



Arriva 752 gas fireplace

Operation guide

Rinnai

Important

Appliance must be installed with a Rinnai approved flue system.

This appliance must be installed in accordance with:

- Manufacturer's installation instructions
- AS/NZS 5601 Gas Installations
- AS/NZS 5263 Gas appliance standards

For use with Natural Gas or Universal LPG as indicated on the appliance.

Appliance must be installed, commissioned and serviced by an authorised person, being in New Zealand a licensed gasfitter.

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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Contents

Safety	4
General information	5
About your Arriva 752	6
Care of your Arriva 752.....	7
Clearances	8
Operation without remote	9
Operation using your remote	10
Troubleshooting	12
Error codes	14
Abnormal flame pattern	15
Installation checklist and installer details.....	16
Purchase details	17
Register your Arriva 752 online.....	17
Limited Warranty	18

Servicing

Gas fires, like cars, require regular maintenance and servicing. For reliable operation Rinnai gas fires should be serviced **every two years**, including inspection of the flue system.

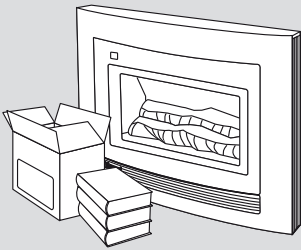
Safety

Important

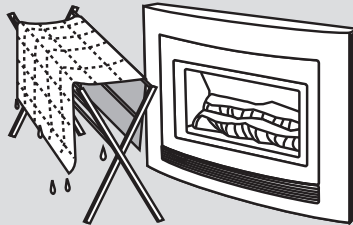
This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

- The heater must not be used or operated if any part of the appliance is damaged
- Do not place articles on or against this appliance
- Do not use or store flammable materials near this appliance
- Do not spray aerosols in the vicinity of this appliance while it is in operation
- Do not modify this appliance
- The fire must not be located immediately below a power socket outlet (potential fire hazard)

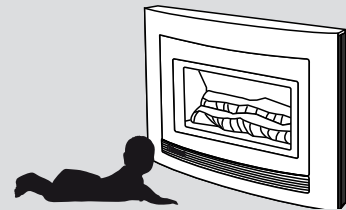
Do not restrict warm air discharge by placing articles in front of the fire.



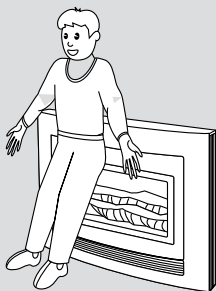
The fire must not be used for any other purpose other than heating.



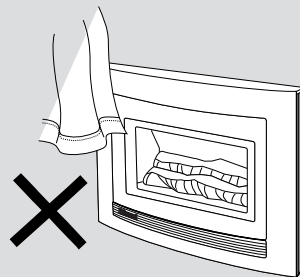
Children should be supervised at all times to ensure they do not play with the fire. Hand or body contact with the fire must be avoided.



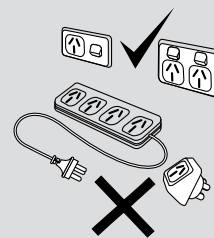
Do not allow anyone to sit, lean or sleep directly in front of the fire.



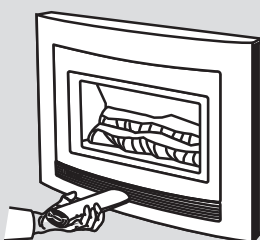
Do not allow curtains or other combustible materials to come into contact with the fire.



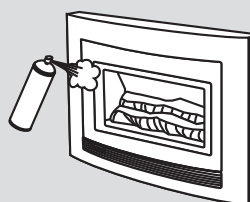
Do not unplug the appliance while it is operating. Do not use power boards or double adapters to operate the unit.



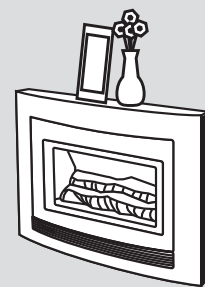
Do not post or allow children to post articles into the louvres of the heater.



