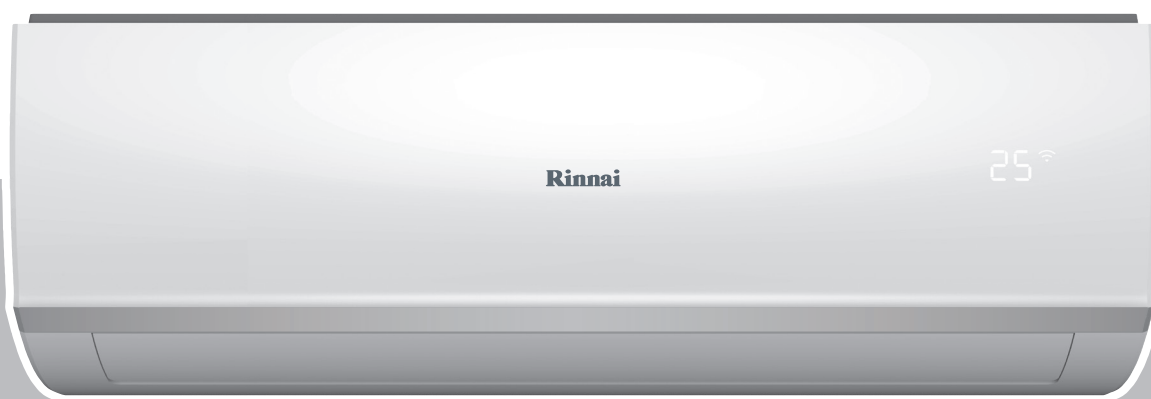


Rinnai

Owner's Manual Split Type Wall Mounted Air Conditioner



Rinnai System Models

System	Indoor	Outdoor
HSNRA26	HINRA26M	HONRA26
HSNRA35	HINRA35M	HONRA35
HSNRA50	HINRA50M	HONRA50
HSNRA70	HINRA70M	HONRA70
HSNRA80	HINRA80	HONRA80
Reference Only	HINRA20M	Matching Multi System Only

This appliance shall be installed in accordance with:

- Manufacturer's Installation Instructions
- Current AS/NZS 3000
- Local Regulations and Municipal Building Codes including local OH&S requirements

This appliance must be installed, maintained and removed by an Authorised Person.

For continued safety of this appliance it must be installed and maintained in accordance with the manufacturer's instructions.



N10378

TABLE OF CONTENTS

Warnings and Important Information	3
Air Conditioner Basics	5
Appliance Components	5
Display Window States	5
Other Features	5
Remote Control Batteries	6
Remote Control Cradle	6
Controller Operating Basics	6
Achieving The Optimal Performance	6
Basic Operation	7
Adjusting Vertical air flow	7
Adjusting Horizontal air flow	7
Sleep Operation	8
Power Interruption Automatic Restart	8
Manual Operation	9
Operating The Air Conditioner Without The Remote Control	9
Care & Maintenance	10
Cleaning the Indoor Unit	10
Cleaning the Air Filter	10
Cleaning the Outdoor Unit	11
General Maintenance	11
Installation Record - Installer Details	12
Installation Record - System Details	12
Customer care Program	12
Service Maintenance Schedule - Non Ducted Air Conditioning Systems	13
Save A Service Call	14
When to Call for Service	16
Disposal Guidelines	16
Warranty	17
Contacts	20

WARNINGS AND IMPORTANT INFORMATION



READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.

Always comply with the following precautions to avoid dangerous situations and to ensure optimum performance.

Failure to carefully read and follow all instructions in this manual can result in equipment malfunction, property damage, personal injury and/or death.

WARNINGS: WHEN IGNORED, CAN RESULT IN SERIOUS INJURY OR DEATH.

CAUTIONS: WHEN IGNORED, CAN RESULT IN MINOR INJURY OR PRODUCT DAMAGE.



REGULATORY / INSTALLATION

This appliance shall be installed in accordance with:

Manufacturer's Installation Instructions.

Current AS/NZS 3000.

Local Regulations and Municipal Building Codes including local OH&S requirements.

This appliance must be installed, maintained and removed by an Authorised Person.

For continued safety of this appliance it must be installed and maintained in accordance with the manufacturers instructions.

This appliance uses R410A refrigerant.

This appliance is heavy, use 2 people or mechanical lifting device. Improper lifting may result in serious injury.

Take care when opening or unpacking this appliance. Failure to do so may result in serious injury or product failure.

DO NOT modify the electrical wiring of this appliance. If the control power wiring is damaged or deteriorated then it must be replaced by an authorized person. Failure to do so may result in electric shock, fire, serious injury or product failure.

DO NOT install the air conditioner on an unstable or non level surface or where there may be a danger of it falling. It may result in death, serious injury, or product failure.

DO NOT install the outdoor unit where noise may cause nuisance.

DO NOT install the outdoor unit where it will be exposed to sea wind (salt spray) as this will reduce durability.

ACHIEVING OPTIMAL PERFORMANCE

For optimal performance ensure to use the air conditioner within the following temperature ranges. Using the air conditioner outside of these ranges, will activate certain safety protection features, that will effect the appliances performance.

MODE	COOL MODE	HEAT MODE	DRY MODE
Room Temperature	17°C ~ 32°C	0°C ~ 30°C	17°C ~ 32°C
Outdoor Temperature	-15°C ~ 50°C	-15°C ~ 30°C	0°C ~ 50°C

WARRANTY EXCLUSIONS

Rinnai product warranty excludes faults and failures caused by improper use and abuse; fair wear and tear; or failure to follow instructions regarding service and maintenance. It is very important that you maintain your appliance and have it serviced regularly. It is a condition of warranty that you adhere to the maintenance and service requirements as set out in this manual. Compliance with these requirements will prolong the useful life of your appliance and help ensure it operates efficiently. The "Service Maintenance Schedule - Non Ducted Air Conditioning Systems" on page 13 specifies specific items to be performed at prescribed intervals by qualified licensed technicians. The schedule should also be fully completed and retained as a record of who carried out the service, the date and actions taken.

