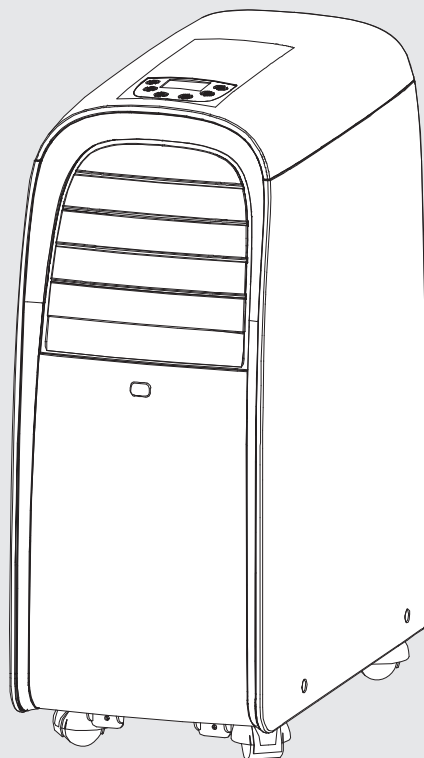


Models:  
**EX10C**

REFRIGERANT  
**R290**



# **POLOCOOL Portable Room Air Conditioner**

## Operation & Installation Manual

**POLO**  
by Rinnai

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

Before proceeding with the operation of your new Rinnai Portable Room Air Conditioner, please read this manual thoroughly and gain a full understanding of the requirements, features and operation of your new appliance.



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# Important Information

## **Important Topics Regarding the Proper Use of this Air Conditioner**

**Please contact your supplier  
for advice before returning unit**

Use this air conditioner only as described in this instruction manual.

- This appliance is fitted with a special safety device. When the compressor switches off or when the appliance is first turned on, this device prevents the compressor from switching on again for at least three minutes.
- This air conditioner has been designed and manufactured to operate in a domestic situation only and should not be used for other purposes.
- The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure they don't play with the appliance.
- Never use the air conditioner in damp rooms (eg bathrooms and laundries).
- If the power cord is damaged, it must be replaced with a new cord installed by a suitably qualified person.
- This air conditioner is designed to be connected to a standard 10 amp power supply outlet.
- Do not pull on or place strain on the power cord when using the appliance.
- Do not operate or stop the appliance by inserting or pulling out the power plug. Use the on/off switch on the air conditioner control panel or the remote control.
- Do not connect to multiple power outlets on extension leads.
- Do not rest hot or heavy objects on the appliance.
- Always unplug the unit from the power outlet before cleaning or maintenance operations, for example filter cleaning.
- Do not place the air conditioner or plastic window slider in direct sunlight.
- For maximum cooling efficiency keep the exhaust hose as short and as free of bends as possible.
- Clean the filters at least once every two weeks.
- Do not splash the unit with water.
- Do not move the unit by pulling the exhaust hose attached to the back of the unit.
- Do not move air conditioner when it is operating.
- Do not use the unit with the air intake and outlet grills closed, covered or obstructed.
- Before transporting, drain the water tray. After transportation, wait at least one hour before switching the unit on.
- The unit should be transported in a vertical position. If this is not possible, secure the unit at an angle, do not lay it horizontally. After transporting, wait at least one hour before switching the unit on.
- Do not operate the air conditioner outdoors or in areas open to the outdoors.
- If the air conditioner is correctly set and runs without cool air coming out of the front air outlet after 10 minutes of correct operation, switch off the unit and contact your supplier immediately.
- When cool air is coming out of the top air outlet, hot air should always be expelled from the bottom rear outlet. If it is not, switch off and contact your supplier immediately.

**THIS PRODUCT IS FOR HOUSEHOLD USE ONLY**

**RETAIN THIS MANUAL FOR FUTURE REFERENCE**

# Safety Precautions

Read Safety Precautions Before Operation and Installation

**Installation must be performed according to the installation instructions. Improper installation can cause water leakage, electrical shock, or fire.**

To prevent death or injury to the user or other people and property damage, the following instructions must be followed. Incorrect operation due to ignoring of instructions may cause death, harm or damage.



