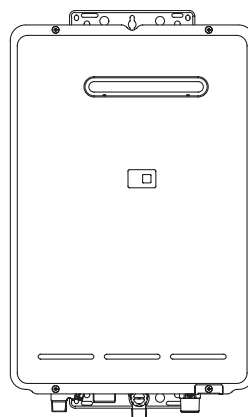
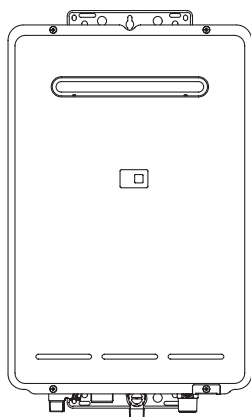


How to use your Water Heater

Rinnai

Infinity 20
R1200

Infinity 16



Your installer is responsible for correct installation.
Installation instructions are located in a pouch attached
to the inside front panel of the water heater.

**Temperature
Control
Operation**

24 Hour Service
In metropolitan areas

Melb 1800 632 386
Syd/Can (02) 9729 0468
Adel (08) 8345 5185
Perth (08) 9324 4145
Qld 1800 255 655

IMPORTANT

Rinnai Australia has a service and spare parts network in all states.

Our Service network personnel 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 on the back of this booklet. Rinnai recommend that this appliance should be serviced every 3 years.

This appliance shall be installed in accordance with:

- Manufacturer's Installation Instructions.
- Current AS3500.4
- Current AS3000
- Local Water Authority Regulations.
- Local Gas Fitting Regulations.
- Municipal Building Codes.
- AS5601 / AG601 Gas Installations.
- Any other relevant Statutory Regulations.

This Infinity must be installed correctly by an authorized person. The installation of gas, water, and electricity must conform to local regulations.

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

Your heater has been approved by the Australian Gas Association
A.G.A. Approval Number shown on Data plate.

Please keep this instruction booklet in a safe place for future reference.

All dimensions referred to in these instructions are in millimeters, unless otherwise specified.



N10378



Quality
Endorsed
Company
ISO 9002 Lic 4983
Standards Australia

Distributed and Serviced in Australia under
a Quality system certified as complying with
ISO 9002 by Standards Australia Quality
Assurance Services.

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FEATURES AND BENEFITS

The Rinnai Infinity NEVER RUNS OUT of hot water. Whilst electricity, water and gas supplies are connected, hot water is available whenever hot water taps are open.

Built into the main micro-processor is the facility to LIMIT THE MAXIMUM TEMPERATURE of the hot water supplied. The water temperature may be limited to various maximum temperatures. This is particularly useful when the hot water unit is installed where young children or the infirm may be using the hot water. The Infinity is delivered with a preset temperature of 55°C. If required, the temperature limits can be changed by an authorised person. For further information, please contact Rinnai.

The Rinnai Infinity is a power flued appliance. This makes it COMPACT, saving both floor and wall space.

The temperature of outgoing hot water is CONSTANTLY MONITORED by a BUILT-IN SENSOR. If the temperature of the outgoing hot water rises to more than 3°C above the selected temperature shown on the Digital Monitor (or the pre-set limit when Temperature Controllers are not fitted) the outgoing hot water temperature falls to that shown on the Digital Monitor (or the pre-set limit).

The burner lights automatically when the hot water tap is opened, and goes out when the tap is closed. IGNITION IS ELECTRONIC, so there is no pilot light. When the hot water tap is off, no gas is used.

Temperature Controllers are available as an optional extra. These offer the following additional features:

Localised Temperature Controllers for up to one kitchen and two bathrooms

Temperatures selected at the controls are retained in the SYSTEM MEMORY.

Operating NOISE LEVEL IS VERY LOW.

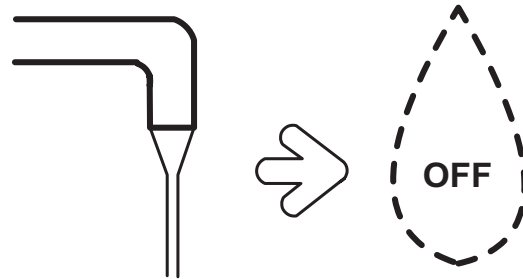
ERROR MESSAGES ARE DISPLAYED on the Temperature Controllers, assisting with service.

