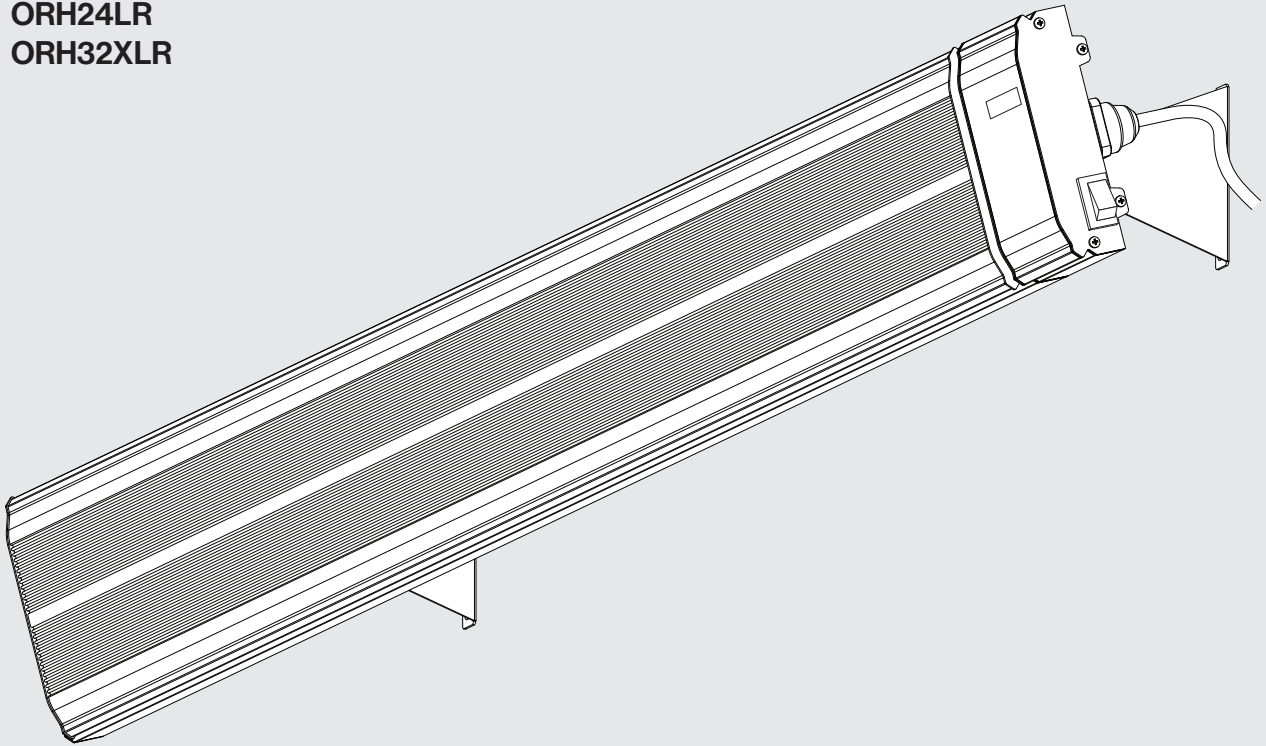


**Models:**

ORH15SR  
ORH18MR  
ORH24LR  
ORH32XLR



**Outdoor Radiant Heater**  
Operation & Installation Manual

**Rinnai**

This appliance must be installed in accordance with:

- Manufacturer's Installation Instructions
- Current AS/NZS 3000
- Local Regulations and Municipal Building Codes including local OH&S requirements

This appliance must be installed, maintained and removed only by an Authorised Person.

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



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# WARNINGS AND IMPORTANT INFORMATION



## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.

Always comply with the following precautions to avoid dangerous situations and to ensure optimum performance.

Failure to carefully read and follow all instructions in this manual can result in equipment malfunction, property damage, personal injury and/or death.

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

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

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



## REGULATORY / INSTALLATION

This appliance shall be installed in accordance with:

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

It is important that the following precautions are followed to minimise the risk of overheating, fire, electric shock and injury:

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

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

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

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

Models ORH15SR, ORH18MR and ORH24LR are fitted with an Australian flexible 1m cord and 3 pin plug. A dedicated 240V 50Hz earthed 10 Amp power point must be used with this appliance.

Model ORH32XLR are fitted with an Australian flexible 1m cord and 3 pin plug. A dedicated 240V 50Hz earthed 15 Amp power point must be used with this appliance.

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

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

If the heater is to be mounted on an incline such as a vaulted ceiling, ensure the power point / electrical connection is located at that lowest point of the appliance (see page 11 for details).

The appliance may be direct wired **ONLY** by a licensed electrical trades person in accordance with local regulations.

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

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

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



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

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

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

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

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

**DO NOT** place articles on or against this appliance.

**DO NOT** place any items of clothing, hand towels or similar over the appliance to dry.

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

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

**DO NOT** use the appliance in areas where the presence of flammable dust particulates may cause an explosion.

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

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

**DO NOT** use the appliance as a sauna heater.

**DO NOT** leave the appliance unattended whilst in operation.

**CAUTION** when being operated the surfaces of this appliance will get **VERY HOT - DO NOT TOUCH ANY PART OF THE APPLIANCE WHILE IT IS TURNED ON**. To avoid burns, **DO NOT** touch the any surface of the appliance with any body part. The appliance must be located in a position that prevents contact by any person (including accidental).