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



Do not place anything on top of the fire.



General information

Before operation please read these instructions to get an overview of how to operate, maintain and service your Rinnai gas fire.

Electrical connection



The Arriva 752 is fitted with a 1.5 m power cord and a 3-pin plug. The standard electrical connection is to the front right hand side.

The connection is either direct wired¹ or connected to a power point within the cavity. This must be connected to a dedicated earthed power point. The electric isolation switch must be accessible after the appliance has been installed.

The fire must not be located immediately below a socket outlet—potential fire hazard.

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

Installation by a licensed tradesperson

Only a licensed tradesperson can install, adjust, maintain, and service this gas fire. 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.16), and leave this guide with you.

Soot deposits

Small soot deposits inside the heater or glass is normal. Significant soot build-up however is not normal and will require a service call. Refer to the troubleshooting section for further information.

Environmental

Your Rinnai gas fire is manufactured from a number of recyclable materials. At the end of its useful life please consider what parts could be recycled, for example scrap metal.



Servicing

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).

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

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

Outside flue terminal

On cold days steam may be discharged from the flue terminal. This is normal for high efficiency appliances like the Arriva and does not indicate a fault.

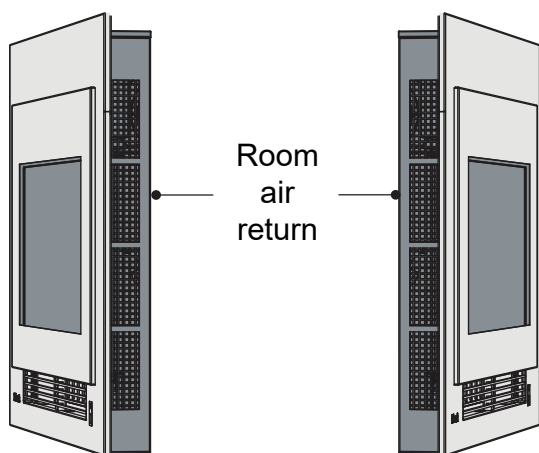
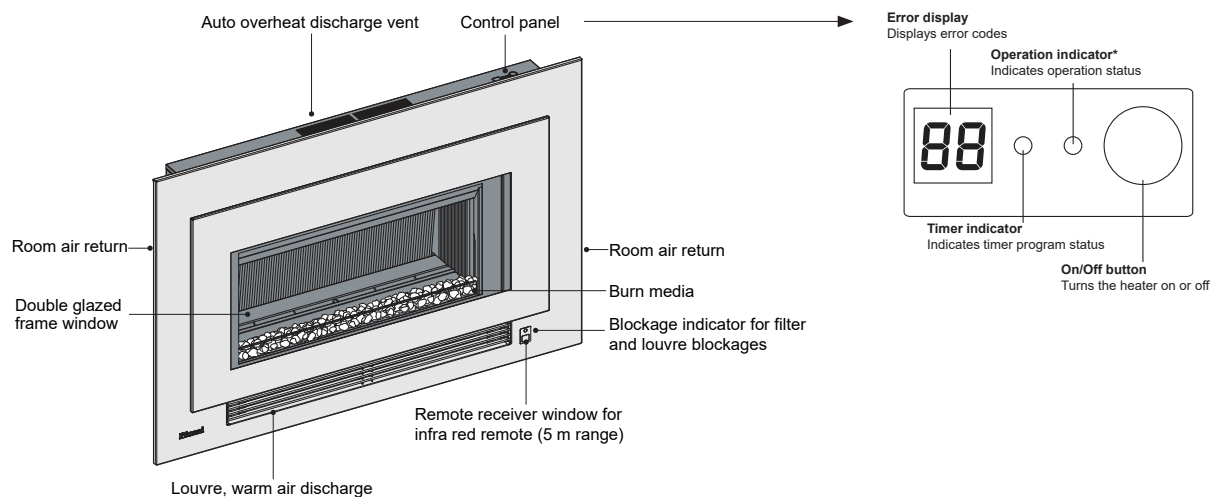
For those with a horizontal flue terminal, ensure you keep flammable materials, trees, shrubs, and any other obstructions well clear of the flue terminal.



