

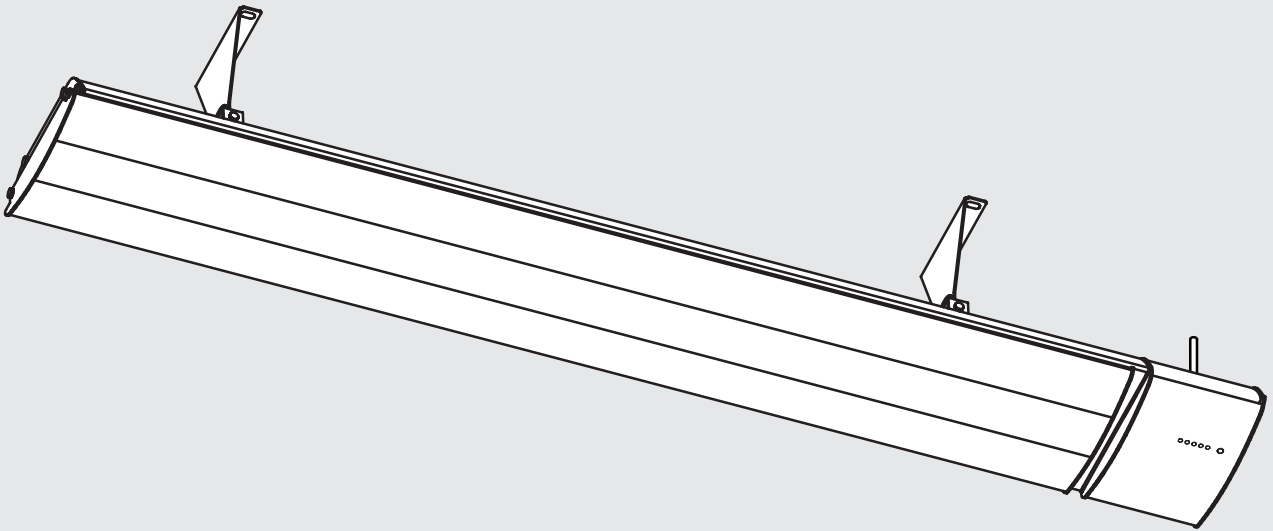
MODELS

ORH15WF

ORH18WF

ORH24WF

ORH32WF



Outdoor Radiant Heater

Operation & Installation Manual

Rinnai



IMPORTANT INFORMATION

Please read the Operation Manual carefully before using the outdoor radiant heater.

This Operation Manual contains all of the important information on your safety, as well as some recommendations on proper use of the appliance and its maintenance.

This appliance must 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 only by an Authorised Person.

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



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Scan QR to register your warranty

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.

DANGER: Indicates an imminently hazardous situation which, if not avoided, will result in personal injury or death.

WARNINGS: Indicates a potentially hazardous situation which, if not avoided, could result in personal injury or death.

CAUTIONS: Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury or damage to the appliance. It may also be used to alert against unsafe practices.



REGULATORY / INSTALLATION

This appliance shall be installed in accordance with:

- Manufacturer's Installation Instructions.
- Current AS/NZ 3000.

Use this appliance only as described in this manual. Any other use is not recommended by the manufacturer. It is important that the following precautions are followed to minimise the risk of overheating, fire, electric shock and injury.

The appliance **MUST BE** installed at least 2.1m above the floor.

Handle the appliance with care, avoid vibrations and knocks. Unpack the appliance and check for damage. **DO NOT INSTALL A DAMAGED APPLIANCE.** If the appliance is damaged or defective, contact your supplier for advice, the appliance may **ONLY** be serviced by the manufacturer or the manufacturer's agent or similarly qualified person.

DO NOT install or use the appliance if the power cord is damaged. If it is damaged or requires replacing, it must be replaced by the manufacturer or the manufacturer's agent or similarly qualified person.

Ensure that the voltage and frequency of the power supply correspond to the ratings on the data plate of the appliance.

DO NOT use power boards or double adaptors for this appliance.

This appliance **MUST NOT** be located immediately below or directly in front of a power point / electrical connection. The power point / electrical connection is to be within 1m of the appliance, yet should be located outside the physical footprint of the unit to prevent exposure to heat build-up behind the appliance.

If the heater is to be mounted on an incline such as a vaulted ceiling, ensure the power point / electrical connection is located at that lowest point of the appliance (see page 14 for details).

Install and operate the heater in strictly horizontal position on the ceiling or ceiling structural surface. The thermal resistance of the ceiling coating and ceiling material should be at least 80°C.

The appliance should be connected to an electric circuit equipped with an automatic circuit breaker.

DO NOT connect the appliance to the mains power until it has been installed in its final location and adjusted to the position it will be used in.

The installation **MUST BE** equipped with an all-pole disconnection mechanism in accordance with wiring rules.

When installed outdoors this appliance is suitable for under cover use **ONLY**.

DO NOT install this appliance in the bathroom.



The electrical cord **MUST NOT** come into contact with the heated parts of the appliance. **DO NOT** unplug the appliance by pulling on the flexible cord.

DO NOT coil or bundle the electric cord to reduce its length as overheating of the cord may occur which could result in a fire hazard.

Use of an extension cord on this appliance is **NOT** recommended. The appliance is **NOT** intended to be used as a portable heater.

DO NOT run cord under carpeting, throw rugs or runners etc. Arrange cord away from areas where it is likely to be tripped over.

This appliance **MUST NOT** be installed where curtains or other combustible materials could come into contact or in close proximity with it. In some cases curtains may need restraining.

DO NOT place articles on or against this appliance.

DO NOT place any items of clothing, hand towels or similar over the appliance to dry as this may cause a risk of overheating and fire hazard.

DO NOT spray aerosols in the vicinity of this appliance whilst the appliance is operating. Most aerosols contain flammable gas, which can be a fire hazard if used near the appliance when it is in use.

DO NOT use or store flammable materials, gasoline, paint, liquids, etc. near this appliance. Combustible materials must not be placed where the appliance could ignite them.

DO NOT use the appliance in areas where the presence of flammable dust particulates or where explosives are stored as this may cause an explosion.

DO NOT use the appliance, in a green house, barn or stable or on a building site or where flammable dust may be present.

DO NOT use this appliance in the place of animal propagating areas.

DO NOT use the appliance as a sauna heater.

DO NOT leave the appliance unattended while in operation.

DO NOT use this heater on a wet surface, or where it can fall or be pushed into water.

DO NOT reach for an appliance that has fallen into water. Switch off at supply and unplug immediately.

DO NOT operate appliance with wet hands.

WARNING: DO NOT touch the radiating plate, when being operated the surfaces of this appliance will get **VERY HOT - DO NOT TOUCH ANY PART OF THE APPLIANCE WHILE IT IS TURNED ON**. Temperature of radiating panels during operation of the heater may reach 380°C. To avoid burns, **DO NOT** touch the any surface of the appliance by hand or with any body part. The appliance must be located in a position that prevents contact by any person (including accidental).

The appliance will retain significant heat for a period after shut down. The appliance can take up to 1 hour to cool down after switching it off. To avoid burns, **DO NOT** touch the any surface of the appliance with any body part during this period.

DO NOT use abrasive cleaning products on this appliance. If the body becomes dirty, wipe off dust with a cloth, and the radiating boards should be wiped in cold condition with a damp soft cloth. Always remove plug from the mains supply before cleaning.

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 and have the capacity to follow those instructions.