## WARNING

This symbol indicates the possibility of personal injury or loss of life.



## CAUTION

This symbol indicates the possibility of property damage or serious consequences.



## WARNING

- Use only the included accessories and parts, and specified tools for the installation. Using non-standard parts can cause water leakage, electrical shock, fire, and injury or property damage.
- Make sure that the outlet you are using is grounded and has the appropriate voltage. The power cord is equipped with a three-prong grounding plug to protect against shock. Voltage information can be found on the nameplate of the unit.
- Your unit must be used in a properly earthed wall socket. If the wall socket you intend to use is not adequately grounded or protected by a time delay fuse or circuit breaker (the fuse or circuit breaker needed is determined by the maximum current of the unit. The maximum current is indicated on the nameplate located on unit), have a qualified electrician install the proper earthed wall socket
- Install the unit on a flat, sturdy surface. Failure to do so could result in damage or excessive noise and vibration.
- The unit must be kept free from obstruction to ensure proper function and to mitigate safety hazards.
- Do not modify the length of the power cord or use an extension cord to power the unit.
- Do not share a single outlet with other electrical appliances. Improper power supply can cause fire or electrical shock.
- Do not install your air conditioner in a wet room such as a bathroom or laundry room. Too much exposure to water can cause electrical components to short circuit.
- Do not install the unit in a location that may be exposed to combustible gas, as this could cause fire.

The unit has wheels to facilitate moving. Make sure not to use the wheels on thick carpet or to roll over objects, as these could cause tipping.

- Do not operate a unit that it has been dropped or damaged.
- The appliance with electric heater shall have at least 1 meter space to the combustible materials.
- Do not touch the unit with wet or damp hands or when barefoot.
- If the air conditioner is knocked over during use, turn off the unit and unplug it from the main power supply immediately. Visually inspect the unit to ensure there is no damage. If you suspect the unit has been damaged, contact a technician or customer service for assistance.

- In a thunderstorm, the power must be cut off to avoid damage to the machine due to lightning.
- Your air conditioner should be used in such a way that it is protected from moisture. e.g. condensation, splashed water, etc. Do not place or store your air conditioner where it can fall or be pulled into water or any other liquid. Unplug immediately if it occurs
- The unit's circuit board (PCB) is designed with a fuse to provide overcurrent protection. The specifications of the fuse are printed on the circuit board, such as: T 3.15A/250V, etc.
- When the water drainage function is not in use, keep the upper and the lower drain plug firmly to the unit to get rid of choking. When the drain plug is not in use, keep it carefully to prevent children from choking.

**CAUTION**

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance. Children must be supervised around the unit at all times.(be applicable for other countries except the European Countries )
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Prior to cleaning or other maintenance, the appliance must be disconnected from the supply mains.
- Do not remove any fixed covers. Never use this appliance if it is not working properly, or if it has been dropped or damaged.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
- Do not operate unit with a damaged cord, plug, power fuse or circuit breaker. Discard unit or return to an authorised service facility for examination and/or repair.
- To reduce the risk of fire or electric shock, do not use this fan with any solid-state speed control device.
- The appliance shall be installed in accordance with national wiring regulations.
- Contact the authorised service technician for repair or maintenance of this unit.
- Contact the authorised installer for installation of this unit.
- Do not cover or obstruct the inlet or outlet grilles.
- Do not use this product for functions other than those described in this instruction manual.
- Before cleaning, turn off the power and unplug the unit.

- Disconnect the power if strange sounds, smell, or smoke comes from it.
- Do not press the buttons on the control panel with anything other than your fingers.
- Do not remove any fixed covers. Never use this appliance if it is not working properly, or if it has been dropped or damaged.
- Do not operate or stop the unit by inserting or pulling out the power cord plug.
- Do not use hazardous chemicals to clean or come into contact with the unit. Do not use the unit in the presence of inflammable substances or vapour such as alcohol, insecticides, petrol, etc.
- Always transport your air conditioner in a vertical position and stand on a stable, level surface during use.
- Always contact a qualified person to carry out repairs. If the damaged power supply cord must be replaced with a new power supply cord obtained from the product manufacturer and not repaired.
- Hold the cord by the head of the power plug when taking it out.
- Turn off the product when not in use.