¹ Consult a qualified electrician if direct wiring is required as it must comply with AS/NZS 5601 and AS/NZS 3000 and other relevant local regulations

About your Arriva 752

Congratulations on the purchase of your Rinnai Arriva gas fireplace. 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.



Safety devices

Your Rinnai Arriva has the following safety devices:

- flame failure sensing system
- pressure relief
- overheat safety switch
- air temperature sensor
- thermal fuse
- overcurrent fuse
- spark detection

Positioning the Arriva 752

To gain maximum heating advantage from the bottom air discharge, the Arriva looks and performs best when installed close to the floor. If installed higher up the wall, the movement of air from the convection fan, depending on the room configuration could create drafts.

Power failure

If power is disrupted while the fire is operating, once power is restored, it will go into power failure mode—flashing zeros in the error display, and a green LED* on the control panel.

To reset the fire, press the On/Off button on the control panel twice, or use the remote control and press the Standby/On button once, to go into standby, and then a second time to turn the fire back on.

* Control panel LED colours; red = on, green = standby, green flashing = error code indication

Care of your Arriva 752

Your Arriva needs very little maintenance, however the following information will help to keep it looking good and working efficiently

Important



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

DO NOT use solvents. All parts of the fire and remote can be cleaned using a soft damp cloth and mild detergent.

About the filters

The filters are located inside the room air return doors (side louvres) and consist of two metal mesh strips. The buildup of dust on the filters reduce air flow through to the fire. This reduces the operating efficiency and can lead to the fire shutting down. Regular filter cleaning during the heating season will stop this from happening.

Cleaning the filters

Clean any dust or debris from both sides of the filters using a vacuum cleaner, a soft dry cloth, or a soft brush. NEVER attempt to clean the filters with water.

Heater shut down due to filter blockages

Do not wait for the blockage indicator (error code 14) to come on before cleaning the filters, and do not continue to use the fire if the LED indicator is flashing red.

Once the indicator light is flashing, if no action is taken, the heater will eventually shut down to avoid overheating. Error code 14 will be displayed in the error display on the control panel.

Restoring the fire after a shut down

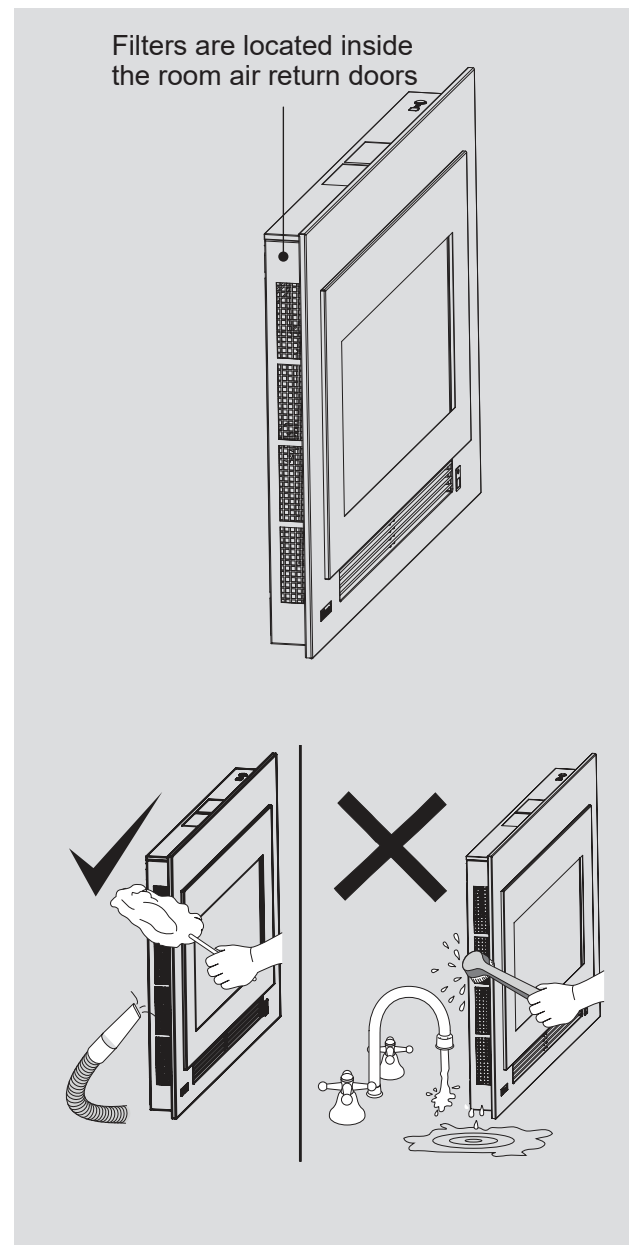
To restore normal operation after a filter blockage:

1. Press the On/Off button to turn off.
2. Clean the filters.
3. Press the On/Off button to turn on.
4. Use the remote control to resume normal operation.

Bottom louvres

It is important that the warm air discharge louvres are kept clear of any obstructions as this will affect the performance of the fire.

When an obstruction is detected the blockage indicator LED will go red and the fire will turn down to low (front burner only). To restore normal operation, remove the obstruction and use the remote control to resume normal operation.



Clearances

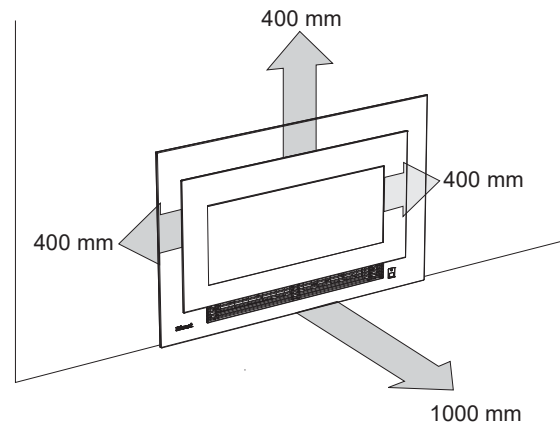
The clearances, measured from the **edge of the glass**, are minimum clearances unless otherwise stated.

While the unit is operating

The fire must not be installed where curtains or other combustible materials could come into contact with the unit. The 400 mm side clearance includes side walls.

Floor protection

Heat from this fire may affect the appearance of some materials used for flooring, such as carpet, vinyl, cork or timber. This may be amplified if the air contains cooking vapours or cigarette smoke. To avoid this occurring, it is recommended that a mat be placed in front of the fire, extending at least 750 mm in front.

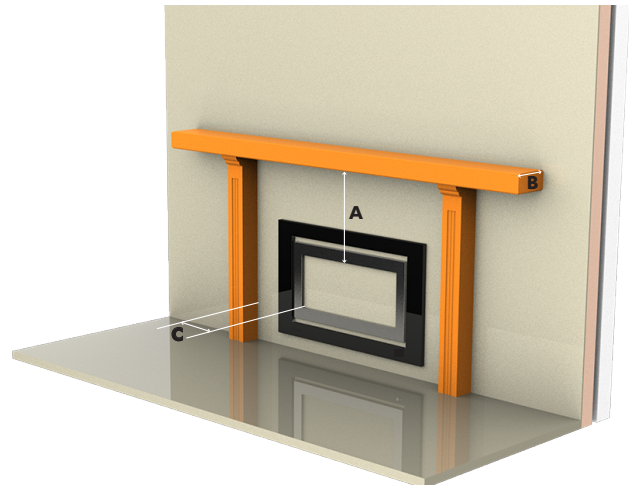


Mantels and surrounds

Mantels and surrounds, made of combustible materials such as wood, are allowed providing they are outside the minimum clearances shown.