The appliance will retain significant heat for a period after shut down. To avoid burns, **DO NOT** touch the any surface of the appliance with any body part during this period.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety and have the capacity to follow those instructions.

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

Young Children must be supervised when in the vicinity of this appliance while it is in operation.

This appliance is **NOT** equipped with a device to control the room temperature. **DO NOT** use this appliance in small rooms (see "Approximate Heating Area" on page 8) when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

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

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

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



### **MANDATORY INSPECTION PRIOR TO INSTALLATION**

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

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



### **A NOTE ON ILLUSTRATIONS**

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

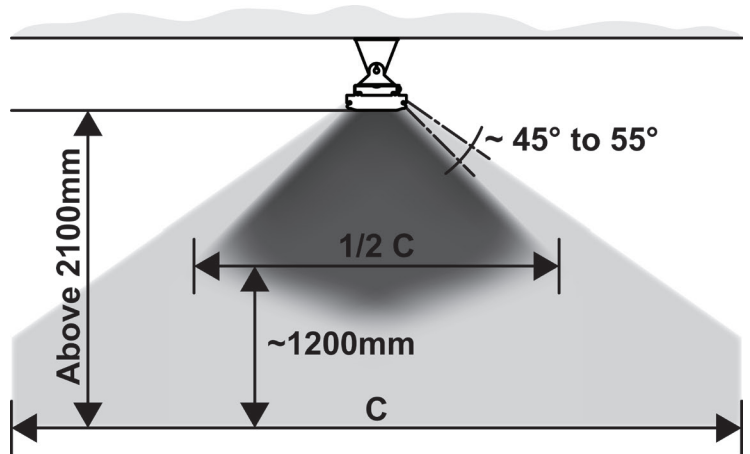
# ABOUT YOUR OUTDOOR RADIANT HEATER

## RADIANT HEATING PRINCIPLES

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

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

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



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

## FEATURES

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

### Ease of Installation & Operation

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

### Silent Operation

Electric element operation eliminates fan noise.

### Draft Free

Non fan operation also means no drafts.

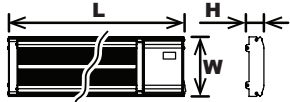
### IP65

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

### Remote Control

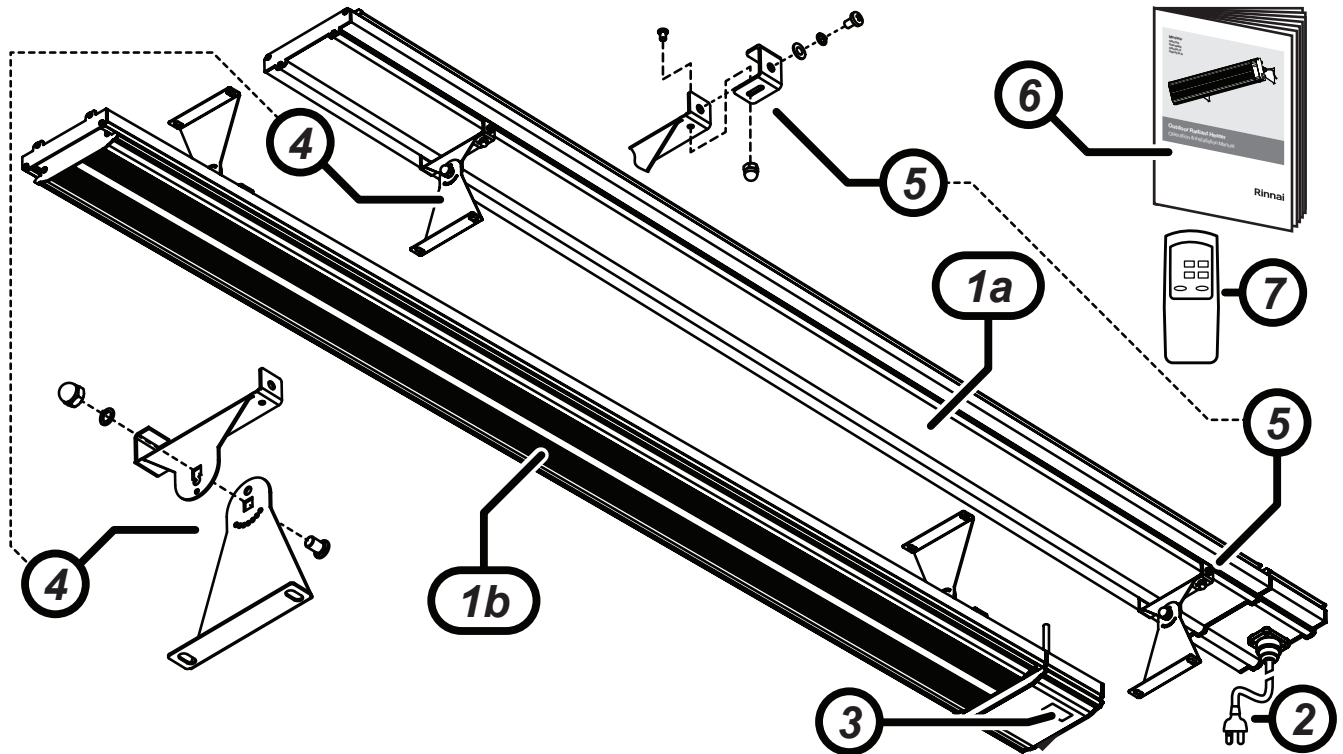
Remote control is supplied with appliance.