SAFETY POINTS

Always check water temperature by hand before entering the shower or bath.



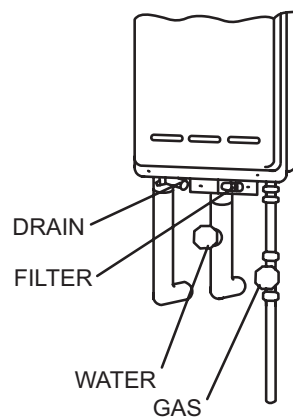
At low water flows, the hot water unit may go out without warning.



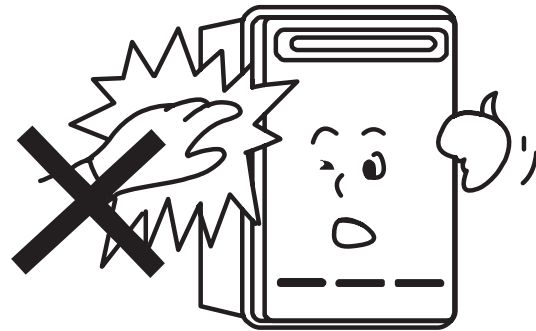
If freezing conditions are expected, turn off water and gas, and drain all water from the appliance.

Water Off
↓
Gas Off
↓
Drain Water

If power and the automatic frost protection are connected, freezing will be prevented. ("K" Series only)



Do not touch the unit cover or the flue outlet. Do not insert objects into the flue outlet.



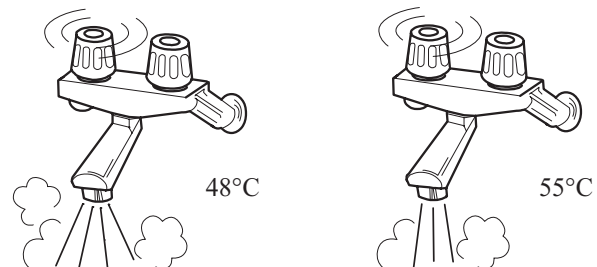
On cold days steam may be discharged from the flue outlet. This is normal with a high efficiency appliance and does not indicate a fault.

Keep flammable materials, trees, shrubs etc. away from the flue outlet.



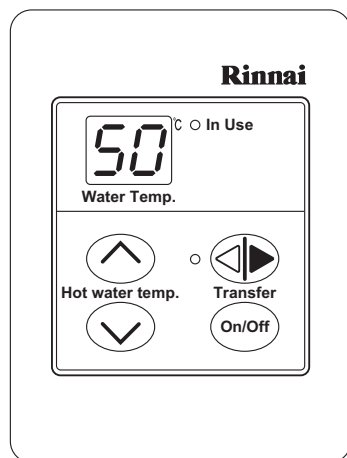
Do not spray water directly into the flue terminal.

The hot water unit controls the water temperature automatically. To do this it sometimes needs to change the water flow accordingly. The water flow from the hot water tap may vary after the selected temperature at the Temperature Controller is altered. The water flow may also vary from summer to winter, as incoming water temperatures differ.

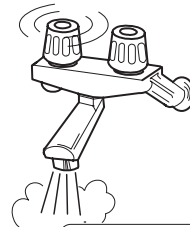


SAFETY POINTS

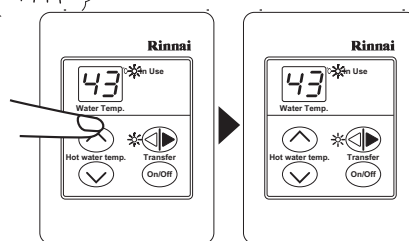
Do not clean the Temperature Control with solvents. Use a soft damp cloth.