Hearths

A hearth is not necessary but can be used for decorative purposes or protection of sensitive flooring. A hearth must not obscure the front face of the fire or obstruct the fire in any way (including the frame around the fire).



TV installation above the fire

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

Generally the bottom of the television should be at least 400 mm above the fire. Please contact the television supplier to check clearances. Some television manufacturers have warranty conditions that state a TV is not to be installed above a fireplace.

For further information please contact Rinnai or refer to the installation guide, which includes a TV installation diagram.

A	Mantel needs to be a min. of 400 mm away from the edge of the inner glass
B	Max. mantel depth at 400 mm (A) is 250 mm
C	Surround needs to be a min. of 400 mm away from the edge of the glass

For every 50 mm of added mantel depth, there must be an additional 100 mm of clearance from the edge of the glass. For example:

Mantel depth	A: Clearance required
300 mm	500 mm
350 mm	600 mm
400 mm	700 mm

Operation without the remote

If you lose your remote, or the batteries go flat, you can still operate your fire, albeit in a limited capacity, using the control panel on the unit.

How the fire starts

The Arriva has a sealed combustion chamber that requires purging before gas can flow and the unit can start. This means the combustion fan will start before the unit comes on.

Ignition sequence

1. When the On/Off button is pressed on the control panel, the LED will glow red and the combustion fan will start.
2. The ignition sparker will operate as soon as a spark is sensed and gas will flow to the main burner.
3. When the main burner has established, the unit will automatically modulate between the burner settings to achieve and maintain the default set temperature of 22 °C.

If the fire is turned off using the on/off button on the control panel, when it is turned back on it will lose any timer and clock settings until the remote is used again to re-transmit the information. The remote stores the clock, time, and temperature settings of the fire.

Do not unplug the power supply

Do not unplug the main power supply to the fire as the convection fan is required to operate for several minutes after the unit is turned off to assist in cooling the fire down.

Operation using your remote

For the remote control functions to be available, the appliance On/Off button must be in the On position.

The remote emits an infra-red signal. It must be aimed at the receiver unit located on the right side of the fire, normal operating range is 5 m. Some fluorescent lights may interfere with the transmission of the remote signal. If you experience this problem, changing your operating position may help.

The remote control will transmit information to the fire every time a button is pressed.

When the timers are being set, information is transmitted only when the 'Time Set' button is pressed.

When the remote is not used for a period (approx. 5 secs), the display will default to standby mode, displaying only the time. To reactivate press any button on the keypad.

Signal transmissions

Transmissions are confirmed by a brief illumination of the signal indicator on the remote. The unit will also flash and beep to confirm the settings have been received.

Batteries



The remote uses two x 1.5 V AAA batteries. Never mix old and new batteries.

Remove the batteries if the remote is not going to be used for a long time. This will help avoid damage from leaking batteries. After batteries are replaced the clock and timers may need to be reprogrammed.



Standby / On

Stops and operates the fire.

Flame

Controls the flame picture.

Extra low

Energy saving room temperature control.

Lock

Child lock, locks out control to prevent tampering.

Timer 1 and 2

Sets the timer programs.

Override

Manually overrides the current timer operation.

Time set

Sets clock and timers.

Turning on

When in standby, pressing the Standby / On button will start the fire and the LED will glow red to indicate the fire is operating.

Preset temperatures

The temperature can be preset to:

- L (low), continuous combustion on low
- 16-26 °C in 1 °C steps, fire will turn up and down to maintain the selected temperature
- H (high), continuous combustion on high

Lock

Designed as a child lock. When pressed all remote functions will be locked, except Standby / On, for the purpose of turning the fire to standby. The remote will show 'Lock'. To cancel press 'Lock' for three seconds.

Turning to standby

Press Standby/On, this will turn off the unit and the LED will glow green to indicate the fire is in standby.

Adjusting the temperature

Pressing the up and down buttons will change the preset temperature by increments of 1 °C, the temperature will be displayed on the remote.

Setting the clock



The clock must be set before the timers will operate.

