Models

Indoor	DONSR07A12	DONSR10A12	DONSR12A12	DONSR14A12
Outdoor	DINLR07A12	DINLR10A12	DINLR12A12	DINLR14A12

R410

Ducted Heat Pump

Owner's Manual

Rinnai

This page is intentionally blank

TABLE OF CONTENTS

IMPORTANT

PLEASE REFER TO ANY OPERATING MANUALS AND USER OPERATING GUIDES ACCOMPANYING ANCILLARY EQUIPMENT (WHERE FITTED)

WARNINGS AND IMPORTANT INFORMATION

IMPORTANT

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.

WARNING

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
Room Temperature	17°C ~ 32°C	0°C ~ 30°C
Outdoor Temperature	-15°C ~ 50°C	-15°C ~ 24°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" on page 9 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 16 for full details.

WARNING

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.

NOTE

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.

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.

CAUTION

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. Consult your installer for location of filters on ducted systems.

NOTE

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.

CAUTION

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.

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.

NOTE

Any unit repairs, maintenance and cleaning of the outdoor unit should be performed by an authorised 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 9 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 and 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 6.

SERVICE MAINTENANCE SCHEDULE - DUCTED AIR CONDITIONING SYSTEMS

Your Rinnai Ducted 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:				
YEAR OF SERVICE	**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 clearances						
Indoor unit condensate tray						
Indoor unit condensate drain						
Refrigerant charge						
Refrigeration connections						
Fan assemblies						
CONTROLS						
Thermostat(s)						
Zone Controls (If Applic)						
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
Zone Operation (If Applic)						
GENERAL INSTALLATION-RELATED AND 3rd PARTY COMPONENTS (NOT BRIVIS PRODUCTS) *						
Ductwork and fittings						
Return Air grille & filters						
Airflow through system						
Refrigerant pipework						
Safety tray						
Zone motors						
CONSUMABLES **						
Capacitors						
Filters						
Batteries (If applic)						

* Installation and other field-supplied components are not covered by Brivis Product Warranty. These include, but are not limited to, control wiring, ducting, return air filter(s) grille, register, diffuser, zone motors, controls/thermostats, pipework, fabricated or added components and 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 Brivis 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.
The outdoor unit emits 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.
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.
The outdoor unit makes noises.	The unit will make different sounds based on its current operating mode.
The unit emits a bad odour	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.
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.
	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 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, and electronics etc). Where possible reduce the amount of heat sources.
	Low refrigerant due to a leak or after long-term use, contact Rinnai.
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, 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 or fan only modes, you can not adjust the temperature. Select an operation mode in which you can adjust the temperature.

GENERAL USER GUIDE

OPERATION AND MAINTENANCE

Welcome to high efficiency year-round comfort.

Congratulations on your excellent choice and sound investment in a Heat Pump System. Please also take the time to read the contents of this Operating Manual, register your product warranty and retain this document for future reference.

Your new Rinnai system represents both the latest in engineering developments and the culmination of many years of experience by one of the most reputable manufacturers of home comfort systems.

Your new unit is among the most reliable home comfort products available today. To achieve the performance and efficiency expected from your new system, please ensure the Installer is a qualified tradesperson, that the Installer has commissioned the unit and instructed you on its operation.

To assure its dependability, learn about the operation of your system and the small amount of maintenance it takes to keep it operating at its peak efficiency. With minimal care, your Rinnai system will provide you and your family with satisfying home comfort - both now and for many years to come.

WARNING

Improper installation, adjustment, alteration, service, maintenance, or use, can cause explosion, fire, electric shock, or other conditions which may cause personal injury or property damage. Refer to this document or and or other accompanying manuals.

For assistance or additional information consult Rinnai, a qualified installer or authorised service agency. The qualified installer or agency should use only factory authorised components or accessories if and when servicing this product.

To better protect your investment and to eliminate unnecessary service calls, please familiarise yourself with the following:

