

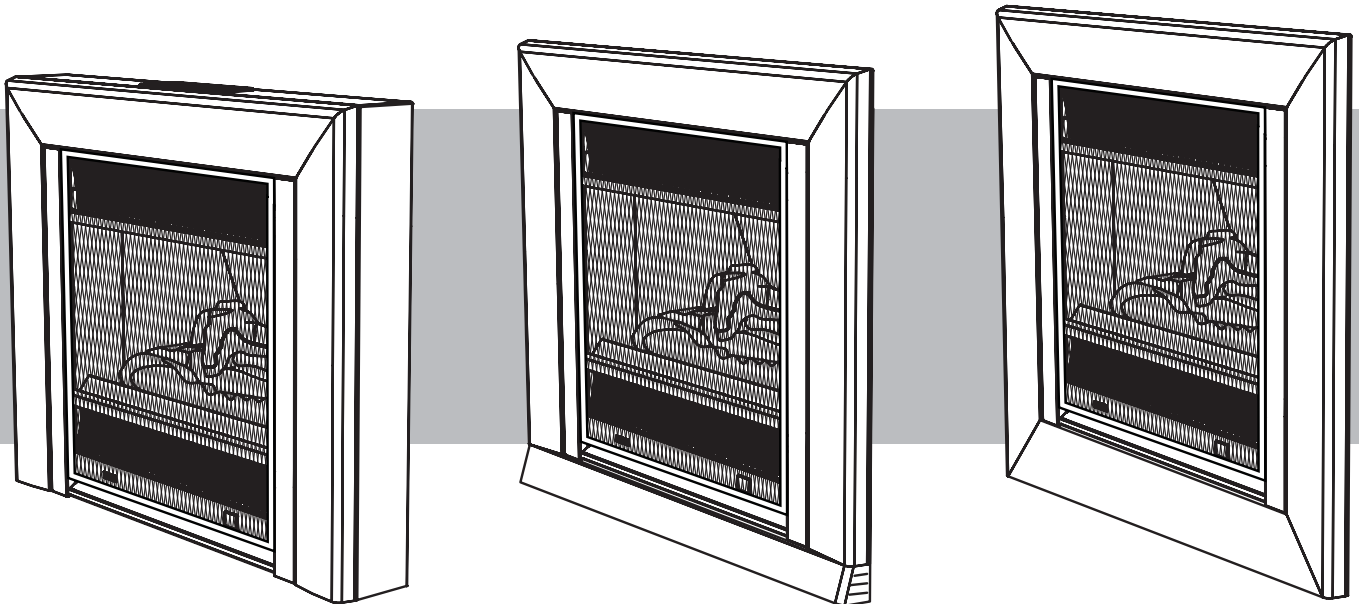
Rinnai

Reflection

Flamefire Space Heater

Operation / Installation Manual

MODELS: IB300ETR / IB300



This appliance shall be installed in accordance with:

- Manufacturer's Installation Instructions
- Current AS/NZS 3000, AS/NZS 3500 & AS/NZS 5601
- Local Regulations and Municipal Building Codes

This appliance must be serviced and repaired by an Authorised Person.



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



N10378



Quality
ISO 9001
SAI GLOBAL

**Quality
Endorsed
Company**

Lic 4983
Head Office Certified

Distributed and serviced
in Australia under a
Quality System certified
as complying with ISO
9001 by SAI Global

INSTALLATION RECORD

INSTALLERS / GAS FITTERS DETAILS

Installers Name: _____

Company Name: _____

Company Address: _____

Company Contact Details

Telephone: _____

Mobile Phone: _____

Certificate of Compliance / Certification Number: _____

Autorised Persons - Licence Number: _____

Installers Signature: _____

Installation Date: _____

APPLIANCE DETAILS

Model Number: _____

Serial Number: _____

Installation Address: _____

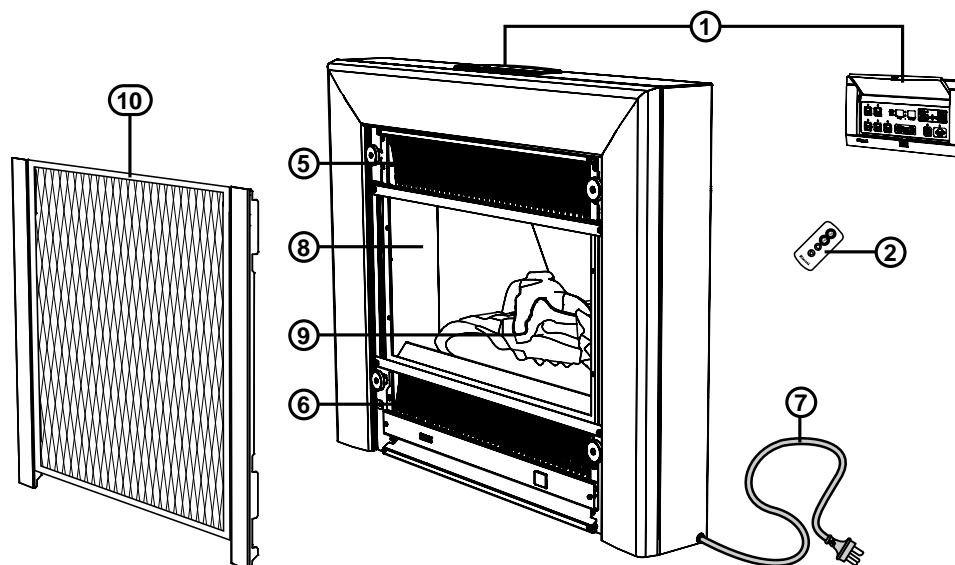
OPERATION MANUAL

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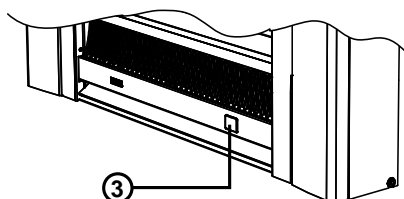
ABOUT YOUR HEATER

GENERAL DESIGN LAYOUT

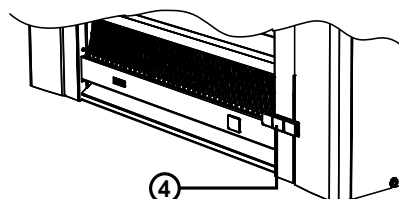
Each of the Reflection series of space heaters share the same general design layout differing only in operation type (Electronic Timer Remote (ETR) or manual push button) and installation type (masonry, wall or elevated installations).



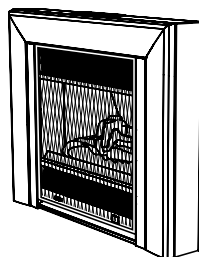
ETR



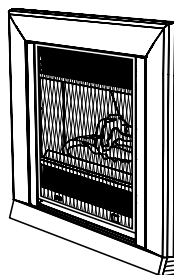
Manual



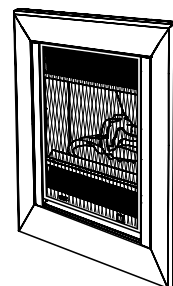
Masonry Installation



Inbuilt - Wall Installation



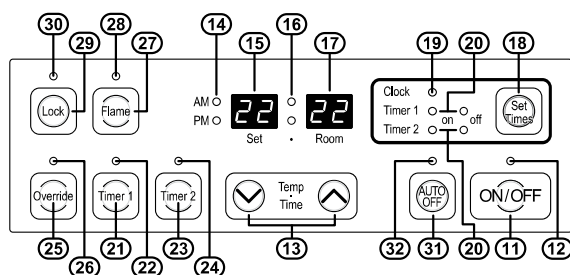
Inbuilt - Elevated Installation



- | | |
|---|--|
| ① Control panel (ETR), Wall mounting option is for false fire place models. | ⑥ Room return air |
| ② Remote control (ETR) | ⑦ 240v power cord (may also be direct wired) |
| ③ Remote control receiver window(ETR) | ⑧ Flame Window |
| ④ Push button control (Manual) | ⑨ Log Set |
| ⑤ Warm air discharge | ⑩ Dress Guard and Trim Kit |

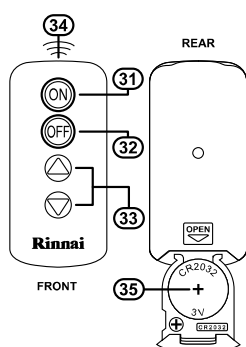
ABOUT YOUR HEATER

ETR MODEL, CONTROL PANEL



- 11 ON / OFF button**
Operates the heater.
- 12 On / Combustion indicator**
When GREEN appliance is in standby, when RED the burner is operating and when flashing RED there is a fault.
- 13 Up and Down buttons**
Used to adjust set temperature, clock / timer settings and to operate the Lock function.
- 14 AM / PM indicators**
Indicates AM / PM of clock / timers.
- 15 Digital (Set) display**
Displays set temperature and hour digits for clock / timers.
- 16 Hour / Minute delineators**
Delineates hours / minutes of clock / timers.
- 17 Digital (Room) display**
Displays current room temperature, minute digits for clock / timers and error codes.
- 18 Set Times Button**
Sets heater to adjust clock / timer functions.
- 19 Clock set indicator**
Indicates the control panel is in clock setting mode.
- 20 Timer set indicators**
Indicates the control panel is in timer setting mode.
- 21 Timer 1 button**
Operates Timer programme 1.
- 22 Timer 1 indicator**
Indicates Timer 1 is in operation.
- 23 Timer 2 button**
Operates Timer programme 2.
- 24 Timer 2 indicator**
Indicates Timer 2 is in operation.
- 25 Override button**
Operates the manual Override function.
- 26 Override indicator**
Indicates the Override function is in operation.
- 27 Flame button**
Operates the Flame function.
- 28 Flame indicator**
Indicates Flame function is in operation.
- 29 Lock button**
Operates the lock function.
- 30 Lock indicator**
Indicates the Lock function is activated.

ETR REMOTE CONTROL



- 31 ON button**
Operates the heater.
- 32 OFF button**
Stops the heater.
- 33 Up and Down buttons**
Used to raise or lower the set temperature.
- 34 Infra red transmitter**
Transmits signal to heater.
- 35 Battery and cradle**
The remote control is powered by one CR2032 3V battery. To replace the battery simply slide open the battery cradle cover located on the back of the remote control. When installing a new battery ensure that the correct polarity (positive uppermost) is observed. Only use the specified replacement battery.



The remote control will not function if the heater is in Timer mode.

If the heater is operating in Override mode, pressing the OFF button (32) will cancel any future timer operations, these will have to be reset manually.

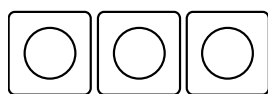
Some fluorescent lights may interfere with the transmission of remote control signals, in this case changing the position from which you are operating the remote control may help.

Avoid: leaving the remote control in direct sunlight, getting the remote control wet and dropping the remote control. DO NOT place the remote control close to the warm air discharge of the heater.

ABOUT YOUR HEATER

MANUAL MODEL, PUSH BUTTONS

This model uses push button operation, these buttons are located on the right lower front of the appliance.



③⑥ Ignition / Pilot button

Ignites and operate the pilot burner with LOW convection fan operation.

③⑦ Low button

Ignites front and back burners on LOW with LOW convection fan operation.

③⑧ High button

Sets both burner combustion and convection fan operation to HIGH.



