

## **SPLIT-TYPE ROOM AIR CONDITIONER**

# Owner's Manual



### System Models

System Model	Indoor	Outdoor
HSNAP25	HINAP25	HONAP25
HSNAP35	HINAP35	HONAP35
HSNAP50	HINAP50	HONAP50
HSNAP70	HINAP70	HONAP70
HSNAP80	HINAP80	HONAP80

### IMPORTANT NOTE:

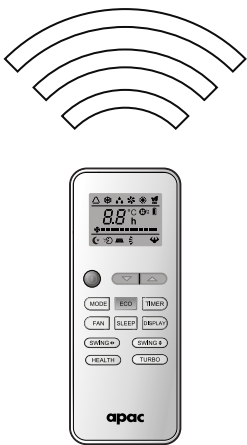
Read this manual carefully before installing or operating your new air conditioning unit. Make sure to save this manual for future reference.



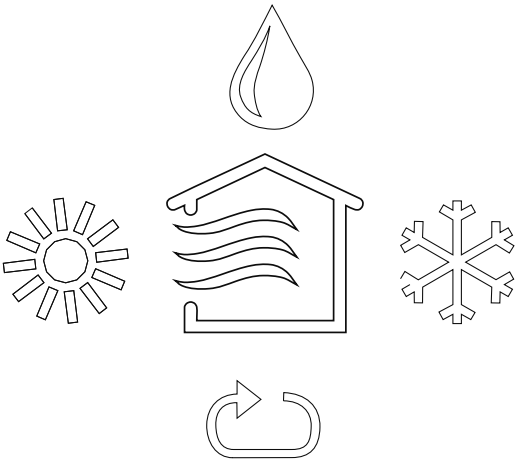
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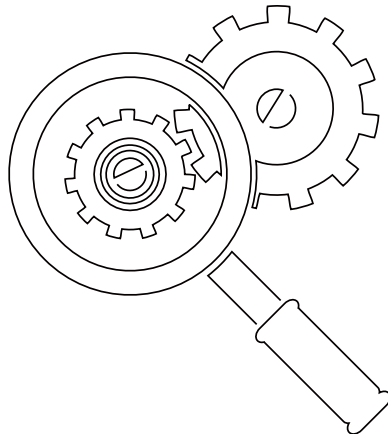
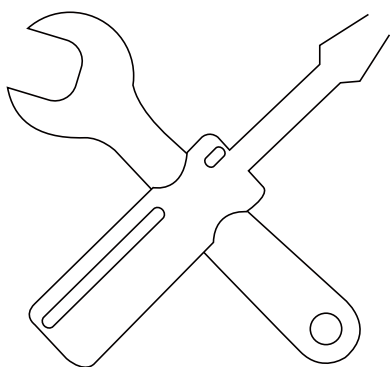
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All pictures for illustrative purposes



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# Safety Precautions

## 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.

## OPERATION RANGE LIMITATIONS

The table below indicates the temperature ranges the air conditioner can be operated within.

	COOL Mode	HEAT Mode	DRY Mode
Room Temperature	>17°C	< 30°C	>6°C
Outdoor Temperature	-15°C ~52°C	-15°C ~28°C	-15°C ~52°C



