

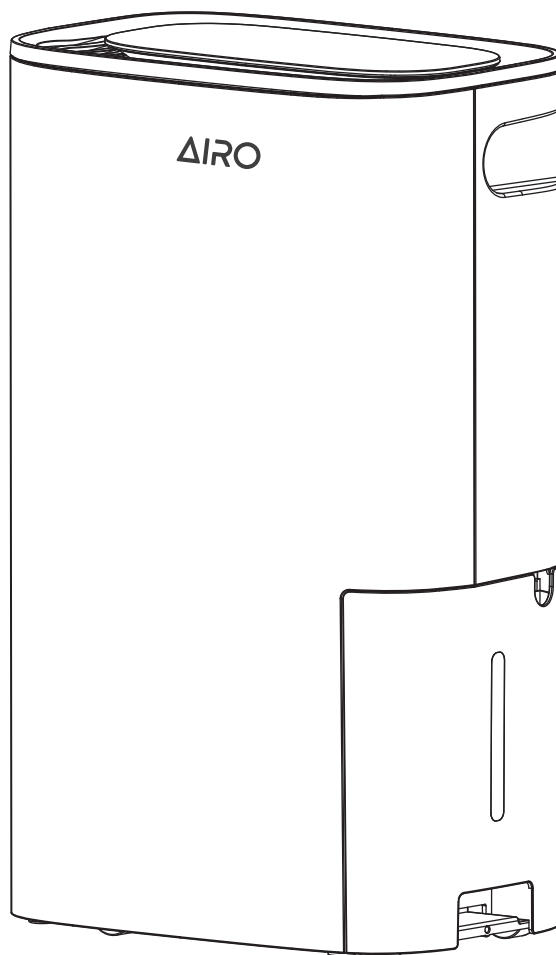
ΔIRO

REFRIGERANT
R134a

Dehumidifier ADH16E, ADH20E

Operation & Installation Manual

ADH16E ADH20E



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

Before proceeding with the operation of your new Dehumidifier, please read this manual thoroughly and gain a full understanding of the requirements, features and operation of your new appliance.



TABLE OF CONTENTS

Safety & Important Information	4
Important - Grounding Method	5
Electrical Connections	5
Information on Humidity	6
Specifications	7
Mandatory Inspection Prior to Installation	7
Parts and Features	8
Key Parts and Components	8
Attention Before Use	8
Control Panel Features	9
How to Operate	9
Main Feature	12
Choosing a Location	13
Troubleshooting	15
Before Calling For Service	15
Terms of Warranty – Australia	17
Contacts	24

SAFETY & IMPORTANT INFORMATION

- 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.
- Children must be supervised around the unit at all times.
- Cleaning and user maintenance shall not be made by children without supervision.
- Disconnect the appliance from its power source during service and when replacing parts.
- Warning: before obtaining access to terminals, all supply circuits must be disconnected.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard.
- Disconnect the power supply before cleaning and maintenance.
- The appliance shall not be installed in the laundry.
- Please note: Check the nameplate for the type of refrigerant gas used in your appliance.
- Specific information regarding appliances with refrigerant gas.
R410A, R134a, R290 is a refrigerant that complies with European ecological standards; nevertheless, it is recommended not to pierce the cooling circuit of the machine. At the end of its useful life, deliver the appliance to a special waste collection centre for disposal.
- This hermetically sealed system contains fluorinated greenhouse gases.
- ENVIRONMENTAL INFORMATION: This unit contains fluorinated greenhouse gases covered by the Kyoto Protocol.
- The maintenance and disposal operations must be carried out by qualified personnel only.
(For more details on the refrigerant, see back cover).
GWP(Global Warming Potential): R410A: 2088, R134a: 1430, R290: 3.
- Do not use this unit for functions other than those described in this instruction manual.
If the power cord becomes worn or damaged, the cord should only be replaced by a qualified service technician using genuine replacement parts.
- Make sure the plug is plugged firmly and completely into the outlet. It can result in the risk of electric shock or fire.
- Do not plug other appliances into the same outlet, it can result in the risk of electric shock.
- Do not disassemble or modify the appliance or the power cord, it can result in the risk of electric shock or fire. All other services should be referred to a qualified technician.
- Do not place the power cord or appliance near a heater, radiator, or other heat source.
It can result in the risk of electric shock or fire.
- This unit is equipped with a cord that has a earthed wire connected to an earthed pin or grounding tab. The plug must be plugged into a socket that is properly installed and earthed.
Do not under any circumstances cut or remove the earthed pin or grounding tab from this plug.
- The unit should be used or store in such a way that it is protected from moisture e.g. condensation, splashed water, etc. Unplug unit immediately if this occurs.
- Always transport your appliance in a vertical position and place on a stable, level surface during use. If the unit is transported laying on its side it should be stood up and left unplugged for 6 hours.
- Always use the switch on the control panel to turn the unit or remote control off, and do not start or stop operation by plugging in or unplugging the power cord. It can result in the risk of electric shock.