The appliance is **NOT** intended for use by young children or infirm persons without supervision. Young children must be supervised when in the vicinity of this appliance while it is in operation.

DO NOT allow young children or the infirm to remain unsupervised or sleep directly in front of or below the appliance while in operation.

Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.



This appliance is **NOT** equipped with a device to control the room temperature. This heater is to be used in open, alfresco environment or large areas with high ceilings. The heater must not be within reach from the floor, as severe burns may occur due to high surface temperatures. **DO NOT** use this appliance in small rooms (see “Heating Area” on page 12) when they are occupied by persons not capable of leaving the room on their own, persons who are unable to operate the heater safely and with the guidelines of the use manual, unless constant supervision is provided.

NO USER SERVICEABLE PARTS - NEVER dismantle the appliance. Tampering with electrical connections and components is highly dangerous and can result in equipment malfunction, property damage, personal injury and/or death.

DO NOT modify this appliance. Modifying from original specifications may create a dangerous situation and will void your warranty.



MANDATORY INSPECTION PRIOR TO INSTALLATION

Immediately report any damage or discrepancies to your appliance supplier. This appliance has been inspected and tested at the time of manufacture and packaging, and was released for transportation without known damage. Upon receipt, inspect the exterior for evidence of rough handling in shipment. Ensure that the appliance is labelled correctly for the gas and electrical supply it is intended to be connected to.

For safety and warranty purposes, appliances that may be damaged or incorrect **MUST NOT** be installed or operated under any circumstances. No responsibility will be accepted for installation or operation of damaged or incorrect appliances. Installation of damaged or incorrect appliances may also contravene local regulations.



A NOTE ON ILLUSTRATIONS

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

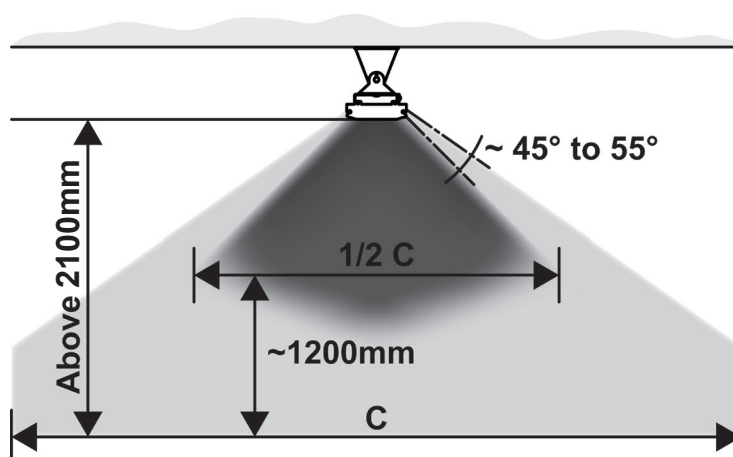
ABOUT YOUR OUTDOOR RADIANT HEATER

RADIANT HEATING PRINCIPLES

Radiant heat is widely regarded as the most comfortable, healthiest and most natural form of outdoor heating available. This heating type is based on the same primary source of heat we know - the warmth of the sun. It warms you and the objects around you instead of the air.

The warmth felt from the sun is not warm air but infra-red energy. Like the sun, radiant energy from the heater moves in straight lines, directly warming the people and objects in its path which in turn acts as small heat convectors, giving off their own gentle heat to enhance people feeling warm.

This radiant heating principle is common to all 4 models, regardless of the wattage of the heater. As the wattage and product length increases the heating footprint will be greater.



Note: this diagram is for representational purposes only and is not to scale

FEATURES

This outdoor radiant heater uses electricity as the heating medium. It operates on the infrared radiant heating principle directly warming people and objects in the area instead of the air within it.

Ease of Installation & Operation

Suitably sized 3 pin plugs are provided to allow for ease of installation to a wall socket. It is designed to be plugged into a circuit that has an operating isolation switch within reach of the user which enables the heater to be switched on or off.

Silent Operation

Electric element operation eliminates fan noise.

Draft Free

Non fan operation also means no drafts.

IP65

Water ingress protection allows for safe cleaning of the external heater casing using a typical low pressure garden hose or by using a wet sponge.

Remote Control

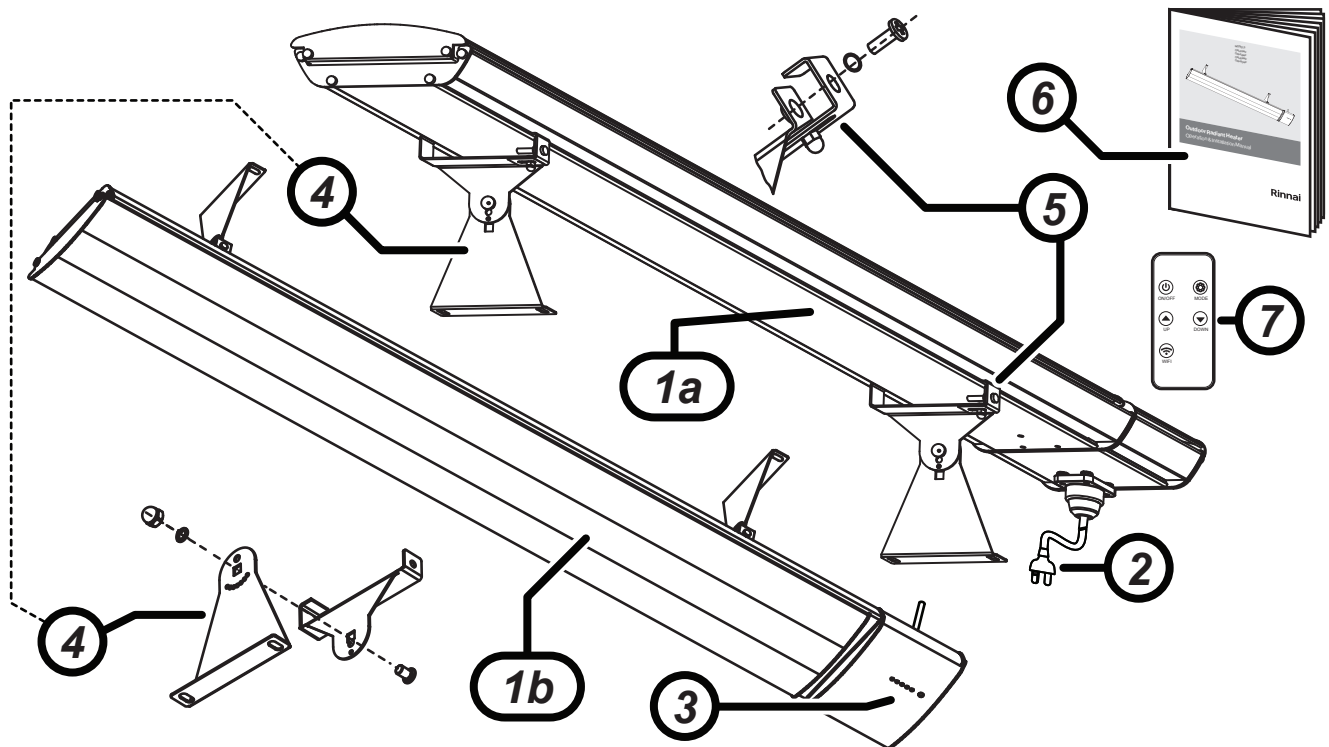
Remote control is supplied with appliance.