IMPORTANT: Failure to carry out the requisite maintenance, servicing and recording requirements may void your product warranty. Please refer to "Warranty" on page 17 for full details.



OPERATION

DO NOT let the air conditioner run for extended periods when the humidity is very high or when doors or windows are left open. As this may result in an excessive operational loading and lead to product failure.

DO NOT cover or place articles on any part of this appliance.

DO NOT touch, operate or clean the air conditioner with wet hands. It may result in electric shock or product failure.

DO NOT insert hands or other objects through the air inlet or outlet of the appliance. It may result in electric shock or product failure.

DO NOT place a heater or other heating appliances near this appliance, always ensure sufficient ventilation when using this appliance and a heating appliance at the same time. Failure to do so may result in product miss-operation.

Turn main power off before cleaning. Failure to do so may result in fire, electric shock, or product failure.

DO NOT use solvents, abrasives or harsh detergent to clean any part or surface of this appliance or spray water or allow liquids to enter the indoor unit. The enclosure of the appliance and remote control can be cleaned using a soft, damp cloth and a mild detergent.

NEVER touch the metal parts of the air conditioner when you remove the air filter. It may result in electric shock or product failure.

DO NOT leave flammable materials near the appliance. It may result in explosion or fire.

If there is excessive noise, smell or smoke coming from the appliance, turn the appliance **OFF**, isolate the power supply and contact a service agent.

DO NOT operate the appliance if it has been submerged into water due to flooding, contact a service agent. Failure to do so may result in electric shock, fire, serious injury, or product failure.

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 that they do not play with the appliance.

The air conditioning system is designed to achieve consumer comfort. It is not designed for commercial applications requiring a controlled atmosphere (i.e. computer rooms, food preservation, etc.)

DO NOT block the inlet or outlet of air flow. It may result product failure.

DO NOT drink the condensate water drained from the appliance. This condensate is not potable and may present a health risk if consumed.

DO NOT expose people, animals or plants directly to the cold or hot discharge of the appliance. It may result in serious injury.

DO NOT mix the batteries for the remote control with other types of batteries or mix new batteries with used batteries. Failure to do so may result in product failure. **STOP** using the remote control if there is a battery fluid leak.

DO NOT use an extension cord, manually extend the power cord, or connect other appliances to the same outlet as the air conditioner. Poor electrical connections, poor insulation, and insufficient voltage can cause fire.

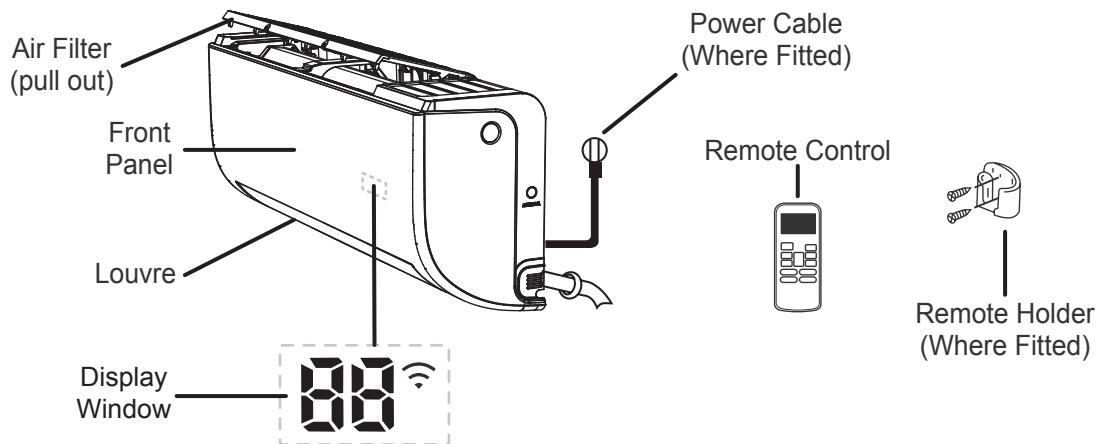


A NOTE ON ILLUSTRATIONS







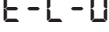
The illustrations used in this manual are for explanatory purposes only and the shape of your indoor unit may vary slightly from that which is shown in this manual.

AIR CONDITIONER BASICS

APPLIANCE COMPONENTS



DISPLAY WINDOW STATES

-  For 3 seconds when:
TIMER ON is set.
FRESH, SWING, TURBO, or SILENCE features are turned on.
-  For 3 seconds when:
TIMER OFF is set.
FRESH, SWING, TURBO, or SILENCE features are turned off.
-  When anti-cold air feature is turned on.
-  When defrosting.
-  When unit is self-cleaning.
-  When freeze protection is turned on.
-  When ECO function (where fitted) is activated, the display illuminates E - C - O one letter at a time followed by the set temperature, in one second cycles.



In Fan mode, the unit will display the room temperature, in all other operational modes the display will show your set temperature.

OTHER FEATURES

- Auto-Restart
If the unit loses power, it will automatically restart with the prior settings once power has been restored.
- Anti-mildew (where fitted)
When turning off the unit, from COOL, AUTO (COOL) or DRY modes, the air conditioner will continue to operate at very low power to dry up condensed water and prevent mildew growth.
- Mute Operation (where fitted)
Pressing the LED button on the remote control can turn off the indoor screen display, and also turn off the air conditioner buzzer, which creates a comfortable and quiet environment.
- Wi-Fi Control (where fitted)
Wi-Fi Control allows you to control your air conditioner using your mobile phone and a Wi-Fi connection.
- Louvre Angle Memory (where fitted)
When turning on your unit, the louvre will automatically resume its former angle.
- Refrigerant Leakage Detection (where fitted)
The indoor unit will automatically display 'EC' when it detects refrigerant leakage.



