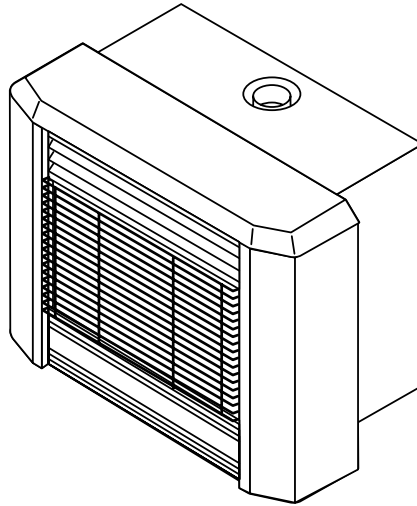


Rinnai

INBUILT CLASSIQUE IB30

FLAME FIRE

Customer Operation & Installation Manual



This appliance shall be installed in accordance with:

- **Manufacturers Installation Instructions**
- **Local Gas Fitting Regulations**
- **Municipal Building Codes**
- **A.G.A. Installation code AS5601/AG601/NZ5261 'Gas Installations'**
- **Any other local relevant Statutory Regulation**

Installation & Service must be performed by an authorised person.

This heater is NOT designed to be built directly into a combustible opening.

For combustible opening installations, a Rinnai zero clearance kit must be used and is available from your gas appliance retailer.



**The Australian
Gas Association**
All Rinnai gas products are
A.G.A. certified



N10378



**Quality
Endorsed
Company**
ISO 9001 Lic 4983
SAI Global

INSTALLER: PLEASE LEAVE THIS MANUAL WITH THE UNIT AFTER INSTALLATION
END USER: RETAIN THIS MANUAL FOR FUTURE REFERENCE

LIMITED WARRANTY

As a purchaser of a high quality Rinnai product, we provide you with the following guarantee on your new Flame Fire Heater.

	Free Labour Period	Free Parts Period
FANS	1 Year	2 Years
COMBUSTION CHAMBER	1 Year	10 Years Pro-Rata*
ALL Other parts	1 Year	1 Year

** Combustion chamber full replacement parts costs in the first 3 years, reducing 15% per year thereafter.*

The benefits conferred by this guarantee are in addition to all other rights and remedies in respect of the product which you have under the Trade Practices Act and other State and Territory Laws.

The appliance must be installed correctly, and the installation must conform to all local regulations.

The installation must also comply with the instructions supplied by Rinnai.

The appliance must be serviced by an authorised person.

No Parts or functions should be modified or permanently removed from the heater and only genuine Rinnai parts should be used.

Please note: General cleaning, maintenance and wear and tear are not necessarily covered by guarantee. Calls of this nature may be chargeable.

Your Rinnai Space Heater has been approved by the Australian Gas Association.
The Approval Number is located on the data plate of the appliance.

Please keep these instructions in a safe place for future reference.

PLEASE RECORD BELOW:

Your Retailer:

NAME:

ADDRESS:

TELEPHONE:

Date of Purchase:

_____ / _____ / _____



WARNING

IMPROPER INSTALLATION, ADJUSTMENT, ALTERATION, SERVICE OR MAINTENANCE CAN CAUSE PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

INSTALLATION AND SERVICE MUST BE PERFORMED BY AN AUTHORISED PERSON.

This manual applies to the IB30 only:

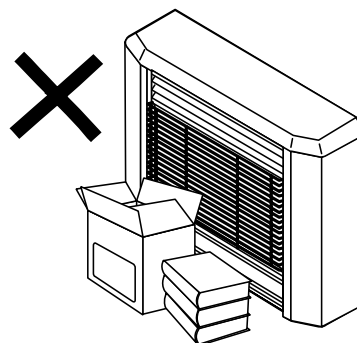
Classique Inbuilt - NG/LPG

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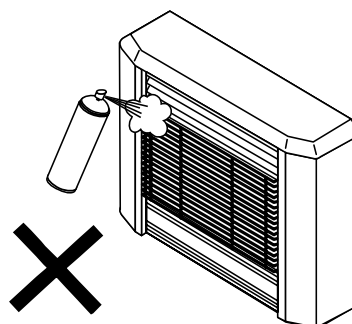
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CUSTOMER INFORMATION - SAFETY POINTS

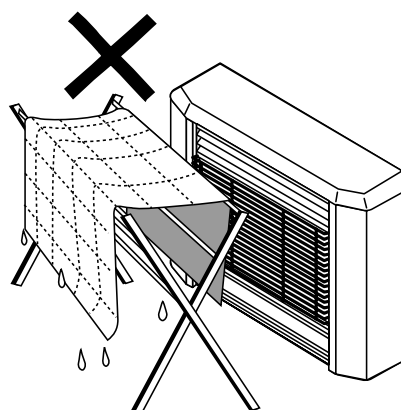
Do not restrict the warm air discharge by placing articles in front of the heater.



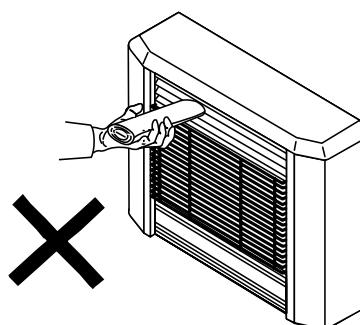
Do not spray aerosols whilst the heater is operating. Most aerosols contain butane gas, which can be a fire hazard if used near the heater when it is in use.



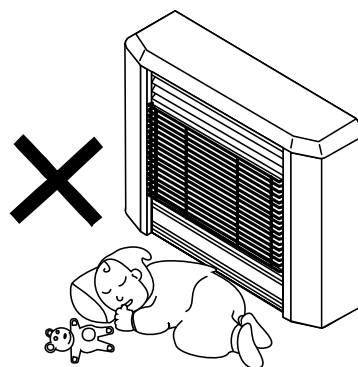
This appliance must not be used for any purpose other than heating.



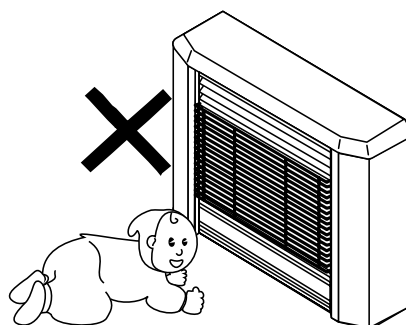
Do not allow anyone to post articles through the louvres.