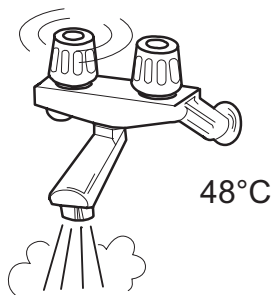
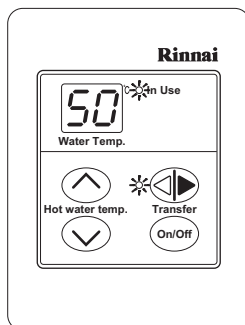
When the hot water tap is open, and hot water is flowing, the water temperature can only be increased to a maximum of 43°C on the Temperature Controller with priority.



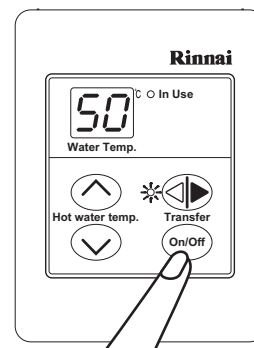
43°C
ONLY



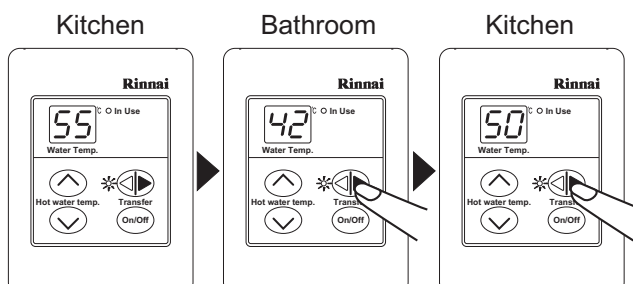
Depending on the weather conditions and the length of the pipe between the hot water unit and the tap in use, there may be a variation between the temperatures displayed at the Temperature Controller(s) and the temperature of the water at the tap.



There is no need to turn the Temperature Controller(s) off after use. However, if you prefer to turn the Temperature Controller(s) off, selected temperatures will be stored in the system memory at all times whilst mains power remains connected.

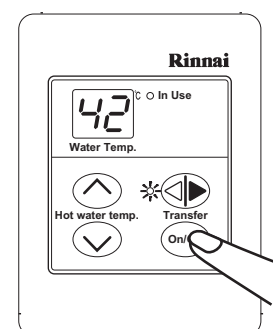


If a temperature is higher than 50°C, and has been selected at the Kitchen Controller and then priority of temperature selection is transferred to a Bathroom Controller and back again, the temperature on the Kitchen Controller will drop to 50°C. This is a safety feature.



Do not push the ON/OFF button on the Kitchen Controller after having transferred priority of temperature selection to the Bathroom Controller as the system will no longer heat the water.

Turn OFF ~~then~~ ON.



WARNING

Someone may be about to enter a shower or fill the bath.

WARNING ABOUT HOT WATER

Excessively hot water is dangerous, especially for young children and the infirm. The Infinity allows you to control the temperature of your hot water to safe levels.



Water temperatures over 50°C can cause severe burns instantly or death from scalds.

Children, disabled, and the elderly are at highest risk of being scalded.

Feel water before bathing or showering.

Burns from hot water taps can result in very severe injuries to young children.

Hot water at 65°C (the average hot water temperature in Australia) can severely burn a child in less than half a second. At 50°C it takes five minutes.

Burns can occur when children are exposed directly to hot water or when they are placed into a bath which is too hot.

DO

Do stay with children whenever they are in the bathroom. (Take the phone off the hook).

Do take them out of the bathroom if you need to answer the phone or door.

Do test the temperature of the water with your elbow before placing your child in the bath.

Do make sure that the tap is turned off tightly.

Do consider setting your Infinity at a maximum temp. of 50°C.

(Contact Rinnai Australia)

Do install a child proof tap cover OR,

Do install a child resistant tap.

DON'T

Don't leave a toddler in the care of another small child. The older child may not have set the water temperature to a safe level.

Consider child-resistant taps or inexpensive tap covers, both of which prevent a small hand being able to turn on the tap.

Consider reducing the temperature of the water coming from the hot water tap to 50°C.

This approach can be extremely valuable because it requires a one time action for a long-term reduction in the risk of scalds.