## WARNING for Using R290 Refrigerant

- Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.
- The appliance shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater).
- Do not pierce or burn.
- Be aware that the refrigerants may not contain an odour.
- Appliance should be installed, operated and stored in a room with a floor area according to the amount of refrigerant to be charged. For specific information on the type of gas and the amount, please refer to the relevant label on the unit itself.
- Compliance with national gas regulations shall be observed.  
Keep ventilation openings clear of obstruction.
- The appliance shall be stored so as to prevent mechanical damage from occurring.
- A warning that the appliance shall be stored in a well-ventilated area where the room size corresponds to the room area as specified for operation.
- Any person who is involved with working on or breaking into a refrigerant circuit should hold a current valid certificate from an industry-accredited assessment authority, which authorises their competence to handle refrigerants safely in accordance with an industry recognised assessment specification.
- Servicing shall only be performed as recommended by the equipment manufacturer. Maintenance and repair requiring the assistance of other skilled personnel shall be carried out under the supervision of the person competent in the use of flammable refrigerants.
- The appliance shall be stored in a room without continuously operating open flames (for example an operating gas appliance) and ignition sources (for example an operating electric heater).

Explanation of symbols displayed on the unit (For R290 Refrigerant only):



Caution: Risk of fire/  
flammable materials

	WARNING	This symbol shows that this appliance used a flammable refrigerant. If the refrigerant is leaked and exposed to an external ignition source, there is a risk of fire.
	CAUTION	This symbol shows that the operation manual should be read carefully.
	CAUTION	This symbol shows that a service personnel should be handling this equipment with reference to the installation manual.
	CAUTION	This symbol shows that information is available such as the operating manual or installation manual.



1. Transport of equipment containing flammable refrigerants  
See transport regulations
2. Marking of equipment using signs  
See local regulations
3. Disposal of equipment using flammable refrigerants  
See national regulations.
4. Storage of equipment/appliances  
The storage of equipment should be in accordance with the manufacturer's instructions.
5. Storage of packed (unsold) equipment  
Storage package protection should be constructed such that mechanical damage to the equipment inside the package will not cause a leak of the refrigerant charge. The maximum number of pieces of equipment permitted to be stored together will be determined by local regulations.
6. Information on servicing
  - 1) Checks to the area  
Prior to beginning work on systems containing flammable refrigerants, safety checks are necessary to ensure that the risk of ignition is minimised. For repair to the refrigerating system, the following precautions shall be complied with prior to conducting work on the system.
  - 2) Work procedure  
Work shall be undertaken under a controlled procedure so as to minimise the risk of a flammable gas or vapour being present while the work is being performed.
  - 3) General work area  
All maintenance staff and others working in the local area shall be instructed on the nature of work being carried out. Work in confined spaces shall be avoided. The area around the workspace shall be sectioned off. Ensure that the conditions within the area have been made safe by control of flammable material.
  - 4) Checking for presence of refrigerant  
The area shall be checked with an appropriate refrigerant detector prior to and during work, to ensure the technician is aware of potentially flammable atmospheres. Ensure that the leak detection equipment being used is suitable for use with flammable refrigerants, i.e. non-sparking, adequately sealed or intrinsically safe.
  - 5) Presence of fire extinguisher  
If any hot work is to be conducted on the refrigeration equipment or any associated parts, appropriate fire extinguishing equipment shall be available to hand. Have a dry powder or CO<sub>2</sub> fire extinguisher adjacent to the charging area.
  - 6) No ignition sources  
No person carrying out work in relation to a refrigeration system which involves exposing any pipe work that contains or has contained flammable refrigerant shall use any sources of ignition in such a manner that it may lead to the risk of fire or explosion. All possible ignition sources, including cigarette smoking, should be kept sufficiently far away from the site of installation, repairing, removing and disposal, during which flammable refrigerant can possibly be released to the surrounding space. Prior to work taking place, the area around the equipment is to be surveyed to make sure that there are no flammable hazards or ignition risks. No Smoking signs shall be displayed.
  - 7) Ventilated area  
Ensure that the area is in the open or that it is adequately ventilated before breaking into the system or conducting any hot work. A degree of ventilation shall continue during the period that the work is carried out. The ventilation should safely disperse any released refrigerant and preferably expel it externally into the atmosphere.

