Velare electric fire component only. Servicing of the electric fire may be carried out by a qualified electrician.

For servicing the indoor and outdoor heat pump components, refer to the separate 'Pro Series 2 High Wall Heat Pump / Air Conditioner' service manual. This manual contains important safety information and procedures for working with flammable refrigerants. Servicing of the heat pump system must only be carried out by a licensed HVAC technician.



If servicing or repair is limited to the indoor heat pump, the electric fire can be removed as a complete assembly. To do this, first remove the glass, then, with two people, carefully slide the electric fire out in one piece. Refer steps and images on pages 8-11.

Rinnai appliances require regular inspection and servicing to ensure safe, reliable operation. The heat pump component should be serviced annually. While the electric fire requires minimal maintenance, it must be removed to access the heat pump and should be inspected at the same time. Regular servicing will help maintain performance and extend the service life of the system.

A typical service would include:

Electric fire
• Cleaning the glass inside and out • Removing 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
• 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
• Checking condenser coil and fan, removing dirt, leaves, and debris that 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

Specification summary



The game changing high-performance fire with integrated heat pump technology. Controlled using a simple infra-red remote.



R32 refrigerant models **MUST BE** installed, operated and stored in a room with a floor area larger than 14m².

VELARE ELECTRIC FIRE				
Model	ES1500HP60			
Suitable area	22-32 m ² (based on a 2.6 m stud height)			
Suitability	Suitable for indoor domestic applications only. Do not install near a wet area such as a bath, shower, or swimming pool.			
Data plate position	Top panel right hand side—will have the serial number of the appliance. Indoor heat pump overlay sticker—next to the data label on the left hand side			
Electrical supply	Power supply is 230 V, control PCB 12 V, motor 12 V DC			
3-pin plug type	10 A with a power lead of 1500 mm			
Power consumption		Electric fire	HP	Total system
	Max. power consumption	70 W		3469 W
	Standby current consumption	0.06 A		
	Standby power consumption	4 W		
	Power input	70 W	1.7 W	1170 W
	Rated current	0.32 A	7.43 A	7.75 A
Carton dimensions	W - 1610 mm, D - 380 mm, H - 620 mm			
Weight	Gross - 70 kg Net - 55 kg			