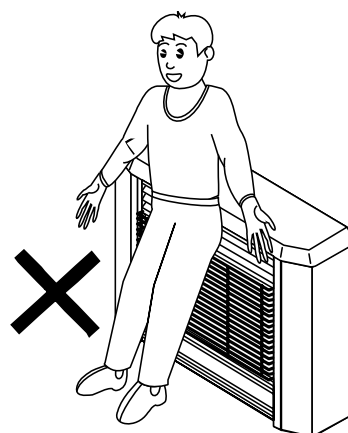
Do not allow young children or the infirm to sleep directly in front of the heater.



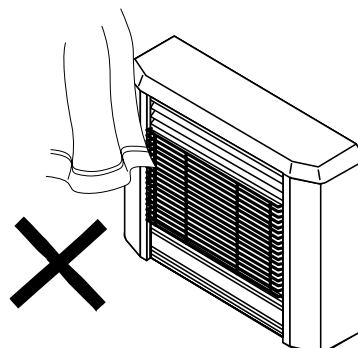
Young children should be supervised at all times. Hand or body contact with the louvres must be avoided.



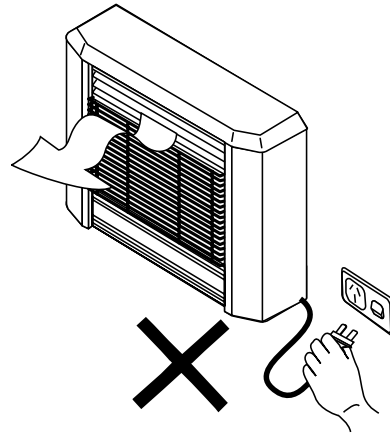
Do not allow anyone to sit on or lean against the appliance.



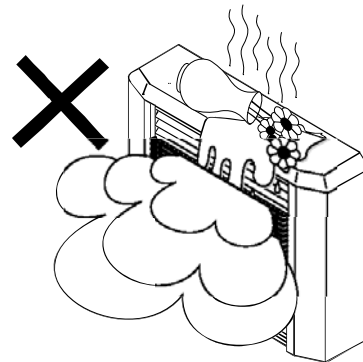
Do not allow curtains or other flammable or combustible materials to come into contact with the heater.



Do not unplug the heater while it is in operation or while the fans are still cycling.
Do not turn the heater off by unplugging it from the wall.



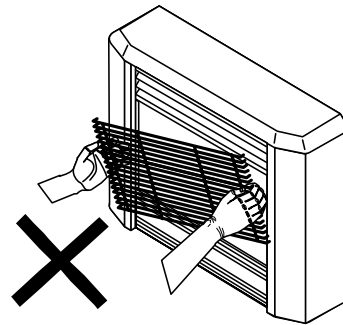
Do not place containers of liquid on top of the heater. Liquid spillage can cause extensive damage to the appliance.



Do not remove the Dress Guard.

The dress guard is fitted to this appliance to reduce the risk of fire or injury from burns and no part of it should be permanently removed.

For protection of children or the infirm, a secondary guard is required.



DO NOT CONNECT TO AN LPG GAS CYLINDER INDOORS.

DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.

DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.

DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION.

CUSTOMER OPERATING INSTRUCTIONS

IMPORTANT: You must read and understand these instructions fully before operating the heater.

For your convenience the controls are situated under the cover on the top right-hand side of the heater. All necessary adjustments to the operation of your heater can be made with these controls.

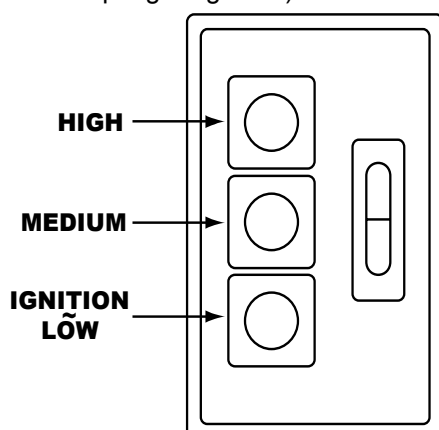
• Ignition

Press the front control button firmly. The centre burner and pilot will ignite. Check that the burner has lit and continue to hold the button down for up to 15 seconds. The spark will continue while the button is held down.

If the burner does not remain alight, push the button again and release it. This will return it to the 'OFF' position. **Wait at least 30 seconds**, then repeat the ignition procedure.

If the appliance fails to ignite after 4 attempts, contact Rinnai as a service call may be required.

(The ignition button must be in the "OFF" position before attempting re-ignition).



• To increase the heat

Press the control buttons in order from front to back, ('low' to 'high') this will ignite additional burners as shown in diagram below. There is no need to hold the buttons for 15 seconds when increasing the heat.

• To decrease the heat

This is simply done by releasing the control buttons in order from back to front ('high' to 'low').

• To turn the heater off

Press and release the buttons in order from back to front until all 3 buttons are in the "OFF" (OUT) position.

The fan will stop when the heater cools down. Ensure all burners are extinguished.

• Fan operation

On the LOW and MEDIUM heat settings, the fan can be operated on the LOW speed or OFF.

On the HIGH heater setting the fan runs automatically on HIGH speed.

Note: When the heater is turned on, there will be a delay in the operation of the fan. This ensures that a cold draft does not occur while the heater is warming up. When the heater is turned off, the fan will continue to run until the heater has cooled down.

• Power Failure

Your Rinnai Flame Fire can be used on the LOW or MEDIUM settings during a power failure. However, if switched off, it cannot be relit unless power is available.

The appliance is protected by an overheat switch, and may cut out if used on the HIGH setting.

	Buttons	Fan	Burner Pattern
1. Ignition / Low		Low / Off	
2. Medium		Low / Off	
3. High		High (Auto)	

CUSTOMER INFORMATION - TROUBLE SHOOTING

SYMPTOM	POSSIBLE CAUSES	SOLUTION
Burner will not light	<ul style="list-style-type: none"> No power present No gas present Power cut Ignition failure 	<ul style="list-style-type: none"> Ensure power cord is plugged in and turned on. Ensure gas supply is turned on. Re-ignite when power is restored. Repeat lighting procedure (Refer Operating Instructions page 4).
Smell of gas	<ul style="list-style-type: none"> Leaking gas 	<ul style="list-style-type: none"> Immediately turn off gas at meter/ gas supply and call installer.
Fan not working	<ul style="list-style-type: none"> Heat Switch not activated Fan not turned on 	<ul style="list-style-type: none"> Allow heater to run on 'HIGH' for 15 minutes minimum. Ensure appliance fan switch is in ON position.
Small carbon soot deposit	<ul style="list-style-type: none"> Normal operation 	<ul style="list-style-type: none"> No action required.
Severe soot deposits forming on Glass or Logs	<ul style="list-style-type: none"> Inadequate flue system Incorrect adjustment Log misalignment 	<ul style="list-style-type: none"> Call Rinnai Service Department / Agent.
Condensation on glass	<ul style="list-style-type: none"> Normal operation 	<ul style="list-style-type: none"> Allow heater to warm up.
Streaky lines on glass	<ul style="list-style-type: none"> Normal operation 	<ul style="list-style-type: none"> For cleaning call Rinnai Service Department / Agent.