## SPECIFICATIONS

Model;		ORH15SR	ORH18MR	ORH24LR	ORH32XLR	
Max. rated power		1500W	1800W	2400W	3200W	
Rated voltage		240V 50Hz				
Three pin plug type		10 Amp			15 Amp	
Length of power lead (mm)		1000				
IP Rating		IP65				
Heater Body Dimensions (mm)		Length	1040	1220	1500	1910
		Width	160			
		Height	50			
Unit Weight (kg)		5.1	5.7	6.8	8.6	
Available installation options		Ceiling and Wall mount				
Recommended mounting heights (mm)	From floor Min. / Max. *	2100 / 3000				
	Ideal.	2100 - 2700				
Clearances	Vertically from a surface Min.	1000				
	Other	See "Clearances" on page 11 for requirements				

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

**GENERAL DESIGN LAYOUT / CARTON CONTENTS**



The packaging for this appliance should contain:

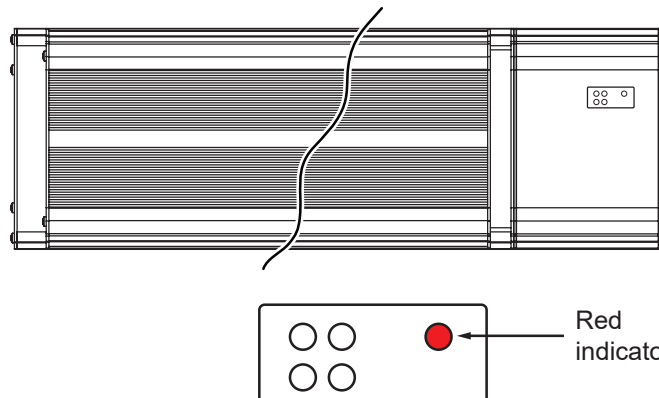
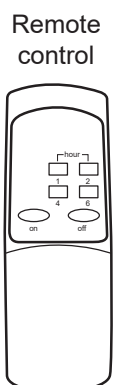
1. Outdoor Radiant Heater: a. Heater body b. Front radiating surface.
2. 1000mm Flexible power cord with three pin plug (fitted)
3. Operation Indicator Light
4. Adjustable angle mounting bracket fittings (x2)
5. Mounting bracket locking plates (x2)
6. Operating & Installation Instructions
7. Remote Control

**OPERATION**

1. Before operating the heater for the first time or after periods of non use ensure that the radiating surface is clean and free of debris or dust see "Cleaning" on page 14.
2. Ensure that the GPO for the heater is in the "ON" position, then switch "ON" the power at the isolating switch (if fitted).



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



Power switch to 'I' position

Red indicator



# INSTALLATION

- The red operation indicator will flash to indicate the heater is in Standby mode.
- Point the remote control towards the indicator light area of the heater to operate it.

Press "On" button on the remote control to turn on the heater and the heater will begin to radiate infrared heat. The red operation indicator will light and a beep will be heard.



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

- Press "Off" button to turn off the heater and the heater will be placed into standby. The red operation indicator will flash and a beep will be heard.
- Switch "OFF" the power at the isolating switch to turn off the heater. The operation indicator will go out.



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

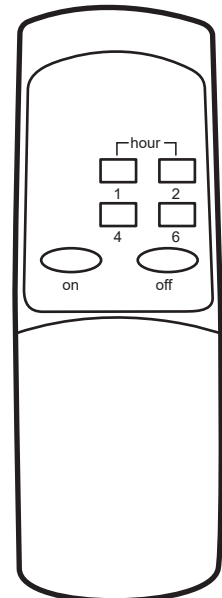
## DELAY OFF TIMER

With the heater 'ON', press button "1" on the remote control, the blue indicator light will light, the heater will be off in 1 hour. The heater will be placed into standby after 1 hour. The available time sets are indicated in table below.

Button on remote control	Blue Indicator light	Description
1		The heater will be OFF in 1 hour
2		The heater will be OFF in 2 hours
1 and 2		The heater will be OFF in 3 hours
4		The heater will be OFF in 4 hours
1 and 4		The heater will be OFF in 5 hours
6		The heater will be OFF in 6 hours
1 and 6		The heater will be OFF in 7 hours
2 and 6		The heater will be OFF in 8 hours
1, 2 and 6		The heater will be OFF in 9 hours
4 and 6		The heater will be OFF in 10 hours
1, 4 and 6		The heater will be OFF in 11 hours
2, 4 and 6		The heater will be OFF in 12 hours
1, 2, 4 and 6		The heater will be OFF in 13 hours

Min time = 1hr  
Max time = 13 hrs

To quit or cancel delay off timer, press the same buttons you selected. Blue indicator light should be off.



## REMOTE CONTROL BATTERIES

- Insert batteries before using the remote control. The battery type used is AAA (1.5 V).
- Remove the battery cover at the rear of the remote control.
- Insert the new batteries and make sure that the + and - terminals of the batteries are installed correctly.
- Reattach the battery cover.