SAFETY & IMPORTANT INFORMATION

- Do not press the buttons on the control panel with wet or damp fingers. Hands and fingers must be clean and dry.
- Do not use hazardous chemicals to clean or come into contact with the unit. To prevent damage to the surface finish, use only a soft cloth to clean the appliance. Do not use wax, thinner, or a strong detergent. Do not use the unit in the presence of inflammable substance or vapour such as alcohol, insecticides, gasoline, etc.
- Young children should be supervised to ensure that they do not play with, operate or climb on the appliance.
- If the appliance is making unusual sounds or is emitting smoke or an unusual odor, unplug it immediately.
- Do not clean the unit with water. Water can enter the unit and damage the insulation, creating a shock hazard. If water enters the unit, unplug it immediately and contact Customer Service.
- Utilise two or more people to lift and install the unit.
- Be sure all accessories are removed from the packing before use.
- To avoid possible cuts, avoid contacting the metal parts of the appliance when removing or re-installing the filter. It can result in the risk of personal injury.
- Do not block the air inlet or outlet of the appliance. Reduced air flow will result in poor performance and could damage the unit.
- Always grasp the plug when plugging in or unplugging the appliance. Never unplug by pulling on the cord. It can result in the risk of electrical shock and damage.
- Install the appliance on a sturdy, level floor capable of supporting up to 50kg. Installation on a weak or unlevel floor can result in the risk of property damage and personal injury.
- Close all doors and windows to the room for most efficient operation.

IMPORTANT - GROUNDING METHOD

This product is factory equipped with a power supply cord that has a three-pronged grounded plug. It must be plugged into a mating grounding type receptacle in accordance with the National Electrical Code and applicable local codes and ordinances. If the circuit does not have a grounding type receptacle, it is the responsibility and obligation of the customer to exchange the existing receptacle in accordance with the National Electrical Code and applicable local codes and ordinances. The third ground prong should not, under any circumstances, be cut or removed. Never use the cord, the plug or the appliance when they show any sign of damage. Do not use your appliance with an extension cord unless it has been checked and tested by a qualified electrical supplier. Improper connection of the grounding plug can result in risk of fire, electric shock and/or injury to persons associated with the appliance. Check with a qualified service representative if in doubt that the appliance is properly grounded.

ELECTRICAL CONNECTIONS

Before plugging the appliance into the mains socket, check that:

- The mains power supply corresponds to the value indicated on the rating plate on the back of the appliance.
- The power socket and electrical circuit are adequate for the appliance.
- The mains socket matches the plug. If this is not the case, have the plug replaced.
- The mains socket is adequately earthed. Failure to follow these important safety instructions absolves the manufacturer of all liability.

SAFETY & IMPORTANT INFORMATION

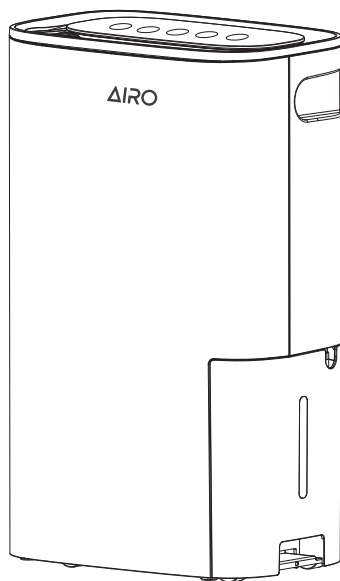
INFORMATION ON HUMIDITY

Air always contains a certain amount of water in the form of vapour. This determines the level of humidity in an atmosphere. The capacity of the air to hold water vapour increases with temperature. This is why in our homes, as soon as the temperature decreases, the vapour contained in the air condenses, as is evident on the colder surfaces in the room, such as the windows, walls etc. The purpose of a dehumidifier is to remove the excess moisture from the air, avoiding the damage caused by condensation.