• NOTE:

If you have other faults or problems, please refer to your installer or a Rinnai Customer Care Centre Consultant on 1300 366 388.

• IMPORTANT:

Do not remove any panels or attempt to carry out any service work other than that mentioned in the trouble shooting table.

This appliance incorporates a live fuel effect, and designed to operate with luminous flames, as a result it may exhibit slight carbon deposits.

• SERVICE:

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 needs service, please ring one of the service contact numbers located on the back of this instruction booklet.

Rinnai recommends that this appliance should be serviced annually by a qualified service technician, including inspection of the flue system.

INSTALLER INFORMATION - IMPORTANT POINTS

Unpack the heater and check for damage. **DO NOT INSTALL DAMAGED HEATER.** If the heater is damaged, contact your supplier for advice. Before installing the heater, check the label for the correct gas type (see rating plate, inside on the bottom right hand side behind the front panel). Refer to local gas authority for confirmation of the gas type if you are in doubt.

Included in the carton

Customer Operation/Installation Manual, ceramic log set and granules.

Before installing this product, please read this manual carefully.

IMPORTANT POINTS

1. The appliance must be installed in accordance with the local gas and electrical authority regulations.
2. For information on gas consumption, see Technical Specifications on page 8 and check with the data plate on the appliance.
3. Ensure that the area in which the appliance is installed has adequate fixed ventilation, this fixed ventilation must be provided as detailed in AS5601/AG601.
4. This appliance must not be installed where curtains or other combustible materials could come into contact with it. In some cases curtains may need restraining.
5. This appliance is not designed to be built directly into a combustible opening. A Rinnai Zero clearance kit is required for this purpose.
6. Heater must not be located below a power socket-outlet.
7. The local gas and electrical authorities will be able to advise on local regulations.
8. Only the approved flueing specified by Rinnai must be used.
9. The heater may emit smoke for approx. 2 hours when first operated. This is part of the burning in process and normal. Ensure adequate ventilation during this period.
10. The guard is fitted to this appliance to reduce the risk of fire or injury from burns and no part of it should be permanently removed. For protection of young children or the infirm, a secondary guard is recommended. Refer to AS4553/AG103.

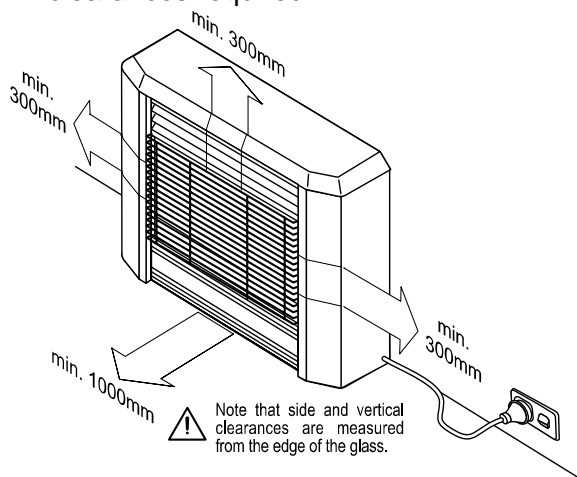
INSTALLERS INFORMATION - LOCATION

The following pages contain information relating to Installation and Service. Installation and Service must be carried out by an authorised person only.

When positioning the heater the main points to consider are:

1. Flue connection and terminal to comply with AS5601 / AG601. Only Rinnai Flue components must be used.
2. Warm air distribution.
3. Ensure that the area in which the appliance is installed has adequate fixed ventilation, this fixed ventilation must be provided as per AS5601 / AG601.
4. The heater must not be installed where curtains or other combustible materials could come into contact with it. In some cases, curtains may need restraining.

See diagram below for minimum clearances required.



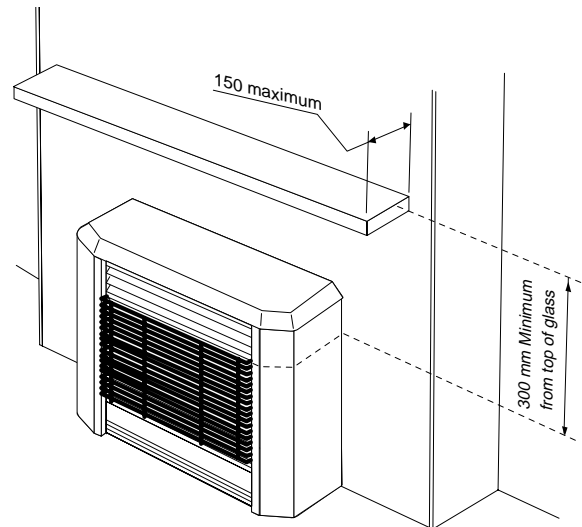
5. The heater is not designed to be built into bookcases or shelves or any combustible opening.
6. This heater must be mounted on a hearth not less than 50mm thick and at least the width and depth of the heater. The hearth surface must be flat and level to support the entire heater or zero clearance box. If the heater or zero clearance box base are not properly supported noise and vibration may result.
7. A gas appliance must not be connected to a chimney flue serving a separate solid-fuel burning appliance.

8. Before installing the heater, inspect the masonry fireplace and chimney. If installing into a combustible opening check the roof space for any flue obstructions.

9. A zero clearance kit is available from your gas appliance retailer (part number ZERO C) for installations into a combustible opening.