- Your ducted system should never be operated without a clean filter properly installed. Plan to inspect the filter periodically. A clogged filter will increase operating costs and shorten the life of the unit. Supply-air and return-air registers (grilles) should not be blocked or obstructed. Restricted airflow lessens the unit's efficiency and life span.
- Outdoor (condenser / compressor) units must have unrestricted airflow. Do not cover the unit, lean any thing against it, or stand upon it. Do not allow grass clippings, leaves, or other debris to accumulate around or on top of the unit. Maintain a minimum of 300mm clearance between the outdoor unit and tall grass, shrubs, vines etc.
- Your Thermostat / Controller is the control centre for your system. Please familiarise yourself with its specific operation, as the information following is of a general nature.
- Attempting to control the system by other means - for instance, switching the electrical supply power ON and OFF, may cause damage to the unit.
- Thermostat ‘jiggling’ causes rapid-cycling, which is potentially dangerous to the compressor and may blow the protective fuse or circuit breaker device at the mains power supply. Do not adjust the temperature on the thermostat for any reason for at least five (5) minutes after the compressor has shut off.
- You may find that you can maintain greater personal comfort by running the FAN continuously. ‘Air pockets’ can form due to the structure of the building, placement of registers etc. These air pockets may create cool or warm spots. Continuous FAN operation helps minimise any temperature differences.
- Systems equipped with electronic air cleaners or humidifiers accessories offer the added benefit of having the air continuously cleaned year round, and humidified during the winter season.
- Your system removes humidity from your home during the cooling season. The Indoor unit has a (primary) condensate connected to your drainage system; but an overflow (secondary) drain should also be installed. If water is observed in the overflow drain - it may be clogged, and your installer or Rinnai should be contacted for inspection.

OPERATING YOUR SYSTEM

The operation of your systems is controlled by the indoor Thermostat / Controller. Simply adjust the Controller to maintain the indoor temperature at the level you select, subject to it being within the design conditions of the system. Typical settings are 24°C and 20°C for Cooling and Heating respectively.

The Rinnai Inverter System will automatically modulate the outdoor unit capacity in response to the demand of the conditioned space, to help ensure rapid cool down or warm up times, as well as providing more constant temperature control. Please refer to the Operating Instructions accompanying your Thermostat / Controller.

COOLING CYCLE

When operating in the COOL mode, your system will run until the indoor temperature is lowered to the level you have selected (within design conditions). On extremely hot days, your system will run for longer periods at a time and have shorter 'off' periods than on moderate days.

The following typical conditions add extra heat and/or humidity to your home causing your system to work longer to maintain comfortable conditions:

Entrance (external) doors are frequently opened & closed.	More than the usual number of people.
Operating laundry appliances or running showers.	Window furnishings open on sunny side of home.
More than the usual lights or electrical appliances operating.	System operating at or outside the original system design conditions as specified by your Installer

HEATING CYCLE

In HEAT mode, the system will provide warmth until the temperature is raised to the level you have selected. The unit will operate for longer periods to maintain a comfortable environment on colder days and nights than on moderate ones.

Defrost Cycle: When the system provides heating to your home and the outdoor temperature drops below 7.2°C, moisture may begin to freeze on the surface of the outdoor coil. If allowed to build up, this ice would impede the airflow across the coil and reduce the amount of heat absorbed from the outside air. To maintain energy efficient operation, your Rinnai Heat Pump has an automatic defrost cycle.

The defrost controls will automatically start when there is sufficient ice to interfere with normal heating operation. During defrost, the Indoor Fan will not be running. After the ice is melted, or after a maximum of 10 minutes in defrost mode, the unit will automatically resume normal heating operation.

Do not be alarmed if steam or fog appears at the Outdoor Unit during the defrost cycle. Water vapour from the melting ice may condense into a mist in the cold outdoor air.

ZONED SYSTEMS

Some home comfort systems are designed to operate on a zoned basis only – i.e. they are not designed to heat and or cool the entire home or space at one time. Generally, a zoned system will be designed by your Installer for your specific requirements. Your particular zoning configuration and the basis of design should be specified and detailed by your Installer. With zoned systems, always observe the following:

- The Return Air grille(s) are generally in the 'Common Zone', and need to be part of the conditioned space at all times.
- Close off all doors to areas that are not being conditioned – i.e. effectively isolate unconditioned spaces.
- Set your zoning configuration with your zone controls before starting your Rinnai system.
- Do not attempt to shut down more zones than the minimum as specified by your installer, as this may lead to system shut down.
- Do not attempt to heat or cool more zones than the maximum specified by your installer as this will prevent the system from being able to maintain design conditions. NOTE: The type of zoned system you have will have been specified by your installer. This should include information on the total number of zones, the minimum and maximum number recommended to operate at one time to maintain design conditions, and the actual design conditions (Indoor Temperature Control settings at specified Outdoor Ambient conditions for both Heating and Cooling).

PERFORMING ROUTINE MAINTENANCE

With proper maintenance and care, your Rinnai system will operate economically and dependably.