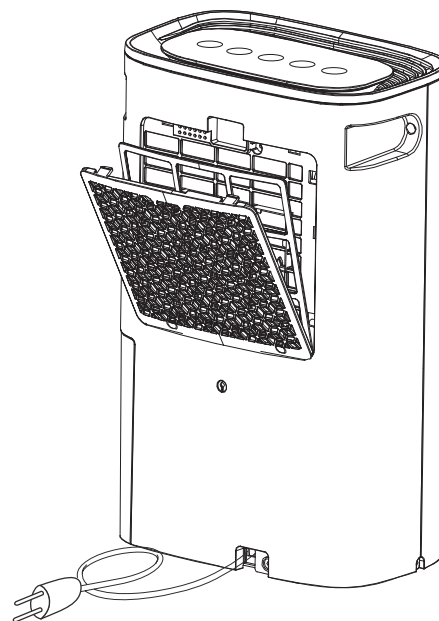
Experts have established that the optimum environmental conditions for our well being and for the home are obtained between 40% and 60% relative humidity. With very low temperatures, you are recommended to heat the room even minimally. This considerably increases the dehumidifying power of the appliance. With heating, the condensation formed by the water vapour on windows and other cold surfaces evaporates into the air to be collected by the dehumidifier. Air leaving the dehumidifier is usually about 1°C-2°C warmer than room temperature.

SPECIFICATIONS

MODEL	ADH16E	ADH20E
Power Supply	220-240V~ / 50Hz	220-240V~ / 50Hz
Standard Input Power (27°C/60%RH)	140W	210W
Standard Input Current (27°C/60%RH)	0.6A	0.98A
Max. Moisture Removed (32°C/80%RH)	16L/24h	20L/24h
Rated Power	180W	250W
Rated Current	0.7A	1.2A
Waterproof Protection	IPX0	IPX0
Refrigerant / Charge	R134a / 150g	R134a / 150g
Operation Room Temperature	5°C ~ 32°C	5°C ~ 32°C
Operation Room Air Humidity	30%RH ~90%RH	30%RH ~90%RH
Max. Suction Pressure	0.8Mpa	0.8Mpa
Max. Discharge Pressure	1.5MPa	1.5MPa
Weight	10.5Kg	10.5Kg
Max. Sound Power	41 dB(A)	41 dB(A)



FRONT



BACK

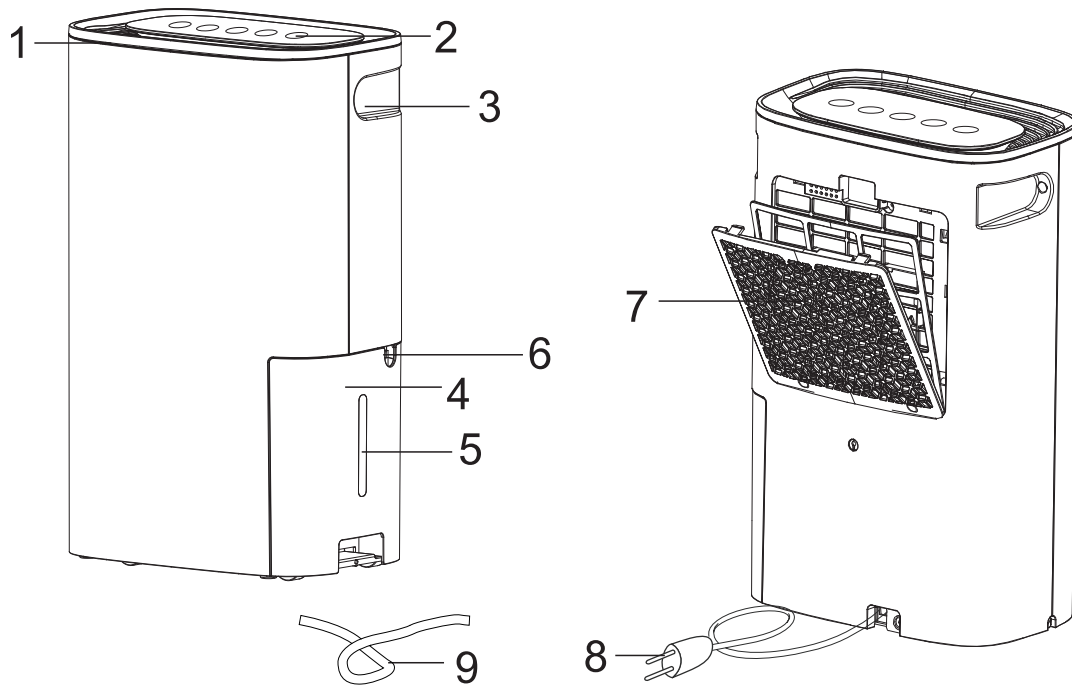
MANDATORY INSPECTION PRIOR TO INSTALLATION

Immediately report any damage or discrepancies to the Supplier of the appliance. This appliance was inspected and tested at the time of manufacture and packaging, and 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, and/or other services 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. Installation of damaged or incorrect appliances may contravene local government regulations. Rinnai disclaims any liability or responsibility whatsoever in relation to the installation or operation of damaged or incorrect appliances.