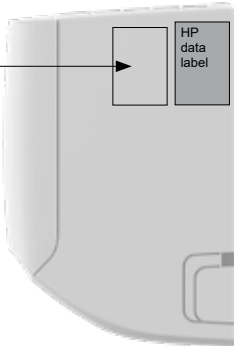
Firebox data plate example

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	



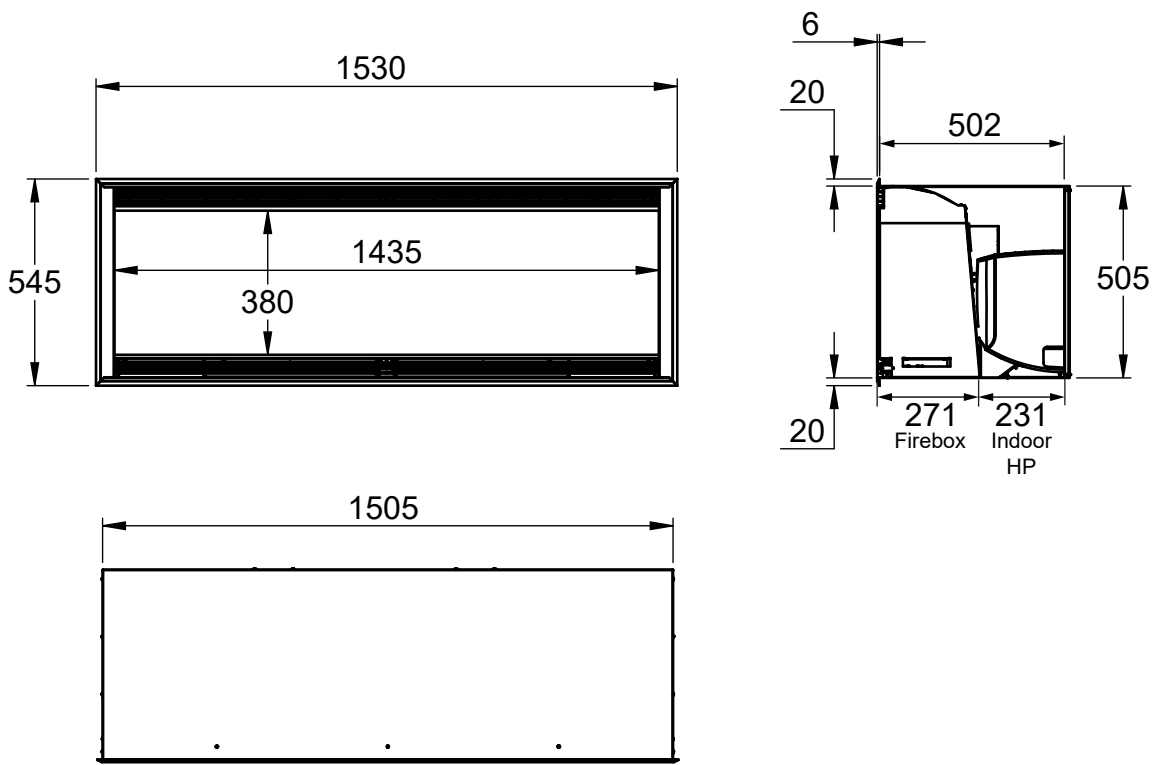
Indoor heat pump overlay sticker

This indoor unit has been modified for use as part of a heat pump electric fire (ES1500HP60) If ordering a replacement unit, be sure to order: ESHP60
16359

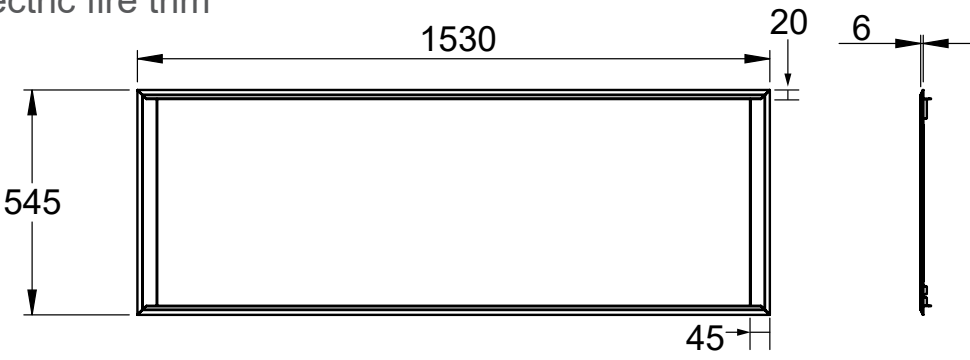


Dimensions (mm)