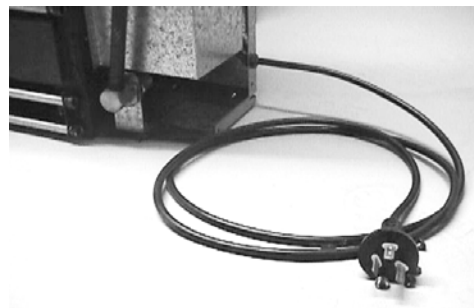
10. Mantles

A mantle is permitted providing the clearances below are met:



ELECTRICAL REQUIREMENTS

The heater has a power cord with a three pin plug supplied. The power cord passes through the slot in the lower right hand side of the heater front assembly. Rinnai recommends the heater be plugged into a 240V, 10A earthed power point. The power point must be a minimum of 300 mm to the side of the heater (it must not be above the heater). Alternatively - unit can be direct wired if the power supply is to be concealed.



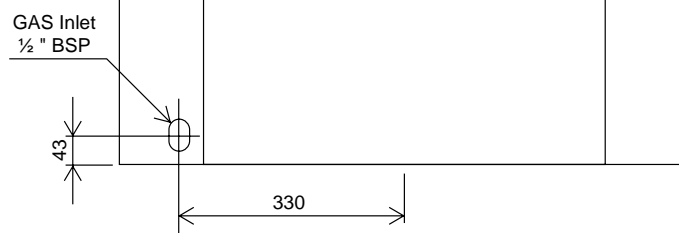
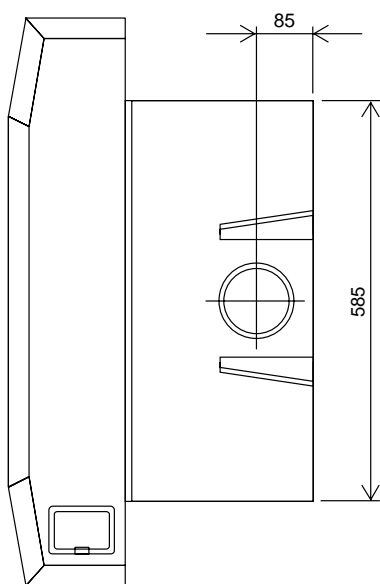
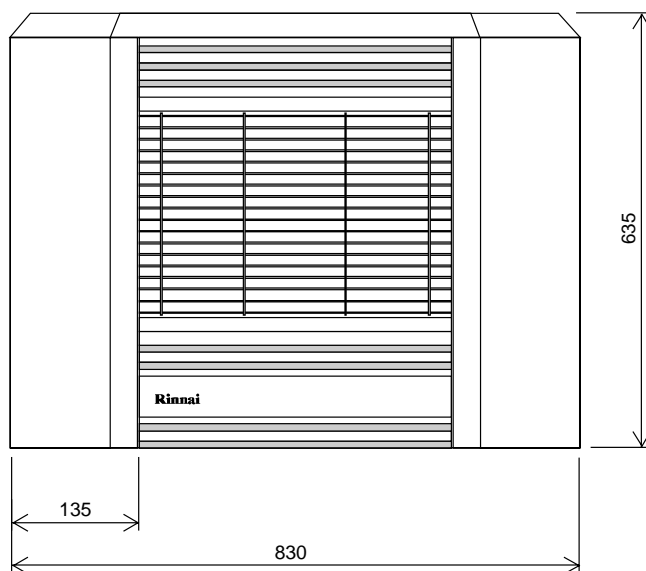
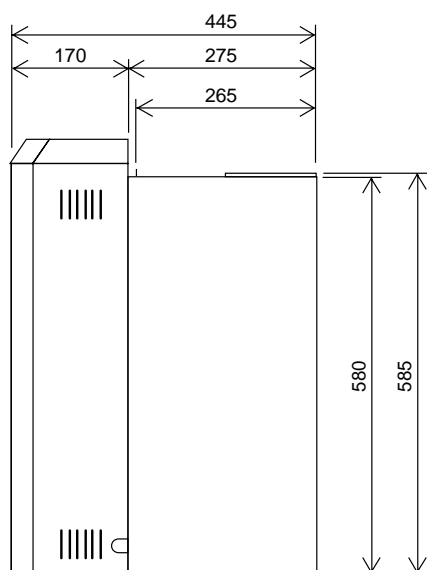
Consult a qualified electrician if direct wiring is required. As it must comply to AS5601/AG601.

INSTALLERS INFORMATION - TECH SPECIFICATION

Model:	IB30 Classique - Inbuilt		
Description:	Rinnai Inbuilt Radiant/Convactor, glass fronted, ceramic log space heater with forced convection and natural draft flue system.		
Gas input rate:		Natural Gas	Propane
	Pilot and 'Low':	16 MJ/hr	16 MJ/hr
	Medium:	23 MJ/hr	23 MJ/hr
	High:	30 MJ/hr	30 MJ/hr
Gas Control:	Rinnai push button combination control valve.		
Burners:	Ember bed and flame burner		
Gas Connection:	1/2" BSPF male flare		
Test Point Pressure:	Natural Gas: 0.95 kPa. Propane: 2.20 kPa		
Flue:	An approved Rinnai Flue Kit is mandatory for this appliance, and is to be installed in accordance with AS5601/AG601-2002 Chimney Installation: Flexliner 01 - Flue Kit. Zero Clearance Box Installation - FLFKIT02 / FLFKIT03.		
Fan:	Tangential 2 speed, power rating 90 Watts		
Combustion system	Multi port burner		
Logs:	Ceramic Logs		
Ignition system:	Continuous spark electronic ignition		
Operation:	Push button to light pilot and burners		
Safety Devices:	Flame failure thermocouple Overheat Bi-metal switch Fan delay Bi-metal switch		
Combustion method:	Naturally aspirated burner		
Power Supply:	240V 50 Hz. Unit is supplied with 3 pin plug and supply lead.		
Rating Plate location:	Bottom panel, front right hand side		
Weight:	53 Kgs.		
Installation type:	Inbuilt only		

The manufacturer reserves the right to change or modify specifications without notice.

INSTALLERS INFORMATION - DIMENSIONS

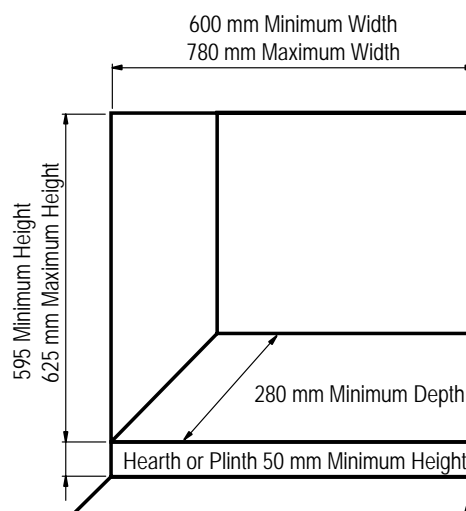


INSTALLATION INTO MASONRY FIREPLACE & CHIMNEY

A Rinnai Flue Liner (Flexliner01) is mandatory in all masonry fireplace and chimney installations.