SPECIFICATIONS

Model		ORH15WF	ORH18WF	ORH24WF	ORH32WF
Max. Rated power		1500W	1800W	2400W	3200W
Rated voltage		240V 50Hz			
Three pin plug type		10 Amp			15 Amp
Length of power lead (mm)		1000			
IP Rating		IP65			
Electric Protection Class		I			
Heater Body Dimensions (mm)	Length	1045	1225	1505	1915
	Width	177			
	Height	100			
Unit Weight (kg)		5.5	6.1	7.3	9.2
Available installation options		Ceiling and Wall mount			
Recommended mounting heights (mm)	From floor Min. / Max. *	2100 / 3000			
	Ideal.	2100 - 2700			
Clearances	Vertically from a surface Min.	1000			
	Other	See "Clearances" on page 14 for requirements			

* Heating effectiveness will be reduced if appliance is mounted at greater heights.

GENERAL DESIGN LAYOUT



CARTON CONTENTS / ITEM CHECKLIST

The following table lists the components for the Rinnai outdoor radiant heater. Ensure that all the relevant components for the model being installed are present before proceeding.



Do not install any damaged items. Check all components have been supplied.

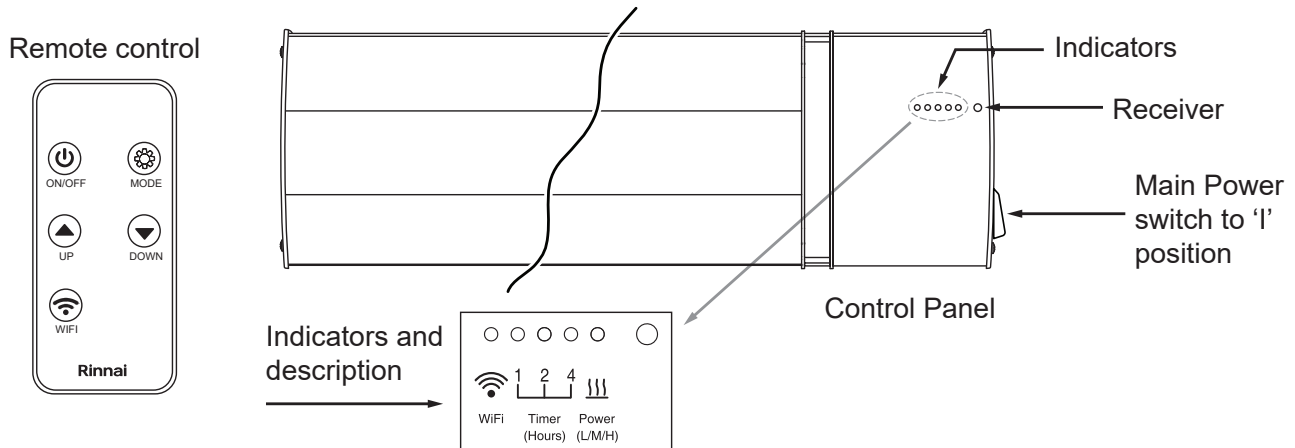
The packaging for this appliance should contain:

1. Outdoor Radiant Heater: **a.** Heater body **b.** Front radiating surface.
2. 1000mm Flexible power cord with three pin plug (fitted)
3. Heater Operation Indicator Light
4. Adjustable angle mounting bracket fittings (x2)
5. Mounting bracket locking plates (x2)
6. Operating & Installation Instructions
7. One Remote Control

OPERATION



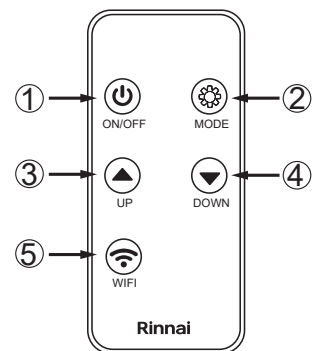
Slight crackles may be heard during the heating or cooling period. This is normal operational noise.



Ensure that the power switch on the right hand side of the appliance is set in the 'I' position when installing.

- Before operating the heater for the first time or after periods of non use ensure that the radiating surface is clean and free of debris or dust see "Cleaning" on page 17.
- Ensure that the GPO for the heater is in the "ON" position, then switch "ON" the power at the isolating switch (if fitted).

①	POWER 'ON' / 'OFF' button	Press "ON/OFF" button to turn "ON" or "OFF" the heater.
②	MODE button, temperature/timer setting	Press MODE button to choose functions.
③	'UP' button	Press UP to navigate up.
④	'DOWN' button	Press DOWN to navigate down.
⑤	Wi-Fi button	Aim the remote control towards the receiver on the front of panel heater. Press Wi-Fi button and hold 5 seconds to active and or resets Wi-Fi module for pairing of panel heater. The appliance will respond with a beep and Wi-Fi indicator flash to confirm Wi-Fi activation or reset. For further details refer to the Wi-Fi Operation Manual, a copy of the manual may be downloaded from the Rinnai web site: https://www.rinnai.com.au/lifestyle



The Remote Control allows for convenient operation of the appliance within a 5 metre range.

Before using the remote control, please remove the plastic insulating pull tab to activate the battery.

A confirmation beep sounds to confirm that a successful controller input has been received by the appliance.

- The blue power indicator will flash to indicate the heater is in Standby mode.

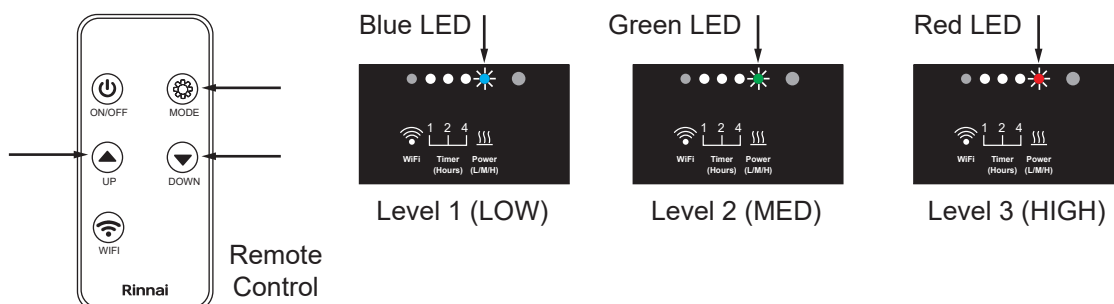
OPERATION

- Point the remote control towards the indicator light area of the heater to operate it.
Press "ON/OFF" button on the remote control to turn on the heater and the heater will begin to radiate heat.
The power indicator will flash and a beep will be heard.



The heater may take up to 15 minutes to reach maximum heat, depending on the area being heated and the conditions.

- To change the power rate press "MODE" button on the remote control. The Power indicator on the appliance will flash. Press the 'UP' or 'DOWN' buttons to set the required models.