## 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 while 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.

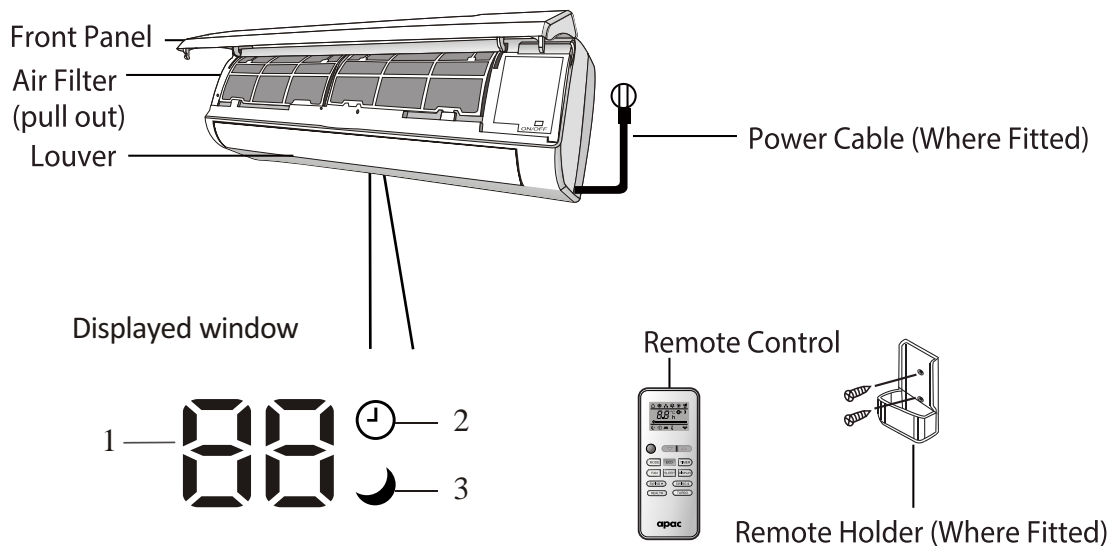
Do not mix the batteries for the remote control with other types of batteries or mix new batteries with used batteries. Failure to do so may result in product failure. STOP using the remote control if there is a battery fluid leak

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.

# Unit Specifications and Features

# 1

## Unit Parts



No.	Indicators on display window	Display code	Function
1	88	DISPLAY	Displays set temperature Displays when fault occurs
2	⌚	TIMER	Displays when timer is active
3	🌙	SLEEP	Displays during sleep mode

⚠ The shape and position of switches and indicators may be different according to the model, but their function is the same.

## Achieving Optimal Performance

Optimal performance for the COOL, HEAT, and DRY modes can be achieved in the following temperature ranges. When your air conditioner is used outside of these ranges, certain safety protection features will activate and cause the unit to perform less than optimally.

### Inverter Split Type

	COOL mode	HEAT mode	DRY mode
Room Temperature	>17°C	< 30°C	>6°C
Outdoor Temperature	-15°C ~52°C	-15°C ~28°C	-15°C ~52°C

To further optimize 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.

#### Remote Control

- For a detailed explanation of each function, refer to the Remote Control Manual.

#### Wi-Fi Control (where fitted)

- Wi-Fi control allows you to control your air conditioner using your mobile phone and a Wi-Fi connection.
- For a detailed explanation of each function, refer to the Wi-Fi Operation Manual.

#### Other Feature

- Auto-Restart
- If the unit loses power, it will automatically restart with the prior setting once power has been restored.

## Manual Operation (Without Remote)

# 2

### How to operate your unit without the remote control

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 that manual operation is not a long-term solution, and that operating the unit with your remote control is strongly recommended.

#### BEFORE MANUAL OPERATION

Unit must be turned off before manual operation.

The description of manual operation replaced by below.

1. Locate the **MANUAL CONTROL** button as indicated.
2. Press the **MANUAL CONTROL** button one time (one beep) to activate **FORCED COOLING** operation. During **FORCED COOLING**, the Set Temperature is set to 1°C below the room temperature and the fan runs at High speed. After 10 minutes in **FORCED COOLING**, the unit's Set Temperature defaults to 23°C **COOLING** mode and **AUTO FAN** speed.
3. Press the **MANUAL CONTROL** button two times within 3 sec (two beeps) to activate **FORCED HEATING** operation. During **FORCED HEATING**, the Set Temperature is set to 1°C above the room temperature and the fan runs at High speed. After 10 minutes in **FORCED HEATING**, the unit's Set Temperature defaults to 23°C **HEATING** mode and **AUTO FAN** speed.
4. Press the **MANUAL CONTROL** button again to turn the unit off.