1. Check Dimensions of Fireplace

- Check dimensions of fireplace and if necessary bring them to the dimensions shown below.
- If the fireplace opening is larger than the heater, a 100mm wide decorative surround (Part No. S4IFF03) is available from your local gas appliance retailer.



2. Check conditions of fireplace/chimney

The chimney must be physically checked first and must meet the following set criteria along with local regulations. Failure to meet these criteria will not only void the product warranty but may affect the performance of the product.

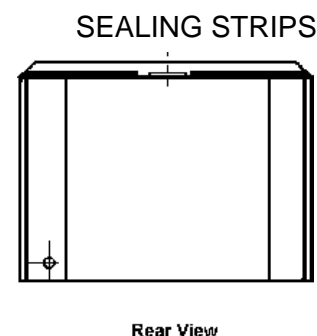
- a): All loose/broken bricks must be replaced or repaired ensuring the chimney is of sound construction and does not leak.
- b): Any under floor air supply to the fireplace must be completely sealed off to prevent secondary air draw.
- c): Total flue length MUST NOT be less than 3 metres and flue cowl must terminate above the chimney in accordance with AS5601/AG601.
- d): The chimney must be swept clean and be free of soot and creosote that may have built up if previously used for a solid fuel fire.
- e): The hearth surface must be flat and level to support the entire heater.
If the heater is not properly supported noise and vibration may result.

3. Install Flue (Flexliner 01)

For full installation instructions, please refer to the detailed instructions which are included in the Flexliner Flue Kit.

4. Apply sealing strips to back of heater

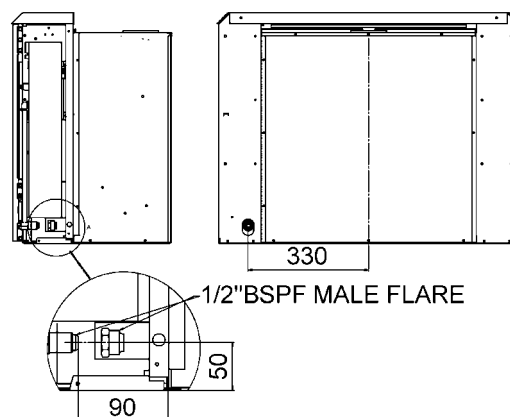
- Peel protective backing off the foam strips supplied with the Heater.
- Attach strips to rear of casing as shown. The strip is intended to form a seal between the heater and the fireplace.
- If an adequate seal cannot be formed with this strip an other means of sealing must be used. (eg.non combustible insulation), between the fireplace and the heater body.



5. Run Gas Supply

For pipe sizing refer to your local gas installation codes.

Copper supply should be run leaving a flare connection at the position shown.



6. Install decorative surround to face of fireplace. (Part No.S4IFF03) if required.

7. Install Heater - Fasten the heater back against the Fireplace by suitable means.

Check to ensure the seal between heater and masonry fireplace is sound.

8. Attach flue pipe to heater flue spigot in accordance with Flexliner01 Instructions.

9. Attach gas supply purging supply of air and debris

All foreign materials such as filings must be purged from the gas supply, as they may cause the gas control valve to malfunction.

NOTE: on completion of work a gas leak test must be carried out.

Use a soapy solution on all gas connections. Leaks will be visible when the soapy solution forms bubbles.

When finished wipe soapy solution with a rag to remove residue.

10. Log Installation - for Log installation details, please refer to page 16.

11. Commissioning - for Commissioning details, please refer to page 17.

INSTALLATION INTO A COMBUSTIBLE OPENING

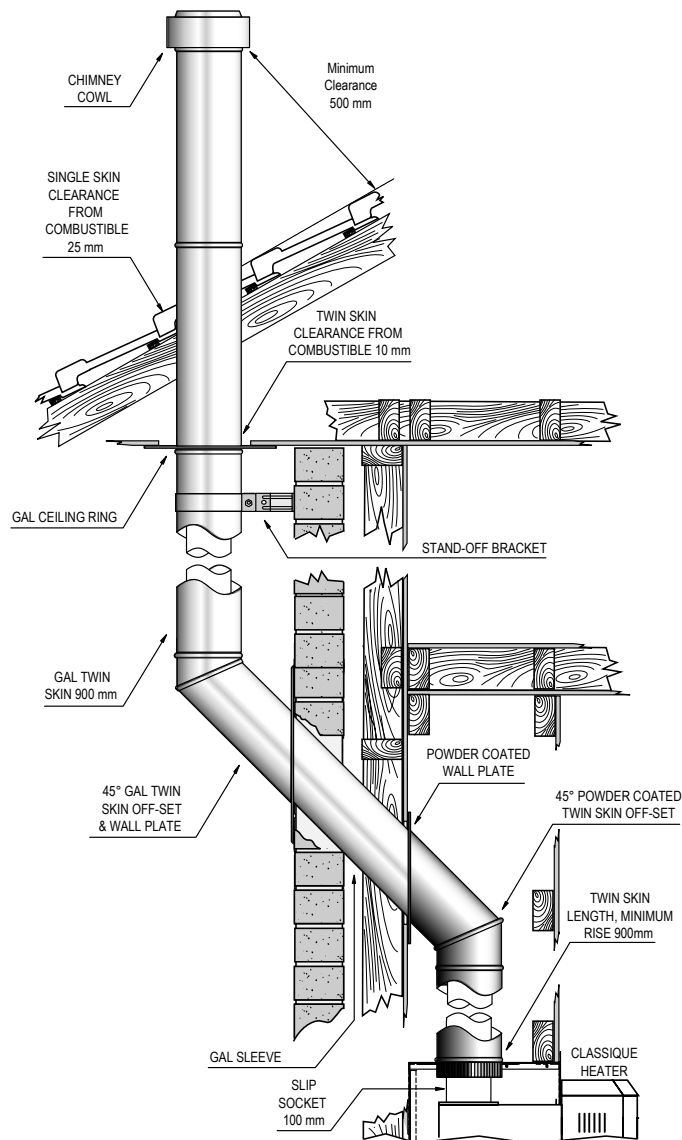
Rinnai understands that not all households have an existing masonry fireplace. Rinnai offers the option of installing the Flame Fire Classique into a decorative fireplace for either a single storey or two storey home. All you need is a flat wall which can be either external or internal and a zero clearance box. A Rinnai flue MUST also be installed (Part No. FLFKIT02 / FLFKIT03).