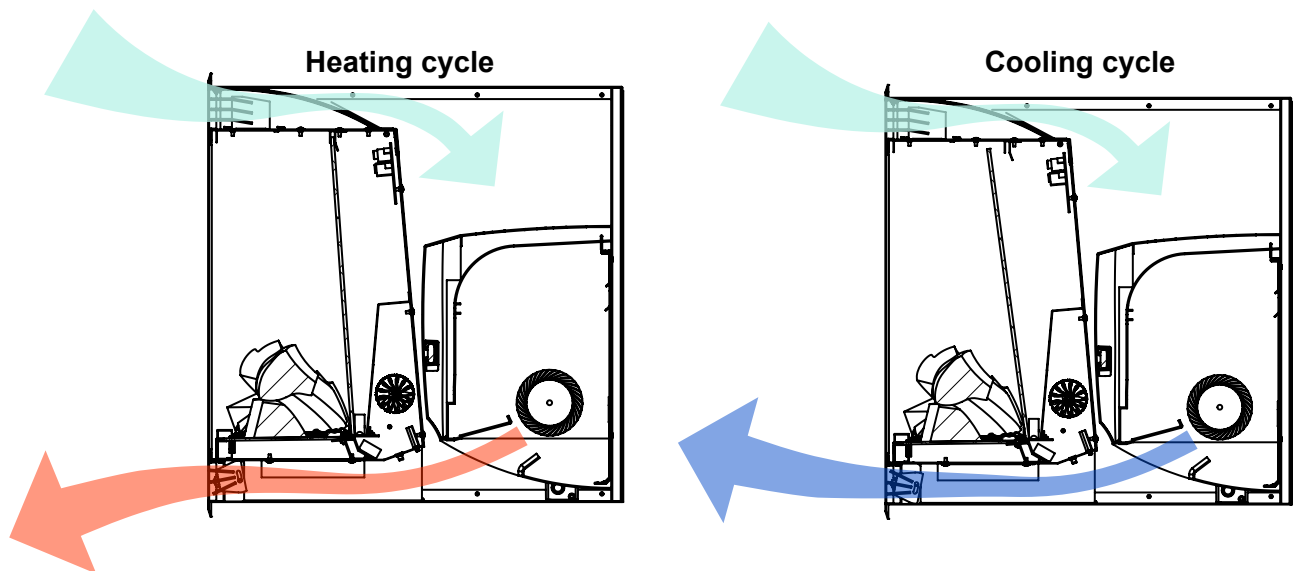
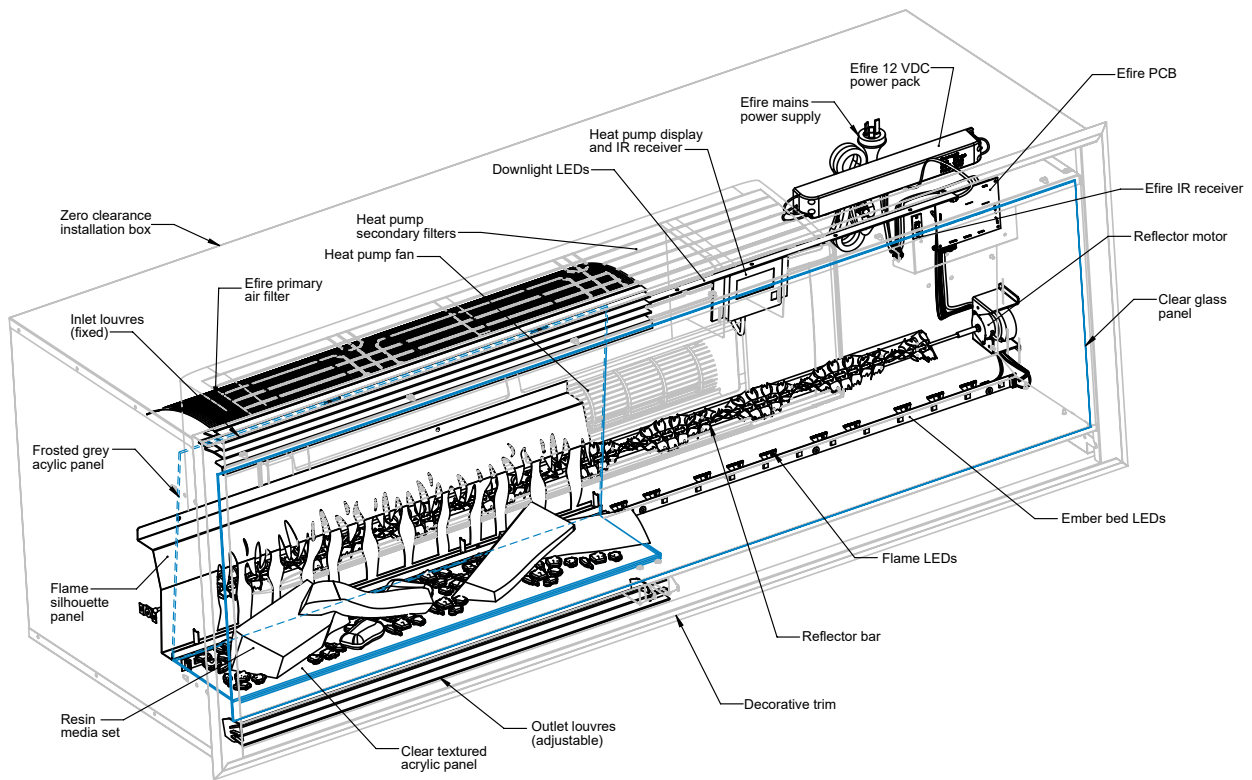
Unit dimensions including trim



Electric fire trim



Schematic



Louvres need to be manually adjusted to direct the airflow, this is not an automatic feature.

Dismantling for service and repair



HAZARDOUS VOLTAGE
Risk of electrical shock



Disconnect all
sources of power supply
prior to servicing



There should be two power supplies:

1. Power to the heat pump indoor unit is supplied via the outdoor unit which should have an isolation switch near it.
2. A separate power supply for the electric fire component. This should have its own isolation switch indoors, somewhere near the fire.

Removing the filters

Remove the two filters positioned at the top of the fire. Reinstall them only after the trim has been fitted; installing them earlier will prevent the trim from seating correctly. The filters slide into the angled stainless steel bars at the top of the fire. The tab hooks need to face down otherwise they won't go all the way in.