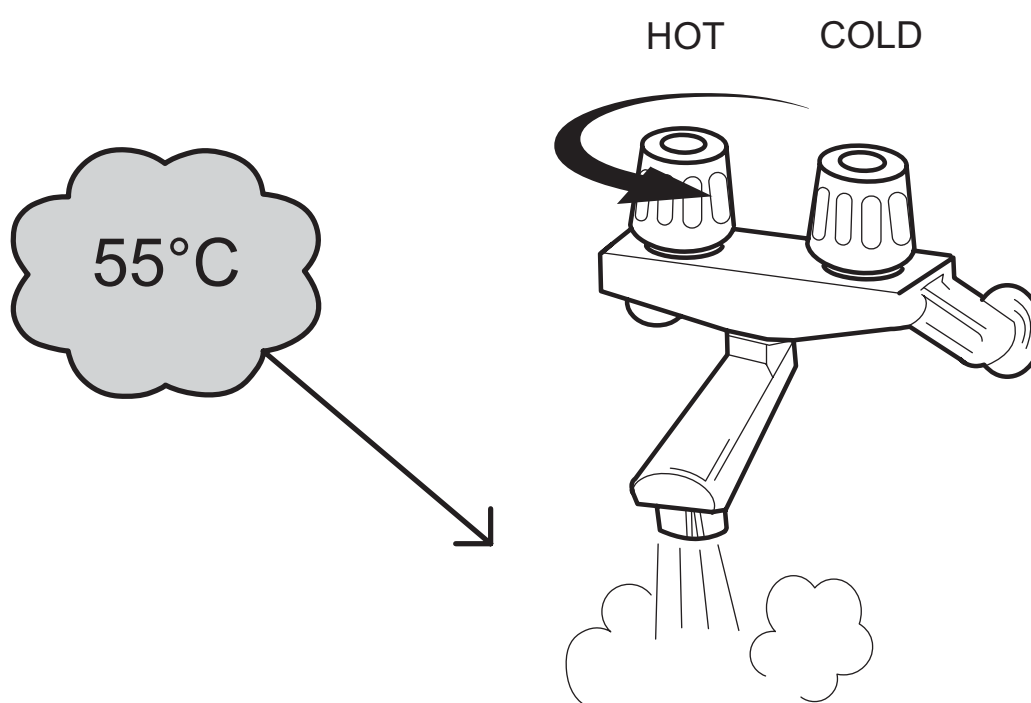
This type of automatic protection is important during times when a parent or carer has been distracted.

OPERATION WITHOUT TEMPERATURE CONTROLLERS

The Infinity has no pilot light and when installed without Temperature Controllers, the Infinity will operate automatically as soon as a hot water tap is opened.

The burner ignites with electronic ignition and the flame extinguishes as soon as water flowing through the appliance stops.

Simply, open a hot water tap.



NOTE

The Infinity is factory pre-set to 55°C. If you require greater control over the temperature of your hot water, contact Rinnai about our temperature controllers to allow precise digital temperature control in the range 37°C ~ 55°C.



NOTE

Controllers can be easily fitted at any time after installation.

TEMPERATURE CONTROLLERS

The purpose of the Temperature Controllers is to enable the user to have complete control over the hot water unit. Used correctly, the hot water unit will supply hot water at the temperature selected, even when the water flow is varied, or when more than one tap is used. Adjustments to the operation of your hot water unit can be made with any of the Temperature Controllers. Each Temperature Controller can be individually programmed.

Various water temperatures (°C) can be selected as follows:

Kitchen Controller:

37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 48, 50, 55°C

Bathroom Controller

37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 48, 50°C

Suggested temperatures are:

Kitchen 50°C

Shower 42°C

Bath 40°C

These temperatures are suggested starting points for selection. You may find higher or lower temperatures are more comfortable. Maintaining lower temperatures helps to save energy. To obtain water temperatures lower than 37°C simply add cold water.

Temperature Controllers are an optional extra. 'Standard' Temperature Controllers can be fitted. Standard Controllers allow temperature selection only.

Temperature Controllers allow the temperature to be set from various locations. The temperature selected will be available to all outlets.