FEATURES

FEATURES COMMON TO BOTH HEATERS

Energy Efficient Design: Improved energy efficiency with preserved flame picture ambience.

Quiet Operation: Only one touch of the STANDBY/ON switch is required to operate the heater.

Interchangeable Frames And Trims: Designs to suit differing decors and installation requirements.

ETR HEATER FEATURES

Push Button Ignition: Only one touch of the ON switch is required to operate the heater.

Lock Function: When the Lock is activated all controls other than the ON/OFF button will be locked. Deactivating the Lock releases the controls. If the Lock is activated when the appliance is in STANDBY, all functions will be locked.

Flame Function: This function will automatically override the thermostat and set the heater to a default high heat setting for a full visual flame effect.

Remote Control: For the convenience of operating the heater between STANDBY or ON, as well as adjusting the temperature up or down while at a short distance from the heater.

Pre-heat: This function will automatically operate the appliance before the programmed start time of the Timer, in order to heat a room to the pre-set temperature by the programmed start time.

Memory: The heaters micro-computer records preset temperatures, timer programming, and operational modes.

Dual Timers: The Dual Timers allows you to program the appliance to come on for two separate periods each day, one period in the morning and one period in the evening. The built in Pre-heat Mode brings the room temperature to that you have selected, by the 'On' time programmed into the Timer.

The Dual Timer feature means that you can "Set and Forget" your heater. It will turn itself ON and to STANDBY at the times you have programmed until you cancel the Timer program.

Auto-off Function: The Auto-Off function is an energy saving feature designed to control the room temperature economically. If the room temperature continues to rise when the heater is thermostatically turned down to its lowest setting the front burner will turn off leaving only the pilot flame operating. When the room temperature requires further heating the heater will automatically re-ignite to warm the room.

MANUAL HEATER FEATURES

Push Button Operation: Push button electronic ignition and operation.

SAFETY



WARNING

Failure to comply with these instructions could result in a fire or explosion, which could cause serious injury, death or property damage.

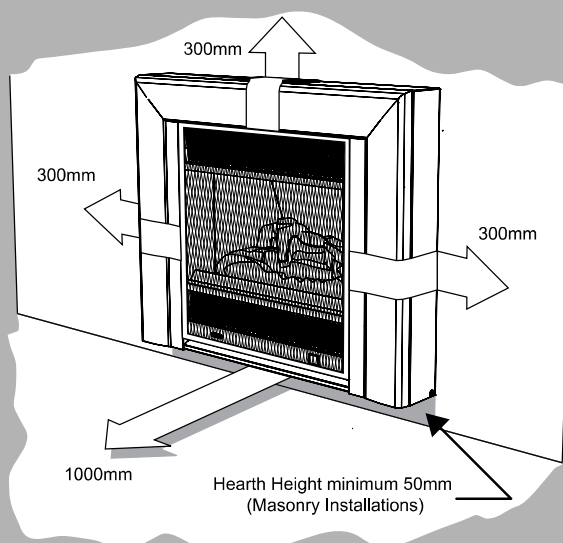
Improper installation, adjustments, service or maintenance can cause serious injury, death or property damage. Such work must be performed by an authorised person.

DO NOT MODIFY THIS APPLIANCE



IMPORTANT

- The appliance must be installed in accordance with the local gas and electrical authority regulations.
- For information on gas consumption, see data plate on the appliance.
- 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.
- Minimum clearances during operation.



- Heat emanating from the front of this appliance may over time affect the appearance of some materials used for flooring such as carpet, vinyl, cork or timber. This effect may be amplified if the air in the room contains cooking vapours or cigarette smoke. To avoid this possibility, it is recommended that a mat be placed in front of the appliance, extending at least 750 mm in front of it.
- The appliance is not intended for use by young children or infirm persons without supervision.
- Young children should be supervised to ensure they do not play with the appliance.
- The dress guard (10) fitted to this appliance reduces 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 required.
- If the supply cord is damaged or requires replacing, it must be replaced by the manufacturer or the manufacturer's agent or similarly qualified person in order to avoid a hazard.



NOTE

Appliances incorporating a live fuel effect and designed to operate with luminous flames, may exhibit slight carbon deposit.

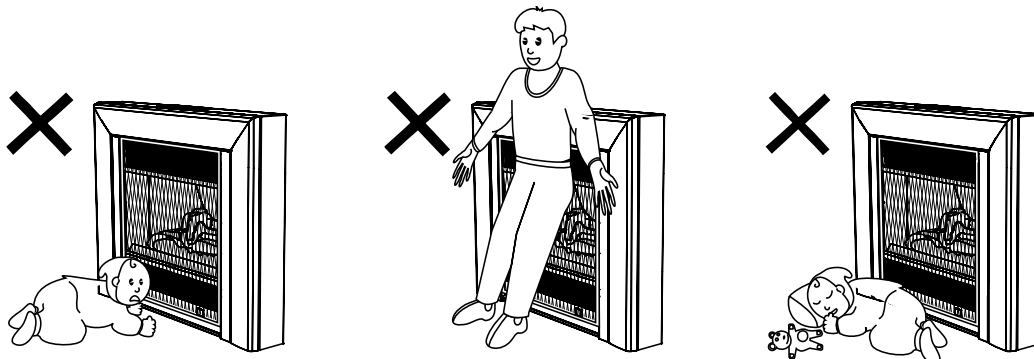
IMPORTANT POINTS

The appliance is not intended for use by young children or infirm persons without supervision.

Young children should always be supervised to ensure that they DO NOT play with the appliance.

DO NOT allow children or elderly persons to sleep in the warm air discharge from the heater.

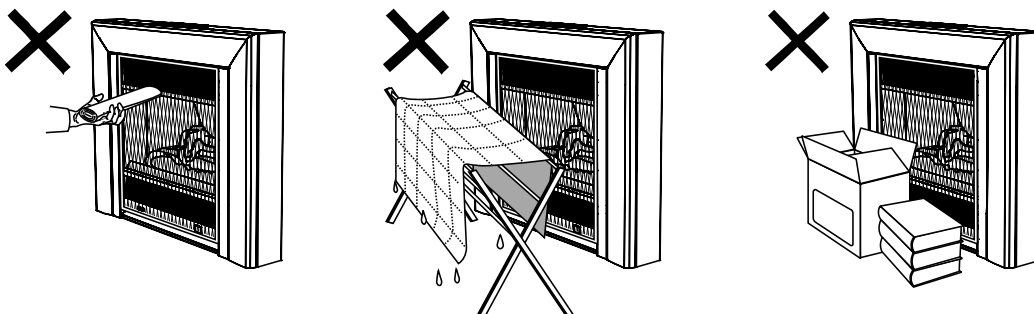
DO NOT sit or lean against the heater.



DO NOT post or allow children to post articles into the louvres of the heater.

DO NOT cover or place articles on this heater.

DONOT place articles in front of the louvres.



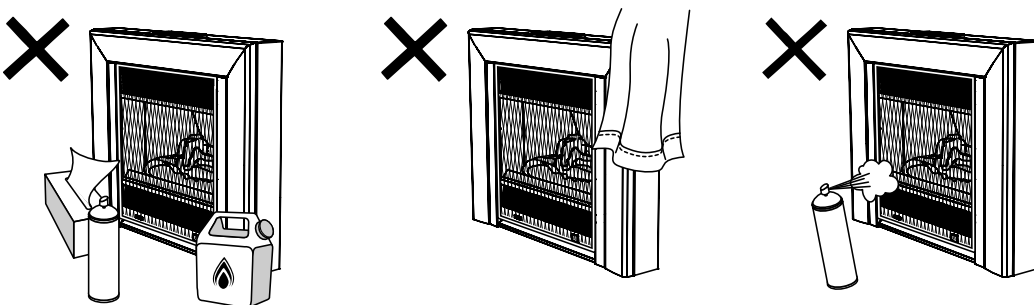
DO NOT operate / install this heater in areas where painting is taking place, or in places such as hairdressing salons, where there may be fluff and dust, and where aerosols are used.

Keep heater away from flammable materials. Combustible materials must not be placed where the heater could ignite them.

DO NOT use or store flammable materials near this appliance

DO NOT spray aerosols in the vicinity of his heater while it is in operation. Most aerosols contain butane gas which can be a fire hazard if used near this heater when it is in use.

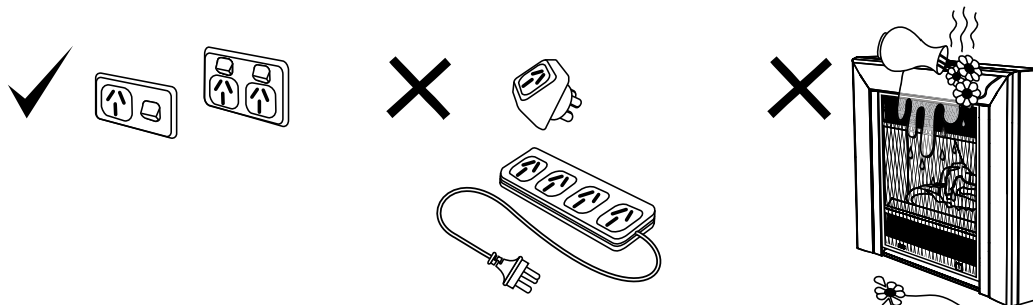
Use of aerosols, paint, polishes etc. whilst this heater is in use may also cause unpleasant smells.



IMPORTANT POINTS

It is recommended that a dedicated 240V 10 Amp power point be used with this appliance. **DO NOT** use power boards or double adaptors to operate this appliance. Heater **MUST NOT** be located below a power socket-outlet

DO NOT place containers of liquid on top of the heater. Water spillage can cause extensive damage to the appliance and create an electrocution hazard.



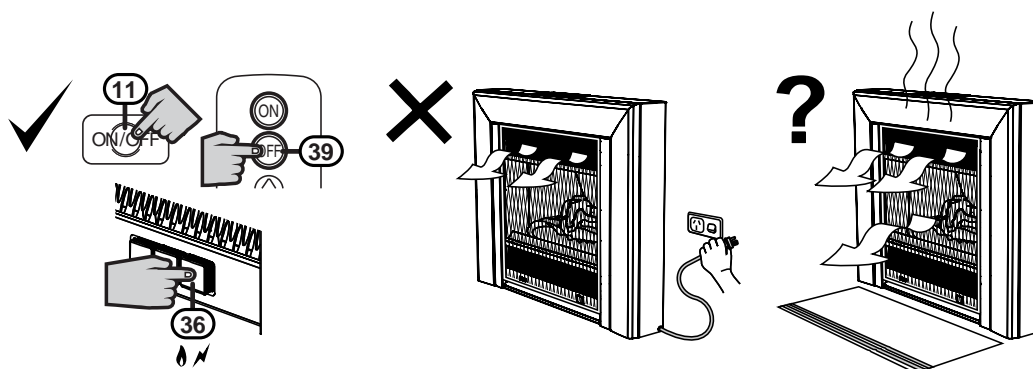
When the heater is unplugged for an extended period the clock will stop and will need to be reset. However programmed ON/OFF times will remain in the memory.

Turn the heater OFF after use.

DO NOT unplug the heater while it is in operation or while the fan is still cycling.

Heat emanating from the front of this appliance may over time affect the appearance of some materials used for flooring such as carpet, vinyl, cork or timber. This effect may be amplified if the air in the room contains cooking vapours or cigarette smoke. To avoid this possibility, it is recommended that a mat be placed in front of the appliance, extending at least 750 mm in front of it.