For a more detailed explanation of your air conditioners advanced functionality, please refer to the Remote Control Manual.

REMOTE CONTROL BATTERIES

Insert batteries before using the remote control. The battery type used is AAA (1.5 V).

1. Remove the battery cover at the rear of the remote control.
2. Insert the new batteries and make sure that the + and - terminals of the batteries are installed correctly.
3. Reattach the battery cover.



If the LCD screen of the remote control starts to fade or fails to transmit, replace the batteries.

REMOTE CONTROL CRADLE

For convenience a slide-in cradle is provided for fixing the remote control to a wall.



To Install:

Choose a safe and easily-accessible place. **DO NOT** mount the cradle in direct sunlight as this may damage the controller.

Fix the cradle to the wall using the 2 screws provided.

CONTROLLER OPERATING BASICS

Point the remote control towards the signal receiver at the bottom of the air conditioner to operate it.



The remote control may operate other electronic devices if pointed towards them. Make sure to point the remote control towards the signal receiver of the air conditioner.

ONLY use a soft cloth to clean the signal transmitter LED and the receiver window.

ACHIEVING THE OPTIMAL PERFORMANCE

For optimal performance ensure to use the air conditioner within the following temperature ranges. Using the air conditioner outside of these ranges, will activate certain safety protection features, that can effect the appliances performance.

MODE	COOL MODE	HEAT MODE	DRY MODE
Room Temperature	17°C ~ 32°C	0°C ~ 30°C	17°C ~ 32°C
Outdoor Temperature	-15°C ~ 50°C	-15°C ~ 30°C	0°C ~ 50°C

To further optimise the performance of your unit, do the following:

- Keep doors and windows closed.
- Limit energy usage by using TIMER ON and TIMER OFF functions.
- Do not block air inlets or outlets.
- Regularly inspect and clean air filters.



For a more detailed explanation of your air conditioner's advanced functionality, please refer to the Remote Control Manual.

BASIC OPERATION



The following is a basic guide to your air conditioners operation and functions. For a more detailed explanation of your air conditioners advanced functionality, please refer to the Remote Control Manual.

ADJUSTING VERTICAL AIR FLOW

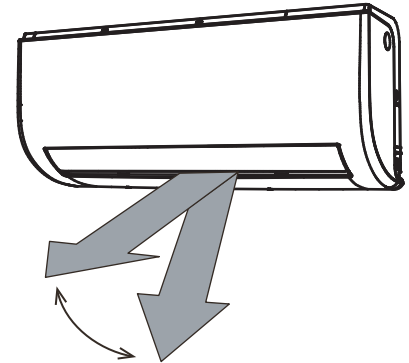
With the unit on, use the SWING/DIRECT buttons on the remote control to set the direction (vertical angle) of airflow/louvers.

Fixed Direction

1. Press the SWING/DIRECT button once to activate the louvre. Each press of the button, will adjust the louvre position by 6°.
2. Continue to press the button (but do not hold) until the desired flow direction has been reached.

Continuous Circulation

1. To make the louvre swing up and down continuously, press and hold the SWING/DIRECT button for 3 seconds.
2. To stop the continuous swing press the SWING/DIRECT button.



Best range of swing to avoid dripping



DO NOT attempt to adjust the air deflector louvre manually as this can result in damage to the louvre movement mechanisms.

DO NOT put your fingers in or near the blower and suction sides of the unit. The high-speed fan inside the unit may cause injury.



When using COOL or DRY mode, do not set louvre at too vertical of an angle for long periods of time, as this can lead to water to condense on the louvre blade, which will drop on your floor or furnishings.

When using COOL or HEAT mode, setting the louvre at too vertical of an angle this can also reduce the performance of the unit due to the restricted air flow.

When the appliance is turned on via the "ON/OFF" button it will return to operation using the last operational settings and modes that were set.

ADJUSTING HORIZONTAL AIR FLOW

The horizontal angle of the airflow may also be set by the remote control. For details about this feature please refer to the Remote Control Manual.



DO NOT attempt to adjust the air deflector louvre manually as this can result in damage to the louvre movement mechanisms.

Do not keep louvre set to a vertical an angle for long periods of time, as this may cause water condensation to drip on your furnishings.

DO NOT put your fingers in or near the blower and suction sides of the unit. The high-speed fan inside the unit may cause injury.