The Zero clearance box can be installed hard against the combustible timber framework of the mock fireplace due to the air gap created beneath the appliance with the use of the plinth panel and the air gap between the outer panel of the Flame fire and the Zero clearance box (Part No. ZEROC). Only this Zero clearance box must be used for these installations.

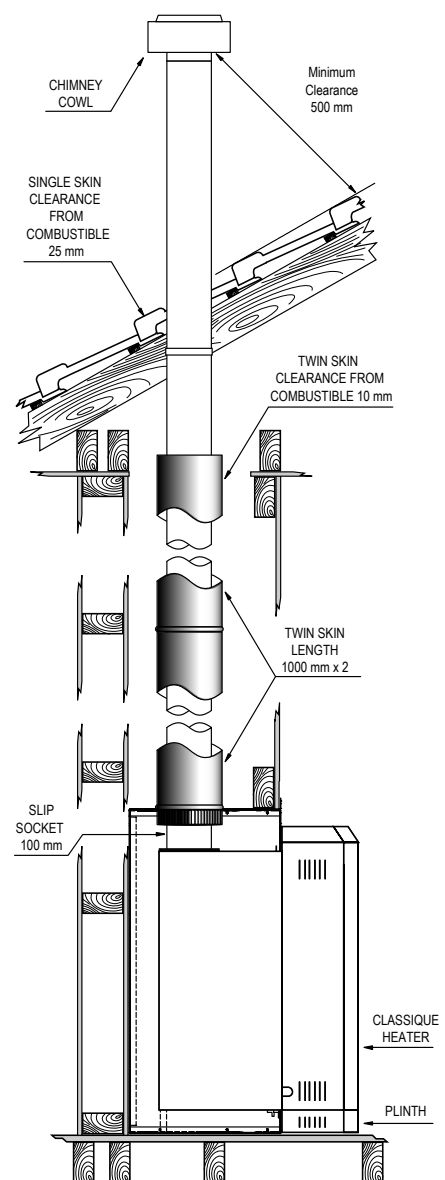
By utilising the twin skin flue of the FLFKIT02 / FLFKIT03, air is able to be drawn in through the louvres in the plinth panel, pass around the sides and back of the Flame fire heater and be drawn away through the outer skin of the flue. The resulting air flow will keep the Zero clearance box panels at a safe operating temperature.

Only FLFKIT02 / FLFKIT03 flue kits are compatible for installation into a combustible opening. Flexliner (flexible) flue kits must NOT be used for this type of installation. FLFKIT02 is used for single storey installations and FLFKIT03 is used for 'thru the wall' double storey installations. (Refer diagrams below).

Order Code: FLFKIT03



Order Code: FLFKIT02

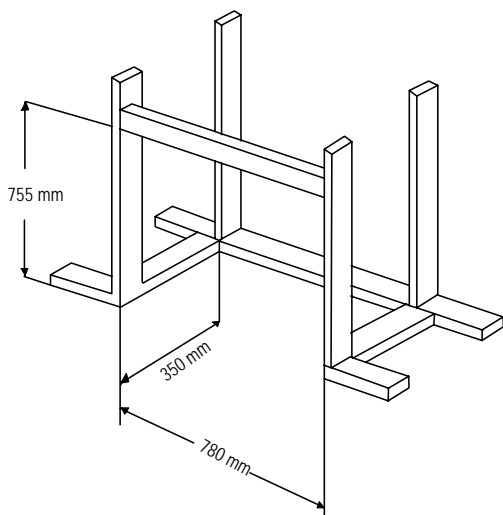


- **Steps for Installation:**

1. Determine the preferred location of the heater.
- Check roof space for any flue obstructions.



2. Construct frame in accordance with the dimensions shown:



3. Install Rinnai Zero Clearance Box (ZEROC)

- 'Zero clearance' means the panels of metal from the zero clearance box can be in contact with any combustible material.
- The hearth surface must be flat and level to support the zero clearance box.
If the zero clearance box base is not properly supported noise and vibration may result.

Kit contains:

- Zero Box
- Supporting Plinth
- Complete decorative Surround
- Installation Instructions



4. Install FLFKIT02/FLFKIT03 as per the instructions supplied with the flue kit, taking careful note of the following:

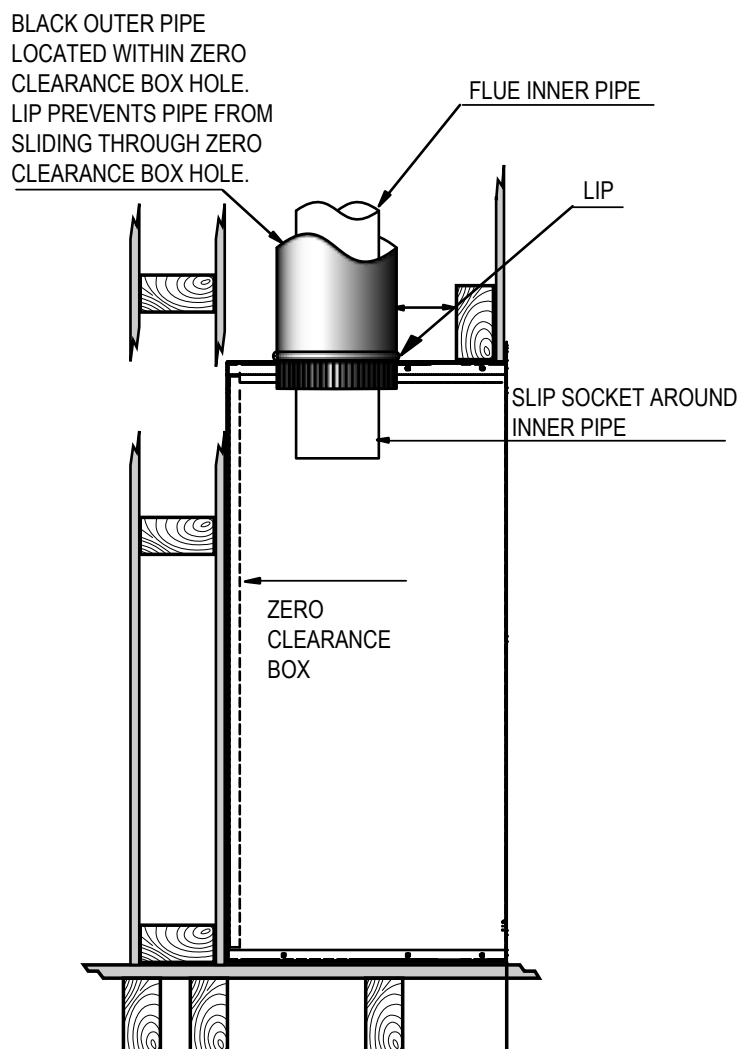
Flue termination above the roof must comply with AS5601/AG601.