PARTS AND FEATURES

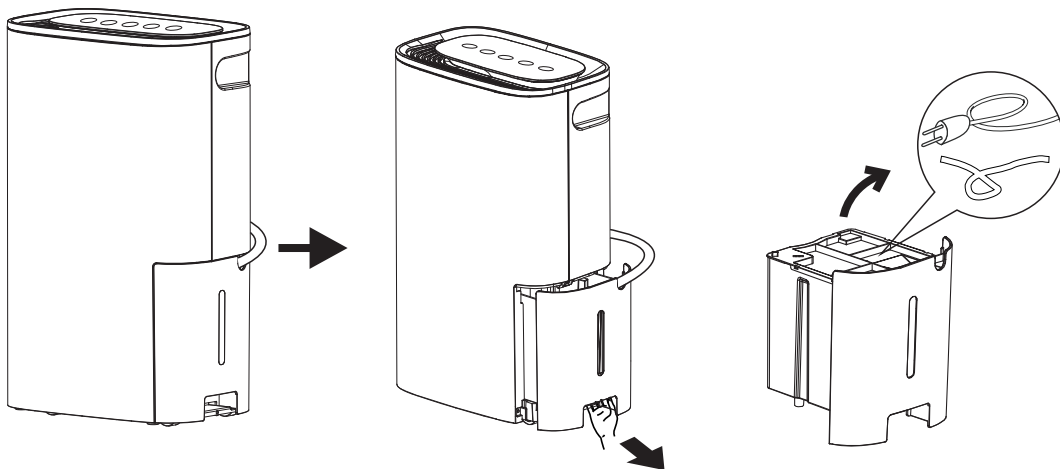
KEY PARTS AND COMPONENTS



DESCRIPTION

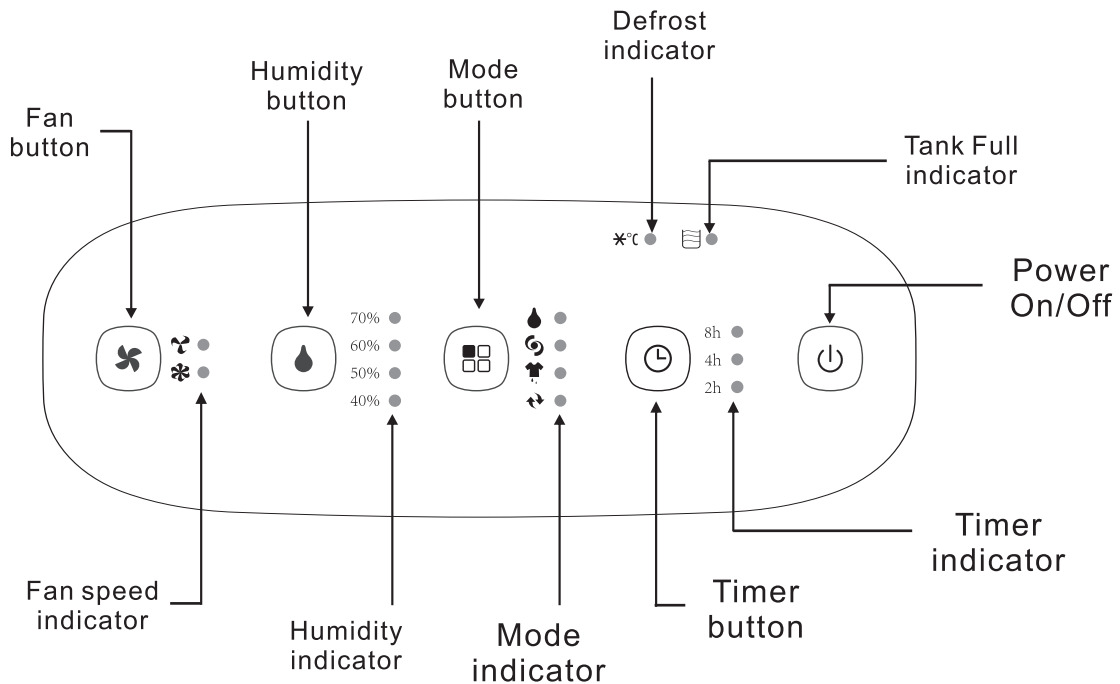
- | | | |
|------------------|-----------------------|------------------|
| 1. Air outlet | 4. Water tank | 7. Air inlet |
| 2. Control panel | 5. Water level window | 8. Power cord |
| 3. Handles | 6. Drainage hole | 9. Drainage pipe |

ATTENTION BEFORE USE



1. First partially pull out the power cord for space to remove the tank.
2. Pull out the water tank, remove the cover, take out power cord and drainage pipe.
3. Turn back the cover, and re-install the water tank again.