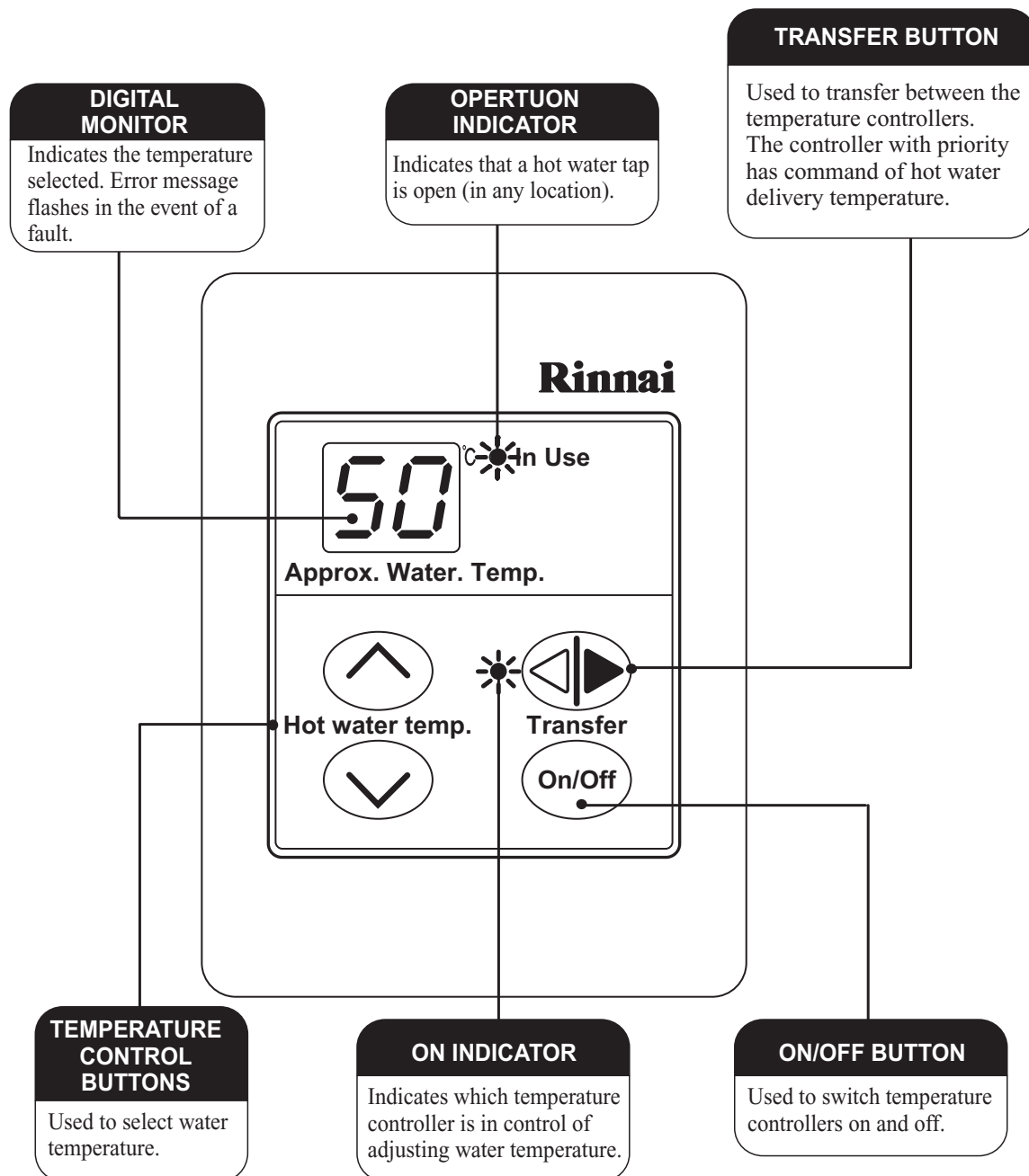
Controller Options

Model	Standard Temperature Controllers
Infinity 16 Infinity 20	MC-91-1A

STANDARD TEMPERATURE CONTROLLER

Standard Kitchen Temperature Controller (MC-91-1A)

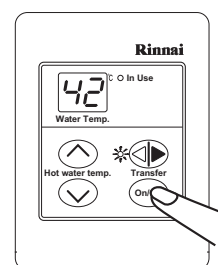
Temperature Controllers are not required to operate the unit, they are a feature that provides control over water temperature. Rinnai Infinity 20 and 16 water heaters can be operated with 1, 2, 3 or no Temperature Controllers.