LOW	BLUE LED	33% of the rated power
MED	GREEN LED	66% of the rated power
HIGH	RED LED	100% of the rated power

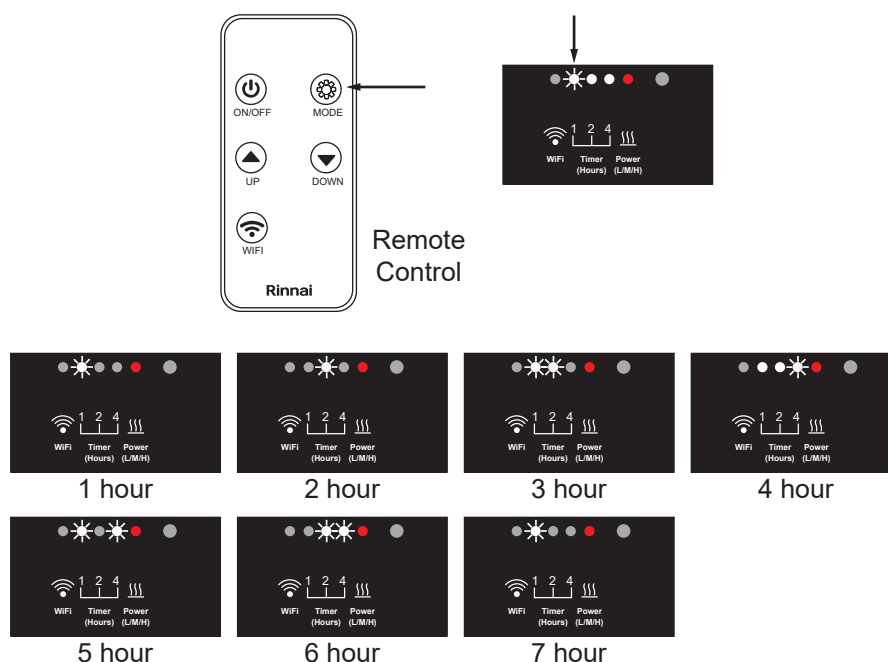
- Press "ON/OFF" button on the remote control to turn off the heater and the heater will be placed into standby mode. The power indicator will flash (blue) and a beep will be heard.
- Switch "OFF" the power at the isolating switch to turn off the heater. The operation indicator will go out.



The heater may take up to 30 minutes to fully cool down, depending on the area being heated and the conditions.

DELAY OFF TIMER

- The Outdoor Radiant Heater comes with a programmable timer that will automatically set the heater in Standby mode after 1, 2, 3, 4 (max. 7) hours of operation.
- With the heater 'ON', press "MODE" button on the remote control twice on the remote control, the Timer indicators will flash. Press the 'UP' or 'DOWN' buttons to set the required time.





• **WARNING KEEP BATTERIES OUT OF REACH OF CHILDREN.**

- Swallowing may lead to serious injury in as little as 2 hours or death, due to chemical burns and potential perforation of the oesophagus.
- If you suspect your child has swallowed or inserted a button battery immediately call the 24-hour Poisons Information Centre on **13 11 26** for fast, expert advice.
- Examine devices and make sure the battery compartment is correctly secured, e.g. that the screws or other mechanical fasteners are tight. **DO NOT** use if compartment is not secure.



- Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous and may be a choking hazard.
- Inform others about the risk associated with button batteries and how to keep their children safe.
- Remove the batteries if the remote is not going to be used for prolonged periods. This will help prevent damage from leaking batteries. If leakage has occurred and corrosion is evident the remote will need to be replaced.
- Leaking chemicals are toxic and **MUST NOT** be touched or ingested.
- **NEVER** mix old and new batteries.
- **DO NOT** immerse the remote control in any liquid, this will damage the remote control, rendering it inoperable and voiding its warranty.

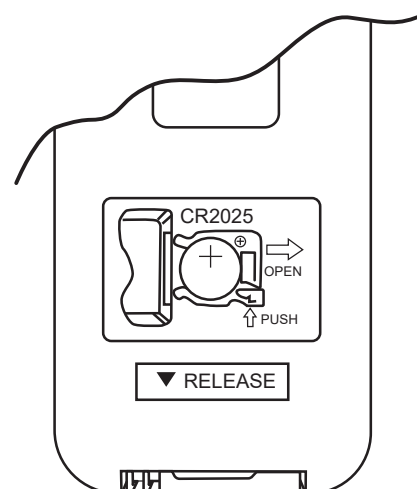
FIT BATTERIES

1. To open the secure button battery compartment, push and hold the little release button, then slide down to open the cover according to the direction indicated by the arrow head.



The remote is designed with a secure, child-resistant battery compartment which prevents children access to the button batteries.

2. Install the button battery (CR2025/3V). Make sure the positive pole faces up.
3. Put back the cover securely into place.



Remember to dispose of used button batteries immediately and safely.

IMPORTANT STEPS

1. Aim the remote control towards the receiver on the front of panel heater.
2. The remote control should be within 5 metres away from the receiver.
3. Ensure there are no obstacles between the remote control and the receiver.
4. Do not drop or throw the remote control.
5. Do not leave the remote control in the sun or near heating devices.
6. Only use the button battery (CR2025/3V). Ensure the battery cover is securely in place.



The diagram shown of the Remote Controller is an example only. The image contains almost all of the function buttons. Remote Controllers may be slightly different from illustrated diagram depending on which model purchased.

INSTALLATION

REGULATORY REQUIREMENTS

- The heater **MUST** be installed in accordance with the Manufacturer's Installation instructions.
- The heater **MUST ONLY** be installed or removed by an Authorised Person.
- The heater **MUST** be installed in accordance with AS/NZS 3000 and all other applicable local municipal building codes including OH&S requirements

BEFORE INSTALLATION

Before installing your outdoor radiant heater, please read the manual carefully.

This heater comes with a pair of stainless steel adjustable angle mounting brackets. The adjustable angle enables the heater to be installed on vertical, horizontal and inclined surfaces.

UNPACKING



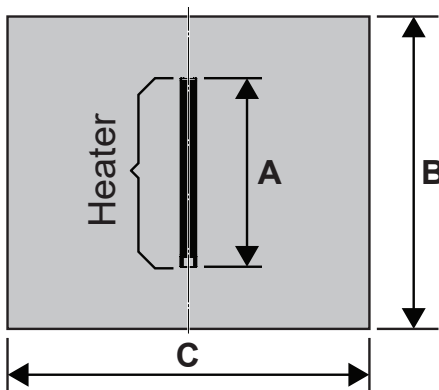
If any damage is present **DO NOT INSTALL** or **OPERATE** the appliance and contact your supplier for advice.

HEATING AREA

The outdoor radiant panel heater produces radiant heat which heats objects rather than the air. Therefore, it is important that objects to be heated (i.e. people), are within the direct radiant footprint of the heater.

The following table and diagram show the approximate heating area based on an indoor and outdoor enclosed environment. The images show that the maximum heat output is found directly under the heater, and the temperature decreases as the user moves away from the heater.