## 8) Checks to the refrigeration equipment

Where electrical components are being changed, they shall be fit for the purpose and to the correct specification. At all times the manufacturer's maintenance and service guidelines shall be followed. If in doubt consult the manufacturer's technical department for assistance. The following checks shall be applied to installations using flammable refrigerants:

The charge size is in accordance with the room size within which the refrigerant containing parts are installed;

The ventilation machinery and outlets are operating adequately and are not obstructed;

If an indirect refrigerating circuit is being used, the secondary circuit shall be checked for the presence of refrigerant; Marking to the equipment continues to be visible and legible. Markings and signs that are illegible shall be corrected;

Refrigeration pipe or components are installed in a position where they are unlikely to be exposed to any substance which may corrode refrigerant containing components, unless the components are constructed of materials which are inherently resistant to being corroded or are suitably protected against being so corroded.

## 9) Checks to electrical devices

Repair and maintenance to electrical components shall include initial safety checks and component inspection procedures. If a fault exists that could compromise safety, then no electrical supply shall be connected to the circuit until it is satisfactorily dealt with. If the fault cannot be corrected immediately but it is necessary to continue operation, an adequate temporary solution shall be used. This shall be reported to the owner of the equipment so all parties are advised.

Initial safety checks shall include:

That capacitors are discharged: this shall be done in a safe manner to avoid possibility of sparking;

That there no live electrical components and wiring are exposed while charging, recovering or purging the system; That there is continuity of earth bonding.

## 7. Repairs to sealed components

1) During repairs to sealed components, all electrical supplies shall be disconnected from the equipment being worked upon prior to any removal of sealed covers, etc. If it is absolutely necessary to have an electrical supply to equipment during servicing, then a permanently operating form of leak detection shall be located at the most critical point to warn of a potentially hazardous situation.

2) Particular attention shall be paid to the following to ensure that by working on electrical components, the casing is not altered in such a way that the level of protection is affected. This shall include damage to cables, excessive number of connections, terminals not made to original specification, damage to seals, incorrect fitting of glands, etc. Ensure that apparatus is mounted securely. Ensure that seals or sealing materials have not degraded such that they no longer serve the purpose of preventing the ingress of flammable atmospheres. Replacement parts shall be in accordance with the manufacturer's specifications.

NOTE: The use of silicon sealant may inhibit the effectiveness of some types of leak detection equipment. Intrinsically safe components do not have to be isolated prior to working on them.

## 8. Repair to intrinsically safe components

Do not apply any permanent inductive or capacitance loads to the circuit without ensuring that this will not exceed the permissible voltage and current permitted for the equipment in use. Intrinsically safe components are the only types that can be worked on while live in the presence of a flammable atmosphere. The test apparatus shall be at the correct rating. Replace components only with parts specified by the manufacturer. Other parts may result in the ignition of refrigerant in the atmosphere from a leak.

## 9. Cabling

Check that cabling will not be subject to wear, corrosion, excessive pressure, vibration, sharp edges or any other adverse environmental effects. The check shall also take into account the effects of aging or continual vibration from sources such as compressors or fans.

## 10. Detection of flammable refrigerants

Under no circumstances shall potential sources of ignition be used in the searching for or detection of refrigerant leaks. A halide torch (or any other detector using a naked flame) shall not be used.