When the heater is operated for the first time or after long periods of non use a slight odour may be emitted, this is normal. However if odours persist switch off the appliance and contact Rinnai.



UNPACKING THE APPLIANCE

Check for damage. If the heater is damaged, contact your supplier for advice.

Before installing the appliance, check it is labelled for the correct gas type (see label on top rear of heater). Refer to local gas authority for confirmation of gas type if you are in doubt.

The following additional items should also be included in the carton:

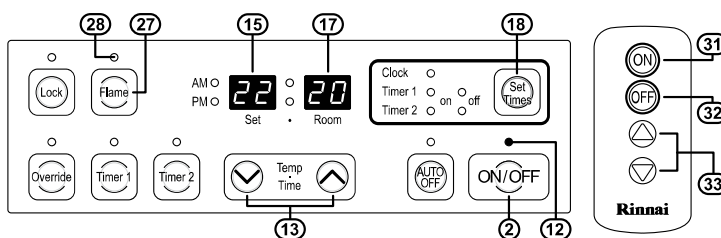
- Customers Operation Information
- Remote Control with battery (ETR model Only)

HOW TO OPERATE (ETR MODEL)

TO TURN THE HEATER ON

Before you begin, ensure that both Gas and Power are connected to the appliance.

To turn the appliance on press either the ON/OFF button (2) or the ON button (31).



When pressed the appliance will begin to operate in the following factory preset manner:

- The default set temperature will be 22° C (15).
- The current room temperature will be displayed (17).
- The On/Combustion indicator (12) will illuminate Green (steady). Ignition will take 5 ~ 10 seconds. The On/Combustion indicator will change to Red (steady) after proper ignition has been achieved to signify the correct burner operation.



At start up fan operation is delayed approximately 4 minutes to avoid cold air drafts.

When using the appliance for the first time or after long periods of disuse, ignition may not occur the first time it is operated as there may be air in the gas supply pipes. If ignition does not occur after approximately 30-seconds the unit will cease operation automatically. If this occurs press either the ON/OFF button (2) twice or press the OFF button (32) and then the ON button (31) to restart.

The unit may make noises after ignition/extinction. This is due to expansion and contraction of the heater components and is normal.

The heater will not immediately ignite if the ON/OFF button (2) or the ON button (31) are pressed straight after extinction. After allowing for the purging of the burner box (approximately 20 seconds), the heater will automatically go into ignition mode.

TO ADJUST SET TEMPERATURE

The set temperature may be raised or lowered by pressing the Up and Down buttons (13) or (33).

The following "SET" temperatures can be selected.

- 'L' for continuous combustion on lowest burner setting, without thermostatic control.
- Thermostatic control between 16° C to 26° C in 1° C steps
- 'H' for continuous combustion on highest burner setting, without thermostatic control.

The room temperature will display temperatures between 1° C to 30° C.

Once the temperature is set it will be stored in the microcomputers memory, if the temperature is not adjusted further it will be available as the initial setting when the appliance is next used.



Rooms may not arrive at the "SET" temperature due to the size and construction of the room, location of the appliance or external temperatures.

If the appliance does not ignite then the pre-set temperature may already be higher than the actual room temperature.

USING THE FLAME FUNCTION

This function will automatically override the thermostat and set the heater to a default Medium High heat setting for full visual flame effect. To operate the Flame function, simply press the Flame button (27). The Flame function indicator will illuminate (28) when the Flame function is in use.

TO TURN THE HEATER OFF

To turn the heater off while it is in operation press either the ON/OFF button (2) or the OFF button (32).

The On/Combustion indicator (12) will go out.



After the On/Combustion indicator (12) has gone out, the appliance fan will continue to cycle for several minutes. This is to lower the temperature within the appliance and is normal. DO NOT disconnect the power during this time.

TIMER OPERATION (ETR MODEL)

CLOCK AND DUAL TIMERS

The setting of the Clock and programming of the Timers is done via the Set Times button (18). Each press of this button will cycle the appliance through the available clock setting and timer programming modes that are available.

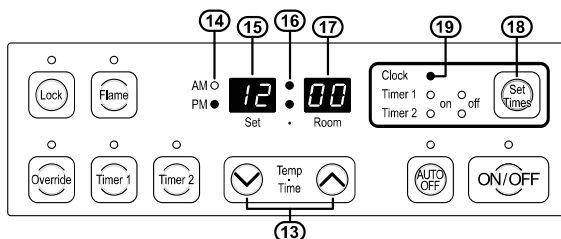
SETTING THE CLOCK

One press of the Set Times button (18) selects the clock setting mode, allowing the current time to be adjusted. When in this mode the 'Clock' indicator (19) flashes.

The factory default clock time is PM 12:00.

Press the Up or Down buttons (13) to adjust the clock to the desired time.

Pressing and holding either the Up or Down buttons (13) will scroll digits, at first by minute (17) intervals and then by hour (15) intervals. When adjusting the time ensure that the correct AM or PM (14) setting is observed.



To lock in the new clock time and exit the Clock and Timer setting mode without altering the Timer 1 or Timer 2 settings press the Set Times button (18) five times.

PROGRAMMING TIMER 1

Two presses of the Set Times button (18) selects the Timer 1 'On' programming mode which allows adjustment of the time when the heater switches On (or starts). When in this mode the Timer 1 on indicator (20) flashes.

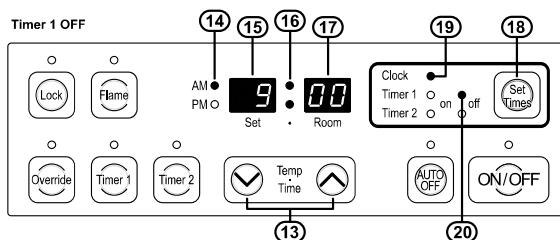
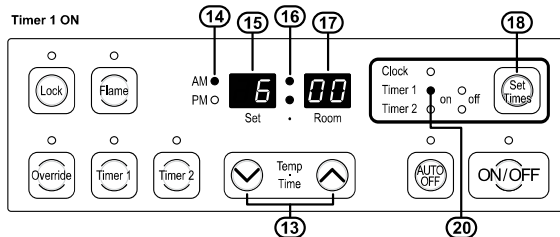
The factory default Timer 1 'On' time is AM 06:00. Press the Up or Down buttons (13) to adjust the Timer 1 'On' time.

Pressing and holding either the Up or Down buttons (13) will scroll digits, at first by minute (17) intervals and then by hours (15) intervals. Be careful to ensure that the correct AM or PM (14) setting is observed.

Three presses of the Set Times button (18) selects the Timer 1 'Off' programming mode which allows adjustment of the time when the heater switches 'Off' (or stops). When in this mode the Timer 1 off indicator (20) flashes.

The factory default Timer 1 'Off' time is AM 09:00. Press the Up or Down buttons (13) to adjust the Timer 1 'Off' time.

Pressing and holding either the Up or Down buttons (13) will scroll digits, at first by minute (17) intervals and then by hour (15) intervals. Be careful to ensure that the correct AM or PM (14) setting is observed.



To lock in the new Timer 1 on and off timer program and to exit the Clock setting and Timer programming mode without altering the Timer 2 settings press the Set Times button (18) three times.

TIMER OPERATION (ETR MODEL)

PROGRAMMING TIMER 2

Four presses of the Set Times button (18) selects the Timer 2 'On' programming mode which allows adjustment of the time when the heater switches On (or starts). When in this mode the Timer 2 on indicator (20) flashes.

The factory default Timer 2 'On' time is AM 06:00. Press the Up or Down buttons (13) to adjust the Timer 2 'On' time.

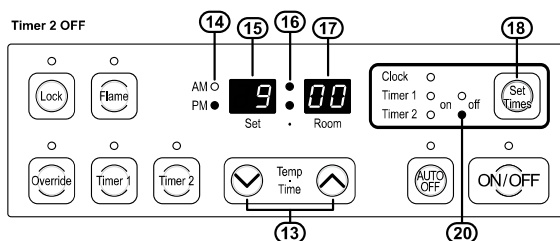
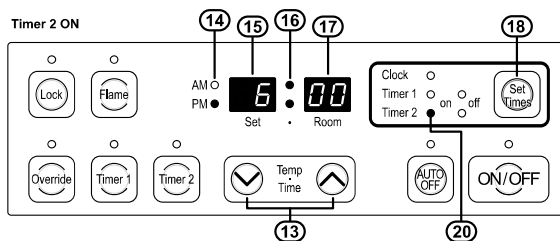
Pressing and holding either the Up or Down buttons (13) will scroll digits, at first by minute (17) intervals and then by hours (15) intervals. Be careful to ensure that the correct AM or PM (14) setting is observed.

Five presses of the Set Times button (18) selects the Timer 2 'Off' programming mode which allows adjustment of the time when the heater switches 'Off' (or stops). When in this mode the Timer 2 off indicator (20) flashes.

The factory default Timer 2 'Off' time is AM 09:00. Press the Up or Down buttons (13) to adjust the Timer 2 'Off' time.

Pressing and holding either the Up or Down buttons (13) will scroll digits, at first by minute (17) intervals and then by hours (15) intervals. Be careful to ensure that the correct AM or PM (14) setting is observed.

A **sixth** press of the Set Times button (18) will return the appliance back to normal operation.



OPERATING TIMERS

Turn the appliance on by pressing the ON/OFF button (2). Set the desired temperature or select the flame function.



Timer 1 and Timer 2 may be operated together or individually.

The heater will continue to operate under control of the timers until timer operation is cancelled.

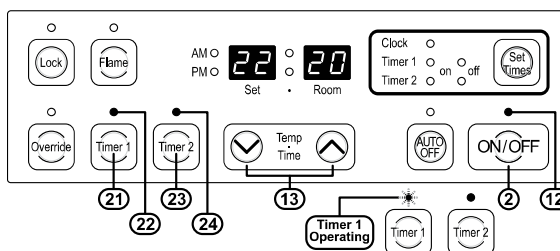
To select operation by Timer 1 press the Timer 1 button (21). The Timer 1 indicator (22) will illuminate steady to show that the heater is waiting for the programmed 'On' time to be reached.

To select operation by Timer 2 press the Timer 2 button (23). The Timer 2 indicator (24) will illuminate steady to show that the heater is waiting for the programmed 'On' time to be reached.

The heater automatically turns itself on once the 'On' time of the selected timer(s) is reached and the associated Timer indicator (22) or (24) will flash while the heater is operating under timer control.

When the 'off' time of the selected timer is reached the heater will automatically turn off and the Timer indicator will illuminate steady to indicate the heater is waiting for the next programmed timer cycle to begin.

To cancel timer(s) operation press the associated timer button(s). The indicator will go out to signify that the heater is now under manual control.



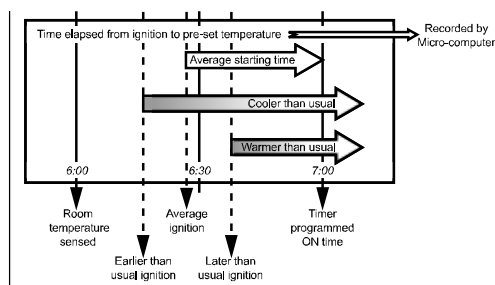
TIMER OPERATION (ETR MODEL)

PREHEAT

This function operates automatically in conjunction with the Timers. When a Timer is selected, the heater may operate anywhere within an hour prior to the programmed starting time of a Timer.