APPROXIMATE HEATING AREA



Indoor Area Spot Heating

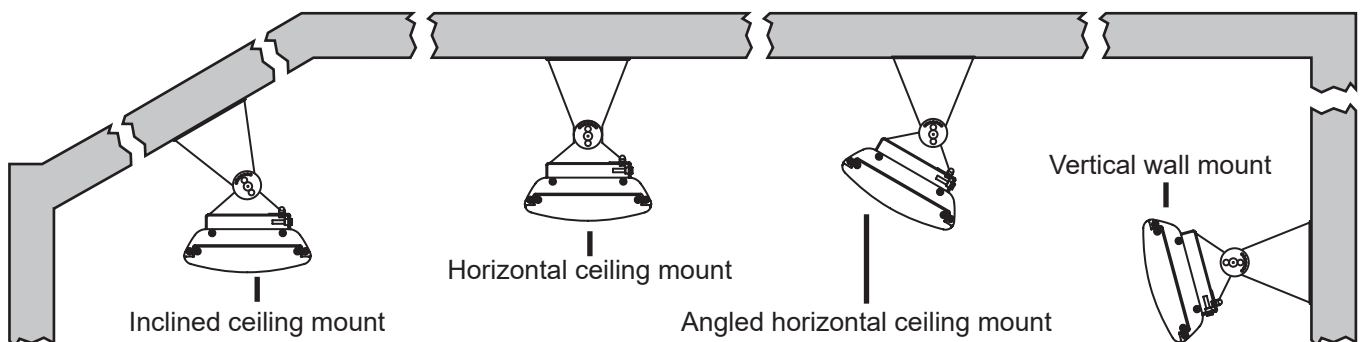
Dimension	ORH15WF	ORH18WF	ORH24WF	ORH32WF
A	1040	1220	1500	1910
B	1700	2050	2650	3550
C	2150	2150	2150	2150

Outdoor Covered / Enclosed Area

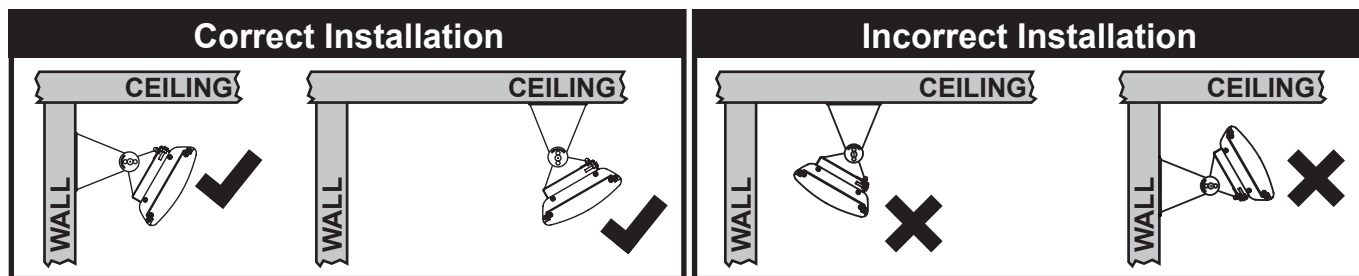
Dimension	ORH15WF	ORH18WF	ORH24WF	ORH32WF
A	1040	1220	1500	1910
B	1400	1600	2050	2750
C	2150	2150	2150	2150

OUTDOOR RADIANT HEATER MOUNTING

This outdoor radiant heater comes with a pair of stainless steel adjustable angle mounting brackets. The adjustable angle enables the heater to be installed on vertical, horizontal and inclined surfaces.



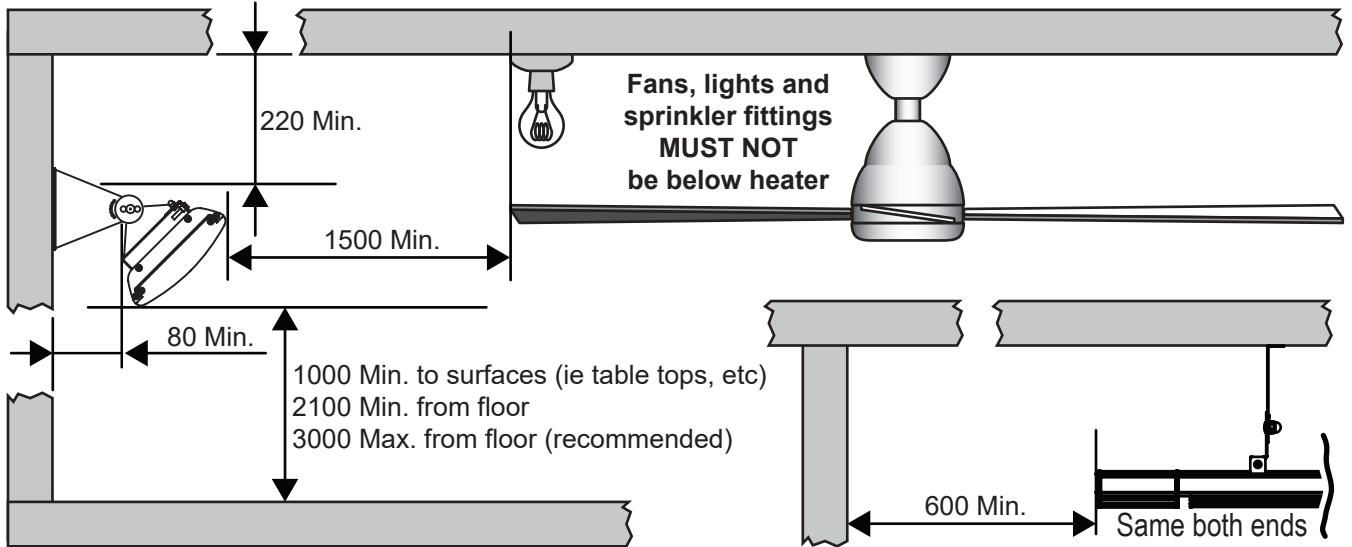
The ideal mounting position is directly above the area to be heated with a longitudinal orientation and facing vertically downwards. If this is not possible, the heater(s) can be mounted on a wall and angled downwards. For this application ensure the mounting height is within 2.1m to 2.7m.



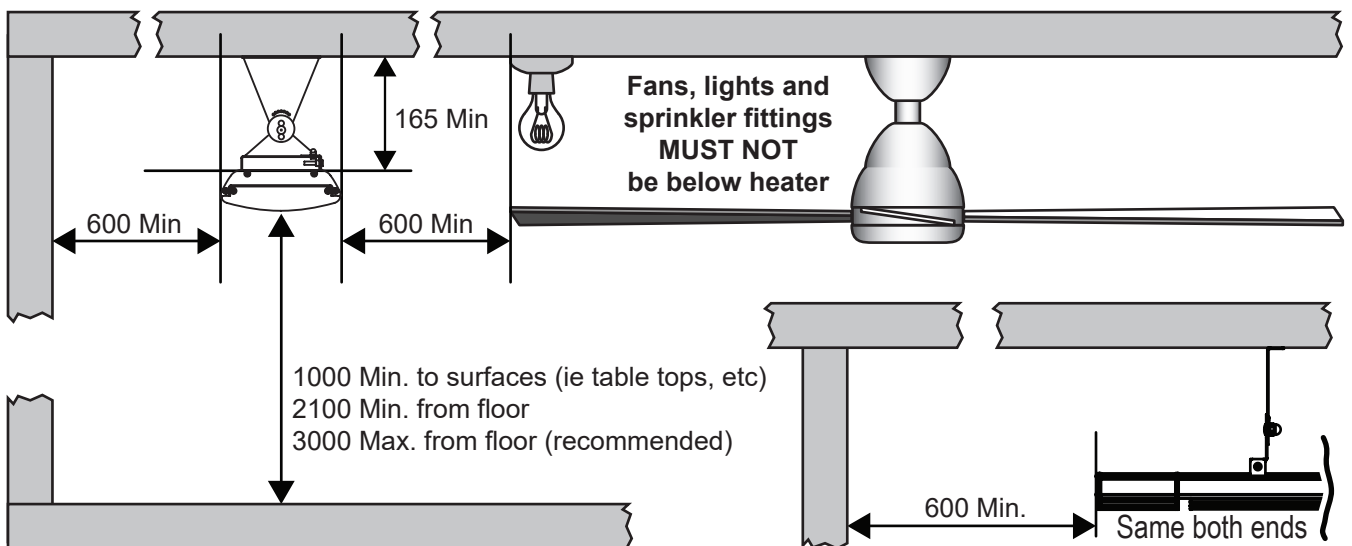
WARNING The heater must never be installed in the upwards or inwards facing position, the heating surface must always be positioned to direct the heat in a downwards or outwards direction.