CONTROL PANEL FEATURES



HOW TO OPERATE

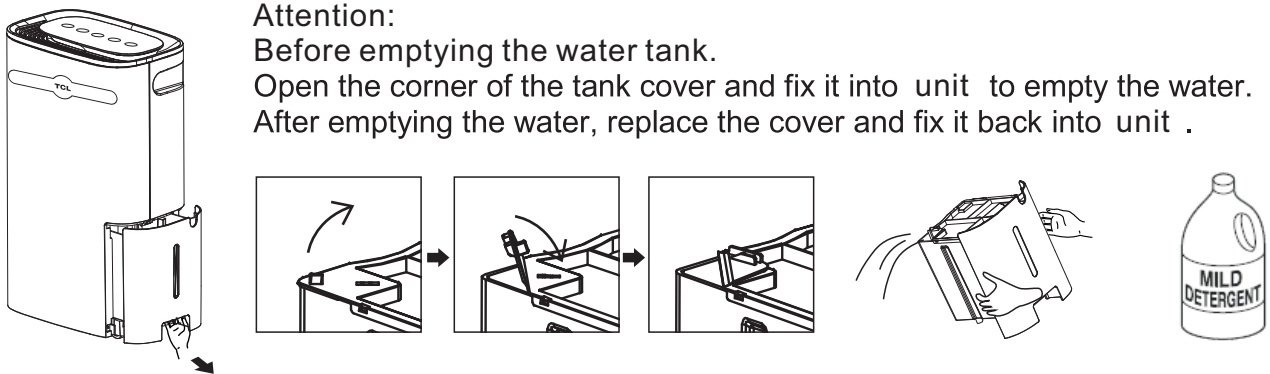
- 1) When first operating the dehumidifier, run it in Continuous mode for 24 hours.**
- 2) Power On and Off - Press the POWER button once to manually turn the unit on. Press the POWER button again to turn the unit off.
- 3) Fan button - Press the Fan button to cycle through the different fan speeds: High “

The fan speed operating can be distinguished by the fan speed indicators on the control panel.
- 4) Humidity selection - Press the humidity button to choose the desired relative humidity in the room. The humidity is cycle display “70%-60%-50%-40%”.
- 5) Mode selection - press the Mode button to choose from “- 6) Time - To program the unit to automatically turn on or off, press Timer button to cycle choose “2h - 4h - 8h - off”.

NOTE: Fan will continue to run even when the compressor is off. This is normal and allows the unit to circulate air and operate more efficiently

PARTS AND FEATURES

7) Water Tank Full – When the water tank is full of water, the unit will automatically shut off, make a beeping noise, and the water Tank Full Indicator will light up. The dehumidifier will not function until the water tank is emptied and placed back inside the unit. The water tank should be cleaned every few weeks to prevent the growth of mold, mildew and bacteria. Use a mild detergent to clean the water tank. Once clean, completely dry the water tank and place it back inside the dehumidifier.



Attention:
Before emptying the water tank.
Open the corner of the tank cover and fix it into unit to empty the water.
After emptying the water, replace the cover and fix it back into unit .

NOTE: Hold water tank with both hands when emptying.

NOTE: When the water tank is full or removed from the machine, the compressor will turn off, but the fan will continue to run for a few minutes. This is completely normal. The dehumidifier will not be removing moisture from the air at this time.

NOTE: When removing moisture from the air, the dehumidifier will exhaust warm air from top.