SLEEP OPERATION

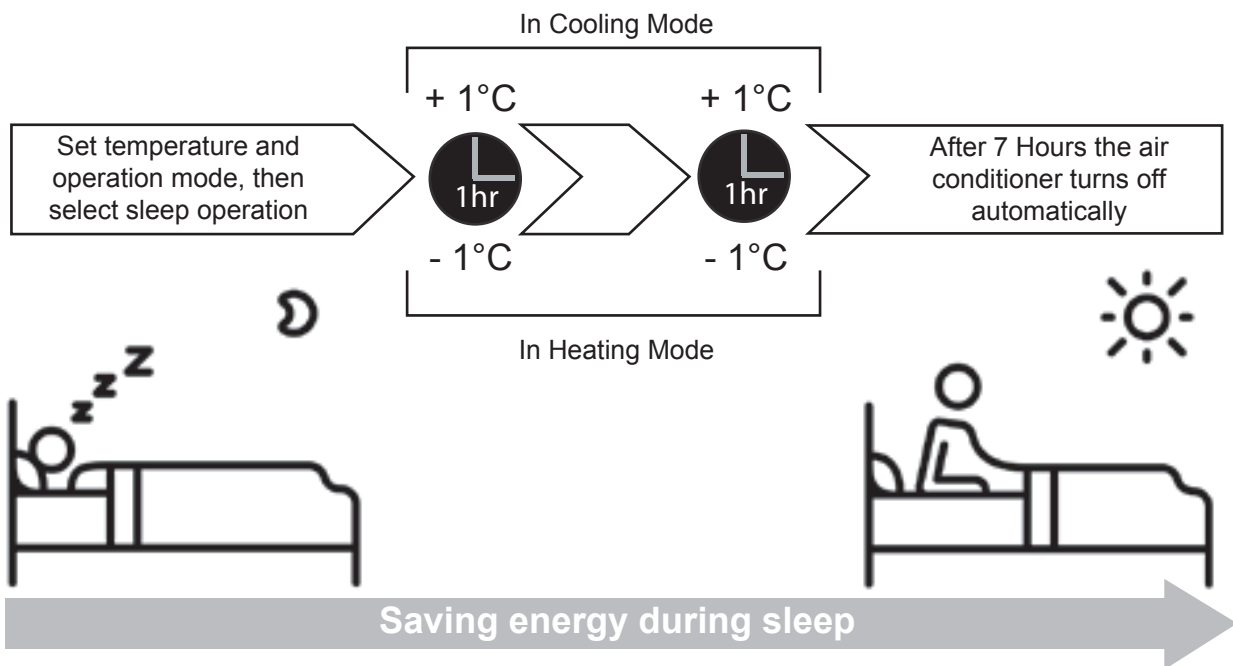


This function can only be activated via the use of the Remote Control.

For a more detailed explanation of your air conditioners advanced functionality, please refer to the Remote Control Manual.

Sleep mode is not available in FAN or DRY modes.

The SLEEP function allows the decrease of energy usage while you are asleep, as you do not require the same temperature settings while asleep to remain comfortable.



1. Press the "ON/OFF" button to turn on appliance.
2. Set the desired mode, temperature and fan speeds.
3. Press the SLEEP button when you are ready to go to sleep.

For Cooling:

After 1 hour has elapsed the unit will increase the temperature by 1°C above the set temperature, and will then increase the temperature by an additional 1°C after a further hour has elapsed.

The air conditioner will then hold the new temperature setting for 7 hours, after which the air conditioner will then turn off automatically.

For Heating:

After 1 hour has elapsed the unit will decrease the temperature by 1°C below the set temperature, and will then decrease the temperature by an additional 1°C after a further hour has elapsed.

The air conditioner will then hold the new temperature setting for 7 hours, after which the air conditioner will then turn off automatically.

4. Pressing the "SLEEP" button again will cancel sleep function.

POWER INTERRUPTION AUTOMATIC RESTART

Should a power outage occur while the appliance is operating, when the power is restored the system will restart automatically using the same settings as those that were set before the power outage.



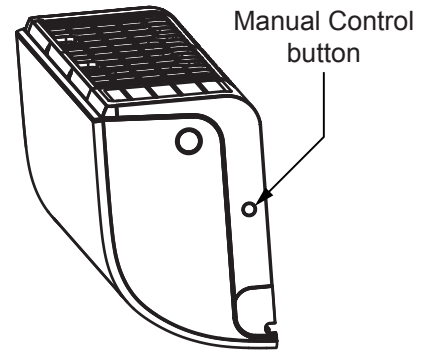
After power restoration, the automatic restart cycle will take approximately 5 minutes. DO NOT adjust setting during the restart cycle period.

MANUAL OPERATION

OPERATING THE AIR CONDITIONER WITHOUT THE REMOTE CONTROL

You can use the Manual ON/OFF (Auto) button of the indoor unit to operate the air conditioner when the remote control is unavailable.

In the event that your remote control fails to work, your unit can be operated manually with the Manual Control button located on the indoor unit.



NOTE

Manual operation should only be used as a short term solution to operate the air conditioner when the remote control is unavailable. Prompt restoration of using remote control for controlling the unit is strongly recommended.

To be able to use the manual operation option the unit can not already be operating.

To operate your unit manually:

1. Locate the Manual Control button on the right-hand side panel of the unit.
2. Press the Manual Control button once to activate operation in FORCED AUTO mode.



NOTE

When operated in this manner the appliance is set to AUTO OPERATION mode, cooling, heating and fan speed are all adjusted automatically by the appliance.

3. Press the Manual Control button again to activate operation in FORCED COOLING mode.



NOTE

When operated in this manner the appliance is set to FORCED Cooling mode, the temperature will be set to the lowest setting and the fan will run on the highest setting.

4. Press the Manual Control button a third time to return the unit to standby.

CARE & MAINTENANCE

CLEANING THE INDOOR UNIT

Use a soft dry cloth to wipe the indoor unit clean, if especially dirty, you may use a warm damp cloth.



Turn off the power before you perform any maintenance; otherwise it may cause electric shock.

Do not use water to clean the inside of the indoor unit. This can destroy insulation and cause electrical shock.

DO NOT use chemicals or chemically treated cloths to clean the unit.

DO NOT use benzene, paint thinners, polishing powder or other solvents to clean the unit. They can cause the plastic surface to crack or deform.

NEVER use water that is hotter than 40°C when you clean the front panel. It may cause deformation or discolouration.

CLEANING THE AIR FILTER

The air filters require inspection and cleaning at least every two weeks.



A dirty air filter will reduce the efficiency, effectiveness and air quality of your system. Failure to clean the filters regularly can also cause condensation to form and drip from the indoor unit when operated in cooling mode during humid conditions.

For replacement filters, please contact Rinnai.



Turn off the power before you perform any maintenance; otherwise it may cause electric shock.

When removing filter, do not touch metal parts in the unit. The sharp metal edges can cut you.

DO NOT use chemicals or chemically treated cloths to clean the filters.

DO NOT use benzene, paint thinners, polishing powder or other solvents. They can cause the plastic surface to crack or deform.

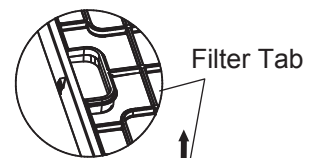
NEVER use water that is hotter than 40°C when you clean the filters. It may cause deformation or discolouration.

NEVER use volatile substances when you clean the filters. They may damage the surface of the product.