CLEARANCES

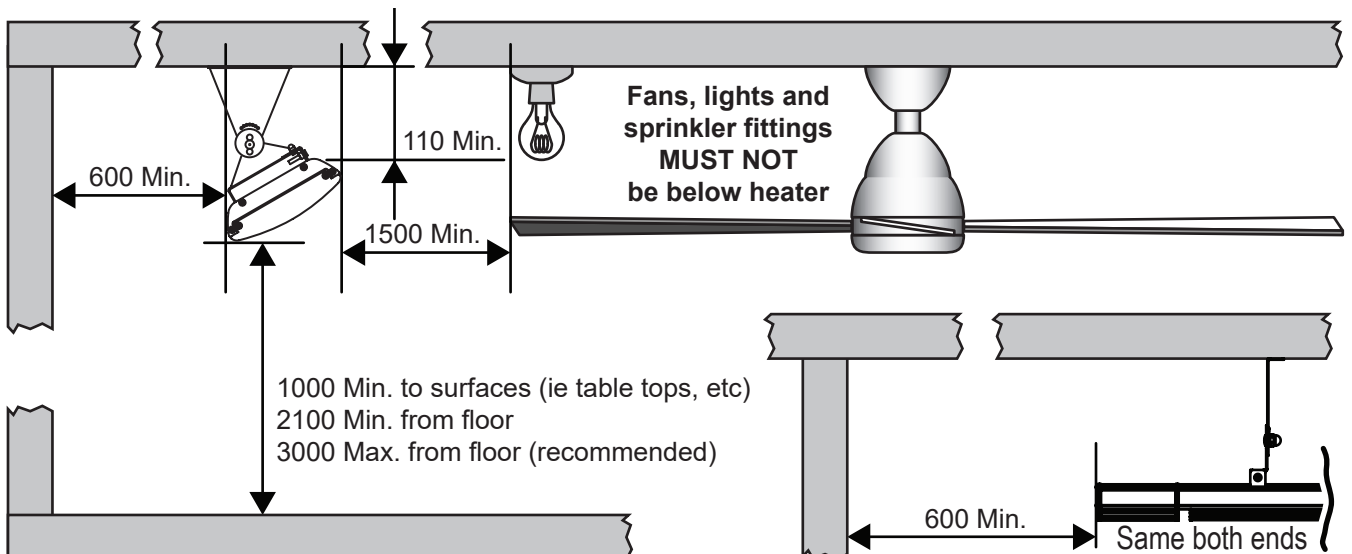
Minimum clearances when mounting the heater on **A VERTICAL WALL**.



Minimum clearances when mounting the heater parallel with **A CEILING**.



Minimum clearances when mounting the heater at an **ANGLE TO A CEILING**.





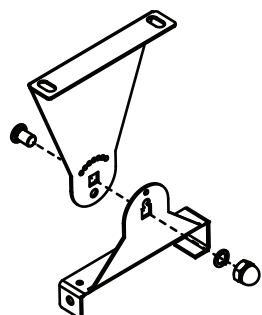
Mounting of the infrared heater and its connection to the electric mains **MUST** be installed **ONLY** by qualified specialists according to the current Electrical Standards AS/NZ 3000.

INSTALLATION METHOD

1. Open the packaging and carefully take the heater out and inspect for any damage.
2. Take out the packing paper sheet from the end of heater.
3. Determine the mounting position for the heater, refer to "Heating Area" on page 12 "Outdoor Radiant Heater Mounting" on page 12 and 14 to assist with the location of the heater.
4. Set the adjustable angle mounting brackets to desired angle and fasten brackets with a spanner. Refer to diagram on the following page

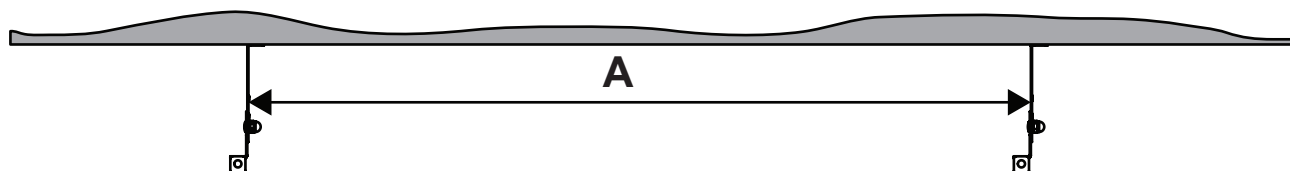
For ceiling mounted installations the available mount angles are restricted to 0°, 15° and 30° only.

For wall mounted installations the available mount angles are restricted to 15°, 30° and 45° only.



	0°	15°	30°	45°
Ceiling				
Wall				

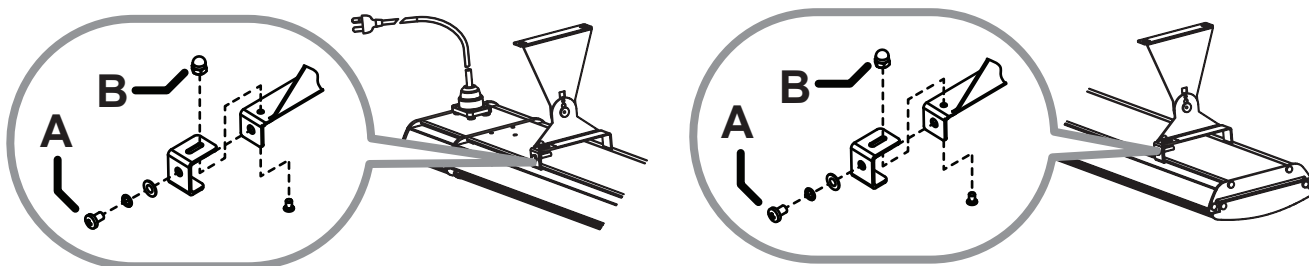
5. Mark the position of the two brackets, using the following minimum recommended bracket spacing below to determine the correct location.



Dimension (mm)	ORH15WF	ORH18WF	ORH24WF	ORH32XWF
A	530 ± 50	710 ± 50	990 ± 50	1400 ± 50

6. Install the brackets onto the nominated surface or structure using appropriate fixing screws suitable for the mounted surface material and able to support more than double the weight of the heater being installed, refer to "Specifications" on page 7.

- Hang the heater on the brackets and firmly secure in place with the mounting bracket locking plates by tightening the bolt **A** first, and then bolt **B** as indicated below.



Depending on material and design of ceiling structural elements, the heater must be secured with the correct fasteners. Refer to table below for weight of the heater. The installation location **MUST** be able to hold 5 times the weight of the heater.

Model	ORH15WF	ORH18WF	ORH24WF	ORH32WF
Power (W)	1500	1800	2400	3200
Weight (Kg)	5.5	6.1	7.3	9.2

ELECTRICAL CONNECTIONS



The installation of electrical wiring, power outlets, and switches **MUST** be performed by an authorised electrical installer.

GPO Connection

The heater is provided with a power cord fitted with a 3 pin plug for connection to a dedicated single-phase 240V AC~ 50Hz earthed power outlet.

Before connection, make sure that specifications of the power supply to the heater meet the requirements of those indicated on the appliance dataplate.