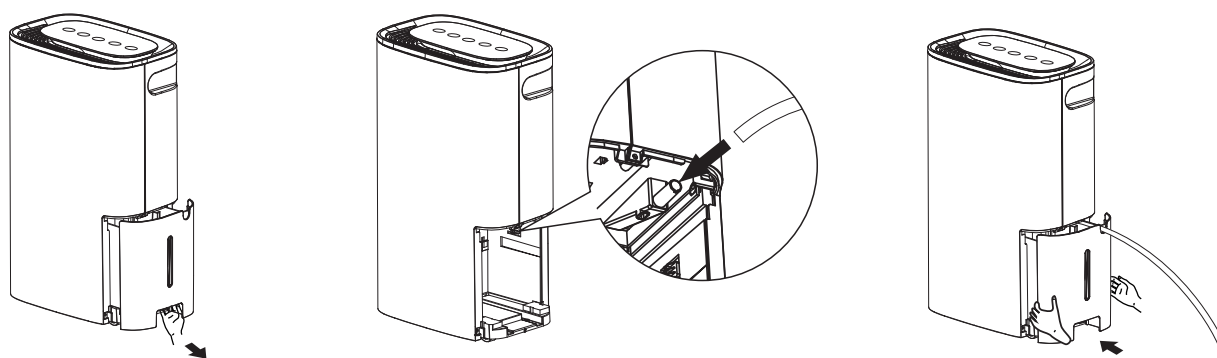
NOTE: Do not place a full water tank on the floor, because the bottom is uneven.

8) Defrost Indicator - When the defrost indicator light is on, that means the unit is running the defrost program. When the temperature of the room is too low, there will be frost on the heat-exchanger, and the unit will auto run the defrost program. At that time, the compressor is turned off, and the fan continues to run, until the frost disappears. When the defrost program has finished, the compressor will turn on again, and the defrost indicator will turn off. If the indicator is flashing, that means the sensor has failed, please call Customer Service.

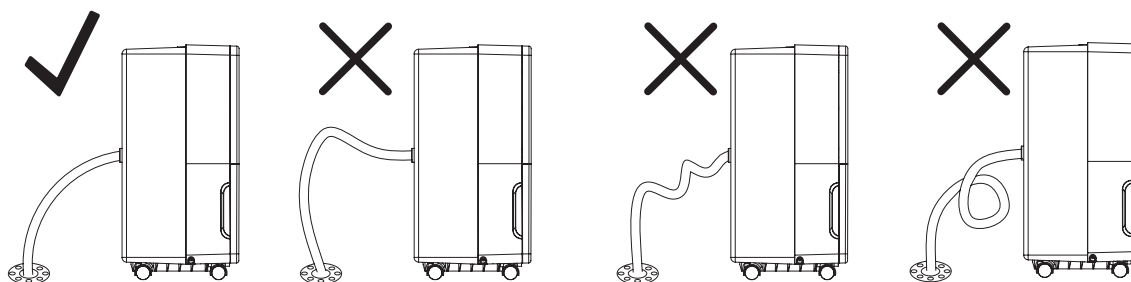
9) Continuous drainage

Water can be automatically emptied by attaching a hose to the continuous drainage port in the unit. This will allow the unit to run continuously (depending on the selected humidity level) without having to empty the water tank. To drain, simply attach the drainage pipe attached.

- Place the unit on a level surface.
- Pull out the water tank.
- Push the drainage pipe on the port in the unit.
- Reinstall the water tank back into the unit, make sure the pipe is in the notch of the water tank.



When you use the drainage pipe, please reference the picture below.






IMPORTANT NOTES:

Placing the dehumidifier on an uneven surface or improper hose installation may result in water filling up the water tank and causing the unit to shut off. Empty water tank if shut-off occurs, then check dehumidifier location and hose for proper setup. The tank must be in place and securely seated for the dehumidifier to operate.


PARTS AND FEATURES

MAIN FEATURE


Dehumidify mode

- Press the Mode button to choose Dehumidify mode.
- The “” indicator will light up on the control panel.
- Press the Fan button to choose “” High and “” Low, the indicator will light up.
- Press the Humidity button to cycle choose (70% - 60% - 50% - 40%) desired room humidity.




Turbo mode

- Press the Mode button to choose Turbo mode.
- The “” indicator will light up on the control panel.
- In this mode, fan speed is high and cannot change, the humidity is set at 30% and all the humidity indicators are off.

Dry mode

- Press the Mode button to choose Dry mode.
- The “” indicator will light up on the control panel.
- In this mode, fan speed is high and cannot change, the humidity is set at 15% and all the humidity indicators are off.
- In this mode, the Timer function cannot be used. If Dry mode is chosen, after 24 hours it will change to Dehumidify mode if there is no operation.

Continuous mode

- Press the Mode button to choose Continuous mode.
- The “” indicator will light up on the control panel.
- In this mode, the humidity is set at 15% and all the humidity indicators are off.
- Press the Fan button to choose “” High and “” Low, the indicator will light up.
- In this mode, the Timer function cannot be used.