Press the 'Time Set' button once, 'Clock Set' will be displayed to confirm the function is initiated. The remote will show 'AM 12:00'. Use the up and down buttons to set AM or PM and set the clock, then press 'Time Set' to start programming the timers.

If you don't want to set the timers at this point, press 'Time Set' four times to return to the clock. If no button is pressed within 90 seconds, the screen will deactivate and the settings may be lost.

Setting the timers

After the clock has been set and the 'Time Set' button selected:

1. 'Timer 1 Set On' and 'AM 06:00' will be displayed. Use the up and down buttons to set AM or PM. Press the Time Set button once. 
2. 'Timer 1 Set Off' and 'AM 09:00' will be displayed. Use the up and down buttons to set AM or PM. Press the Time set button once. 
3. To set up Timer 2 repeat the above steps, or press 'Time Set' three times to exit the timer program.
4. The set On/Off timers will be displayed briefly to confirm the settings. When the programs have been received the remote display will revert to time mode.

Using the timers

Prior to using the timers ensure the desired temperature has been set, refer previous page.

You can view the timer settings by pressing the 'Timer 1' or 'Timer 2' buttons while the fire is operating. The display will briefly show the status of each timer, i.e. Timer 1 On, Timer 1 Off. If the current time is outside of the programmed times the fire will go into standby and the LED will glow green.

To turn the timers off, press the relevant timer button again. The fire will return to standby. If there are no timers set the Timer Indicator will go out.

Preheat function

Preheat automatically functions in conjunction with the timers. The preheat function ensures the room reaches temperature by the programmed on time. This is achieved by sensing the room temperature one hour prior to start.

Override

This is used to manually override the timers so the fire can be operated outside the timer periods. When override is selected 'Override' will be displayed. While in Override all remote functions, except for flame function are available until the next timer period.

To return to the timer setting, press 'Override' again. If Standby / On is pressed during override the fire will revert to standby and the timer programs will be cancelled.

Extra low

Useful in situations when the room temperature keeps rising even when the fire is on the lowest setting.

Function off

When the room temperature reaches the preset temperature the fire continues to operate with the main burner on low, to provide a flame picture with minimal heat output. In some cases this may cause the room to become warmer than desired.

Function on

When the room temperature exceeds the preset temperature, the burner will reduce to an extra low setting and will return to normal if the room temperature starts to fall below the preset temperature.

Flame

Flame function can be used approximately 90 seconds after the fire has started. The flame function is used to select a desired flame picture and overrides automatic mode—seven flame settings available.

While the fire is operating press the 'Flame' button. The fire will automatically default to the last flame setting. The word 'Flame' and a series of short bars will be displayed. Use the up and down buttons to select the desired flame picture. The number of bars illuminated will correspond to your selection.

Should the room temperature exceed 40 °C, while the flame function is on, the fire will switch off—this is a safety feature.



Troubleshooting

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

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

Using the Arriva for the first time or after a long period of non-use

Ignition may not occur the first time it is operated due to air in the gas pipes. If ignition does not occur within one minute the fire will attempt to re-light, if unsuccessful the fire will switch off automatically. Try operating the fire again if this occurs.

The fire will make noises after ignition or switching off. This is due to the expansion and contraction of internal components—this is normal. The fire will not ignite if the On/Off button is pressed straight after the heater has turned off. It will take approximately 20 seconds before the unit will switch on again.