Maintenance can be accomplished easily by referring to the following general directions. However, before performing maintenance, consider these important safety precautions:

- DISCONNECT ALL ELECTRICAL POWER TO HEAT PUMP BEFORE REMOVING ACCESS PANELS TO PERFORM SERVICE OR MAINTENANCE – NOTE: THERE MAY BE MORE THAN ONE ELECTRICAL ISOLATING SWITCH
- ALTHOUGH SPECIAL CARE HAS BEEN TAKEN TO MINIMISE SHARP EDGES IN THE CONSTRUCTION OF YOUR UNIT, BE EXTREMELY CAREFUL WHEN HANDLING PARTS OR REACHING INTO THE UNIT.

CHECKING THE AIR FILTER

- Filters are supplied and fitted by your installer and are not part of the Rinnai system. A dirty air filter will cause excessive strain on the compressor and fan blower motor. This can cause the compressor to overheat and automatically shut down. In the extreme, the components will fail and will need to be replaced.
- To avoid inefficient or failed operation of your unit, CHECK THE FILTER AT LEAST EVERY 2 TO 4 WEEKS.
- Replace filters(s) when necessary, or clean them if they are the reusable type. Disposable filters should be replaced by similar, new filters of the same grade and dimensions.
- Reusable (permanent) type filters should be washed in a solution of cold to tepid water and very mild detergent, then rinsed and thoroughly dried. THE FILTER MUST BE COMPLETELY DRY BEFORE BEING REPLACED.
- To avoid prolonged shutdown of your system while a filter is being cleaned, you may wish to have an extra filter on hand. This would allow you to rotate between the two with minimal downtime for your comfort system. Extra filters are available from your Installer or a Rinnai Spare Parts outlets.
- Should you have any questions about the removal and/or cleaning of you filter(s), please contact your Installer for assistance.
- If grass clippings, leaves, shrubbery and debris are kept away from the Outdoor Unit, minimal care should be sufficient to keep the system functioning properly. However, if the outdoor coil becomes dirty, use a soft brush or vacuum and soft brush attachment to clean the exterior surface. If dirt is trapped deep within the coil, contact your Installer or Rinnai for service.

UNIT SUPPORT

- The indoor Fan Coil Unit (FCU) should be located in a position and in such a manner as specified in the Installation Instructions. The FCU should be maintained at a position that ensures condensate drainage from the unit. In an attic space, ideally the unit will be easily and safely accessible from the ceiling access panel, have a suitable catwalk and platform, and if necessary a service light.
- The outdoor Condensing Unit (CDU) requires adequate support to ensure it is level. CDUs generate condensate water in the heating mode; depending on local codes this may need to be discharged in a prescribed manner.

NON–RINNAI FIELD SUPPLIED ACCESSORIES

Your home comfort system may include field-supplied accessories that do not form part of this regular maintenance cycle. These may include: ductwork, fittings, filters, grilles, zone motors, auxiliary heaters, third party controls and other non-Rinnai supplied items.

These items may also require attention in accordance with the Original Equipment Manufacturer's (OEM) recommendations. Your installer can provide details in this regard, and should be consulted for any warranty or service matters for these items. Whilst they are an integral part of your home comfort system, these non-Rinnai items are not covered by your Rinnai Product Warranty.

Third party controls and zoning systems that interfere with the correct operation of your Rinnai Heat Pump system, and any consequential damages to Rinnai equipment as a result of such incorrect operation, will not be covered by Rinnai Warranty.

WHEN TO CALL FOR SERVICE

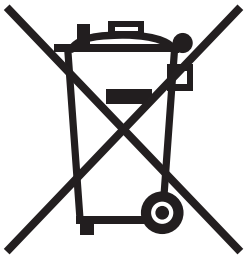
If ANY of the following conditions occurs, turn off your unit immediately!

- **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 objects fall into the unit**
- **If the unit has been exposed to flooding.**

DO NOT ATTEMPT TO FIX THESE YOURSELF! TURN OFF THE AIR CONDITIONER & 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 product as household waste or unsorted municipal waste.



IMPORTANT

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 New Zealand Ltd

105 Pavilion Drive, Mangere, Auckland
PO Box 53177, Auckland Airport, Auckland 2150
Tel: (09) 257-3800
Toll Free: 0800 764-624

For Further Infomation visit:
www.rinnai.co.nz
youtube.com/rinnainz
facebook.com/rinnainz
or email **info@rinnai.co.nz**

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 every 3 years.

With our policy of continuous improvement, we reserve the right to change, or discontinue at any time, specifications or designs without notice.

Rinnai