Vertical flue length must be no less than 3.0 metres.

The inner and outer flues must be supported independently of the heater to comply with AG5601/AG601.

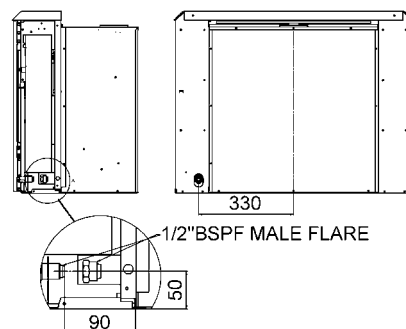


Have the slip socket installed on the inner flue pipe but pushed up to enable the heater to be slid into the zero clearance box later. Ensure that the black outer flue pipe is located within the hole of the zero clearance box as shown below.



5. Run gas supply.

For pipe sizing refer to your local gas installation codes. Copper supply should be run leaving a flare connection at the position shown.



6. Apply plaster and paint.



7. Assembly the plinth and base supports.

Slide the plinth and base supports and heater into the zero clearance box, making sure the plinth is located correctly between the heater and the zero clearance box.

8. Slide the slip socket onto the inner flue spigot of the heater and tighten to seal.

9. Attach gas supply, purge supply of air and debris

All foreign materials such as filings must be purged from the gas supply, as they may cause the gas control valve to malfunction.

NOTE: on completion of work a gas leak test must be carried out.

Use a soapy solution on all gas connections. Leaks will be visible when the soapy solution forms bubbles.

When finished wipe soapy solution with a rag to remove residue.

10. Install decorative surround to face of fireplace.

(Part No. SFFRIB) if required.



11. Log Installation - for log installation details, please refer to page 16.

12. Commissioning - for Commissioning details, please refer to page 17.

INSTALLERS INFORMATION - LOG INSTALLATION

1. The log set is packed inside the heater and the packaging must be removed prior to installing as follows:

- Open both side panels.
- Remove fasteners on both sides of the top glass retainer.
- Lift retainer away from heater.
- Loosen screws on bottom glass retainer.
- Carefully lift glass out of bottom channel.
- Carefully remove log packaging.



The log set is supplied in one piece with two holes underneath for location onto the pins inside the heater.

2. Place the log set into the heater ensuring that the locating pins enter the two locating holes on the bottom face of the logset.



3. Gently place loose ember bed material in front of the Front Log. Do not pour as dust particles from the plastic bag may block the burner ports.

Level it with a pencil or screw driver and remove excess material. Note: The ember bed material must be placed **after** the logs are fitted. If the logs are to be removed for any reason, the ember bed material must be removed first and replaced after the logs are refitted. Any material that prevents the logs sitting flat on the burner top can upset the burning pattern and performance of the heater.



4.

- Replace glass and top glass retainer, tighten bottom glass retainer screws.
- Note: Fit glass so that the join/gap in the glass seal is at the bottom.
- Take care not to damage seals.
- Reinstall side panels.

Note: When first lighting the heater, the logs need to be burnt in, which may take approximately 2 hours. The flame colour may change after the initial burning in period.

1. Testing Procedure

Turn gas supply on and plug the unit into the power supply. (Caution 240V).

To check burner pressure

- Refer to Data Plate or the Technical Specification section in this manual.
- Remove front cover panel.
- Remove test point screw and attach manometer to test point, the test point is on the left hand side of the gas valve.
- Light heater, turn to High heat setting and check pressure.
- If adjustments are necessary, the regulator is situated on the front of the gas control and should be set to the pressures on the data-plate.
- After checking pressure, turn the unit off, remove manometer and replace test point screw.
- Turn on heater and check for gas escapes at test point screw.
- Turn the heater on and off a few times to check ignition.
- When you are satisfied that the heater is working correctly, reassemble panels.
- All burner aerations are factory preset and cannot be adjusted.
- If you are unable to get the unit to operate correctly, refer to Troubleshooting on Page 5 before contacting your local service contacts listed on the back page of this booklet.
- It may take approximately 2 hours of operation for the logs to achieve their full flame pattern and glow.

It is the responsibility of the installer to check that under normal operating conditions of the appliance, all flue gases are exhausted to the outside atmosphere and that there is no spillage of combustion gases into the room. Refer to AS 5601 / AG 601.

2. Commissioning

Installation and Commissioning Checklist

Complete the Installation Checklist and the Installer details on page 19 and make sure that this instruction book is left with the customer.