Symptom	Cause	Solution
When turning on	Warm air does not start when the burner lights.	The fan starts automatically after a short delay. This is to allow the appliance to warm up, helping avoid cold drafts.
	Smoke or strange smells when operating after installation.	This is caused by grease, oil, or dust within the appliance. This will stop after a short time.
	Sharp clicking noises at ignition, or when the unit thermostat modulates to a lower or higher setting, or shuts down.	This is expansion and contraction of the heat exchanger and is a normal part of operation.
During operation	Clunking noise when the thermostat operates.	This is the sound of the gas valve opening and closing to regulate the flow of gas.
When turning off	Fan continues to run after the unit is turned off.	This is to remove the residual heat from within the appliance. This stops once the fire cools down.
Other	Steam is discharged from the flue terminal outside.	High efficiency appliances tend to discharge water vapour on cold days—this is normal.
	Heater doesn't start when the Standby/On button is pushed.	Check the control panel On/Off button is on. Check timer(s). Timer programmes must be turned off or overridden for manual operation.
Timers	Timer(s) do not operate at the set time.	Check timers are set correctly. They may be inactivated or incorrectly programmed.
	Timer operates for a short time then cuts out.	Room temperature may be higher than the set temperature. Increase set temperature if desired. Turn off the Extra Low button if on.

Symptom	Cause	Solution
Remote control doesn't work	Fire not plugged in properly or turned off	Plug in power cord, or press the On/Off button on the control panel
	Timer set	Use the override button
	Lock set	Cancel lock (hold for three seconds)
	Remote lockup due to signal being out of range, incorrectly aimed, or obstructed	Change position of where you are operating the remote, or remove obstruction
No indication or control panel indicators	Fire not plugged in properly or turned off	Plug in power cord, or press the On/Off button on the control panel
	Mains power failure	Use power reset procedure, refer p.6
Arriva stops during operation	Mains power failure	Use power reset procedure, refer p.6
	Filter obstructed	Remove and clean filters
	Gas supply turned off	Turn on the gas supply at the meter or cylinder
Burners fail to ignite	Air in gas pipe when initially installed	Installer to purge air from gas supply
	Gas supply turned off	Turn on the gas supply at the meter or cylinder
Smell of gas	Gas escape	Isolate gas supply and contact a Rinnai Service Centre
No display on remote	Flat batteries	Replace batteries in remote

Error codes

The Arriva has self diagnostic electronics that monitor the unit during startup and operation. Should a fault occur the heater will shut down. The fault that has caused the shut down will be indicated by a pair of flashing lights in the error display window of the control panel, and a green flashing LED.



Error code	Likely cause	Suggested solution
00	Mains power failure	Reset the fire, press the On/Off button twice, or use the remote control and press the Standby/On button once from standby, then a second time to turn the fire on.
11	Ignition failure	Check gas supply is turned on, switch heater to standby and then on again. If ignition failure continues a service call is required.
12	Incomplete combustion	As above
14	Filter blockage / overheat	Clean filters, if error continues a service call is required
16	Room overheat	Lower room temperature to below 40 °C
31	Room temperature sensor faulty	Service call
32	Overheat temperature sensor faulty	Service call
33	Overheat temperature sensor faulty	Service call
53	Spark sensor faulty	Service call
61	Combustion fan motor faulty	Service call
71	Solenoids faulty	Service call
72	Flame detection circuit fault	Service call
73	Communication error	Service call

Abnormal flame pattern

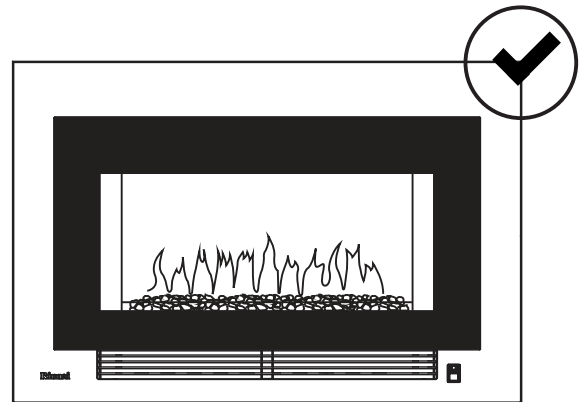
Each Rinnai flame fire has a distinct flame pattern. This should look the same every time you start your fire, after an initial warm up period of approximately 20 minutes.

Abnormal flame performance and/or pattern can indicate a problem with your fire, such as blocked gas injectors, or shifting of burn media.