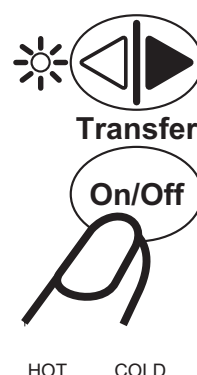
OPERATION WITH STANDARD TEMPERATURE CONTROLLERS

Using the Infinity with 1 Standard Temperature Controller

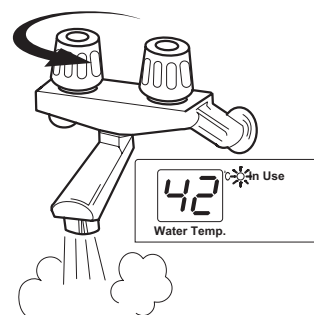
Press the ON/OFF button on the Temperature Controller.



- 1 The yellow ON indicator will glow on the Temperature Controller. This indicates that the hot water unit is ready to supply hot water when a tap is open.

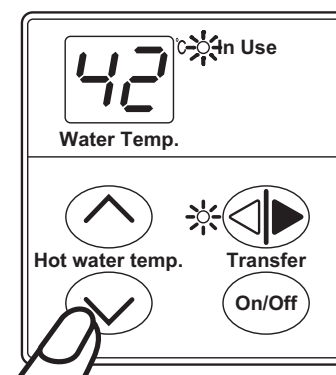


- 2 To operate the hot water unit, simply turn any hot water tap on. This will automatically light the burner providing hot water. The red **IN USE** indicator will glow on the Temperature Controller.



3 Adjusting Temperature

Simply press the HOTTER or COOLER button until the required temperature is displayed on the Digital Monitor.



CHECK WATER TEMPERATURE BEFORE USE.

A parent should always check the temperature before a child is placed in contact with hot water.



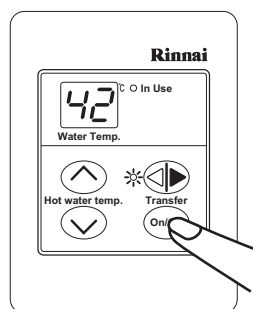
When any hot water tap is open, temperature cannot be adjusted except between 37°C and 43°C.

OPERATION WITH STANDARD TEMPERATURE CONTROLLERS

Using the Infinity with 2 to 3 Standard Temperature Controllers

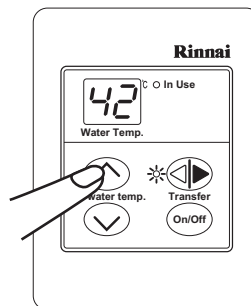
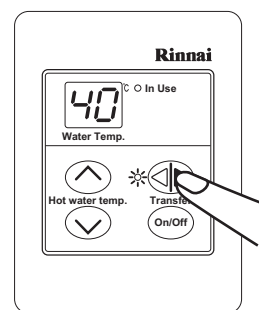
Switching the System 'ON':

The hot water system and all controllers can be switched ON and OFF from any controller by pressing the 'ON/OFF' Button as shown. When the system is turned ON the water Temperature display will be lit. During normal operation the system is left ON.



Using Hot Water

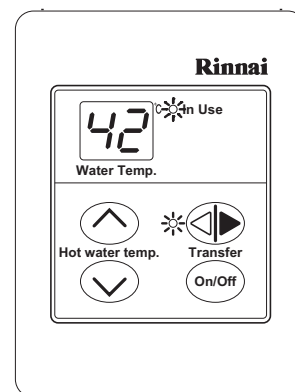
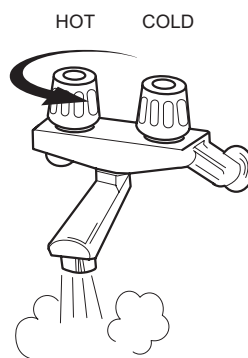
- 1 Ensure the system is switched 'ON'.
When the system is ON, the temperature displays will be lit. Ensure the transfer button is lit. If not press the TRANSFER button once. This will transfer priority to this controller which will then have control of the water delivery temperature.
- 2 Select the desired temperature using the 'hot water temp' buttons. The selected temperature will be displayed on all controller monitors. This is the water temperature which will be supplied to all outlets.