## 11. Leak detection methods

**Ensure all service equipments are R290 rated including vacuum and recovery pump, leak detector and pressure gauges.**

The following leak detection methods are deemed acceptable for systems containing flammable refrigerants. Electronic leak detectors shall be used to detect flammable refrigerants, but the sensitivity may not be adequate, or may need re-calibration. (Detection equipment shall be calibrated in a refrigerant-free area.) Leak detection equipment shall be set at a percentage of the LFL of the refrigerant and shall be calibrated to the refrigerant employed and the appropriate percentage of gas (25 % maximum) is confirmed. Leak detection fluids are suitable for use with most refrigerants but the use of detergents containing chlorine shall be avoided as the chlorine may react with the refrigerant and corrode the copper pipe-work. If a leak is suspected, all naked flames shall be removed/ extinguished. If a leakage of refrigerant is found which requires brazing, all of the refrigerant shall be recovered from the system, or isolated (by means of shut off valves) in a part of the system remote from the leak. Oxygen free nitrogen (OFN) shall then be purged through the system both before and during the brazing process.

## 12. Removal and evacuation

When breaking into the refrigerant circuit to make repairs or for any other purpose conventional procedures shall be used. However, it is important that best practice is followed since flammability is a consideration. The following procedure shall be adhered to:

Remove refrigerant; Purge the circuit with inert gas; Evacuate; Purge again with inert gas; Open the circuit by cutting or brazing.

The refrigerant charge shall be recovered into the correct recovery cylinders with the use of R290 rated recovery equipment. The system shall be flushed with OFN to render the unit safe. This process may need to be repeated several times. **Compressed air or oxygen shall not be used for this task.**

Flushing shall be achieved by breaking the vacuum in the system with OFN and continuing to fill until the working pressure is achieved, then venting to atmosphere, and finally pulling down to a vacuum. This process shall be repeated until no refrigerant is within the system. When the final OFN charge is used, the system shall be vented down to atmospheric pressure to enable work to take place. This operation is absolutely vital if brazing operations on the pipe-work are to take place. Ensure that the outlet for the vacuum pump is not close to any ignition sources and there is ventilation available.

## 13. Charging procedures

In addition to conventional charging procedures, the following requirements shall be followed. Ensure that contamination of different refrigerants does not occur when using charging equipment. Hoses or lines shall be as short as possible to minimise the amount of refrigerant contained in them.

Cylinders shall be kept upright.

Ensure that the refrigeration system is earthed prior to charging the system with refrigerant.

Label the system when charging is complete (if not already).

Extreme care shall be taken not to overfill the refrigeration system. Prior to recharging the system it shall be pressure tested with OFN. The system shall be leak tested on completion of charging but prior to commissioning. A follow up leak test shall be carried out prior to leaving the site.

#### 14.Decommissioning

Before carrying out this procedure, it is essential that the technician is completely familiar with the equipment and all its detail. It is recommended good practice that all refrigerants are recovered safely. Prior to the task being carried out, an oil and refrigerant sample shall be taken in case analysis is required prior to re-use of reclaimed refrigerant. It is essential that electrical power is available before the task is commenced.

a) Become familiar with the equipment and its operation. b) Isolate system electrically. c) Before attempting the procedure ensure that: Mechanical handling equipment is available, if required, for handling refrigerant cylinders; All personal protective equipment is available and being used correctly; The recovery process is supervised at all times by a competent person; Recovery equipment and cylinders conform to the appropriate standards. d) Pump down refrigerant system, if possible. e) If a vacuum is not possible, make a manifold so that refrigerant can be removed from various parts of the system. f) Make sure that cylinder is situated on the scales before recovery takes place. g) Start the recovery machine and operate in accordance with manufacturer's instructions. h) Do not overfill cylinders. (No more than 80 % volume liquid charge). i) Do not exceed the maximum working pressure of the cylinder, even temporarily. j) When the cylinders have been filled correctly and the process completed, make sure that the cylinders and the equipment are removed from site promptly and all isolation valves on the equipment are closed off. k) Recovered refrigerant shall not be charged into another refrigeration system unless it has been cleaned and checked.