## INSTALLATION

### REGULATORY REQUIREMENTS

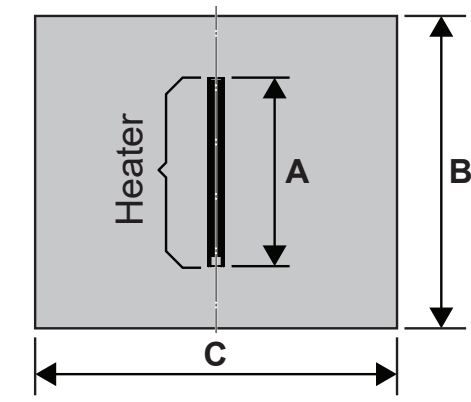
- The heater must be installed in accordance with the manufacturers installation instructions.
- The heater **MUST ONLY** be installed or removed by an authorised person.
- The heater **MUST** be installed in accordance with AS/NZS 3000 and all other applicable local municipal building codes including OH&S requirements

### UNPACKING



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

### APPROXIMATE HEATING AREA



#### Indoor Area Spot Heating

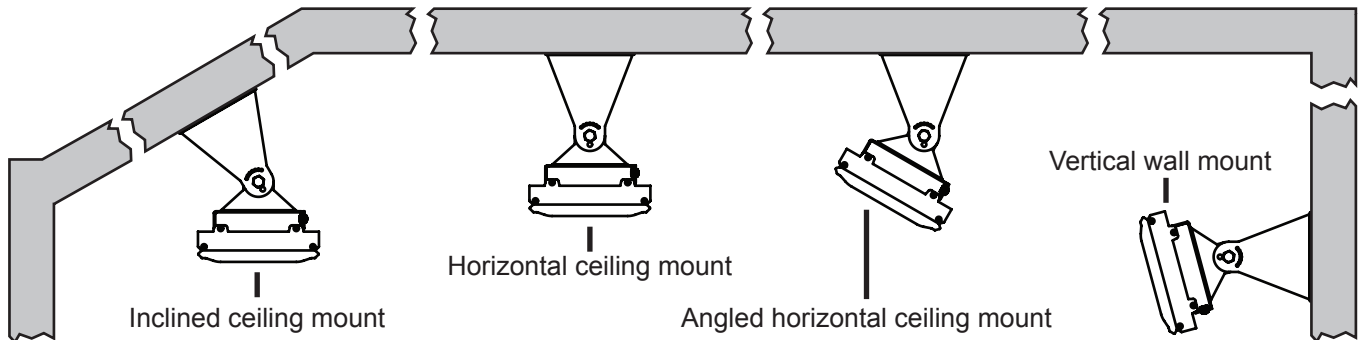
Dimension	ORH15SR	ORH18MR	ORH24LR	ORH32XLR
A	1030	1210	1490	1900
B	1700	2050	2650	3550
C	2150	2150	2150	2150

#### Outdoor Covered / Enclosed Area

Dimension	ORH15SR	ORH18MR	ORH24LR	ORH32XLR
A	1030	1210	1490	1900
B	1400	1600	2050	2750
C	2150	2150	2150	2150

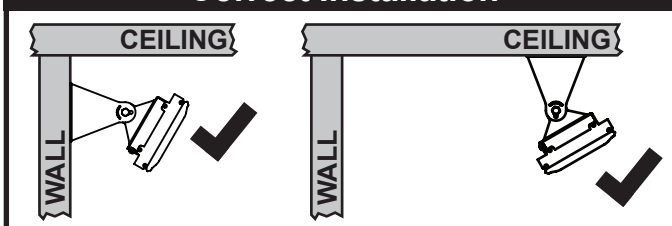
### OUTDOOR RADIANT HEATER MOUNTING

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

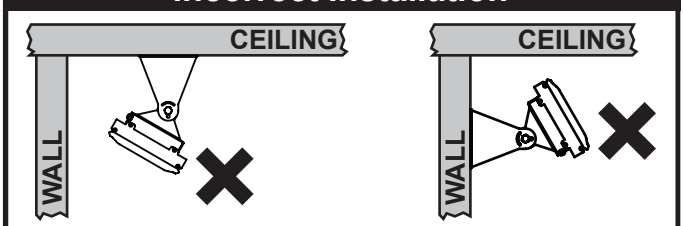


The ideal mounting position is directly above the area to be heated with a longitudinal orientation and facing vertically downwards. If this is not possible, the heater(s) can be mounted on a wall and angled downwards. For this application ensure the mounting height is within 2.1m to 2.7m.