Clogged filters reduce the heating and cooling efficiency of the unit. We recommend the filters are cleaned every three months by the homeowner, or more often in environments with lint or dust, such as homes with pets.

The filters can be cleaned from both sides using a vacuum cleaner with a soft brush, or a soft cloth. NEVER attempt to clean the filters with water.



Removing the outer trim

The trim is held in place by magnets. The trim can be easily removed by gripping the side of the trim and the underside of the top edge, then pulling outwards.

To re-install rest the bottom edge of the trim on the unit. Centralise the trim and click it into place—ensure the filters are removed first.



Removing the glass



Care is required with the glass as it can break easily. Also do not leave the suction cups on the glass for long periods as the marks can be difficult to remove.

The anti-reflective toughened glass is held in place by a top and bottom channel. Using two glass suckers, place the cups onto the glass. Holding both cups push upwards and angle out the glass. To re-install angle the top edge in first, then swing the bottom edge into the channel.

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.



Removing the complete electric fire

If direct access to the indoor heat pump is required, the electric fire can be removed as a complete assembly without dismantling individual components. To do this undo the four screws of the electric fire body, two on the left and two on the right. These screws secure the fire to the zero clearance box and by removing them the firebox can be shifted forward slightly so the two handholds, either side of the fire, can be accessed.

Pull out the unit straight using the two handholds and supporting the top of the fire.



Checking the foam seal

Once the electric fire has been removed, inspect the white foam seal on the rear of the unit to ensure it is in good condition. The integrity of the seal is important as it prevents air from short-circuiting within the enclosure.

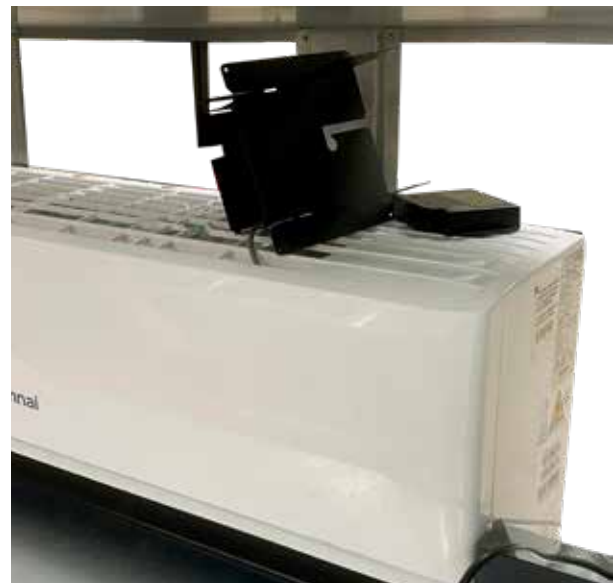
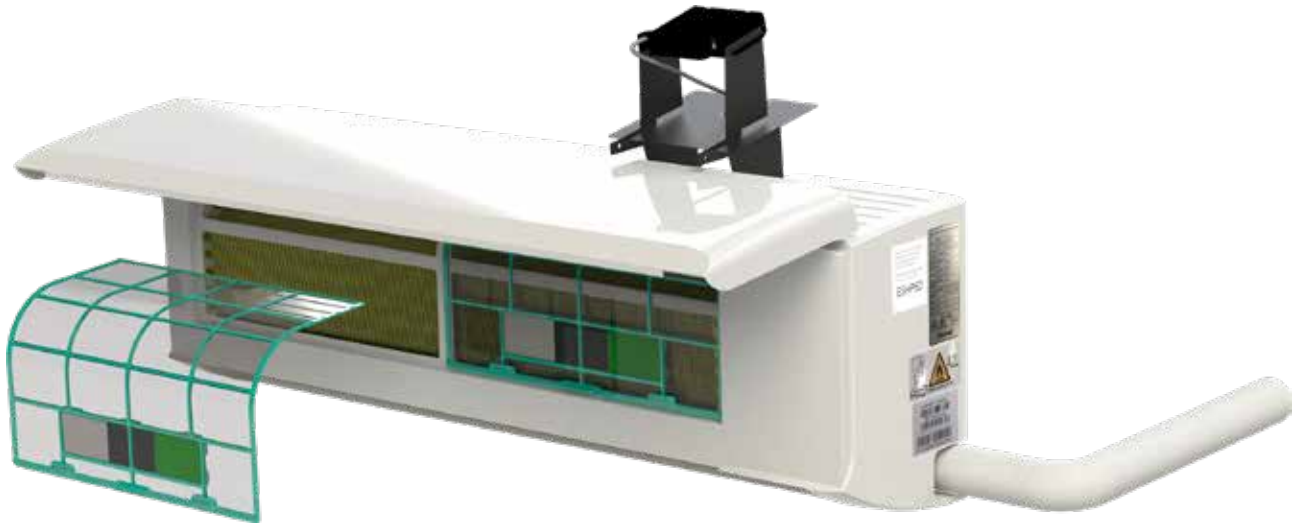
If replacement is required, remove the existing foam seal and replace with a new one (self-adhesive backing).