NOTE

Temperatures no higher than 50°C should be able to be selected on controllers installed in bathrooms, ensuites or toilets. This is to help reduce the risk of burns from hot water. If this is not the case, the controllers have been incorrectly installed. **CONTACT YOUR INSTALLER.**

- 3 Open the Hot Water Tap.
The Infinity unit will be activated and the 'in use' indicator will light up.



NOTE

When any hot water tap is open, temperature can not be adjusted except between 37°C and 43°C. For safety reasons, temperature 'priority' can not be transferred between controllers when hot water tap is open.

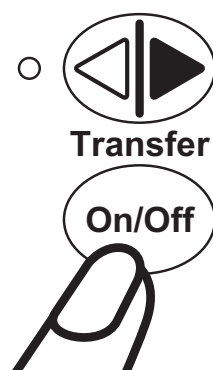
OPERATION WITH STANDARD TEMPERATURE CONTROLLERS

To TURN OFF your hot water system

Simply press the ON/OFF button on any Temperature Controller (where fitted). This will shut the Infinity down completely including the Temperature Controller digital displays.

The ON indicator will go out.

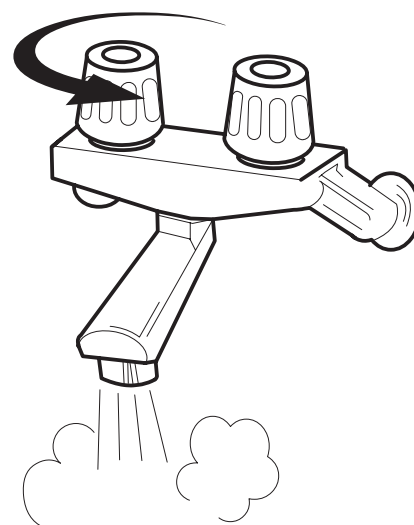
If hot water taps are opened when the Infinity is OFF, cold water will flow from the taps.



Additional SAFETY features

Whilst the hot water tap is open, the following safety features apply.

- * Temperature selection cannot be transferred.
- * Water temperature can only be adjusted between 37°C and 43°C from the controller that has priority.
- * Other controllers are unable to select priority.



The temperature of outgoing hot water is constantly monitored by a built-in sensor. If the temperature of the outgoing hot water rises to more than 3°C above the selected temperature shown on the Digital Monitor or the pre-set limit when Temperature Controllers are not fitted, the burner will automatically go out. The red operation indicator will also go out. The burner will ignite again once the outgoing hot water temperature falls to that shown on the Digital Monitor (or the pre-set limit).

TROUBLESHOOTING

The hot water unit has the ability to check its own operation continuously. If a fault occurs, an Error Code will flash on the Digital Monitor if you have Temperature Controllers. This assists with diagnosing the fault, and may enable you to overcome a problem without a service call. Please quote the code displayed when enquiring about service. (Refer to Warranty page for Warranty Conditions.)

Code Displayed	Fault	Remedy
-	Noticeable reduction in water flow	Inlet water filter needs to be cleaned. Service call.**
10	Air intake or flue blocked	Service Call
11	No ignition / No gas supply	Check gas is turned on at water heater and gas meter or cylinder. * **
12	Flame Failure / Low gas flow	Check gas is turned on at water heater and gas meter or cylinder. Check that nothing is obstructing flue outlet. Turn on gas supply to water heater.*
14	Remaining Flame Safety Device	Service Call
16	Over Temperature Warning	Service Call
32	Outgoing Water Temperature Sensor Faulty	Service Call
52	Gas Modulating Valve Faulty	Service Call
61	Combustion Fan Failure	Service Call
71	Micro-processor Failure	Service Call
72	Micro-processor Failure	Service Call

* In all cases, you may be able to clear the Error Code simply by turning the hot water tap OFF, then ON again. If this does not clear the Error Code, try pushing the ON/OFF button OFF, then ON again. If the Error Code still remains, contact Rinnai or your nearest service agent for advice.