The power outlet **MUST** be equipped with an automatic circuit breaker with rated current not less than 16A.

For switching the heater "ON" or "OFF" an accessible All-pole disconnection switch of suitable power rating should also be provided in accordance with Wiring Rules.

Direct Wired Connection

The heater can be direct wired if the power supply is to be concealed. Before connection, make sure that specifications of the power supply to the heater meet the requirements of those indicated on the appliance dataplate.

The power supply **MUST** be equipped with an automatic circuit breaker with rated current not less than 16A.

The installation **MUST** be equipped with an accessible all-pole disconnection switch of suitable power rating installed in accordance with Wiring Rules.

If the heater is being hard wired the circuit must be fitted with an "ON/OFF" isolation switch, in accordance with Wiring Rules.



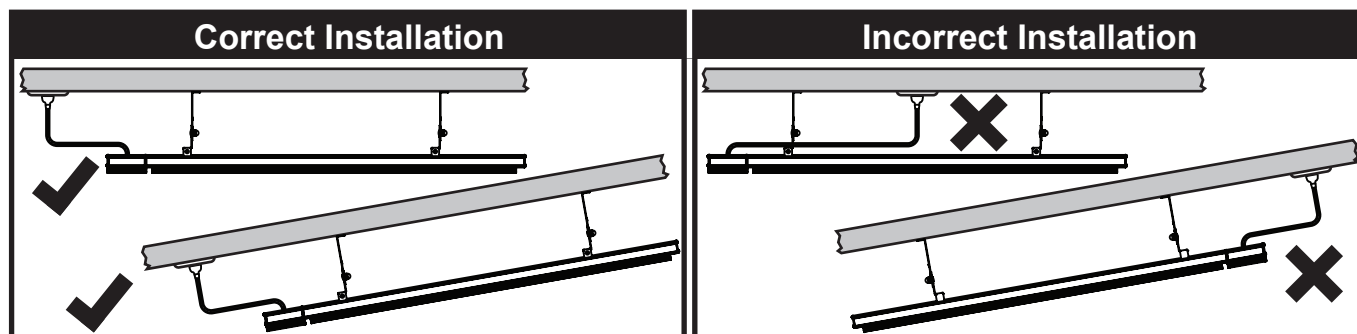
Consult a qualified electrician if direct wiring is required as it must comply with the requirements of AS/NZS 5601 and AS/NZS 3000 and any other relevant local regulations.



LOCATION OF ELECTRICAL CONNECTION

The heater **MUST NOT** be located immediately below a power point. Electrical connections or GPOs **MUST NOT** be located at the back of the heater. They **MUST** be located outside the physical footprint of the heater to minimise the effect of damage caused by heat build-up behind the heater.

If the heater is to be mounted on an incline (eg. vaulted ceiling), ensure the power point located at that lowest point of the heater.



MULTIPLE INSTALLATIONS

For connection of more than one heater to a common "ON/OFF" isolation switch refer to your authorised electrical installer.



Ensure that the power switch on the right hand side of the appliance is set in the 'I' position when installing.

CARE & MAINTENANCE

MAINTENANCE



Any maintenance **MUST** only be carried out by a qualified electrician

During operation, it is necessary to periodically (once a year) check the electric cable contacts and terminal connectors for good tightening.

CLEANING



ALWAYS TURN OFF AND ISOLATE THE POWER BEFORE CLEANING.

NEVER IMMERSE THE APPLIANCE IN WATER.



Before operating the heater for the first time or after extended periods of non use ensure that the surfaces are clean and free of debris or dust.

Once the radiating surface are clean avoid touching to prevent any transfer of skin oils to the heating surfaces as this may cause spotting or staining.

NEVER ATTEMPT TO CLEAN THE HEATER WHILE HOT, ALWAYS WAIT FOR IT TO COOL DOWN.

Regular removal of accumulated debris and dust will prevent unpleasant burnt odours and prevent spotting and stains on the surfaces, do this as needed or once per year.

If the heater body becomes dirty, wipe off dust with a towel, and the radiating boards should be wiped when unit is cold with a damp soft rag. **ALWAYS TURN OFF AND ISOLATE THE POWER BEFORE CLEANING.**

For more thorough cleaning of the surfaces a mild alcohol solution such as methylated spirits can be used, finish off with a soft dry cloth or rag.

SAVE A SERVICE CALL

SYMPTOM	CAUSE
Will not heat / No operation indicator	Check power switch on the right side of appliance is turned on. Check that power is connected and switched on.
Heater smells when first used.	This is caused by oil or dust left over from the manufacturing process and will stop after a short time.
Faint smell for short periods after turning on the heater.	This is normal and should stop after a short time.
Heater smells when turned on after periods of non use.	Build up of debris and dust on the heater. Switch the heater off and allow it to cool down and then clean.
Clinking noises when heater is turned on and after being turned off.	This is expansion and contraction noises of the heaters metal components and is normal.
Poor heating performance.	Exposure to extreme ambient conditions such as high winds / excessively cold temperatures can lower the heating performance of an outdoor installation. Unit is not installed in correct position, possibly too high or heater is too small for recommended area.

WHEN TO CALL FOR SERVICE

There are no user serviceable parts in this appliance, only an authorised person can such as a qualified electrician can service or maintain this appliance.

SYMPTOM	CAUSE
There is a burning smell and or strange sounds (other than normal expansion and contraction noises) coming from the unit.	Turn off the heater, and contact Rinnai.
When associated circuit breaker (safety, ground) is thrown or a fuse is blown.	Turn off the heater, and contact your authorised electrical installer.
Poor heating performance.	Incorrectly sized installation, contact your authorised electrical installer.
	Faulty heater element, turn off the heater, and contact Rinnai.
Will not heat / No operation indicator	Check that power is connected and switched on, if still faulty, turn off the heater, and contact Rinnai.

WARRANTY

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 **“Authorised Service Representative”** means an independent service contractor authorised by Rinnai or Rinnai service personnel.
- 2 **“Rinnai”** means Rinnai Australia Pty Ltd (ABN 74 005 138 769) and any related company.
- 3 **“Certificate(s) of Compliance”** means certificate(s) issued by licensed personnel (including plumbers, refrigeration mechanics, electricians or other relevant tradespeople) to certify that any prescribed works comply with applicable regulatory requirements.
- 4 **“Certificate(s) of Occupancy”** means certificate(s) issued by the local government authority (or similar organisation) which certifies that a home can be occupied.
- 5 **“Installation Site”** means the site at which the Product is originally installed.
- 6 **“Normal Business Hours”** means 8:30am to 5:00pm Monday to Friday, excluding public holidays.
- 7 **“Operating/Installation Instructions”** means the user manual or other documentation which provides detailed instructions on the proper operation and maintenance of the Product.
- 8 **“Other Applications”** means any Product used for purposes other than Residential & 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). Any Product which has been installed, for whatever purpose, as a retrofit component to an existing system, will also be classed as being part of an “Other Application” regardless of the purpose of use of the existing system into which such product has been installed.
- 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.
- 10 **“Product”** means the equipment purchased by the Purchaser and described in Section 2 of this document.
- 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.
- 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 and to Rinnai specifications, including Australian Standards.
- 13 **“Residential & Light Commercial Applications”** means any Product for use in residential or light commercial applications where
 - a) the Product is solely used for the purpose of human comfort; and
 - b) the ambient temperature of the space the Product is intended to heat or cool is influenced solely or primarily by natural exterior weather conditions rather than by man-made or mechanical heat sources.