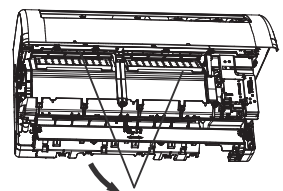
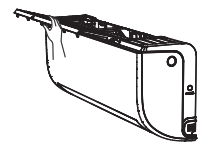
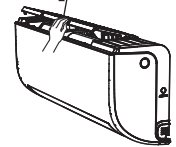
DO NOT expose filter to direct sunlight when drying as this can shrink the filter.

Ensure filters completely dry before re-inserting.

NEVER operate the system without the filter in place.



Filter Tab



Air freshening filter
(where fitted)

The air filter is located under the top air inlet grill.

1. Grip the tab on the end of the filter, lift it up, then pull it towards yourself.
2. If your filter has a small air freshening filter, lift the front panel of the indoor unit, unclip it from the filter holder and clean filter with a hand-held vacuum cleaner.
3. Clean the filter with a vacuum cleaner or with warm water. If dirt is difficult to remove, wash the filter in lukewarm water with mild detergent.
4. Rinse the filter with fresh water, then shake off excess water.
5. Dry it in a cool, dry place, and refrain from exposing it to direct sunlight.
6. Ensure to re-insert the filter securely after cleaning, observing the same orientation as when removed.
7. Close the front panel of the indoor unit.

Filter Reminder (where fitted)

After 240 hours of use, the display window on the indoor unit will flash **FL**. This is a reminder to clean your filter. After 15 seconds, the unit will revert to its previous display.

To reset the reminder, press the LED button on your remote control 4 times, or press the Manual Control button 3 times. If you do not reset the reminder, the **FL** indicator will flash again when you restart the unit.

Filter Replacement Reminder (where fitted)

After 2,880 hours of use, the display window on the indoor unit will flash **RF**. This is a reminder to replace your filter. After 15 seconds, the unit will revert to its previously display.

To reset the reminder, press the LED button on your remote control 4 times, or press the Manual Control button 3 times. If you do not reset the reminder, the **RF** indicator will flash again when you restart the unit.

CLEANING THE OUTDOOR UNIT

The outdoor (condensing) unit draws air into the unit and dissipates it away from the appliance. Periodic inspection is required to ensure vegetation has not grown around the unit (plants, weeds etc.).

The cabinet should be kept clean and have the recommended clearances maintained. Ensure the discharge air is free to dissipate and under no circumstances recirculates back into the unit.

Ensure there is no water build up (including from condensate drain) on or around the unit.



Any maintenance and cleaning of the outdoor unit should be performed by an authorised dealer or licensed service provider.

Any unit repairs should be performed by an authorized dealer or licensed service provider.

GENERAL MAINTENANCE**Maintenance - For Prolonged Periods of Non Use**

If you plan not to use your air conditioner for an extended period of time, do the following.

- Clean all filters
- Turn ON Fan function until unit dries out completely
- Turn off the unit and disconnect the power
- Remove batteries from remote control

Maintenance - Pre-Season Inspection

After long periods of non-use, or before periods of frequent use, do the following:

- Check for damaged wires
- Clean all filters
- Check for leaks
- Replace batteries
- Make sure nothing is blocking all air inlets and outlets of both the indoor or outdoor units

INSTALLATION RECORD - INSTALLER DETAILS

Company Name: _____

Company Address: _____

Telephone: _____

Mobile Phone: _____

Email: _____

Certificate of Compliance / Certification No. _____

Authorised Persons - Licence No. _____

Installers Name: _____

Installers Signature: _____

Installation Date: _____

INSTALLATION RECORD - SYSTEM DETAILS

Model Number : _____

Serial Number Indoor Unit: _____

Serial Number Outdoor Unit: _____

Installation Address: _____

CUSTOMER CARE PROGRAM

Please ensure you register your product warranty on line at rinnai.com.au.

The Rinnai Customer Care Program is designed to help you get the most out of your new system.

Service and maintenance in accordance with the Service Maintenance Schedule on page 13 is essential in ensuring the prolonged useful life of your system, and help ensure it operates at optimum efficiency. We may contact you before each winter or summer season with preferential offers for preventative maintenance services which will keep your Rinnai system in great condition.



Service maintenance is not covered under warranty and is a chargeable service. All units must have safe and reasonable access and be installed in compliance with the installation instructions supplied with the unit. Some installations may require two service personnel to attend, in accordance with Health & Safety requirements.

Also note that all refrigerated air conditioning systems have air filters that require regular inspection and cleaning. Please refer to "Cleaning the Air Filter" on page 10.

SERVICE MAINTENANCE SCHEDULE - NON DUCTED AIR CONDITIONING SYSTEMS

Your air conditioning system should be maintained annually after the date of installation by a qualified licensed technician in accordance with the Schedule below. 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.

Date of Installation	/	/	Installed By:			
Service Year	1	2	3	4	5	6
Service Date	/	/	/	/	/	/
Service Company / Technician						
Ambient Temperature at CDU (°C)						
ELECTRICAL						
Wiring, Electrical connections						
Fan Motors						
Capacitors (if applic)						
Printed circuit boards						
MAJOR COMPONENTS						
Outdoor unit clearances						
Outdoor unit condensate tray						
Outdoor unit condensate drain						
Outdoor unit fixing						
Indoor unit condensate tray						
Indoor unit condensate drain / pump						
Refrigerant charge						
Refrigeration connections						
Fan assemblies						
Return Air grille & filters						
CONTROLS						
Louver operation						
Remote operation						
System Operation						
Sequence of operation						
Return Air Temp - Cooling/ Heating	°C	°C	°C	°C	°C	°C
Outlet Air Temp - Cooling / Heating	°C	°C	°C	°C	°C	°C
Outdoor unit - Liquid line pressure	kPa	kPa	kPa	kPa	kPa	kPa
Outdoor unit - Suction line pressure	kPa	kPa	kPa	kPa	kPa	kPa
GENERAL INSTALLATION-RELATED AND 3rd PARTY COMPONENTS (NOT RINNAI PRODUCTS) *						
Airflow through system						
Refrigerant pipework						
Safety tray						
Wall mounting						
CONSUMABLES **						
Capacitors						
Filters						
Batteries (If applic)						
* Installation and other field-supplied components are not covered by Rinnai product warranty. These include, but are not limited to, control wiring, refrigerant gas and electrical connections to the appliance. These should be inspected as they can affect the performance, reliability and safety of the system.						
** Units contain consumable items that may require periodic replacement and are not covered by Rinnai product warranty (e.g. filters, capacitors and batteries).						
ACTION CODES						
Inspected - Working Correctly - No Action Required	Adjusted Part	Cleaned Part	Replaced Part	Repaired Part	Referred to Installer	
✓	A	C	R	RP	RI	