### ! CAUTION

The manual button is intended for testing purposes and emergency operation only. Please do not use this function unless the remote is lost and it is absolutely necessary. To restore regular operation, use the remote control to activate the unit.

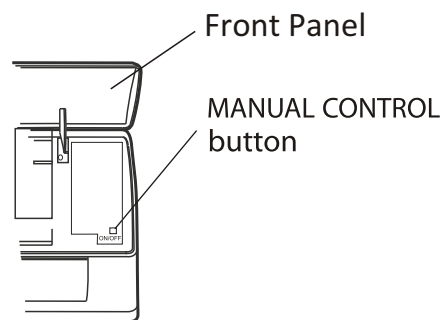


Fig. 2.1



## Customer Care Program

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Please ensure you register your product warranty on line at [www.rinnai.com.au](http://www.rinnai.com.au).

The 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 10 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 system in great condition.

Please note : Preventative Maintenance Services are chargeable and not covered under your product warranty. Your system needs to have reasonable and safe access and be installed in line with the installation instructions supplied.

Also note that all refrigerated air conditioning systems have air filters that require regular inspection and cleaning. Please refer to General Care and Maintenance on page 11.

SERVICE MAINTENANCE SCHEDULE-NON-DUCTED AIR CONDITIONER SYSTEM						
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)						
<b>ELECTRICAL</b>						
Wiring, Electrical connections						
Fan Motors						
Capacitors (if applic)						
Printed circuit boards						
<b>MAJOR COMPONENTS</b>						
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						
<b>CONTROLS</b>						
Louver operation						
Remote operation						
<b>System Operation</b>						
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
<b>GENERAL INSTALLATION-RELATED AND 3rd PARTY COMPONENTS (NOT PRODUCTS) *</b>						
Airflow through system						
Refrigerant pipework						
Safety tray						
Wall mounting						
<b>CONSUMABLES **</b>						
Capacitors						
Filters						
Batteries (If applic)						
<p>* Installation and other field-supplied components are not covered by 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.</p> <p>** Units contain consumable items that may require periodic replacement and are not covered by product warranty (e.g. filters, capacitors and batteries)</p>						
<b>ACTION CODES</b>						
Inspected - Working Correctly - No Action Required	Adjusted Part	Cleaned Part	Replaced Part	Repaired Part	Referred to Installer	
✓	A	C	R	RP	RI	

# General Care and Maintenance

# 4

## Cleaning Your Indoor Unit



### BEFORE CLEANING OR MAINTENANCE

ALWAYS TURN OFF YOUR AIR CONDITIONER SYSTEM AND DISCONNECT ITS POWER SUPPLY BEFORE CLEANING OR MAINTENANCE.



### CAUTION

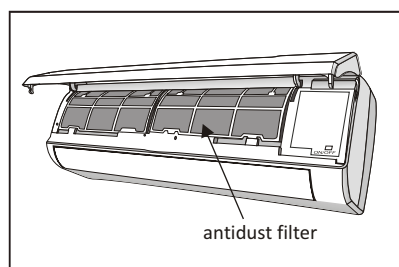
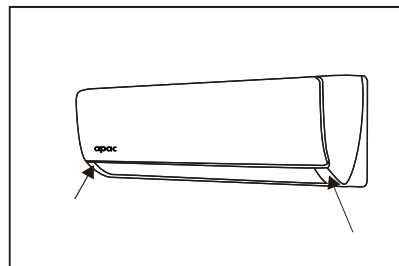
Only use a soft, dry cloth to wipe the unit clean. If the unit is especially dirty, you can use a cloth soaked in warm water to wipe it clean.

- Do not use chemicals or chemically treated cloths to clean the unit
- Do not use benzene, paint thinner, polishing powder or other solvents to clean the unit. They can cause the plastic surface to crack or deform.
- Do not use water hotter than 40°C (104°F) to clean the front panel. This can cause the panel to deform or become discolored.