Timer

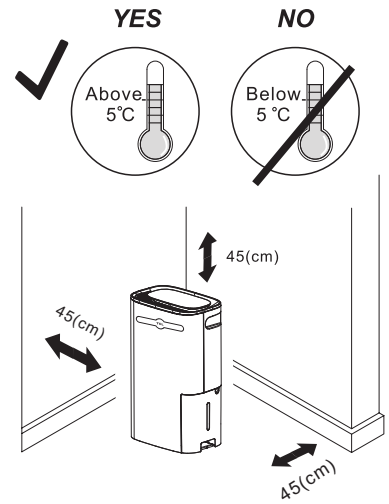
- To program the unit to automatically turn on, press the Timer button when the unit is in standby.
- Press Timer button to cycle between “2h - 4h - 8h - off”.
- Press the Timer button, the “2h” indicator will flash. Within 5 seconds press the Timer button again to cycle between “2h - 4h - 8h - off”. In 5 seconds if the Timer button is not pressed, the Timer Auto on is active, and corresponding indicator will light up.
- When Timer auto startup is active, press the Timer button to cancel timer.

- To program the unit to automatically turn off, press the Timer button when the unit is on.
- Press the Timer button to cycle between “2h - 4h - 8h - off”.
- Press the Timer button, the “2h” indicator will flash. Within 5 seconds press the Timer button again to cycle between “2h - 4h - 8h - off”. In 5 seconds if the Timer button is not pressed, the Timer Auto off is active, and corresponding indicator will light up.
- When Timer auto off is active, press the Timer button to cancel timer.

CHOOSING A LOCATION

A dehumidifier operating in a living room will have little or no effect in drying out an adjacent enclosed storage area, such as a closet, unless there is adequate circulation of air in and out of the area.

- Do not use outdoors.
- This dehumidifier is intended for indoor use only. Place the dehumidifier on a smooth, level floor surface that is strong enough to support the unit with a full water tank of water.
- Allow at least 45cm of airflow on all sides.
- Place the dehumidifier in an area where the temperature will not fall below 5°C.
- Use the dehumidifier in cooking, laundry, bathing and dishwashing areas that have excess moisture. Place the dehumidifier away from a clothes dryer.
- Use the dehumidifier to prevent moisture damage anywhere books or valuables are stored.
- Use the dehumidifier in a basement to help prevent moisture.
- The dehumidifier must be operated in an enclosed area to be most effective.
- Close all doors, windows and other outside openings to the room.



STORE AND CLEAN

Note: Make sure power is off and the power cord is not plugged into an electrical outlet prior to performing any maintenance on the unit.

Clean or Replace Filter – Refer to Operating Instructions Clean Filter section.

Cleaning the Unit Housing –

- 1) Keep the unit from being exposed directly to the sun to prevent colour fading and deterioration.
- 2) Clean the surface with a damp cloth and dry it with a soft towel.

Storing the unit for an extended period of time or transporting the unit

- 1) Clean or replace filter – refer to operating instructions.
- 2) Unplug the unit.
- 3) Empty any excess water.
- 4) The unit should be stored in a cool dry place when not used.

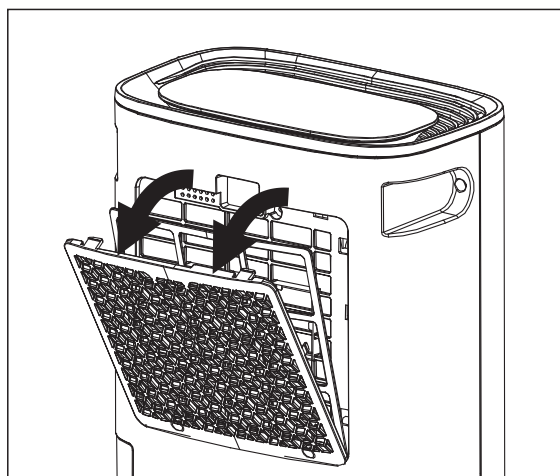
Clean filter

If the filter is dirty, air circulation is compromised and the efficiency of the dehumidifying decreases. It is therefore good practice to clean the filter at regular intervals. The frequency depends on the duration and conditions of operation.

If the unit is used constantly or systematically, you are recommended to clean the filter once a week.

The filter is housed in the intake grille as below.

Use a vacuum cleaner to remove dust accumulations from the filter. If it is very dirty, immerse in warm water and rinse a number of times. The water should never be hotter than 40°C. After washing, leave the filter to dry then attach the intake grille to the unit.



CAUTION: DO NOT OPERATE THE DEHUMIDIFIER WITHOUT THE FILTER

NOTE: Do not clean filter in dishwasher

BEFORE CALLING FOR SERVICE

Before you call for service, review this list. It may save you time and expense. This list includes common occurrences that are not the result of a defect in workmanship or materials.