Examples of Residential & Light Commercial Applications include, homes, offices, hotels, apartments, nursing homes, hospitals, health care premises, shopping centres, and retail stores.

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 & factory workmanship for the period set out in table below:

	PRODUCT GROUPS	PARTS	LABOUR
Residential and Light Commercial	Evaporative Coolers & Ducted Gas Heaters (excluding Compact Classic Series)	5 Years *Extended 4 Years Option	5 Years *Extended 4 Years Option
	Ducted Gas Heaters - Compact Classic Series	3 Years	3 Years
	Refrigerated Air conditioning Products	5 Years	5 Years
	Ducted Gas Heaters - Heat Exchangers and Burners Evaporative Coolers - Structural components only	10 Years	N/A
	Portable Air conditioning / Dehumidifier / Air Purifier	2 Years	N/A
	Electric Panel Heaters ⁽¹⁾	7 Years	N/A
	Outdoor Radiant Heater	3 Years	1 Year
	Electric Fire Heater	5 Years	5 Years
	Wi-Fi Devices	1 Year	1 Year
	Other Applications	All Product Groups	2 Years
After Market	Spare Parts	1 Year	N/A
*Extended Warranty Option	Up to 4 year extended warranty (in addition to the standard warranty period listed above) applies on selected products when you opt in to the Rinnai Service Advantage program. This program has terms and conditions, including the requirement for scheduled servicing of the product by Rinnai. To participate in the program you must register your product online at: www.rinnai.com.au/support-resources/warranty-registration/ within the first 12 months of the product being installed.		

⁽¹⁾ To make a claim under this warranty, please contact your place of purchase within the warranty period.

- 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 Representatives may void the Warranty.
- 2.4 Alternatively to clause 2.3 above, Rinnai can at its discretion elect to pay you an amount equivalent to the cost of repairing or replacing the Product.
- 2.5 If Rinnai provides you with either the replacement costs or replacement product, ownership of the original Product shall immediately transfer to Rinnai.
- 2.6 Rinnai is responsible for reasonable costs associated with legitimate warranty claims, including call-out of an Authorised Service Representative to inspect the Product. Rinnai is not responsible for:
- costs for tradespeople engaged by you that are not Rinnai Authorised Service Representatives.
 - any costs, including call out costs for a Rinnai Authorised Service Representatives, associated with a Product which is determined upon inspection not to be covered by this warranty.
- 2.7 Rinnai will reimburse any reasonable costs associated with making a legitimate warranty claim against Rinnai which are not otherwise specified above.
- 2.8 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 the Operating/Installation Instructions or otherwise directed by Rinnai and required by the level of usage and the usage environment, including the use of correct and uncontaminated refrigerants and lubricants. Refrigeration, plumbing and electrical works must be undertaken by licensed personnel.
- 2.9 Where a Product or failed component is replaced under warranty, the time remaining on the original Product warranty period will continue to apply and the replacement product or part will be subject to the original warranty period only.

3 CONDITIONS OF WARRANTY

- 3.1 The Purchaser may only obtain the benefit of the Warranty if the Purchaser:
 - a) maintains and has the Product serviced in accordance with the instructions set out in the service section of the relevant Service or Owner's Manual;
 - b) complies with clause 7 "Purchaser's Responsibilities" on page 23;
 - c) notifies Rinnai within 30 days of a defect occurring or, in the case of a latent defect, becoming apparent, that a claim is being made under this Warranty; and
 - d) provides, in support of the claim made under this Warranty, a Proof of Purchase.
- 3.2 This document (and any statutory consumer guarantees) represents the only Warranty given by Rinnai in respect of the Product. No other person or organisation is authorised to offer any alternative warranty on behalf of Rinnai.
- 3.3 If the date of purchase cannot be established to Rinnai's satisfaction, the date shall be deemed to be 2 months after the date of manufacture or the date of sale by Rinnai, whichever is the latter.
- 3.4 This warranty applies to Products which are manufactured on or after the date of publication of this warranty but before the next date of publication of this warranty.

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 the Qualified Installer and presented 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, hail storm fallout, vandalism, earthquake, war, civil insurrection, misuse, abuse, negligence, accident, pests, animals, pets, vermin, insects, spiders/bugs or entry of foreign objects or matter into the Product such as dirt, debris, soot or moisture;
 - e) damage, problems or failure caused by environmental conditions including, but not limited to, excessive moisture, salt or other corrosive substances or atmospheric conditions;
 - f) Product which has been installed in a portable or mobile building, structure or application including, but not limited to, a caravan, boat or trailer;
 - g) Product which has been 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.
 - n) On-site labour warranty on portable (non-fixed installation) Products – In respect of such Products the Purchaser must return the Product to the supplier for repair or replacement).

5 LIMITATIONS

- 5.1 Third parties are often involved in providing advice to consumers about the climate control solutions best suited to the consumer's needs. Any advice or recommendations given by such parties, including advice about 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.
- 5.3 Except where inconsistent with the purchaser's statutory rights and the rights given by this Warranty, 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/or 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 50km 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 50km from the nearest Rinnai branch or Authorised Service Representative, subject to the following:
- 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) any service call out fee if the Product is not accessible for service
 - b) 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.
 - c) providing a safe working environment for installation, service, maintenance or repair of the Product;
 - d) any surcharge applicable in respect of supplying replacement parts outside Normal Business Hours; and
 - e) 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.

HOW TO MAKE A WARRANTY CLAIM:

If you wish to make a warranty claim in respect of any Portable Product, please return it to the place of purchase, or if that is not possible, contact Rinnai to enquire about alternative arrangements.

If you wish to make a warranty claim in respect of any fixed Product, please contact Rinnai on the details set out below to make arrangements for an Authorised Service Representative to inspect the product.

As per clause 2.6 of the Terms and Conditions of Warranty, purchasers are responsible for the costs of any repair and/or call out fee where, on inspection, the alleged defect is found by Rinnai's Authorised Service Representative not to be covered by this warranty or any statutory consumer guarantee applicable to the Product.

The Terms and Conditions of Warranty contain important information about your rights and obligations under this warranty. Please read them fully and carefully before making a claim.

NOTICE TO CONSUMERS UNDER AUSTRALIAN CONSUMER LAW

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law.

For a major failure with a good, you are entitled to a replacement or refund and compensation for any other reasonable foreseeable loss or damage. If the failure does not amount to a major failure and if the goods fail to be of acceptable quality, you are also entitled to have the goods repaired or replaced.

For a major failure with the service, you are entitled to cancel your service contract with us and obtain a refund for the unused portion, or to compensation for its reduced value. You are also entitled to be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for the unused portion of the contract.

The benefits provided by this Warranty are in addition to any other rights and remedies available to a consumer under the Australian Consumer Law and any other law which may apply to the goods and or services.

Rinnai Australia Pty Ltd

ABN 74 005 138 769 | AU45204

100 Atlantic Drive, Keysborough, Victoria 3173
P.O. Box 460, Braeside, Victoria 3195
Tel: (03) 9271 6625
Fax: (03) 9271 6622

National Help Line

Tel: 1300 555 545* Fax: 1300 555 655
Monday to Friday, 8.00 am to 5.00 pm EST.

**Cost of a local call may be higher from a mobile phone.
(National calls from public phones in Australia are free.)*

For further information visit **www.rinnai.com.au**
or email **enquiry@rinnai.com.au**

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.

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