#### 15.Labelling

Equipment shall be labelled stating that it has been de-commissioned and emptied of refrigerant. The label shall be dated and signed. Ensure that there are labels on the equipment stating the equipment contains flammable refrigerant.

#### 16.Recovery

When removing refrigerant from a system, either for servicing or decommissioning, it is recommended good practice that all refrigerants are removed safely. When transferring refrigerant into cylinders, ensure that only appropriate refrigerant recovery cylinders are employed. Ensure that the correct number of cylinders for holding the total system charge is available. All cylinders to be used are designated for the recovered refrigerant and labelled for that refrigerant (i.e. special cylinders for the recovery of refrigerant). Cylinders shall be complete with pressure relief valve and associated shut-off valves in good working order. Empty recovery cylinders are evacuated and, if possible, cooled before recovery occurs. The recovery equipment shall be in good working order with a set of instructions concerning the equipment that is at hand and shall be suitable for the recovery of flammable refrigerants. In addition, a set of calibrated weighing scales shall be available and in good working order. Hoses shall be complete with leak-free disconnect couplings and in good condition. Before using the recovery machine, check that it is in satisfactory working order, has been properly maintained and that any associated electrical components are sealed to prevent ignition in the event of a refrigerant release. Consult manufacturer if in doubt. The recovered refrigerant shall be returned to the refrigerant supplier in the correct recovery cylinder, and the relevant Waste Transfer Note arranged. Do not mix refrigerants in recovery units and especially not in cylinders. If compressors or compressor oils are to be removed, ensure that they have been evacuated to an acceptable level to make certain that flammable refrigerant does not remain within the lubricant. The evacuation process shall be carried out prior to returning the compressor to the suppliers. Only electric heating to the compressor body shall be employed to accelerate this process. When oil is drained from a system, it shall be carried out safely.

# Introduction

This portable air conditioner can alter the room temperature and humidity. It has multiple functions of cooling, dehumidifying (drying) and fan ventilation, and can be moved from room to room and transported from building to building easily. In addition, the desired humidity level can be set between 35-85%.

The air conditioner can maintain set room indoor air temperatures between 18°C and 32°C. The set room temperature is displayed on the remote control and in the control panel on the unit. This does not mean that the air conditioner will necessarily reduce the actual room temperature to the set room temperature. This appliance operates at half the noise levels of most other portable air conditioners and is ideal for bedrooms.

This POLOCOOL portable refrigerated air conditioner model EX10C has a maximum cooling capacity of 2.5 kW. This is sufficient to cool rooms with a floor area of between 6 and 32 square metres.

- Do not place the air conditioner or plastic window slider in direct sunlight. Close all curtains in the room being cooled.
- For maximum cooling (COOLING MODE), set the temperature at 18°C and the fan at HIGH. After approximately 3 minutes, the compressor will turn on and cooled air will come out of the front air outlet. Warm air will also come out of the rear outlet and into the exhaust hose.
- In COOLING MODE the air conditioner will not cool unless the set temperature is below the existing room temperature.
- In COOLING MODE once the existing room temperature reaches the set temperature, the fan continues operating and the compressor switches on and off to maintain the set temperature within the room.
- For maximum cooling output keep the exhaust hose as short and as straight as possible. Minimise bends which can reduce the maximum cooling capacity of the air conditioner. Elevate the air conditioner if necessary.
- Make sure the air intake and outlet grills are unobstructed.
- Clean the filters at least once every two weeks.

## Warnings and Important Information

Warning information regarding appliances with R290 refrigerant gas.

Thoroughly read all of the warnings.