#### Correct Installation



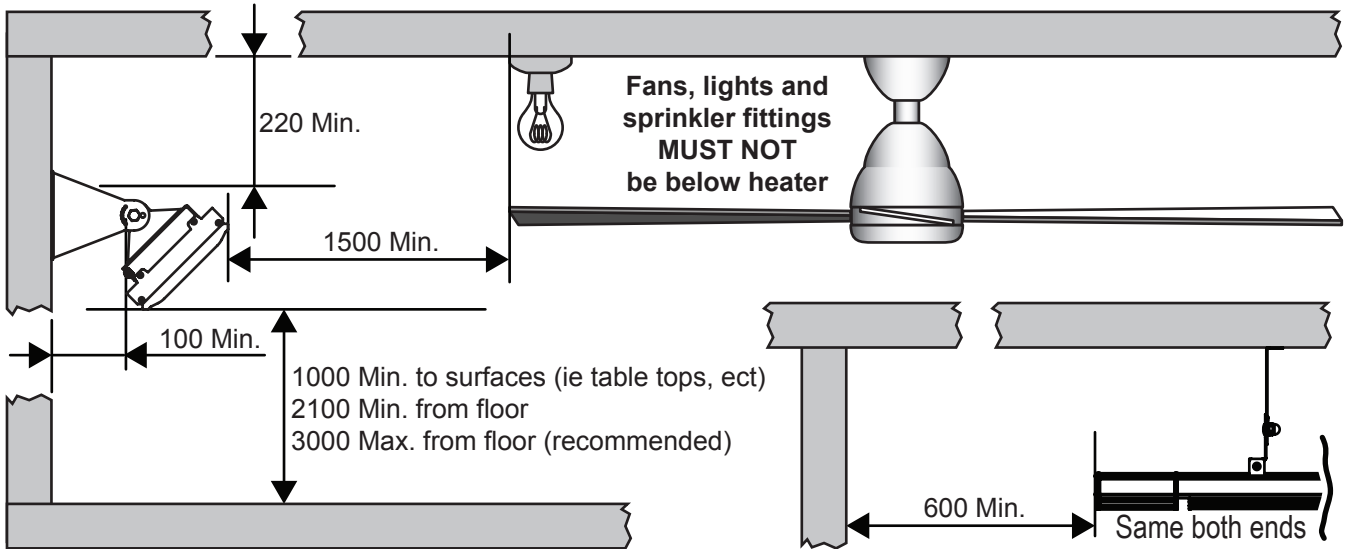
#### Incorrect Installation



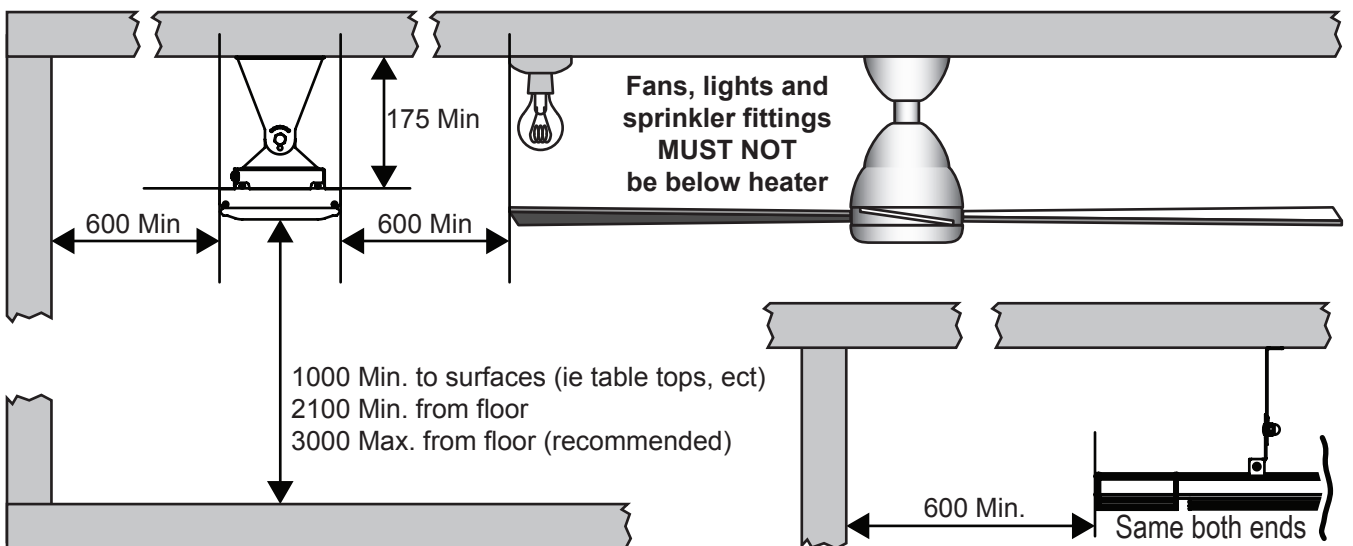
The heater must never be installed in the upwards or inwards facing position, the heating surface must always be positioned to direct the heat in a downwards or outwards direction.