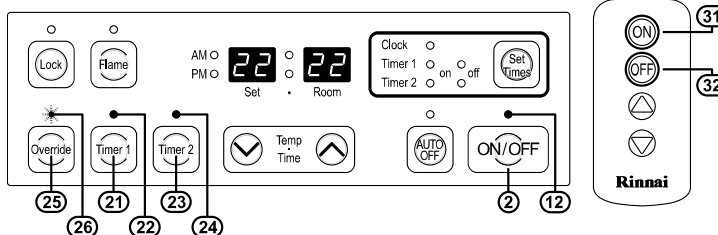
This function is called Pre-heat since it ensures the room reaches the desired temperature by the On Time programmed into the Timer(s). The room temperature is sensed one hour before the programmed On Time.

The temperature differential at the time of sensing the room temperature combined with the data from previous operation governs how long before the programmed On time the micro-computer will operate the heater and ignite the burner.



USING THE OVERRIDE FUNCTION

This function is used to manually override the current operation of the heater. For example: if the heater is between the finishing and starting times of a timer program and the Override button is selected, then the heater will begin to operate and heat the room.



The heater must be between the finishing and starting times of a timer program for the Override to function to work. Either of the Timer indicators (22) or (24) will be illuminated and the Combustion indicator (12) is illuminated green when this is the case. If the Override button (25) is pressed the Override indicator (26) will flash to show that the heater is now operating in override mode. The heater will now start and full manual control will now be available.

To cancel override and to return to Timer operation press the Override button (25) again. The Override indicator (26) will go out and the and Combustion indicator (12) will be illuminated green to confirm that timer operation has been restored and that the heater is awaiting a timer operation to begin. If the Override button (25) is not pressed the heater will remain on until the next programmed Off time setting is reached.



If the ON/OFF button (2) or the OFF button (32) on the remote control are pressed the heater will be turned off and the timer programs will not operate.

USING THE AUTO OFF

The Auto Off function is useful in situations when the room temperature keeps rising even when the heater is on the lowest heat setting.

Auto Off Function 'OFF'

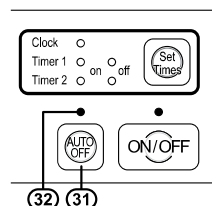
When the room temperature reaches the preset temperature with the Auto Off function 'OFF', the heater continues to operate with the front burner on low to provide a flame picture with minimal heat output. In some cases this may still cause the room to become warmer than desired.

Auto Off Function 'ON'

When the room temperature reaches the preset temperature with the Auto Off function 'ON' all main burners will extinguish resulting in pilot burner operation only. Burners will re-ignite as required to maintain the set temperature.

To switch the Auto Off function 'ON', press the Auto Off button (31) once. The AUTO OFF indicator (32) will illuminate to confirm that the function has been selected.

To switch the Auto Off function 'OFF', press the Auto Off button (31) again. The AUTO OFF indicator (32) will go out to confirm that the heater is operating under thermostatic control.



LOCK AND SAFETY DEVICES (ETR MODEL)

USING THE LOCK FUNCTION

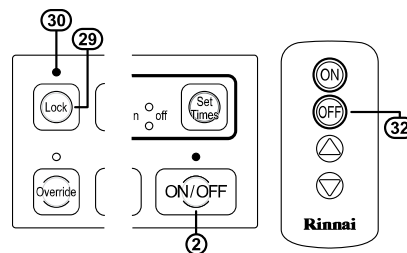
The Lock function is designed to prevent, accidental operations and small children from altering the heater settings.

To Activate the Lock

To activate the Lock function press the Lock button (29). The function is activated immediately and the Lock indicator (30) will be illuminated.

To Deactivate the Lock

To deactivate the Lock function press both the Lock button (29) for 3 seconds. The Lock indicator (30) will go out to show that the Lock function is no longer active. The Lock function can be deactivated at any time in this manner.



If the Lock function is activated whilst the heater is in operation or in Timer mode, all controls other than the ability to switch the appliance OFF with the ON/Off (2) or OFF (32) buttons will be locked until the Lock is deactivated. Timer operations will not be affected and will continue to operate as programmed.

If the lock function is activated whilst the appliance is in the off position, all controls will be locked until the Lock function is de-activated.

If the appliance is switched off whilst the Lock function is activated, all controls will be locked until the Lock function is de-activated.

Lock programming (activated or de-activated) is stored in the appliance memory. Unplugging the appliance from the power supply has no effect on Lock programming.

SAFETY DEVICES

Over heat switches

When the heater gets too hot during operation (for example when the filters or air outlet louvres are blocked) these devices turn the gas off automatically and allow the heater to restart when cooled down.

Electrical fuse

The electrical circuits are protected by a fuse.

Flame failure sensing system

This device automatically cuts off the gas supply to the heater in the event of a flame failure.

Power failure

In the event of a power failure or power cut, the gas valves will automatically close.

Thermal Fuse

When the heater gets too hot, this device cuts the electrical power supply and turns the gas supply off. To reset this device requires a service call.

HOW TO OPERATE (MANUAL MODEL)

TO TURN THE HEATER ON (IGNITION)

Before you begin, ensure that both Gas and Power are connected to the appliance.

The buttons are from right to left the 'Ignition' (36), 'Low' (37) and 'High' (38). The buttons can only be pressed 'ON' in sequence from right to left and 'OFF' in sequence from left to right.



At start up fan operation is delayed approximately 4 minutes to avoid cold air drafts.

The unit may make noises after ignition/extinction. This is due to expansion and contraction of the heater components and is normal.

Press and hold the 'Ignition' button (36) so that the electronic sparker can be seen or heard. When you observe that the front burner has been ignited continue to hold the button down for up to a further 15 seconds to fully establish the flame. The spark is continuous as long as the button is held in. When released the button will remain in the 'ON' position and the spark will cease.



When using the appliance for the first time or after long periods of disuse, ignition may not occur the first time it is operated as there may be air in the gas supply pipes.

If the front burner fails to remain alight, push the button again to return it to the 'OFF' position, wait 30 seconds, then repeat the above ignition procedure. (The ignition button must be in the "OFF" position before attempting re-ignition).

With only the 'Ignition' (36) button 'ON' the pilot and the front burner are ignited and the fan speed is set to low.

TO ADJUST THE TEMPERATURE

Use the remaining two buttons 'Low' (37) and 'High' (38) to vary both the burner and the fan settings as follows:

With the 'Low' (37) button 'ON' the main burner is also ignited, the fan speed remains set to low.

With the 'High' (38) button 'ON' the main burner is set to high and the fan speed is now also set to high.

There is no need to press and hold the 'Low' (37) and 'High' (38) buttons for 15 seconds when increasing or decreasing the heat.

TO TURN THE HEATER OFF

Press and release the buttons in order from left to right until all 3 buttons are in the "OFF" position.

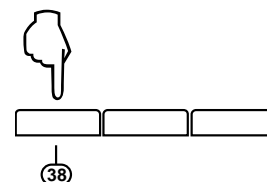
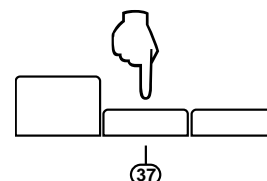
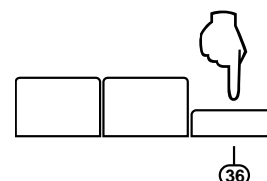
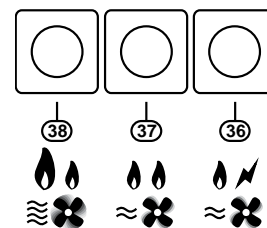


The appliance fan will continue to cycle for several minutes. This is to lower the temperature within the appliance and is normal. DO NOT disconnect the power during this time.

USING THE APPLIANCE DURING A POWER OUTAGE

During a power outage whilst the heater is operating the convection fan will cease operation even though the burners will continue to operate as normal. Until power is restored it is recommended that only the 'Low' setting is used as the appliance is protected by overheat switches which may cut out if used on the 'High' setting.

If the heater is turned off during a power outage it cannot be turned back on until power is restored.



CARE AND MAINTENANCE

Your heater needs very little maintenance, but the following information will help you to keep it looking good and working efficiently.



Unplug before cleaning.

All parts of the heater can be cleaned using a soft, damp cloth.

DO NOT use solvents to clean any parts.

DO NOT spray aerosols in the vicinity of the heater whilst in operation.

DO NOT place articles on or against this heater.

DO NOT store flammable materials near this heater.

DO NOT attempt to clean the heater while the appliance is hot or operating.

GENERAL OPERATION CHARACTERISTICS

Before asking for a service call please check the following table as these characteristics are part of the normal operation of the appliance and do not indicate a fault.

CHARACTERISTIC	→	EXPLANATION
At ignition:		
Warm air does not start when the burner lights.	→	The room fan air is started automatically after a short delay. This is to allow the heat exchanger to warm up, helping to avoid cold draughts.
Smoke or strange smells are produced on the first up operation after installation.	→	This is caused by grease, oil or dust on the heat exchanger. This will stop after a short time.
Sharp clicking noises at ignition, or when the unit thermostat modulates to a lower or higher setting, or shuts down.	→	This is simply expansion and contraction noise from the heat exchanger.
During combustion:		
Clunking noise when the thermostat operates	→	This is the sound of the solenoid gas valves opening and closing to regulate the gas flow.
When the appliance is turned off:		
Convection fan continues to run after turning off.	→	This is to remove residual heat from the heat exchanger and stops once the appliance cools.
Timer(s):		
Timer(s) do not operate at set time.	→	Timer(s) may either be inactivated or incorrectly programmed. Please confirm Timer(s) are set correctly. See page 9 for correct Timer(s) operation.
Timer operates for a short period and then cuts out.	→	Room temperature may be higher than the set temperature. Increase set temperature if desired. Cancel the Auto Off function.

SERVICE

Rinnai recommend that this appliance and installation be inspected and serviced every 2 years or more frequently.

If the power supply cord or any other component of the heater are damaged, they must be replaced by Rinnai or a suitably qualified person.

Any service or repair work should only be carried out by an authorised person. Rinnai has service and spare parts departments nationally. See back cover for contact details.



Service calls for general cleaning, maintenance and wear and tear are not necessarily covered under the warranty. Service calls of this nature may be chargeable.

Faults caused by insufficient gas supply, gas quality, installation errors or operation errors are not covered by the Rinnai warranty. Refer to Warranty Card for details.

CARE AND MAINTENANCE

TROUBLE SHOOTING CHECKLIST

Use the following chart to help determine whether a service call is required, however if you are unsure about the way your heater is operating, contact Rinnai or your local agent.