Accessing the heat pump filters

With the electric fire removed, the indoor heat pump is fully accessible.

Before removing the heat pump cover, reposition the LED control display. This can be done by moving it to the rear of the unit or by unclipping it and placing it to one side, clear of the work area.



Dismantling the electric fire components

Once the glass has been removed, the resin media set can be taken out and cleaned. If the granules are particularly dusty, these can be washed.

We have provided a recommended layout of the media set, but it can freely adjusted based on personal preference. For example, the logs may have the bark side up or the burnt side up, or a mix of both.

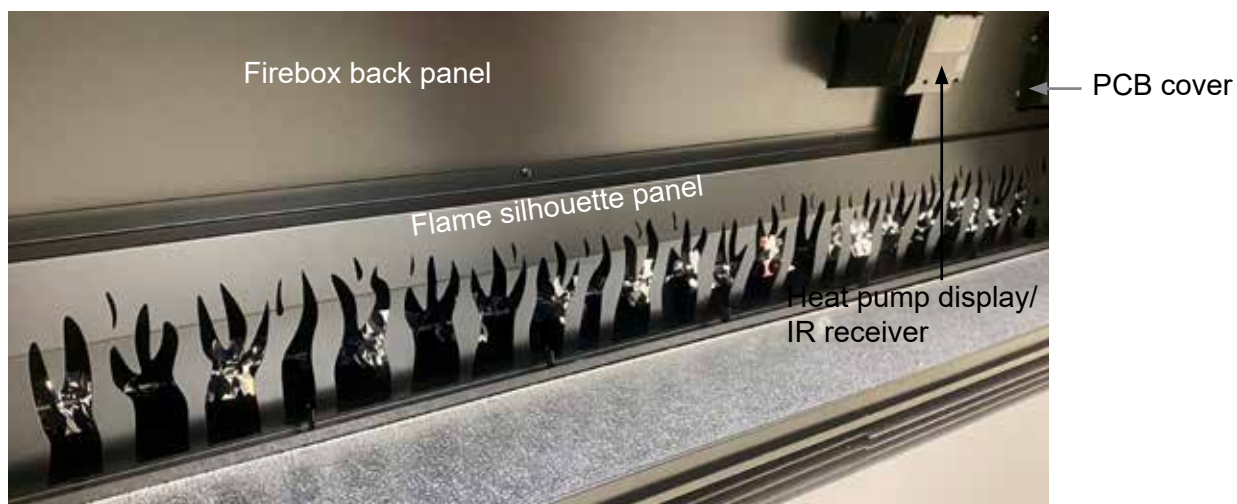


Dismantling the electric fire components

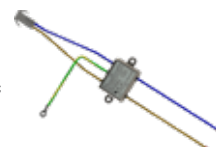
Accessing the power supply and PCB

To access the power supply connection, PCB, and EMI¹ (electromagnetic interference) filter, remove the grey acrylic rear panel. Undo the screw located in the top-right corner beneath the top of the firebox. Using the glass suction cups, lift the panel up and away in the same way as the front glass panel.

Removing the acrylic panel will expose the flame silhouette panel, firebox back panel, and PCB cover.