SAVE A SERVICE CALL



If problems persist contact a local dealer or your nearest customer service centre.

Provide them with a detailed description of the unit malfunction as well as your model number.

SYMPTOM	CAUSE
Unit does not turn on when pressing ON/OFF button.	The unit has a 3 minute protection feature that prevents the unit from overloading. The unit cannot be restarted within three minutes of being turned off.
The 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 resume operation when the temperature fluctuates again.
Mist emanating form the indoor unit.	Condensation effect that can occur during cooling operations and is normal. In humid regions, a large temperature difference between the room air and the conditioned air can cause white mist.
Both the indoor and outdoor units emit white mist.	When the unit restarts in HEAT mode after defrosting, white mist may be emitted due to moisture generated from the defrosting process.
The indoor unit makes noises.	Water flowing noise, This is the sound of refrigerant flowing inside the indoor unit and is normal.
	A rushing air sound may occur when the louvre resets its position.
	A squeaking sound may occur after running the unit in HEAT mode due to expansion and contraction of the units plastic parts.
Both the indoor unit and outdoor unit make noises.	Low hissing sound during operation: This is normal and is caused by refrigerant gas flowing through both 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: Normal expansion and contraction of plastic and metal parts caused by temperature changes during operation can cause squeaking noises.
The outdoor unit makes noises.	The unit will make different sounds based on its current operating mode.
Dust is emitted from either the 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.
The unit emits a bad odor	The unit may absorb odours from the environment (such as furniture, cooking, cigarettes, etc.), which may be emitted during operation.
	The unit's filters have become mouldy and should be cleaned.
The fan of the outdoor unit does not operate.	During operation, the fan speed is controlled to optimise performance.
Operation is erratic, unpredictable, or unit is unresponsive.	Interference from mobile phone towers and remote boosters may cause the unit to malfunction. In this case, try the following: <ul style="list-style-type: none"> • Disconnect the power, then reconnect. • Press ON/OFF button on remote control to restart operation.
No display on remote control.	Possible flat batteries, replace the batteries with two fresh 1.5V (AAA) batteries. If after changing batteries the remote control still does not work contact Rinnai.
Remote control does not operate the indoor unit.	Check for interference or obstructions that may be blocking the remote control signals, if interference or obstructions are not responsible then contact Rinnai.

<p>The air conditioner stops running.</p>	<p>Check power supply.</p> <p>If a power failure has occurred. Turn off the air conditioner when a power failure occurs. When the power is restored, wait 3 minutes, and then turn on the air conditioner.</p> <p>Check the air conditioner has not been turned off automatically by a programmed off timer. Press the power button on the remote control.</p> <p>Circuit Breaker tripped or fuse blown. Reset or replace, if problem persists contact Rinnai.</p> <p>Timer is activated. Turn timer off</p>
<p>The air conditioner does not generate cool / hot air.</p>	<p>Air is not circulating properly. Make sure that there are no curtains, blinds or furniture blocking the front of the air conditioner.</p> <p>The air filter is dirty. Clean the air filter once every 2 weeks. See “Cleaning Air Filter” for more information.</p> <p>The room temperature is too high. In summer, it may take some time to cool indoor air. In this case, select the turbo cool operation to cool indoor air quickly.</p> <p>The desired temperature is higher than the set temperature. Set the desired temperature to a level lower than the current temperature.</p> <p>There is a heating source nearby. Avoid using a heat generator such as an electric oven or a gas burner while the air conditioner is in operation</p> <p>The FAN ONLY mode of operation is selected. In this mode, air blows from the air conditioner without cooling or heating the indoor air. Switch the operation mode to the cooling, heating or auto.</p> <p>The air inlet or outlet of either unit is blocked. Turn the unit off, remove the obstruction and turn it back on.</p> <p>Doors and windows are open. Make sure that all doors and windows are closed while operating the unit.</p> <p>Excessive heat is generated by sunlight. Close windows and curtains during periods of high heat or bright sunshine.</p> <p>Too many sources of heat in the room (people, computers, electronics, etc). Where possible reduce the amount of heat sources.</p> <p>Low refrigerant due to a leak or after long-term use, contact Rinnai.</p> <p>SILENCE function (where fitted) is activated. SILENCE Function can lower product performance by reducing operating frequency. Turn off SILENCE function.</p>
<p>Poor heating performance.</p>	<p>The outdoor temperature is lower than 7°C. Use an auxiliary heating device.</p> <p>Doors and windows are open. Make sure that all doors and windows are closed while operating the unit.</p>
<p>It is not possible to adjust the fan speed.</p>	<p>In some operation modes, such as the turbo or dehumidifying operation modes, you cannot adjust the fan speed. Select an operation mode in which you can adjust the fan speed.</p>
<p>It is not possible to adjust the temperature.</p>	<p>In some operation modes, such as the auto, fan only or dehumidifying modes, you can not adjust the temperature. Select an operation mode in which you can adjust the temperature.</p>
<p>Indicator lamps  continue flashing. Error code appears in the window display or indoor unit:</p> <p>EO, E 1, E2.... PO, P 1, P2.... FO, F 1, F2....</p>	<p>The unit may stop operation or continue to run safely. If the indicator lamps continue to flash or error codes appear wait for about 10 minutes. The problem may resolve itself.</p> <p>If not, disconnect the power, then connect again. Turn the unit back on.</p> <p>If the problem persists, disconnect the power and contact Rinnai.</p>

WHEN TO CALL FOR SERVICE



If ANY of the following conditions occurs, turn off your unit immediately!