**CLEARANCES**

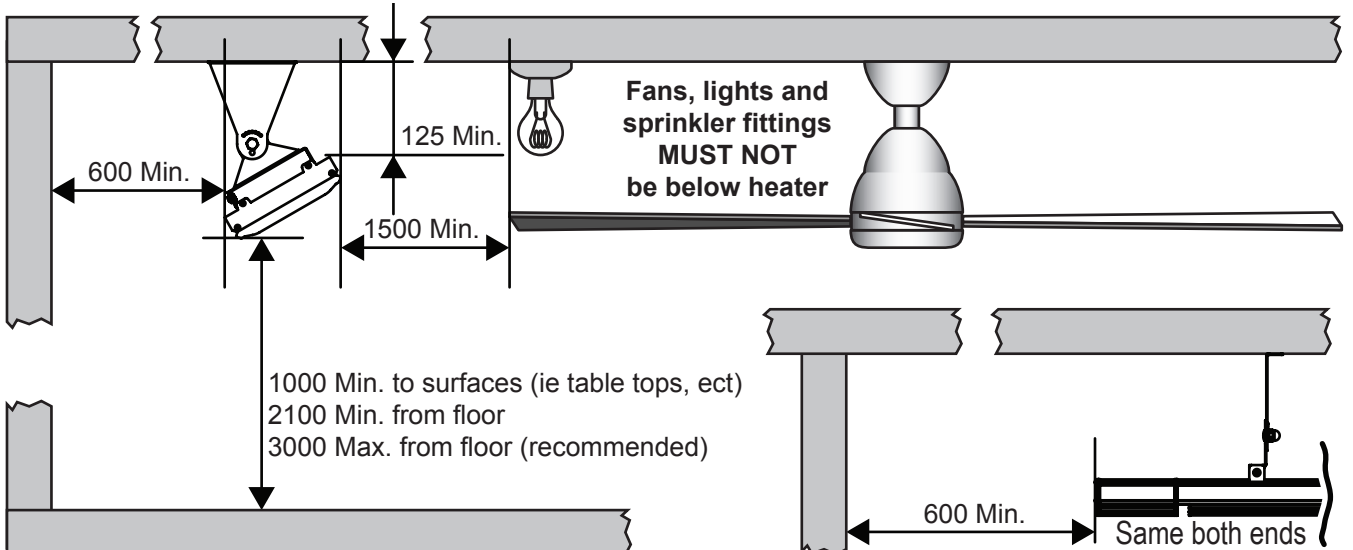
Minimum clearances when mounting the heater on **A VERTICAL WALL.**



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



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

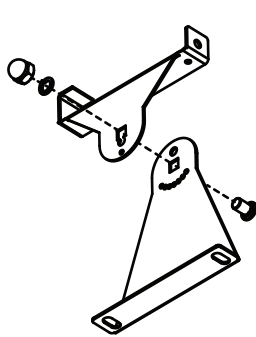


**INSTALLATION METHOD**

1. Open the packaging and carefully take the heater out and inspect for any damage.
2. Determine the mounting position for the heater, refer to "Approximate Heating Area" on page 10 "Outdoor Radiant Heater Mounting" on page 10 and 11 to assist with the location of the heater.
3. Set the adjustable angle mounting brackets to desired angle:

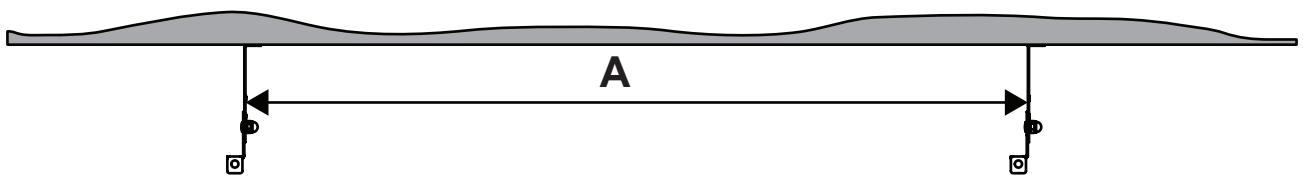
For ceiling mounted installations the available mount angles are restricted to 0°, 15° and 30° only.

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



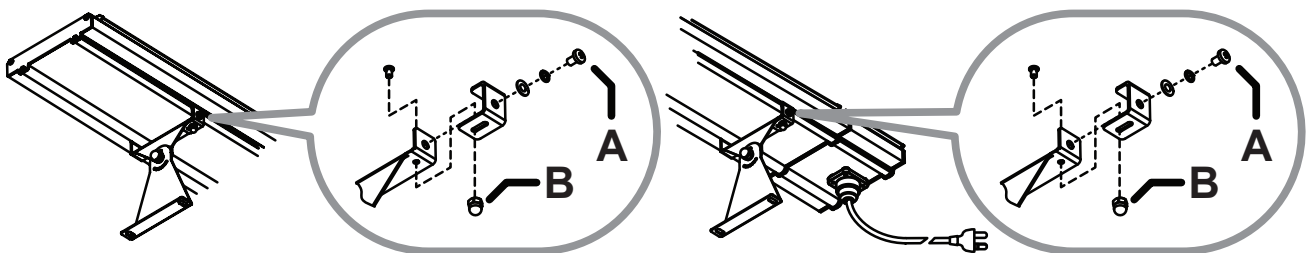
	0°	15°	30°	45°
Ceiling				
Wall				

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



Dimension (mm)	ORH15SR	ORH18MR	ORH24LR	ORH32XLR
A	530 ± 50	710 ± 50	990 ± 50	1400 ± 50

5. Install the brackets onto the nominated surface or structure using appropriate fixing screws suitable for the mounted surface material and able to support more than double the weight of the heater being installed, refer to "Specifications" on page 7.
6. Hang the heater on the brackets and firmly secure in place with the mounting bracket locking plates by tightening the bolt **A** first, and then bolt **B** as indicated below.



# CARE & MAINTENANCE

## ELECTRICAL CONNECTIONS



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

### GPO Connection

The heater is provided with a power cord fitted with a 3 pin plug (models ORH15SR, ORH18MR and ORH24LR are fitted with a 10 Amp plug and model ORH32XLR is fitted with a 15 Amp plug) for connection to a dedicated single-phase 240V AC~ 50HZ earthed power outlet. Before connection, make sure that specifications of the power outlet meet the requirements of those indicated on the appliance dataplate.