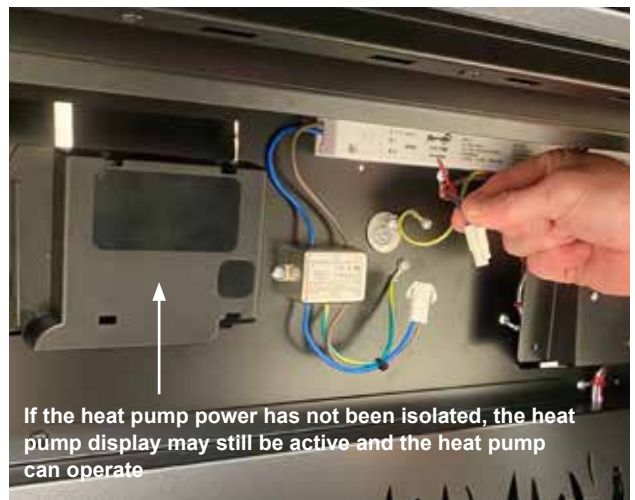
¹ An EMI (electromagnetic interference) filter is an electronic device used to block unwanted electrical noise and electromagnetic radiation. It allows clean power to pass while extracting interfering currents that can disrupt, corrupt, or permanently damage sensitive equipment.



Undo the screws around the PCB cover to access the power supply connection and EMI filter.



For additional safety, before working on any other components within the firebox disconnect the main 240 V connector—all other parts will be 12 V.

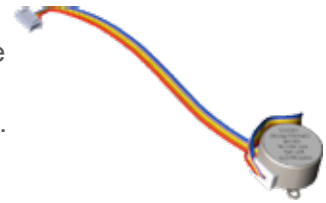


To access and replace the PCB undo the one securing screw as shown below.



Accessing and replacing the reflector drive motor

To access the reflector drive motor for replacement, remove the silhouette panel. Undo the eight retaining screws and carefully lift the panel out. Take care not to scratch the sides of the firebox when removing the panel.



To replace the reflector drive motor, move and angle the firebox out so there is access to the two screws holding it in place from the outside of the firebox.



Reflector drive motor position



Reflector drive motor securing screws on the outside of the firebox

Accessing and replacing the downlights

To access the downlights, remove the textured acrylic panel and the blanking plates on either side of the firebox. Both components lift out.

To remove the downlight bar, undo the retaining screws and lift the bar out. There are two downlight bars joined together in the centre.

To replace the downlights, remove the four securing screws shown in the photo below, then remove and replace the downlight as required.

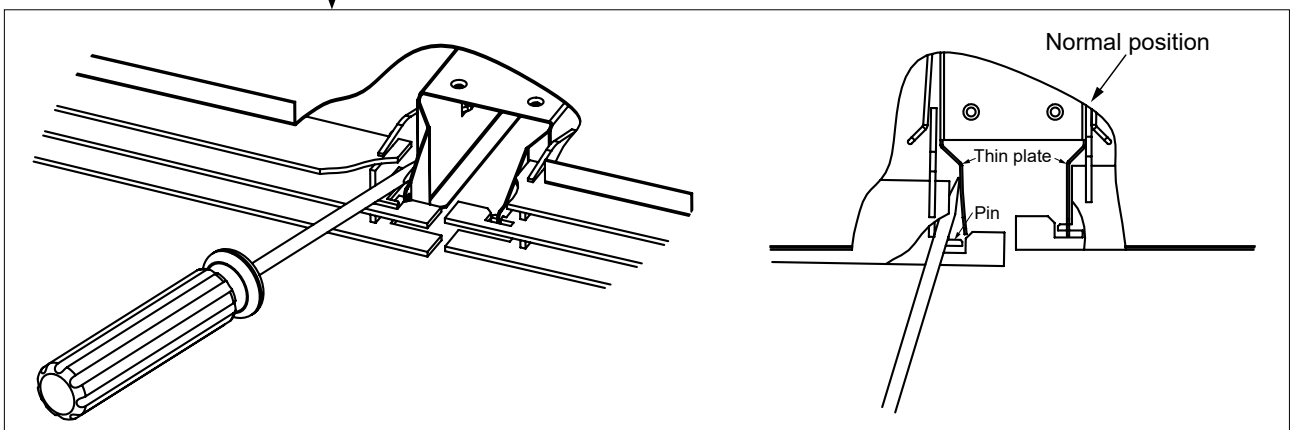


Removing the lower louvres

Depending on the environment, condensation can form on the lower louvres, causing dust and debris to accumulate. If the louvres cannot be cleaned in place, they can be easily removed.

Insert a screwdriver between the thick and thin plates and gently prise them apart until the pin is released from the hole in the thin plate. The screwdriver applies pressure between the spring and the plate, allowing the pin to disengage.

If the louvres can be cleaned in place, a venetian blind cleaning tool, such as the one shown, is ideal.



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