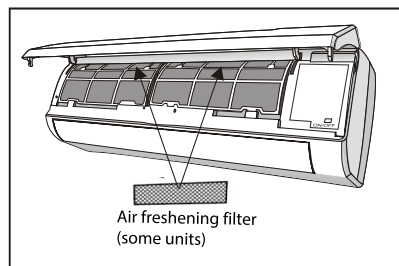
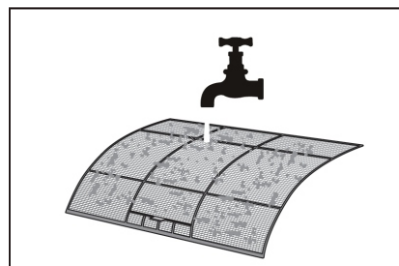
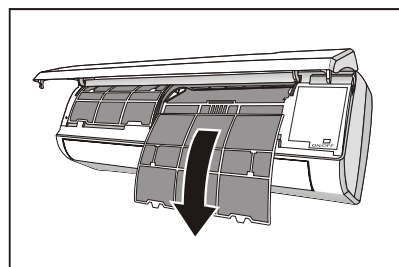
## Cleaning Your Air Filter

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

1. Lift the front panel of the indoor unit.
2. Grip the tab on the end of the filter, lift it up then pull it towards yourself.
3. If your filter has a small air freshening filter, unclip it from the filter holder and clean this air freshening filter with a hand-held vacuum.
4. Clean the large air filter with warm, soapy water. Be sure to use a mild detergent.
5. Rinse the filter with fresh water, then shake off excess water.
6. Dry it in a cool, dry place, and refrain from exposing it to direct sunlight.
7. Ensure the filter is completely dry before replacing it into unit.
8. Close the front panel of the indoor unit.



antiodust filter



Air freshening filter  
(some units)

## ! CAUTION

- Before changing the filter or cleaning, turn off the unit and disconnect its power supply.
- When removing filter, do not touch metal parts in the unit. The sharp metal edges can cut you.
- Do not use water to clean the inside of the indoor unit. This can destroy insulation and cause electrical shock.
- Do not expose filter to direct sunlight when drying. This can shrink the filter.

## Outdoor Unite - General

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.

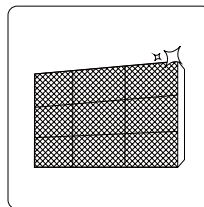
Ensure there is no water build up (including from condensate drain on reverse cycle units) on or around the unit.

## ! CAUTION

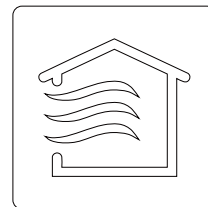
- Any maintenance and cleaning of outdoor unit should be performed by an authorized dealer or licensed service provider.
- Any unit repairs should be performed by authorized dealer or licensed service provider.

## Maintenance – Long Periods of Non-Use

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



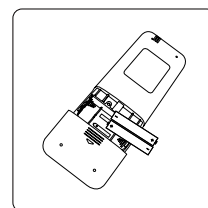
Clean all filters



Turn on FAN function until unit dries out completely



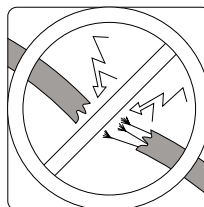
Turn off the unit and disconnect the power



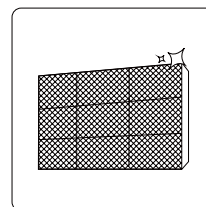
Remove batteries from remote control

## Maintenance – Pre-Season Inspection

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



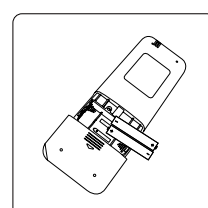
Check for damaged wires



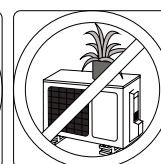
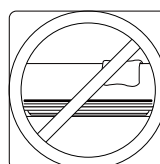
Clean all filters



Check for leaks



Replace batteries



Make sure nothing is blocking all air inlets and outlets

# Troubleshooting

# 5

## ! SAFETY PRECAUTIONS

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.