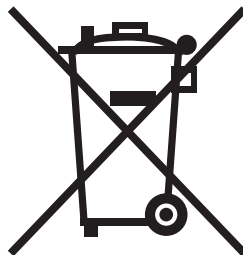
- The power cord is damaged or abnormally warm
- There is a burning smell coming from the unit
- The unit emits loud or abnormal sounds
- When operated if a circuit breaker (safety, ground) is thrown or a fuse is blown.
- Water leaks from the indoor unit even when the humidity level is low.
- Parts are ejected out of the unit
- Foreign object fall into the unit
- If the unit has been exposed to flooding

DO NOT ATTEMPT TO FIX THESE YOURSELF!

TURN OFF THE AIR CONDITIONER, AND CONTACT RINNAI.

DISPOSAL GUIDELINES

This appliance contains refrigerant and other potentially hazardous materials. When disposing of this appliance, the law requires special collection and treatment. **DO NOT** dispose of this produce as household waste or unsorted municipal waste.



Special notice – Disposing of this appliance in the forest or other natural surroundings endangers your health and is bad for the environment. Hazardous substances may leak into the ground water and enter the food chain.

TERMS OF WARRANTY – AUSTRALIA

Rinnai Australia Pty. Ltd. ABN 74 005 138 769, 100 Atlantic Drive, Keysborough VIC 3173.

1. DEFINITIONS

The terms listed below shall have the following meanings:

- 1.1 “Authorised Service Representative” means an independent service contractor authorised by Rinnai or Rinnai service personnel.
- 1.2 “Rinnai” means Rinnai Australia Pty. Ltd. ABN 74 005 138 769 and any related company.
- 1.3 “Certificate(s) of Compliance” means certificate(s) issued by licensed personnel including plumbers, refrigeration mechanics, electricians or other relevant trades people to certify that any prescribed works comply with applicable regulatory requirements.
- 1.4 “Certificate(s) of Occupancy” means certificate(s) issued by the local council which certifies that a home can be occupied.
- 1.5 “Installation Site” means the site at which the Product is originally installed.
- 1.6 “Normal Business Hours” means 8:30am to 5:00pm week days excluding public holidays.
- 1.7 “Operating Instructions” means the user manual or other documentation which provides detailed instructions on the proper operation and maintenance of the Product.
- 1.8 “Other Applications” means any Product used for non-Residential and Light Commercial Applications. Other Applications may include but are not limited to factory, IT/Server room, telephone exchange, processing area (e.g. bakery, kitchen, warehouse, swimming pool, agricultural facilities such as a nursery) and any Product which has been installed, for whatever purpose as a retrofit component to an existing system.
- 1.9 “Purchaser” means the end user of the Product, the person named as owner in the Warranty certificate, the holder of the Proof of Purchase or the holder of a property transfer document where the Product is included as part of the chattels.
- 1.10 “Product” means the equipment purchased by the Purchaser and described in Section 2 of this document.
- 1.11 “Proof of Purchase” means a Tax Invoice or Receipt in respect of the Product. In the case of new constructions, a Certificate of Occupancy or a Certificate of Compliance that details the date of installation or commissioning will suffice.
- 1.12 “Qualified Installer” means the qualified installation contractor who is responsible for performing the installation work in the manner prescribed by local and statutory regulations, including compliance with any relevant Australian Standards, and to Rinnai specification.
- 1.13 “Residential & Light Commercial Applications” means any Product for use in both residential and light commercial applications. For example, homes, offices, hotels, apartments, nursing homes, hospitals, health care premises, shopping centres, retail stores where the Product is solely used for purpose of human comfort under standard operating conditions.

2. TERMS OF WARRANTY

- 2.1 Subject to the Terms of Warranty set out in this document, effective from the date of purchase by the Purchaser, the Product is warranted to be free from defects in materials and factory workmanship for the period set out in the table below:

Product	Usage	Parts	Labour
Rinnai Air Conditioning Products	Residential & Light Commercial	5 Years	5 Years
	Other Applications	1 Year	1 Year
	Spare Parts	1 Year	N/A

- 2.2 Rinnai will determine in its sole discretion, which classification the Product fits into and the corresponding Warranty that shall apply.
- 2.3 An Authorised Service Representative will repair or replace, at its option, the Product or any part of the Product that its examination shows to be defective. The repair or replacement shall be performed during Normal Business Hours by an Authorised Service Representative. Repair by persons other than an Authorised Service Representative may void the Warranty.
- 2.4 The Warranty of the Product requires that, in addition to all other conditions, the Purchaser conducts regular and/or preventative maintenance as may be specified by Rinnai (e.g. Operating Instructions) and required by the level of usage and the usage environment, including the use of correct and uncontaminated refrigerants and lubricants.

3. CONDITIONS OF WARRANTY

- 3.1 The Purchaser may only obtain the benefit of the Warranty if the Purchaser:
- a) maintains and services the Product in accordance with the instructions set out in the service section of the relevant Service or Owner's Manual; b) complies with clause 7 below (titled "Purchaser's Responsibilities");
 - b) notifies Rinnai within 30 days of a defect developing, that a claim is being made under this Warranty; and
 - c) provides, in support of the claim made under this Warranty, a Proof of Purchase.
- 3.2 This document represents the only Warranty given by Rinnai and no other person or organisation is authorised by Rinnai to offer any alternative.