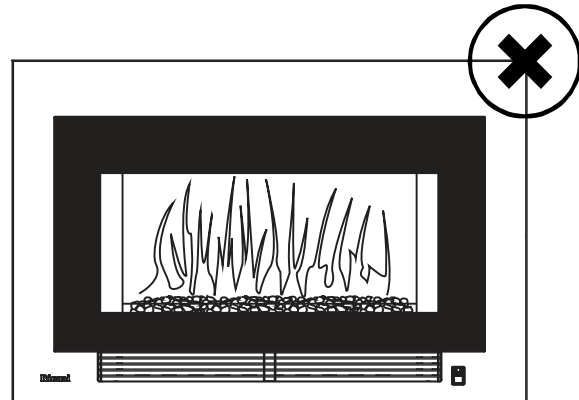
There are some warning signs that could indicate a problem.

- Unusual smell from the appliance
- Continued difficulty or delay in establishing a flame
- Either very short or very long flames
- Flame only burns part way across the burner
- Severe soot building up on the inside of the glass¹.

If any of the above signs occur, please contact Rinnai.



Normal flame pattern



Abnormal flame pattern

¹ Appliances incorporating a live fuel effect, and designed to operate with luminous flame, may exhibit slight carbon deposits—this is normal.

Installation checklist

The installer must complete the installation checklist below and make sure this guide is left with you. They must also instruct you about the use and care of the appliance, and ensure you understand the safety instructions.

Checklist

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

Installer details

Company name:

Installer name:

Address:

Phone:

Mobile:

Certificate of compliance number for installation:

Signed:

Date:

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 Arriva 752 online

Register your fire online at www.rinnai.co.nz/register/. You'll need to know the model, and also the serial number—shown on the sticker on the back page of this guide.

Warranty claim

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

Limited Warranty

Rinnai brings you peace of mind with a:

5-year firebox warranty



This warranty is applicable to all Rinnai gas fires manufactured from 01 May 2019. All terms of the warranty, subject to the conditions below, are effective from the date of first installation. The attending service person reserves the right to verify this by requesting a copy of the gas 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. This warranty is only valid within the country of purchase.

FIREBOX ¹		ALL OTHER PARTS	
Parts	Labour	Parts	Labour
5 years ²	2 years ²	2 years ²	2 years ²

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

² From date of first installation

General warranty terms

All Rinnai appliances meet or exceed the safety standards required by New Zealand gas and electrical regulations. The company is constantly improving its products and as such, specifications are subject to change or variation without notice.

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.

Warranty terms and conditions

1. All terms of this warranty are effective from the date of first installation. The attending service person reserves the right to verify this by requesting a copy of the gas 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 installing or supervising gas fitter's registration number and the gas certification number.
2. 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 by local regulations to do so.
3. All appliances must be operated and maintained in accordance with the manufacturer's operating instructions. Rinnai recommends that gas fires are serviced every two years, including inspection of the flue system.

Warranty terms and conditions continued

4. Servicing of the product is to be carried out by a Rinnai authorised service centre.
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 and where applicable flue systems, but is not limited to these.
6. Where a failed component is replaced under warranty, the balance of the original warranty will remain effective.
7. Rinnai reserves the right to transfer functional components from defective appliances if they are suitable.
8. Rinnai reserves the right to have installed product returned to the factory for inspection.
9. Where the gas fire is installed outside the metropolitan area or further than 40 km from a Rinnai authorised service centre, travel costs 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 and acts of God.
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, including flue systems, 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 persons other than Rinnai service persons or service centres.
5. 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 or gas supplies.
6. Noise caused by minor contraction, movement or expansion of certain parts.
7. Cost of building work to access parts that need repair or replacement, or the costs of building repairs afterwards.
8. Subjective issues such as noise or smell that Rinnai have investigated (or a Rinnai service centre has investigated) and are established to be within normal operating parameters.
9. Variances in fireplace appearance, including flame picture, from Rinnai promotional images that are due to gas type, printing confines, and on-screen display variances.

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<http://www.youtube.com/rinnainz>

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Serial number