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

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

### Direct Wired Connection

The heater is designed to also allow for direct connection to a suitably rated single-phase 240V AC~ 50HZ earthed power supply. Before connection, make sure that specifications of the power supply to the heater meet the requirements of those indicated on the appliance dataplate.

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

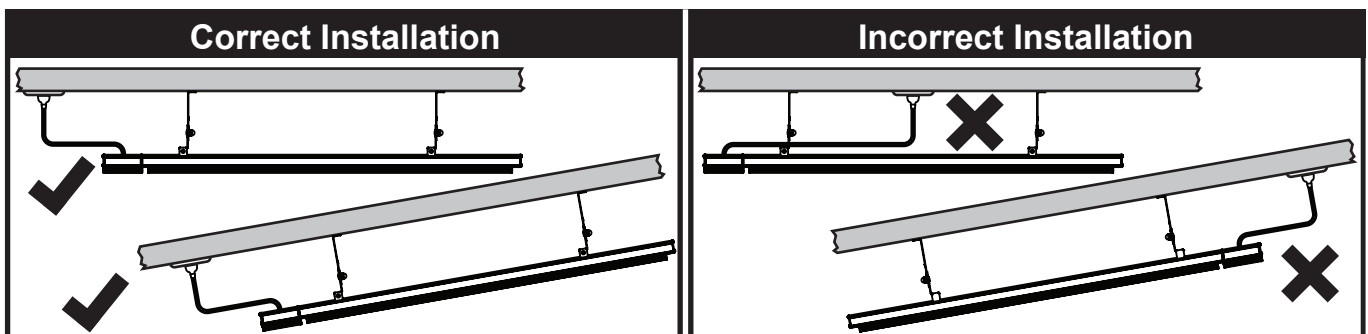
The installation **MUST** be equipped with an accessible all-pole disconnection switch of suitable power rating installed in accordance with wiring rules..

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

## LOCATION OF ELECTRICAL CONNECTION

Electrical connections or GPOs **MUST NOT** be located at the back of the heater. They **MUST** be located outside the installation footprint of the units to reduce the effect of damage caused by heat build-up behind the heater

When mounted on an incline ensure the electrical connection is located at the lowest point of the heater.



## MULTIPLE INSTALLATIONS

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



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

## CLEANING



**ALWAYS TURN OFF AND OR ISOLATE THE POWER BEFORE CLEANING.**  
**NEVER IMMERSE THE APPLIANCE IN WATER.**



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

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

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

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

Water ingress protection allows for safe cleaning of the external heater casing using a typical low pressure garden hose or wet cloth. **ALWAYS TURN OFF AND OR ISOLATE THE POWER BEFORE CLEANING.**

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

## SAVE A SERVICE CALL

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

## WHEN TO CALL FOR SERVICE

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

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

## Rinnai Outdoor Radiant Heater Product Warranty

### **NOTICE TO CONSUMERS UNDER AUSTRALIAN CONSUMER LAW**

Notice to consumers under the Australian Consumer Law:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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

### **Rinnai Australia Pty Ltd**

#### 1. WHAT IS COVERED BY THIS WARRANTY?

We warrant that your Rinnai Product purchased in Australia is free from defects in material and workmanship, subject to the terms and conditions contained in this document.

#### 2. WARRANTY PERIOD

This Warranty applies to any defect in your Rinnai Product which appears within the period:

- (a) commencing on the installation date specified in the Compliance Certificate or, if the installation date cannot be established to Rinnai's satisfaction, commencing on the date 3 months after manufacture of the Product; and
- (b) determined in accordance with Schedule 1.

Any Product we repair or replace under this Warranty will only be warranted by us only for the balance of the original Warranty Period. You may have statutory rights outside of the Warranty Period.

#### 3. WHAT WE WILL DO

To honour this Warranty, we will:

- (a) arrange for the Product to be repaired or replaced, at our option and expense, within a reasonable period; or
- (b) pay you an amount equivalent to the cost of repairing or replacing the Product.

If Rinnai provides you with either the replacement cost or replacement product, ownership of the original product shall immediately transfer to Rinnai.

Rinnai is responsible for reasonable costs associated with legitimate warranty claims, including call-out of an authorised Rinnai service provider to inspect the faulty product. Rinnai is not responsible for:

- (a) costs for tradespeople that are not authorised Rinnai service providers; or
- (b) any costs, including call-out costs for an authorised Rinnai service provider, associated with a product which is determined upon inspection not to be covered by this warranty.

The consumer will be reimbursed by Rinnai for any reasonable costs associated with making a legitimate warranty claim against Rinnai which are not otherwise specified above.

Enquiries relating to Warranty claims for Rinnai products or services must be made by contacting Rinnai Australia's National Sales and Service department. Contact details are on the back of this document.

#### 4. WHAT WE NEED YOU TO DO

We need you to assist us with your claim by:

- (a) providing us with sufficient information to clearly identify the Product such as a Certificate of Compliance, proof of purchase or other substantially similar document;
- (b) providing us with a document which establishes that the Product was installed in accordance with the Manual and all applicable Regulations (we recommend that you provide us with a clear and legible Compliance Certificate for the Product);
- (c) reading clause 6 of this Warranty to ensure that none of the Exclusions in this section apply.