Fault Condition → Probable Cause								Possible Remedy ↓
	Burners fail to ignite	Smell of gas	Fan Not Working	Minor soot deposits	Severe sooting	Glass, Condensating	Glass, Streaky lines	
Not plugged in or turned off.	●							Plug in power cord and turn power on.
Mains power failure.	●							Re-ignition, when power restored, page 8.
(Initial Install) Air in gas pipe.	●							Installer to purge air from gas supply.
Air in hose.	●							Repeat Ignition procedure page 8.
Ignition failure.	●							Repeat Ignition procedure page 8.
Flat battery for remote.	●							Replace remote control battery.
Gas supply turned off.	●							Turn gas supply on at the meter or cylinder.
Gas escape.		●						Isolate gas supply, call Rinnai service.
Inadequate flue system.					●			Call Rinnai service help desk.
Insufficient gas pressure.					●			Call Rinnai service help desk.
Log Misalignment.					●			Call Rinnai service help desk.
Normal operation.				●				No action is required.
Normal operation.							●	Call Rinnai service help desk.
Normal operation.						●		Allow heater to warm up.
Heat switch not activated			●					Allow heater to run on high for 15 minutes.
Possible fan fault.			●					Call Rinnai service help desk.
Lock set.								● Cancel Lock as described on page 12.
On Timer is set.								● Cancel timer by using the override page 11.

ERROR CODES

Your heater is also fitted with self diagnostic electronics that monitor the appliance during start-up and operation. Should a fault occur the heater will shut down and the cause fault will be indicated by a pair of flashing digits in the Digital display (17) the On/Combustion indicator (12) will also flash Red. Refer to the table below for probable cause and the suggested remedy.

Code	Probable Cause	Suggested Remedy
- - : - -	Mains power failure during operation	Press the ON/OFF button (2) twice to reset heater.
11	Ignition failure	Check gas supply is turned on, turn the heater OFF and then ON again. If the heater fails to ignite after 4 attempts a Service call will be required.
12	Incomplete combustion	As above.
14	Filter Blockage / Overheat	Clean filters. If error continues a service call will be required.
31	Room temperature sensor faulty	Service call.
32	Overheat temperature sensor faulty	Service call.
33	Overheat temperature sensor faulty	Service call.
70	ON/OFF switch faulty	Service call.
71	Solenoids faulty	Service call.
72	Flame detection circuit fault	Service call.
73	Communication error	Press the ON/OFF button (2) twice to reset heater. Service call if repeated.
99	Flue Blocked	Service call.

INSTALLATION MANUAL

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SPECIFICATIONS

GENERAL SPECIFICATIONS

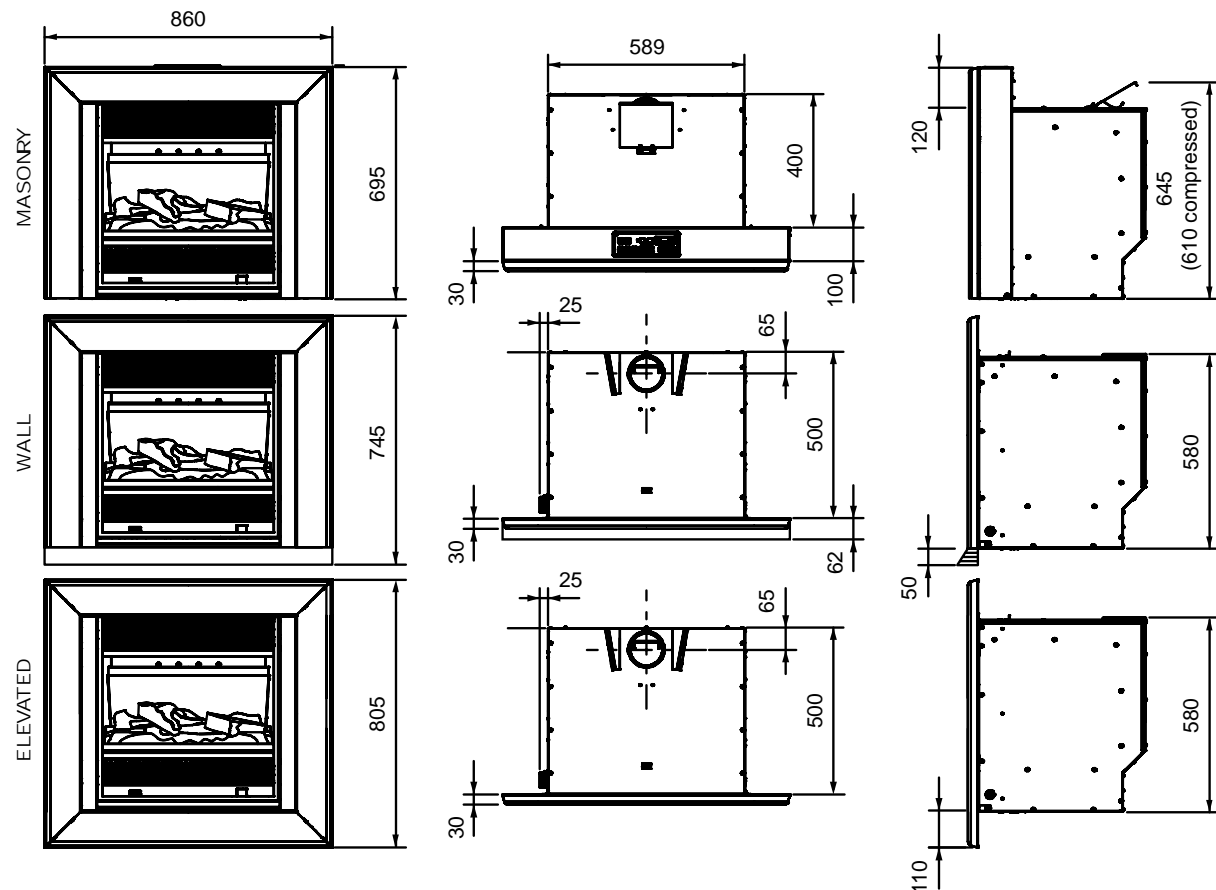
Model ~ Name	IB300ETR / IB300 ~ Reflection	
General Description:	Rinnai ETR/Manual Inbuilt Radiant/Convactor, glass fronted, ceramic log space heater with forced convection and natural draught flue system	
Gas Control:	ETR - Rinnai electronic control Manual - Mechanical	
Burner	Ceramic log and ember bed	
Gas Connection:	½ inch BSPT compression flare	
Fan:	Tangential 2-speed, rating 90W (High / Low / Off)	
Ignition System:	Continuous spark electronic ignition	
Operation:	ETR - Push button electronic, remote control Manual - Push bottom mechanical	
Safety Devices:	Over Heat Switches Flame failure sensing system Thermal Fuse	Overcurrent fuse Spark detector

WEIGHT AND MEASURES

Gas Type	Gas Input (MJ/hr)		Supply Pressure (kPa)	Test Point Pressure (kPa)	Dimensions (mm)	Weight (Kg)
	Burner Rate					
	Low/Pilot	High				
Natural Gas	11	30	1.13 - 2.75	See DataPlate	A = 860 B = 580 C = 589	50
Propane Gas	11	30	2.75	See DataPlate		

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

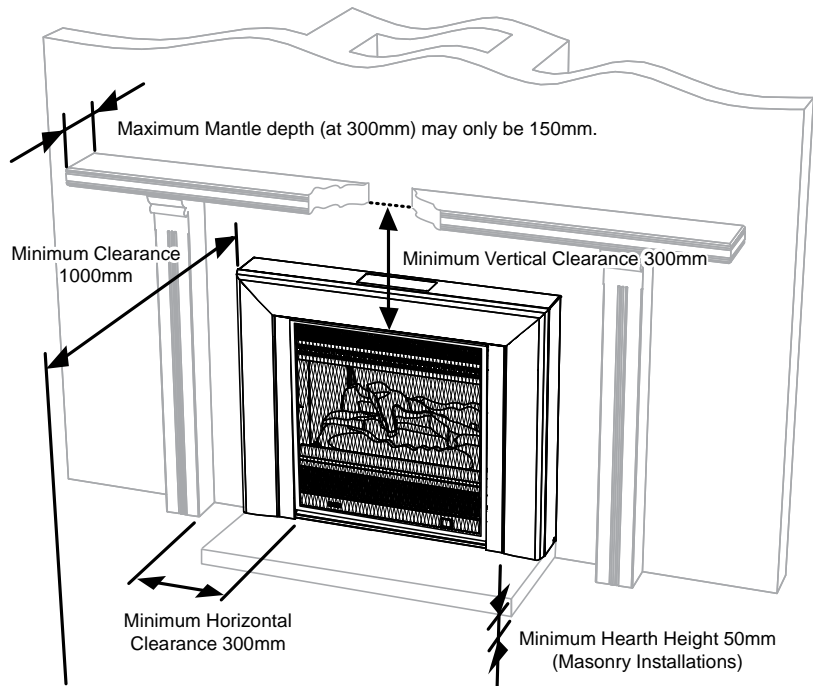
APPLIANCE DIMENSIONS



LOCATION

When positioning the heater, the main points governing the location are:

- Flue connection and terminal to comply with AS/NZS 5601.
- Warm air distribution.
- Ensure that the area in which the appliance is installed has adequate fixed ventilation, this fixed ventilation must be provided as per AS/NZS 5601.
- 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.
- For masonry installations the heater must be mounted on a hearth that is not less than 50mm thick and at least the width and depth of the heater.



- A gas appliance **MUST NOT** be connected to a chimney flue serving a separate solid fuel burning appliance.
- Before installing the heater, inspect the chimney, flue piping and/or solid fuel burning fire place and remove any combustible materials.
- The heater is **NOT** designed to be directly built into bookcases, shelves or any combustible opening. A zero clearance kit is available for installations into a combustible enclosure.
- Mantles and surrounds can be added to compliment the design provided that they conform to the clearances shown above.

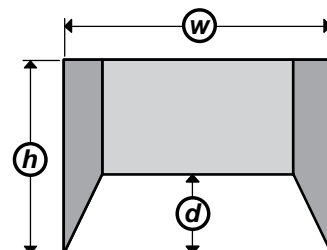
The minimum clearance from the dress guard edge is 300mm. The depth of the mantle/surrounds at the minimum clearance may not exceed 150mm. An additional 100mm of clearance is required for every extra 50mm of mantle depth, i.e. for a 200mm deep mantle the clearance is 400mm.

ENCLOSURE TYPES AND REQUIREMENTS

The Rinnai Reflection can be installed into either an existing Masonry fireplace or when a zero clearance box is used into a decorative fireplace that is constructed from combustible materials such as wood or plaster.

The heater must be positioned on a flat and level surface that allows free movement of the appliance.

Enclosure Dimensions			
Install Type	Masonry	Wall / Elevated	
		Zero Box	Enclosure
Ⓜ Width	600 ~ 790	690	700
ⓗ Height	620 ~ 675	730	735
ⓓ Depth	410 (min)	550	550 (min)
All the above dimensions are in millimetres. Minimum = (min).			



When installing an elevated model a four sided fascia is used. Ensure that allowances are made for the dimensions of the fascia and that the zero clearance box is fully supported.

The recommended height for such installations is between 300mm to 400mm from the floor to the bottom of the Zero Clearance Box.

INSTALLATION GENERAL

UNPACKING THE APPLIANCE

If the heater is damaged, do not install heater and contact your supplier for advice.

Check that the correct model components have been supplied as follows:.

Install Type	Masonry Spacer	Control Panel	Heater Engine	Fascia
Masonry ETR	With Control Panel		ETR	Masonry Fascia
Masonry Manual	Without Control Panel		Manual	
Wall ETR		Wall Mounted	ETR	Wall Fascia
Wall Manual			Manual	
Elevated ETR		Wall Mounted	ETR	Elevated Fascia
Elevated Manual			Manual	

The flexible gas connection and remote control (ETR model only) are packed with heater engine.

GAS SUPPLY.