## 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 from 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.

SYMPTOM	CAUSE
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"> <li>• Disconnect the power, then reconnect.</li> <li>• Press ON/OFF button on remote control to restart operation.</li> </ul>
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.
The air conditioner stops running.	Check power supply.
	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.
	Check the air conditioner has not been turned off automatically by a programmed off timer. Press the power button on the remote control.
	Circuit Breaker tripped or fuse blown. Reset or replace, if problem persists contact Rinnai.
	Timer is activated. Turn timer off
The air conditioner does not generate cool / hot air.	Air is not circulating properly. Make sure that there are no curtains, blinds or furniture blocking the front of the air conditioner.
	The air filter is dirty. Clean the air filter once every 2 weeks. See "Cleaning Air Filter" for more information.
	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.
	The desired temperature is higher than the set temperature. Set the desired temperature to a level lower than the current temperature.

SYMPTOM	CAUSE
	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
The air conditioner does not generate cool / hot air.	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.
	The air inlet or outlet of either unit is blocked. Turn the unit off, remove the obstruction and turn it back on.
	Doors and windows are open. Make sure that all doors and windows are closed while operating the unit.
	Excessive heat is generated by sunlight. Close windows and curtains during periods of high heat or bright sunshine.
	Too many sources of heat in the room (people, computers, electronics, etc). Where possible reduce the amount of heat sources.
	Low refrigerant due to a leak or after long-term use, contact Rinnai.
	SILENCE function (where fitted) is activated. SILENCE Function can lower product performance by reducing operating frequency. Turn off SILENCE function.
Poor heating performance.	The outdoor temperature is lower than 7°C. Use an auxiliary heating device.
	Doors and windows are open. Make sure that all doors and windows are closed while operating the unit.
It is not possible to adjust the fan speed.	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.
It is not possible to adjust the temperature.	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.
Indicator lamps <b>88</b> continue flashing. Error code appears in the window display or indoor unit:  <b>E0, E 1, E2....</b> <b>P0, P 1, P2....</b> <b>F0, F 1, F2....</b>	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.  If not, disconnect the power, then connect again. Turn the unit back on.  If the problem persists, disconnect the power and contact Rinnai.

#### ERROR CODE ON THE DISPLAY WINDOW

In case of error, the display on the indoor unit shown the following error codes:

	RUN lamp	Description of the trouble
<b>E1</b>	flashes once	The fault of indoor temperature sensor
<b>E2</b>	flashes twice	The fault of indoor pipe temperature sensor
<b>E6</b>	flashes 6 times	Malfunction of indoor fan motor.

NOTE: If your problem persists after performing the checks and diagnostics above, turn off your unit immediately and contact an authorized service center.



# Terms of Warranty - Australia

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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
APAC 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:
  - a) 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
  - b) 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:
  - a) 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;
  - b) providing a safe working environment for installation, service, maintenance or repair of the product;
  - c) any surcharge applicable in respect of supplying replacement parts outside Normal Business Hours; and
  - d) 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;
- a) regularly cleaning the air filter(s) and replacing them where necessary;
  - b) replacing expired batteries or other consumables as required;
  - c) ensuring that the condensate drain is kept clean and clear of obstructions;
  - d) 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.

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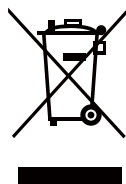
## Disposal Guidelines

7

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 product 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.





**Rinnai Australia Pty. Ltd.** ABN 74 005 138 769

**Head Office**

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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](mailto:enquiry@rinnai.com.au)

For further information visit: [www.rinnai.com.au](http://www.rinnai.com.au)

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