#### 5. WARRANTY CONDITIONS

- (a) This warranty applies to products which are manufactured on or after the date of publication of this warranty but before the next date of publication of this warranty. Please contact Rinnai's Technical and Spare Parts department for further information about the warranty booklet publication dates.
- (b) All terms of this warranty are effective from date of completion of installation. The attending service person reserves the right to verify this date by requesting a proof of purchase or a copy of the certificate of compliance prior to the commencement of any warranty work. Where the date of completion of installation is not known, this warranty will commence two months after the date of manufacture. The date of manufacture is on the dataplate of the appliance.

Note: Certificates of compliance must be issued by the installer by law in all States and Territories of Australia.

- (c) All Rinnai heating and cooling appliances must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturers installation instructions, current AS 3000, AS 3500 and AS 5601, local regulations and municipal building codes by persons authorised by local regulations to do so.
- (d) All appliances must be installed, operated and maintained in accordance with Installation / Operation Manual, and other technical or sales literature ("Manufacturer's Instructions").
- (e) Any inspection, service, repair or replacement activities associated with warranty on Rinnai products must be authorised by Rinnai Australia before commencement.
- (f) The warranty applies only to the components supplied by Rinnai. It does not apply to components supplied by others, such as, isolating valves, electrical switches, pipe work, electrical cables, fuses and where applicable, flue systems supplied by others, but not limited to these.
- (g) Where the appliance has not been sited in accordance with the installation instructions or installed such that normal service access is difficult, a service charge will apply. If at the discretion of the attending service person, access is deemed dangerous service will be refused. Any work required to gain reasonable access to the appliance will be chargeable by the attending service person (for example, removal of cupboards, doors, walls, trees, shrubs or the use of special equipment to move components to floor level, but not limited to these).
- (h) Where a product or a failed component is replaced under warranty, the time remaining on the original Product warranty period will continue to apply and the replacement product or part will be subject to the original product warranty period.
- (i) Rinnai reserve the right to transfer functional components from defective appliances if they are suitable.
- (j) Rinnai reserve the right to have the installed Product returned to the factory for inspection.

## 6. EXCLUSIONS

No warranties except those implied and that by law cannot be excluded are given by Rinnai in respect of Goods supplied. Where it is lawful to do so, the liability of Rinnai for a breach of a condition or warranty is limited to the repair or replacement of the Goods, the supply of equivalent Goods, the payment of the cost of repairing or replacing the Goods or acquiring equivalent Goods as determined by Rinnai.

This Warranty does not apply if the Product is outside Australia or if the claim is wholly or partly attributable to any:

- (a) defect in installation of the Product or any failure to install, use, service, maintain and repair the Product, in accordance with the Manual and all applicable Regulations;
- (b) misuse of the Product including use of the Product for purposes other than its intended purpose, use of the Product contrary to the Manufacturer's Instructions, and use of the Product after it becomes apparent that it requires service, maintenance or repair;
- (c) accidental damage from external sources including fire, theft and explosion;
- (d) acts of God and damage or corrosion to the Product caused by environmental conditions including excessive moisture, acid rain, airborne fallout, stones, salt, sand, hail, wind, storms, lightning, floods, infestation by rodents or other vermin;
- (e) modification of the Product in a manner not authorised by Rinnai;
- (f) incorporation of parts other than Rinnai parts or other parts authorised by Rinnai;
- (g) normal wear and deterioration, having regard to the operating environment of the Product, including discolouration;
- (h) failure to respond in a timely manner to any malfunction of the Product;
- (i) failure due to abuse or misuse, improper maintenance, failure to maintain or improper storage.
- (j) failure or damage caused by alterations, service or repair work carried out by persons other than Rinnai service persons or service agents.
- (k) where it is found that there is no fault with the Product and the issue is related to the installation or is due to the failure of electric or gas supplies.
- (l) faults or substandard performance resulting from operation outside the manufacturer's instructions will not be covered under this warranty.
- (m) parts not supplied by Rinnai. ie. power supply faults - power isolation, refrigeration piping - drain lines etc.

## 7. DEFINITIONS

**"Domestic Use"** means use of the Product for the climatic comfort of humans in:

- (a) ordinary domestic residential premises, such as houses or apartments; and
- (b) individual motel units, hotel rooms, caravans, mobile homes, and rooms in nursing homes, retirement village complexes, schools and other care institutions and like accommodation.

**"Commercial Use"** means any use of the Product for the climatic comfort of humans that is not Domestic Use.

**"Product"** means the Outdoor Radiant Heater manufactured by us and supplied with this Warranty in Australia, and used exclusively in Australia.

### Schedule 1 – Warranty Period

Rinnai Outdoor Radiant Heater Products	Parts and Labour
Domestic Use	3 years
Commercial Use	1 year

# NOTES





# Rinnai Australia Pty Ltd

ABN 74 005 138 769 | AU24752

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

## **National Help Line**

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

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

For further information visit **[www.rinnai.com.au](http://www.rinnai.com.au)**  
or email **[enquiry@rinnai.com.au](mailto:enquiry@rinnai.com.au)**

Rinnai has a Service and Spare Parts network with personnel who are fully trained and equipped to give the best service on your Rinnai appliance. If your appliance requires service, please call our National Help Line.

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