Confirm correct gas type (see labels located on top or rear panels). Refer to local gas authority for confirmation of gas type if you are in doubt

Gas pipe sizing must consider the gas input to this appliance as well as all other gas appliances in the premises. The gas meter and regulator must be specified for the total gas rate. A suitable sizing chart such as the one in AS/NZS 5601 should be used.

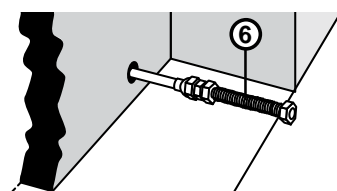
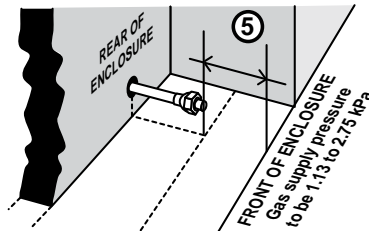
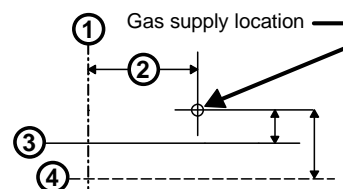
Location

The gas supply (consumer piping) terminates inside the heater and enters the appliance from the rear.

Mark the vertical and horizontal location of the gas supply (consumer piping) from the centre-line ① of the heater enclosure. Mark the depth of gas supply (consumer piping) from the front of the enclosure opening ⑤.

- ② 265 mm to right of centre-line
- ③ 60 mm from base of enclosure
- ④ 110 mm from base of zero clearance box
- ⑤ Masonry Models, 110mm (ETR) or 185 mm (Manual)
- ⑤ Wall / Elevated Models, 210mm (ETR) or 285 mm (Manual)

Once the gas supply has been terminated to the above requirements the supplied flexible gas connection ⑥ may then be fitted.

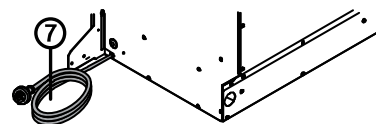


Purging Gas Supply

Debris such as swarf, filings, etc. must be purged from the gas supply, failure to do so may cause damage to the gas control valve.

ELECTRICAL SUPPLY

The heater engine is fitted with a 1.5 m power cord and three pin plug ⑦ which is located at the front, lower right side of the appliance.



Masonry Installations

Rinnai recommend the heater be plugged into a 240V, 10A earthed power point. This power point **MUST NOT** be located above the heater. Alternatively the appliance can be direct wired if the power supply is to be concealed.

Wall / Elevated Installations

Rinnai recommend the heater be direct wired via an isolated 240V, 10A power connection.



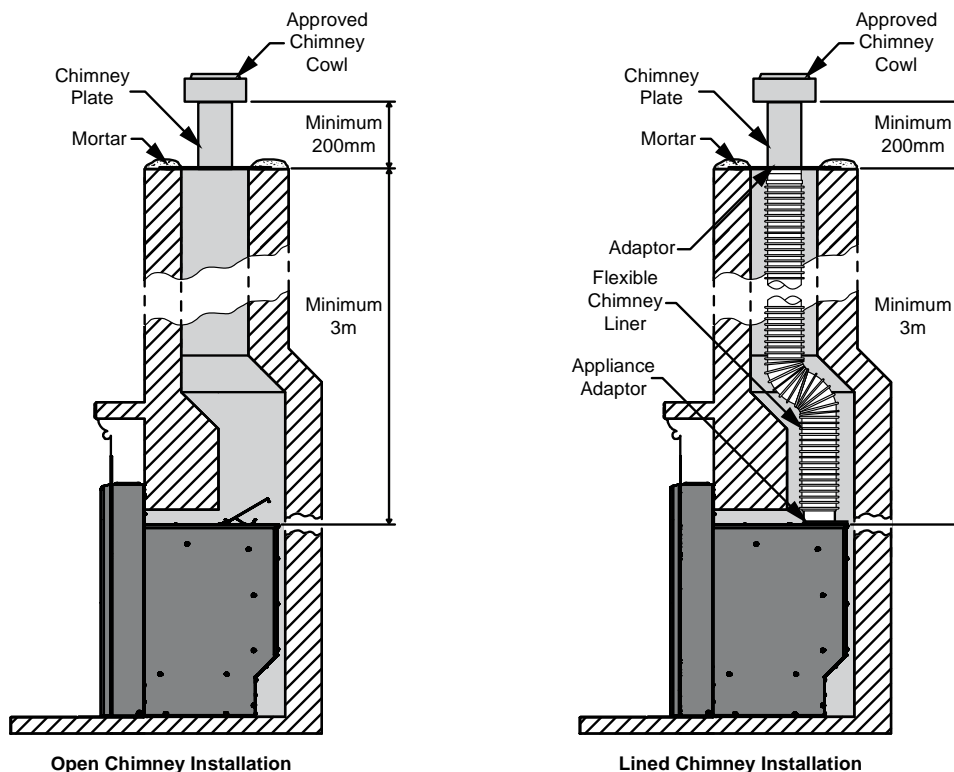
A qualified electrician will need to be consulted where a direct wired installation is required, any such installation must comply with the requirements of AS/NZS 5601, AS 3000 and any other relevant local regulations.

INSTALLATION, MASONRY FIREPLACE

Two masonry flue installation options available. These are Open Chimney and Lined Chimney.

An 'Open Chimney' installation uses the natural draft properties of a sound chimney along with the addition of an approved chimney plate and cowl to provide the flueing for the heater.

A 'Lined Chimney' installation is used when the existing chimney condition is inadequate for an Open Chimney installation and uses a Rinnai Flexiliner (flexible) flue system, chimney plate and cowl to provide the flueing for the heater.



OPEN INSTALLATION METHOD

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 heater and may void the warranty.

Chimney Criteria For Open Installation

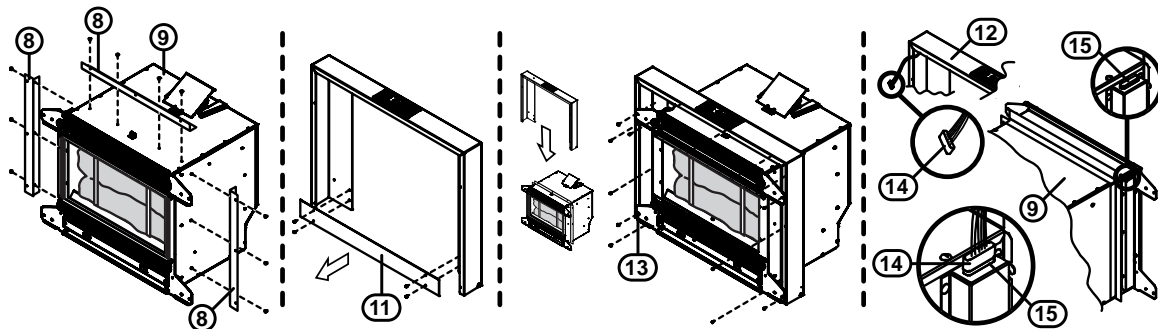
- All loose/broken bricks must be replaced or repaired ensuring the chimney is of sound construction and does not leak.
- Any under floor air supply to the fireplace must be completely sealed off to prevent secondary air draw.
- Total chimney height **MUST NOT** be less than 3 metres and flue cowl must terminate above the chimney in accordance with AS/NZS 5601.
- 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.
- 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



In a masonry fireplace, use a slurry of sand and cement to level the base as required.

NOTE

INSTALLATION, MASONRY FIREPLACE



Sealing Plate Assembly

Fit the top and side sealing plates (8) to the heater engine (9) with screws provided.

Spacer Assembly

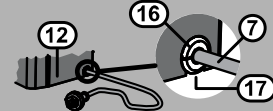
Unscrew the spacer finishing plate (11) from the spacer (12) (do not discard).

Connect the spacer (12) to both the heater engine support brackets (13) and the sealing plate (8).

Locate the control panel plug (14) and connect this to the polarized socket (15) that is located behind the upper left support bracket of the heater engine (9).

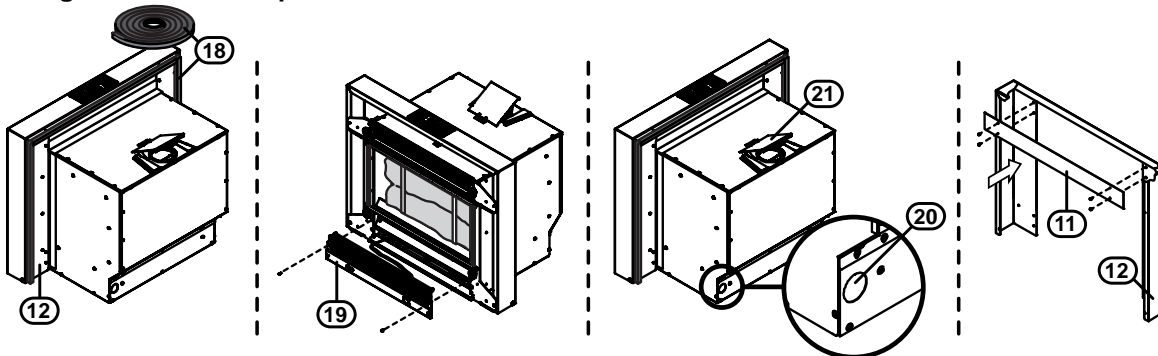


If the supplied plug and power cord (7) are to be used with an external power point then the power cord will need to be fitted with the supplied grommet (16) and fitted into the slot provided (17) on the bottom rear right of the spacer (12).



If the heater is to be direct wired, allowances for this type of installation must be taken in account at this point. A qualified electrician will need to be consulted where a direct wired installation is required. Any such installation must comply with the requirements of AS/NZS 5601, AS 3000 and any other relevant local regulations.

Moving Heater Into Fireplace



Stick the supplied foam sealing strip (18) to rear face of the spacer (12). The strip is intended to form a seal between the heater and the fireplace. If an adequate seal cannot be formed then another means of sealing must then be used. (e.g. non combustible insulation).

Place the heater assembly in front of the fireplace enclosure. Unscrew the room return air grill (19) from the heater engine (keeping the wiring attached) removal of this grill will allow the gas supply (6) to freely penetrate the appliance as it is pushed into the enclosure.

Carefully move the appliance into the enclosure and ensure that the gas supply (6) feeds into the rear access hole (20). Care must also be taken to avoid damaging to the loose room return air grill (19) while positioning the appliance.

Care must also be taken to ensure that the debris diverter (21) remains in the lowered position as the heater is put into place.



The springs of the debris diverter (21) can be compressed to fit under the lintel. Caution must be taken to ensure that the debris diverter does not spring backwards to expose the flue terminal when the heater is in the final position.

INSTALLATION, MASONRY FIREPLACE

Securing Heater To Fireplace

Use approved fasteners to affix the appliance to the face of the fireplace.