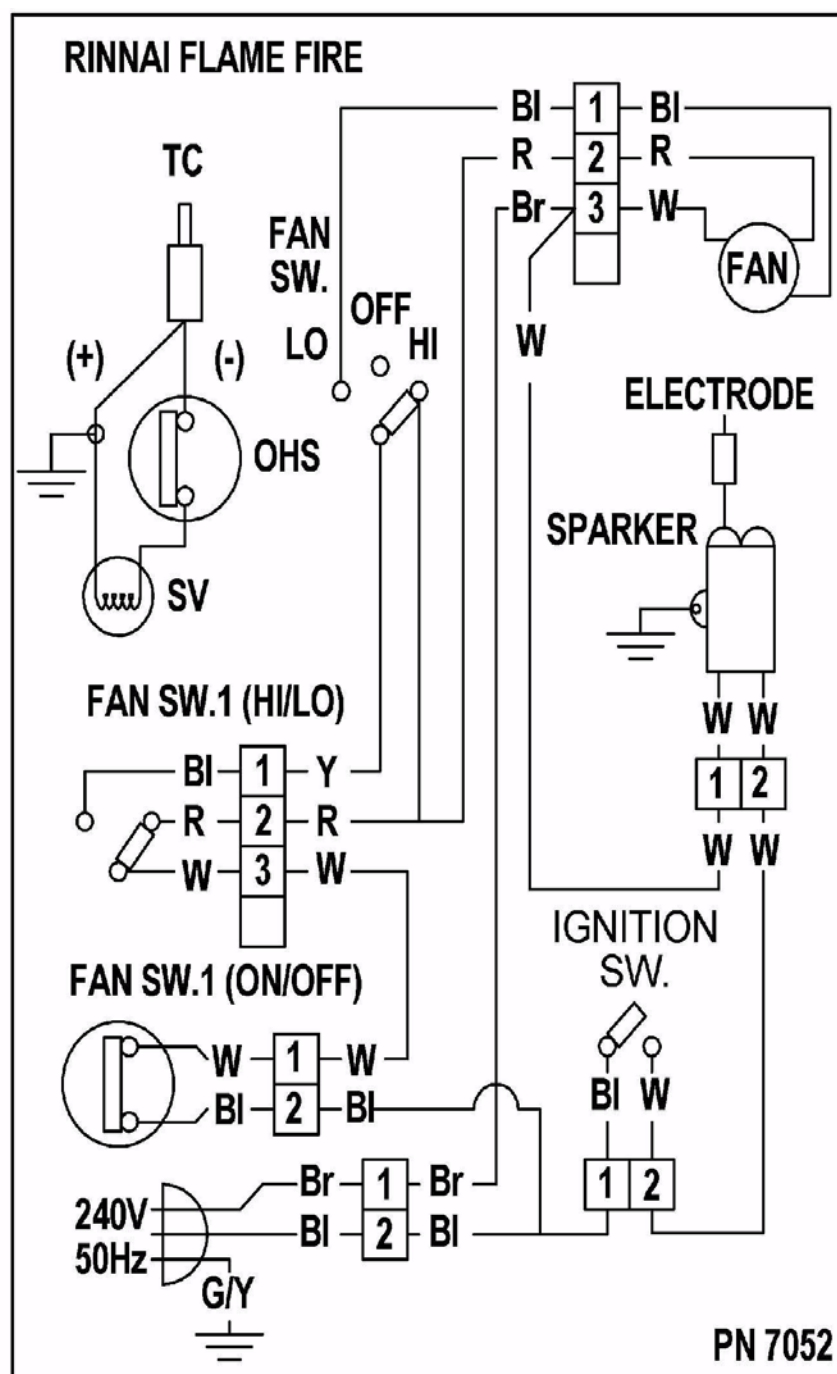
Instruct Customer

Make sure the customer understands the instructions and the operation of the appliance.

Advise that :

- **The guard on this appliance conforms to A.G.A. requirements. It is designed to prevent the risk of injury from burns and no part of it should be permanently removed. IT DOES NOT GIVE FULL PROTECTION TO YOUNG CHILDREN OR THE INFIRM.**
- **For protection of young children or the infirm, a secondary guard is recommended.**
- **This appliance is designed to operate with luminous flames and may exhibit slight carbon deposits.**
- **During the initial burning in period, (approx. 2 hours) some smoke and smell may be experienced during this period, the heater should be run on the High position in a well ventilated room.**

INSTALLERS INFORMATION - WIRING DIAGRAM



If the supply cord is damaged or requires replacing, it must be replaced by the manufacturer or the manufacturers agent or similarly qualified person in order to avoid a hazard. The supply cord must only be replaced with Rinnai part number 90179599 (Aust). 6765B (NZ).

INSTALLATION / COMMISSIONING CHECKLIST

(To be completed by certified Gas Installer)

	<u>NO</u>	<u>YES</u>
Model: _____	<input type="checkbox"/>	<input type="checkbox"/>
1. Was a fireplace inspection carried out? (i.e. clearances, combustibles etc).	<input type="checkbox"/>	<input type="checkbox"/>
2. Was an approved Rinnai flue system installed?	<input type="checkbox"/>	<input type="checkbox"/>
3. Have specified gas pressures been checked and set?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are decorative logs located correctly?	<input type="checkbox"/>	<input type="checkbox"/>
5. Have ember granules been placed and free of dust and powder?	<input type="checkbox"/>	<input type="checkbox"/>
6. Has the appliance been test fired for correct operation? (All Burners light without delay)	<input type="checkbox"/>	<input type="checkbox"/>
7. Is the end-user fully aware of operating procedure?	<input type="checkbox"/>	<input type="checkbox"/>
8. Have you left the Customer Operating instructions with the customer?	<input type="checkbox"/>	<input type="checkbox"/>
9. Is the hearth surface flat and level to support the entire heater or zero clearance box?	<input type="checkbox"/>	<input type="checkbox"/>

INSTALLERS / GAS FITTER DETAILS

Company name: _____

Installers name: _____

Address: _____

Phone: _____ Mobile: _____

Certificate of Compliance / Certification Number: _____
(* where applicable)

Authorised Persons – Licence Number: _____

Signed: _____ Date: _____

CUSTOMER CONTACTS

Rinnai

AUSTRALIA PTY. LTD.

ACN 005 138 769 ABN 74 005 138 769

Internet:

Email:

www.rinnai.com.au

enquiry@rinnai.com.au

Head Office, Australia

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Tel: (03) 9271 6625

Fax: (03) 9271 6622

State Offices

New South Wales

62 Elizabeth Street, Wetherill Park NSW 2164

Western Australia

18 Belgravia Street, Belmont, WA 6104

Product Sales

Vic / S.A. / N.T. / Tas

Tel: 1300 366 388

Fax: (03) 9271 6611

New South Wales / A.C.T.

Tel: (02) 9609 2888

Fax: (02) 9609 5260

Queensland

Tel: (07) 3209 4622

Fax: (07) 3209 4722

Western Australia

Tel: (08) 9479 9479

Fax: (08) 9277 2531

Spare Parts

National

Tel: 1300 366 388

Fax: (03) 9271 6611

Customer Care Centre

National

Tel: 1300 366 388

Fax: (03) 9271 6611

Product Service

Vic / S.A. / N.T. / Tas

Tel: 1300 366 388

Fax: (03) 9271 6611

New South Wales

Tel: (02) 9609 2600

Fax: (02) 9729 0467

Queensland

Tel: 1300 363 123

Fax: (07) 3209 4722

Western Australia

Tel: (08) 9479 9479

Fax: (08) 9277 2531

Emergency Hot Water

Victoria

1800 632 386

New South Wales

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South Australia

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Western Australia

(08) 9324 4145

Queensland

1800 255 655

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Part Number RNZ 7292