** Faults caused by insufficient gas/water supply or gas/water quality and installation errors are not covered by the manufacturer's warranty.

Troubleshooting Without Controllers

If you have no Temperature Controllers and experience the following symptoms, please carry out the suggestions below. If the symptom continues, please contact Rinnai for advice.

Fault	Remedy
The unit does not attempt to start at all.	Check the power is on at the unit. Check the cold water valve at the unit is on.
The unit starts then shuts down immediately.	Check the power is still on. Check the gas valve at the unit and the gas meter is fully open.** Open your hot water tap fully.
The unit starts then the water goes cold	Check the power is still on. Open your hot water tap further or try another tap. (Your unit has a minimum flow of 3L/min. required to operate the unit.)

** Faults caused by insufficient gas/water supply or gas/water quality and installation errors are not covered by the manufacturer's warranty.

WARRANTY

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product which you have under the Trade Practices Act and similar State or Territory Laws. Given installation is in accordance with the manufacturers specification, this appliance is warranted by Rinnai for the cost of labour and components in the event of defects arising from faulty materials and/or workmanship with the ensuing warranty conditions.

Domestic Use	Heat Exchanger		All Other Parts	
	Parts	Labour	Parts	Labour
Infinity 20	10 Years	3 Years	3 Years	3 Years
R1200	10 Years	3 Years	3 Years	3 Years
Infinity 16	10 Years	3 Years	3 Years	3 Years

Commercial Use	Heat Exchanger		All Other Parts	
	Parts	Labour	Parts	Labour
Infinity 20	1 Year	1 Year	1 Year	1 Year
R1200	1 Year	1 Year	1 Year	1 Year
Infinity 16	1 Year	1 Year	1 Year	1 Year

*All terms are effective from date of installation.

Faults arising from improper installation, gas supply, water quality *, plumbing fittings and other outside influences are not the responsibility of Rinnai Australia and service calls for these issues will be charged for.

* The recommended water quality levels are as follows:

Description	pH	TDS (Totally dissolved solids)	Total Hardness	Chlorides	Magnesium	Calcium	Sodium	Iron
Maximum Recommended Levels	6.5 to 9	Up to 600 mg/litre	Up to 200 mg/litre	Up to 300mg/litre	Up to 10 mg/litre	Up to 20 mg/litre	Up to 150 mg/litre	Up to 1 mg/litre

Please record below the following information for your own records.

Your Retailer : _____
Address : _____ Phone : _____
Date of Purchase : _____
Your Installer : _____ Installer's License No. : _____
Address : _____ Phone : _____
Date of Installation : _____ Certificate of Compliance No. : _____
Model No. : REU _____ Serial No. : _____

Please remember to send in your Warranty Card.

CUSTOMER CONTACT POINTS

Rinnai

AUSTRALIA PTY. LTD

ACN 005 138 769 ABN 74 005 138 769

Internet: www.rinnai.com.au

E-mail: enquiry@rinnai.com.au

Head Office, Australia

10-11 Walker Street,
Braeside, VIC 3195

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

Victoria / South Australia / Northern Territory / Tasmania
New South Wales / Queensland
Western Australia

Tel: 1300 366 388 Fax: (03) 9271 6611
Tel: (02) 9609 2888 Fax: (02) 9609 5260
Tel: (08) 9479 9479 Fax: (08) 9277 2531

Spare Parts

National

Tel: 1300 366 388 Fax: (03) 9271 6611

Help Line

National

Tel: 1300 366 388 Fax: (03) 9271 6611

Product Service

Victoria / South Australia / Northern Territory / Tasmania
New South Wales / Queensland
Western Australia

Tel: 1300 366 388 Fax: (03) 9271 6611
Tel: (02) 9609 2600 Fax: (02) 9729 0467
Tel: (08) 9479 9479 Fax: (08) 9277 2531

Emergency Hot Water

Victoria
New South Wales
South Australia
Western Australia
Queensland

Tel: 1800 632 386
Tel: (02) 9729 0468
Tel: (08) 8345 5185
Tel: (08) 9324 4145
Tel: 1800 255 655