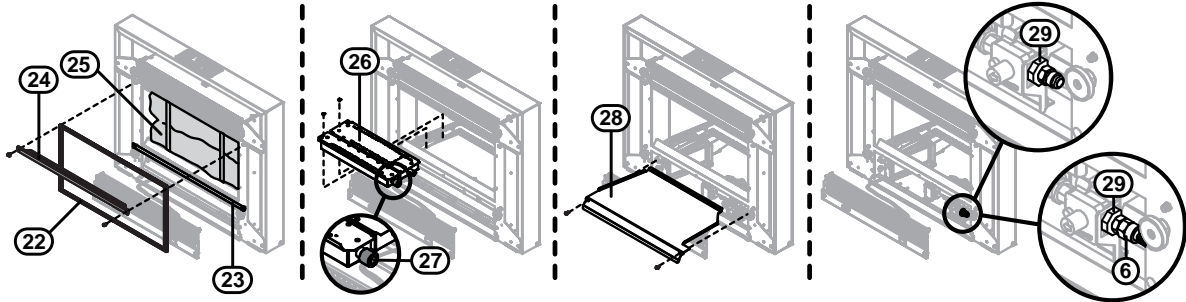
Attach the finishing plate (11) to the spacer (12) using screws and holes provided.

Connecting Gas to the Heater



240 VOLTS, RISK OF ELECTRICAL SHOCK! Isolate the electricity supply before removing any panels.

To gain access to the gas connection some disassembly is required as follows:



Remove the combustion chamber glass (22) from the appliance by first loosening the lower retaining bracket (23), then remove both the top retaining bracket (24) and glass together.

Remove logset packaging (25) from the combustion chamber.

Remove both front and rear (26) burners from the combustion chamber.



For natural gas appliances an aeration sleeve (27) is attached the venturi of the front burner. Care must be taken when removing and refitting this burner to ensure that the aeration sleeve is not dislodged.

Remove the primary air guide plate (28).

Connect the flexible gas connection (6) to the gas control valve (29) located on the lower right front of the appliance.



Use a soapy solution to test all gas connections. If a leak is present bubbles will form at the leak point. When finished remove any residue with a rag. Prevent any soapy solution from coming in contact with the electrical components.

Refit the primary air guide plate (28) and both the front and rear (26) burners.

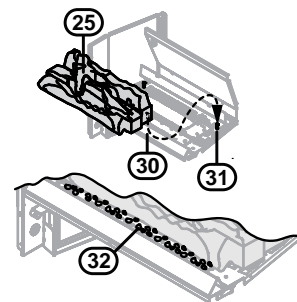
Logset Installation

Unpack logset (25) from shipping material. Carefully place the logset into combustion chamber and position the logset location holes (30) over the positioning pegs (31).



Take care to avoid contact with the side panels of the combustion chamber when inserting the logset.

Carefully place (DO NOT POUR) granules (32) on the front burner only. Care must be taken to avoid pushing any of the granules under the logset.



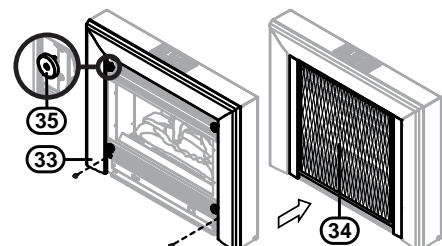
Finalising Heater Installation

Refit combustion chamber glass (22) to the appliance ensuring that the joint in the glass sealing tape is at the bottom.

Refit the room return air grill (19).

Fascia and Dress Guard Installation

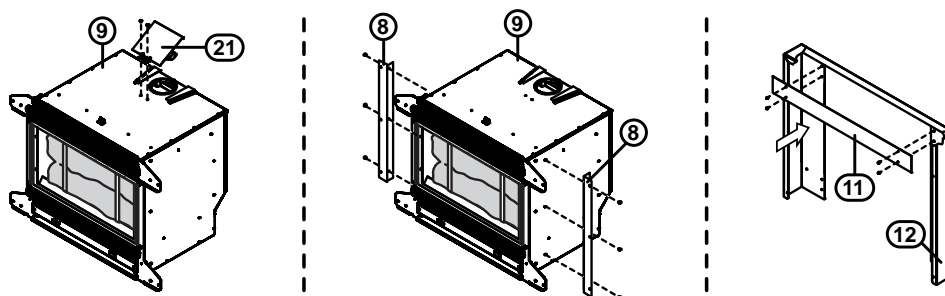
Fit fascia panel (33) with screws provided and fit dress guard (34) via the four securing magnets (35).



INSTALLATION, MASONRY FIREPLACE

LINED INSTALLATION METHOD

Installing the heater in a lined chimney is essentially the same as that of an open chimney, except that provision for the connection of a Flexi-liner flue must taken into account.



Pre-Assembly

Remove and discard the debris diverter (21) from the heater engine.

Seal Assembly

Fit the two side sealing plates (8) to the heater engine (9) with screws provided (there is no need to fit the top sealing plate to the appliance, this part may be discarded).

Spacer Assembly

Refer to "Spacer Assembly" on page 22.

Flue Installation.

Install the flexi-liner flue kit (FLEXLINER01) in accordance with the installation instructions that are provided with the flue kit.

Moving Heater Into Fireplace

Refer to "Moving Heater Into Fireplace" on page 22.

Flue Connection

Connect the flue to the appliance in accordance with the installation instructions that are provided with the flue kit.

After the flue has been connected to the heater, attach the finishing plate (11) to the spacer (12) using screws and holes provided.

Securing Heater To Fireplace

Refer to "Securing Heater To Fireplace" on page 23.

Connecting Gas to the Heater

Refer to "Connecting Gas to the Heater" on page 23.

Logset Installation

Refer to "Logset Installation" on page 23.

Finalising Heater Installation

Refer to "Finalising Heater Installation" on page 23.

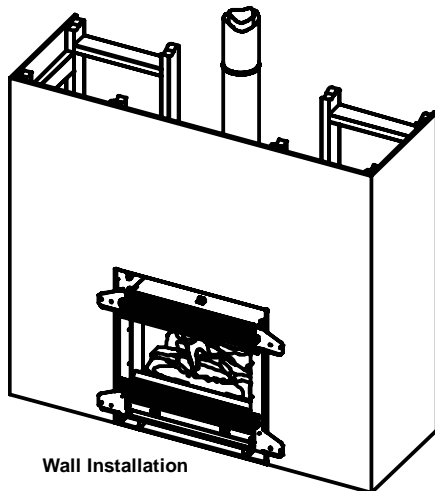
Fascia and Dress Guard Installation

Refer to "Fascia and Dress Guard Installation" on page 23.

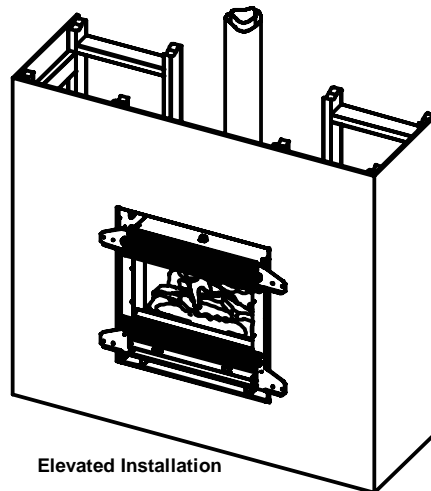
INSTALLATION, DECORATIVE FIREPLACE

INSTALLATION METHOD

Two decorative fireplace options are available. These are Wall (installed at ground level) and Elevated (installed in an elevated location). ETR models are provided with a remotely wired wall mounted control panel.

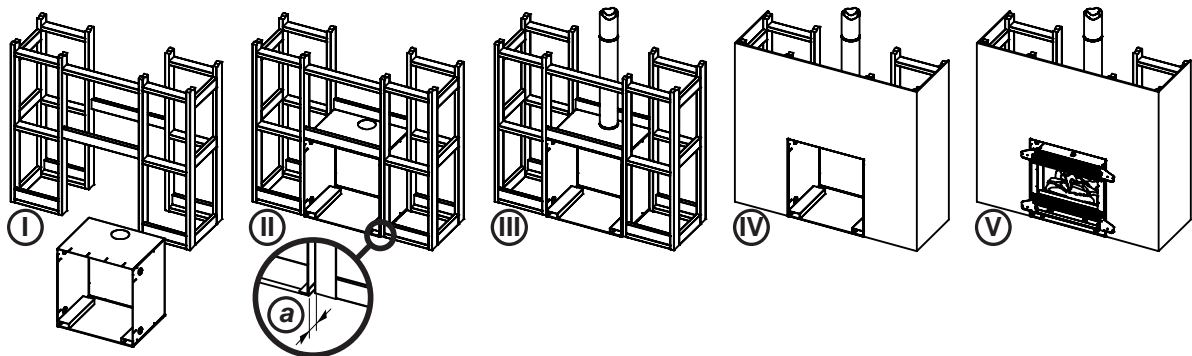


Wall Installation



Elevated Installation

Decorative Fireplace Installation Overview



- ① Construct a frame in accordance with the “Enclosure Types and Requirements” on page 19.

Assemble zero clearance box in accordance with Assembly & Installation instructions provided.

Make provisions for both the Gas and Electrical supplies. See the sections “Gas Supply” and “Electrical Supply” on page 20.

- ② Install zero clearance box into frame making allowance ③ for the wall covering material depth (plaster is approximately 12mm). For detailed installation instructions refer to the Assembly & Installation instructions provided with the zero clearance box.



Combustible materials can be placed hard up against the zero clearance box surface.

- ③ Install the Rinnai rigid flue system components in accordance with the ‘Flueing Installation Manual For Rinnai Flamefire Heaters’ that are provided with the flue kit.

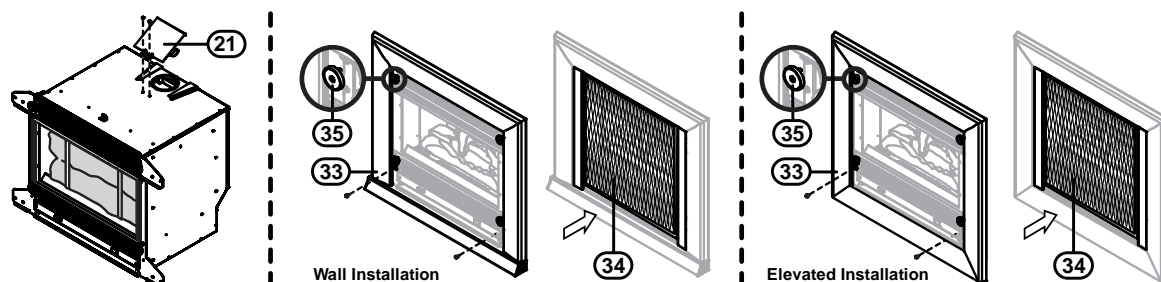
Run the control panel extension cable from the zero clearance box to the desired control panel location, ensure that 250mm of the extension cable remains inside the zero clearance box for connecting to the heater.



Only Rinnai rigid flue system components can be used in decorative fire place installation. Flexi-liner flue systems CAN NOT BE USED!

- ④ Apply wall covering material, ensure that access to the control panel extension cable is provided.
- ⑤ Commence heater installation.

INSTALLATION, DECORATIVE FIREPLACE



Pre-Assembly

Remove and discard the debris diverter (21) from the heater engine.

Moving Heater Into Decorative Fireplace (Zero Clearance Box)

Refer to "Moving Heater Into Fireplace" on page 22.

Flue Connection

Connect the flue in accordance with the installation instructions that are provided with the flue kit.

Securing Heater To False Fireplace

Refer to "Securing Heater To Fireplace" on page 23.

Connecting Gas to the Heater

Refer to "Connecting Gas to the Heater" on page 23.

Logset Installation

Refer to "Logset Installation" on page 23.

Finalising Heater Installation

Refer to "Finalising Heater Installation" on page 23.