Problem	Possible Causes	Solutions
Dehumidifier does not start	<ul style="list-style-type: none"> The Dehumidifier is unplugged. The fuse is blown/circuit breaker is tripped. Dehumidifier has reached its present level or the water tank is full Water tank is not in the proper position. Power Failure. 	<ul style="list-style-type: none"> Make sure the dehumidifier's plug is pushed completely into the outlet. Check the house fuse/circuit breaker box and replace fuse or reset breaker. The dehumidifier automatically turns off when either condition occurs. Change to a lower setting or empty the water bucket and replace properly. The water tank must be in place and securely seated for the dehumidifier to operate. There is a protective time delay (up to 3 min) to prevent tripping of the compressor overload. For this reason, the unit may not start normal dehumidification for 3min, after it is powered back on.
Dehumidifier runs too much	<ul style="list-style-type: none"> The area to be dehumidified is too large. Doors and windows are open 	<ul style="list-style-type: none"> The capacity of your dehumidifier may not be adequate for the room size. Close all doors and windows to the outside
Frost appears on the coils	<ul style="list-style-type: none"> The dehumidifier has recently been turned on or the room temperature is too low 	<ul style="list-style-type: none"> This is normal. Frost will usually disappear within 60 minutes.
Controls cannot be set	<ul style="list-style-type: none"> The compressor will turn off and the fan will automatically continue to run for approximately 3 minutes at a fixed setting. Air is moving through the unit. 	<ul style="list-style-type: none"> This is normal. Wait approximately 3 minutes and set the fan speed at the desired level. This is normal.

TROUBLESHOOTING

Problem	Possible Causes	Solutions
Dehumidifier does not dry the air as it should	<ul style="list-style-type: none"> • Not enough time allowed for unit to remove moisture. • Airflow is restricted. • Dirty filter. • The Humidity Control may not be set low enough. • Doors and windows may not be closed tightly. • Clothes dry may be blowing moist air into the room. • Room temperature is too low. 	<ul style="list-style-type: none"> • When first installed, allow at least 24 hours to maintain the desired dryness. • Make sure there are no curtains, blinds, or furniture blocking the front or back of the dehumidifier. See the CHOOSING A LOCATION section. • See the CLEAN FILTER section. • For drier air, choose lower humidity desired in the room, or set dry mode or continuous mode. • Check that all doors, windows, and other openings are securely closed. • Install the dehumidifier away from the dryer. The dryer should be vented outside • Moisture removal is best at higher room temperatures. Lower room temperatures will reduce the moisture removal rate. This model is designed to operate at temperatures above 5°C
Water on the floor	<ul style="list-style-type: none"> • Hose connection may be loose. • Hose is attached but not draining. 	<ul style="list-style-type: none"> • Check the hose connection. See the CONTINUOUS MODE Section. • Disconnect the hose if using the water tank or place the hose near a drain.

TERMS OF WARRANTY – AUSTRALIA

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

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.

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.

TERMS OF WARRANTY – AUSTRALIA

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 Airconditioning 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
	Wi-Fi Devices	1 Year	1 Year
	Other Applications	All Product Groups	2 Years
After Market	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 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.

TERMS OF WARRANTY – AUSTRALIA

3 CONDITIONS OF WARRANTY

- 3.1 The Purchaser may only obtain the benefit of the Warranty if the Purchaser:
- 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;
 - complies with clause "7 Purchaser's Responsibilities" on page 20;
 - 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
 - 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:
- damage, problems or failure resulting from improper operation and/or inadequate maintenance by the Purchaser (refer Purchaser's Responsibilities section below);
 - 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;
 - 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;
 - 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;
 - damage, problems or failure caused by environmental conditions including, but not limited to, excessive moisture, salt or other corrosive substances or atmospheric conditions;
 - Product which has been installed in a portable or mobile building, structure or application including, but not limited to, a caravan, boat or trailer;
 - Product which has been re-installed at a location other than the original site;
 - any consumable item supplied with the Product including, but not limited to, an air filter, battery, fan belt, igniter or cooler pad;
 - 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;
 - installations where electrics/electronics may be subjected to moisture/chemicals (e.g. swimming pools or nurseries);
 - any repair, which is needed as a result of an accident, misuse, abuse or negligence;
 - Product that is utilised in an environment (indoor and outdoor) outside its specified operating range; and
 - fair wear and tear to the Product.
 - 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).

TERMS OF WARRANTY – AUSTRALIA

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.

NOTES

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 higher from mobile or public phones.*

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.