4. EXCLUSIONS

- 4.1 This Warranty does NOT cover:
- a) damage, problems or failure resulting from improper operation and/or inadequate maintenance by the Purchaser (refer Purchaser's Responsibilities section below);
 - b) damage, problems or failure resulting from improper or faulty installation. The Product must be installed by a Qualified Installer in accordance with applicable regulations. Where applicable, Certificate(s) of Compliance must be obtained by the purchaser from Qualified Installer and present it to the Authorised Service Representative;
 - c) damage, problems or failure caused by factors external to the Product including, but not limited to, faulty or poor external electrical wiring, incorrect or faulty power supply, voltage fluctuations, over voltage transients or electromagnetic interference, inadequate or faulty gas, drainage services, or water services, including water pressure, and non potable water;
 - d) damage, problems or failure caused by acts of God, fire, wind, lightning, flood, storm, vandalism, earthquake, war, civil insurrection, misuse, abuse, negligence, accident, pests, animals, pets, vermin, insects, spiders or entry of foreign objects or matter into the Product such as dirt, debris, soot or moisture;
 - e) damage, problems or failure caused by weather including, but not limited to, hail, salt or other corrosive substances;
 - f) Product which has been installed in a portable or mobile building, structure or application including, but not limited to, a caravan or boat;
 - g) Product which is being re-installed at a location other than the original site;
 - h) any consumable item supplied with the Product including, but not limited to, an air filter, battery, fan belt, igniter or cooler pad;
 - i) installation of third-party components that may be attached to the Product. These include, but are not limited to, control wiring, ducting, return air filter(s) grille, register, diffuser, zone motors, controls/thermostats, pipe work and fabricated or added components. These items remain solely the responsibility of the Qualified Installer;
 - j) installations where electrics/electronics may be subjected to moisture/chemicals (e.g. swimming pools or nurseries);
 - k) any repair, which is needed as a result of an accident, misuse, abuse or negligence;
 - l) Product that is utilised in an environment (indoor and outdoor) outside its specified operating range; and
 - m) fair wear and tear to the Product.

5. LIMITATIONS

- 5.1 Product fitness for purpose and overall system design, sizing and application are not the responsibility of Rinnai. This includes but is not limited to the heat load calculations, airflow and system balancing.
- 5.2 This Warranty does not apply to any Product installed at an Installation Site which is outside Australia or New Zealand.
- 5.3 Except where inconsistent with the purchaser's statutory rights and the rights given by this Warranty, all of the warranties and all liabilities of Rinnai for any direct, special, indirect or consequential loss or damage, any damage or expense for personal injury or any loss or destruction of property arising directly or indirectly from the use or inability to use the Product or any of its parts and servicing the Product, are expressly excluded.

6. TRAVEL, TRANSPORT & ACCESS COSTS

- 6.1 The Purchaser must pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements under this Warranty, that are required to be performed 100km or more from the nearest Rinnai branch or Authorised Service Representative.
- 6.2 Subject to clause 6.3, Rinnai will pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements that are required to be performed less than 100km from the nearest Rinnai branch or Authorised Service Representative. In this circumstance:
- Rinnai will arrange for such repairs/replacements and make any payment directly to the third party to provide the freight, in-transit insurance or travel services; or
 - if Rinnai considers appropriate, it will authorise the Purchaser in writing to pay for the relevant freight charges, in-transit insurance expenses or travelling costs and then, upon provision by the Purchaser to Rinnai of a tax invoice showing those costs have been incurred, reimburse the Purchaser for such costs which are within the terms of the authorisation. If the Purchaser pays for the relevant freight charges, in-transit insurance expenses or travelling costs without written authorisation from Rinnai, Rinnai will not reimburse the Purchaser for such costs.
- 6.3 The Purchaser must pay all costs and expenses in respect of:
- making the Product accessible for service. For example, restricted access or working at heights, or the labour cost for an additional person due to OHS requirements;
 - providing a safe working environment for installation, service, maintenance or repair of the product;
 - any surcharge applicable in respect of supplying replacement parts outside Normal Business Hours; and
 - any other costs and expenses in relation to claiming the Warranty that is not covered by clause 6.2.

7. PURCHASER'S RESPONSIBILITIES

- 7.1 The Purchaser must operate and maintain the Product in accordance with the Operating Instructions and service maintenance schedule, including conducting an appropriate number of services to the unit during the Warranty period, based on usage and the usage environment including but not limited to;
- regularly cleaning the air filter(s) and replacing them where necessary;
 - replacing expired batteries or other consumables as required;
 - ensuring that the condensate drain is kept clean and clear of obstructions;
 - ensuring that outdoor units have unrestricted airflow and adequate clearances; e) ensuring that additional corrosion protection is applied to the Product if it is installed in a corrosive environment, for example, close to the sea.

8. STATUTORY RIGHTS

- 8.1 The benefits given by this Warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the Warranty relates.
- 8.2 Australian purchasers have their benefit of statutory rights and nothing in these terms of Warranty has the effect of excluding, restricting or modifying those rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Rinnai

Rinnai Australia Pty. Ltd. ABN 74 005 138 769

Head Office

100 Atlantic Drive,
Keysborough VIC 3173

P.O. Box 460
Braeside, Victoria 3195

Rinnai has a Service and Spare Parts network with personnel who are fully trained and equipped to give the best service on your Rinnai appliance. If your appliance requires service, please call our National Help Line. Rinnai recommends that this appliance be serviced once a year.

Product Sales and Service - National
Phone: 1300 555 545* Fax: 1300 555 655*
Technical Helpline and Spare Parts
National (Mon-Fri 8am - 5.30pm EST)
Phone: 1300 555 545* Fax: 1300 300 141*
**Cost of a local call higher from mobile or public phones.*

E-mail: enquiry@rinnai.com.au

For further information visit: www.rinnai.com.au

Part Number: B063804
December 2016
EQPL38586755
Issue A