Fascia and Dress Guard Installation

Fit fascia panel (33) with screws provided and fit dress guard (34) via the four securing magnets (35).

WALL MOUNTED CONTROL PANEL

The wall and elevated models of the ETR Reflection heater come with a wall mounted control panel. In the control panel packaging are the following items:

- Control Panel
- Mounting Box
- Anchoring Springs
- 3 metre Extension Cable

CONTROL PANEL INSTALLATION

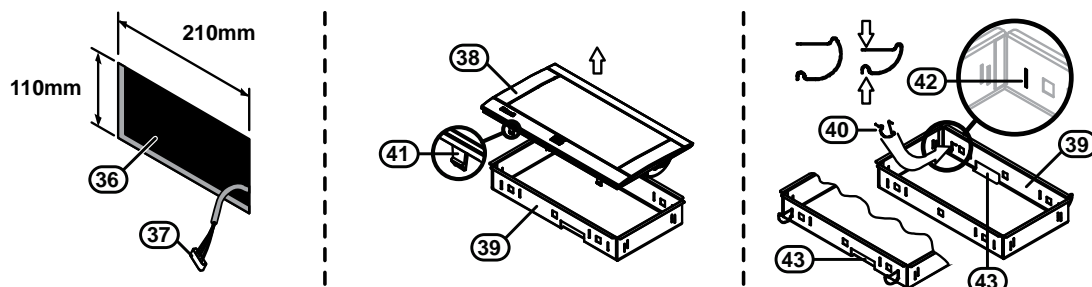


If the control panel is to be installed before the heater, ensure that a 250mm length of cable is left inside the zero clearance box for connection to the appliance.

For installations where the length of the provided extension cable is insufficient, an optional 8 metre extension cable may be purchased separately.

Avoid co-locating or cable tying the control cable to other electrical cabling.

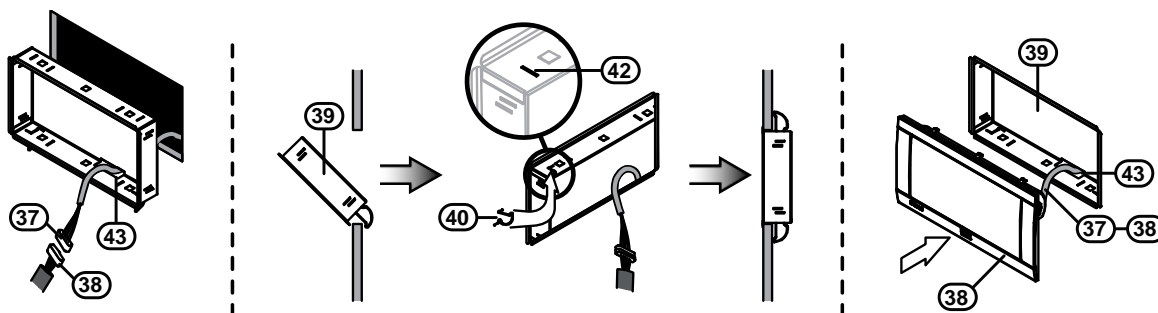
Cabling and location must comply with the requirements of AS/NZS 5601, AS 3000 and any other relevant local regulations.



Prepare an opening (36) 210mm wide by 110mm high at the desired control panel location and pull the extension cable (37) through this opening.

The control panel (38) and the mounting box (39) are assembled when packed and the hollow wall anchoring springs (40) are taped inside the mounting box. Separate the control panel from the mounting box by disengaging the five plastic securing tabs (41).

Working from the inside bottom of the mounting box, (noting that the cable access hole (43) faces downwards when installed) squeeze two anchoring springs (40) into the slots (42) provided. If an obstruction in the opening prevents the use of these slots, two of the side slots can be used as an alternative.



Pass the extension cable (socket) (37) through the cable access hole (43) and connect this to the polarised control panel cable (plug) (38).

Insert the mounting box (39) into the opening bottom first, working from the inside top of the mounting box. Squeeze the remaining two anchoring springs (40) into the slots (42) provided. If an obstruction in the opening prevents the use of these slots, two of the side slots can be used as an alternative.

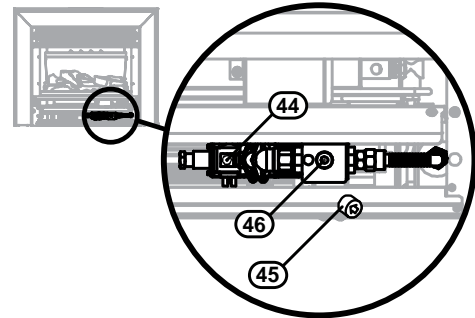
Re-assemble the control panel (38) and mounting box (39), carefully feeding any excess extension or control cable (37) / (38) back through the cable access hole (43).

COMMISSIONING

COMMISSIONING AND TESTING

1. Confirm Burner (Test Point) Pressure.

- Turn OFF and disconnect the 240 V electric power supply connection.
- Turn ON the gas supply.
- Remove the room return air grille and dressguard.
- Refer to the Data Plate for applicable burner (test point) pressures.
- Remove the test point screw (44) from the gas regulator and attach manometer to the test point.
- Turn ON the electric supply, light the heater, turn to the HIGH setting and check test point pressure.
- If the test point pressure requires adjustment, remove the regulator pressure adjustment cover plate (45) and adjust the pressure by turning the adjustment screw (46), clockwise to decrease pressure, counter clockwise to increase pressure (see diagram below).
- After pressure checking & adjustment, turn OFF the appliance, remove manometer, re-insert the test point screw and replace pressure adjustment cover plate.
- Turn the appliance 'on' and 'off' a number of times to confirm correct operation.



If the heater is not operating correctly refer to Trouble Shooting before contacting Rinnai.

During the initial burning in period of approximately 2 hours, some smoke and smell may be experienced. During this period the heater should be operated on High and the space being heated should be well ventilated. It may take up to 2 hours of operation for the logs to achieve their full flame pattern and glow.

- Replace room return air grille and dressguard.



Burner aerations are factory set and must not be adjusted.

2. Check Flue Operation

It is the responsibility of the installer to check there is correct 'flue draw', that is, that all flue gases are exhausted to the outside atmosphere and that there is no spillage of combustion gases into the room under normal operating conditions.



FOR MASONRY FIREPLACE INSTALLATIONS OF THE 'OPEN CHIMNEY' TYPE:

The heater is designed to be compatible with the vast majority of masonry fireplaces and be installed in an 'open chimney' manner, if the chimney is sound and does not leak. However, masonry fireplace designs vary widely and in a minority of masonry installations of the 'open chimney' type, conversion to a 'lined chimney' installation using a Rinnai Flexliner (flexible) flue system may be required to achieve adequate flue draw.

3. Advise Customer

- Ensure the customer understands the operating instructions and the operation of the appliance.
- Advise the customer that during the initial burning in period of approximately 2 hours, some smoke and smell may be experienced. During this period the heater should be operated on High and the space being heated should be well ventilated.

COMMISSIONING

- c. Advise the customer that the dressguard fitted to this appliance reduces 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 required.
- d. Advise the customer that Rinnai recommend this appliance and installation be serviced and checked every 2 years or more frequently.
- e. Complete both the Installation Checklist below and the Installation Record located on the inside front cover.

INSTALLATION CHECKLIST

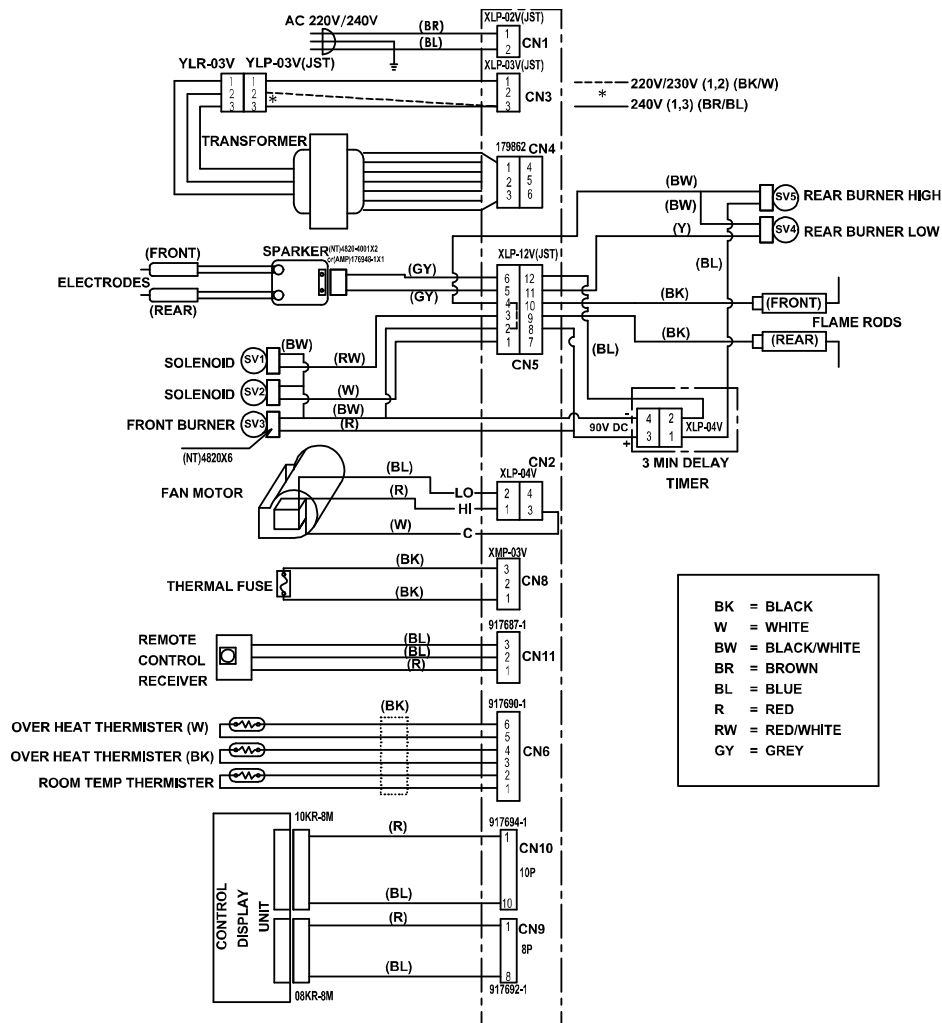
(To be completed by certified Gas Installer)

NO / YES

1. Was a fireplace inspection carried out? (i.e. clearances, combustibles, etc)
2. Is the hearth surface flat and level to support the entire heater or zero clearance box?
3. Was a Rinnai flue system installed in accordance with the instructions?
4. Have specified gas pressures been checked and set?
5. Are decorative logs located correctly?
6. Have ember granules been placed and free of dust and powder?
7. Has the appliance been test fired for correct operation? (All burners light without delay)
8. Is the end-user fully aware of operating procedure?

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
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CIRCUIT DIAGRAM



Rinnai

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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 Service Line. Rinnai recommends that this appliance be serviced every 2 years.

Internet: www.rinnai.com.au E-mail: enquiry@rinnai.com.au

National Help Lines

Sales & Service

Tel: 1300 555 545* Fax: 1300 555 655*

Spare Parts & Technical Info

Tel: 1300 366 388* Fax: 1300 300 141*

**Cost of a local call Higher from mobile or public phones.*