**The appliance must be installed, used and stored in a ventilated area that is greater than 9m<sup>2</sup>.**



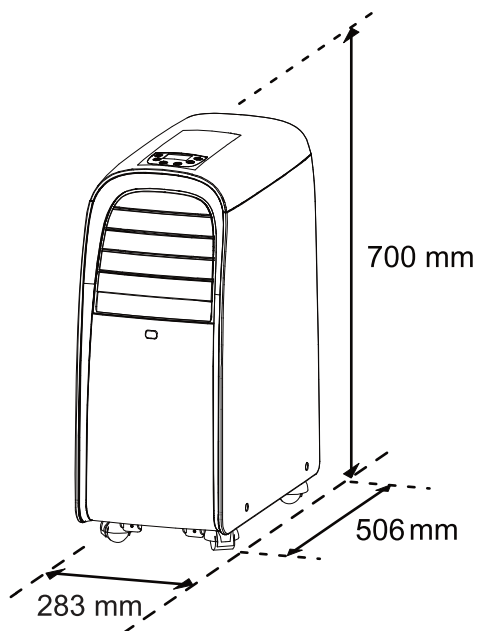
**The appliance must be placed in an area without any continuous sources of ignition (for example: open flames, gas or electrical appliances in operation).**



- This appliance contains 270 g of R290 refrigerant gas.
- When cleaning the appliance, do not use any tools other than those recommended by the manufacturing company.
- Do not puncture and do not burn.
- Refrigerant gases can be odourless.
- If the appliance is installed, operated or stored in a non-ventilated area, the room must be designed to prevent the accumulation of refrigerant leaks resulting in a risk of fire or explosion due to ignition of the refrigerant caused by electric heaters, stoves, or other sources of ignition.
- The appliance must be stored in such a way as to prevent mechanical failure.
- Repairs must be performed based on the recommendations from the manufacturing company. Maintenance and repairs that require the assistance of other qualified personnel must be performed under the supervision of an individual specified in the use of flammable refrigerants.

# Specifications

MODEL		EX10C
Power Supply	V/Hz	220-240 / 50
Dimensions - Net (H x W x D)	mm	700 x 506 x 283
Weight	kg	29
Nominal Cooling Capacity	kW	2.5
Rated Input Current	A	6.0
Rated Input Power	kW	1.1
Refrigerant	Type	R290
Refrigerant Volume	g	270
Sound Power Level	dB(A)	64



## Mandatory Inspection Prior to Installation

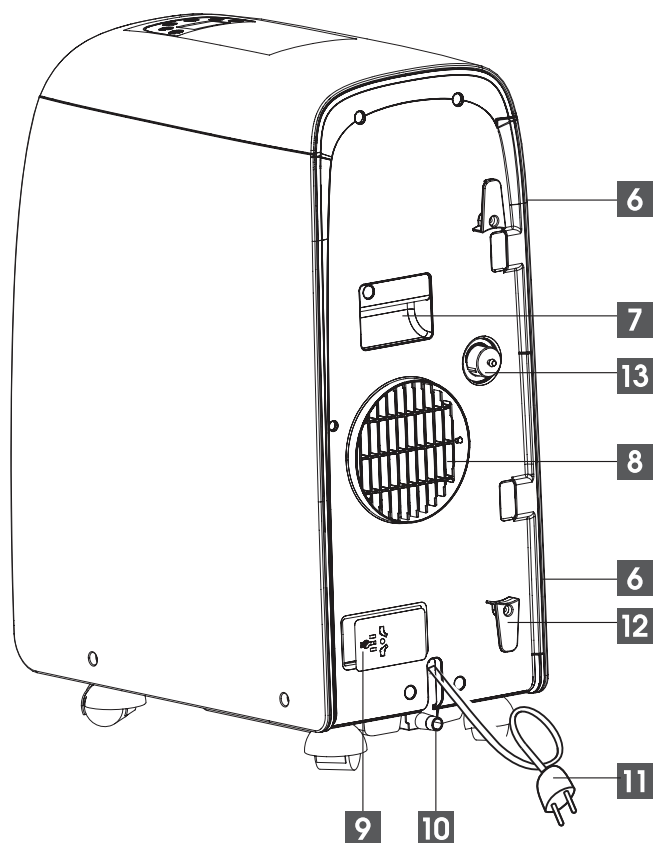
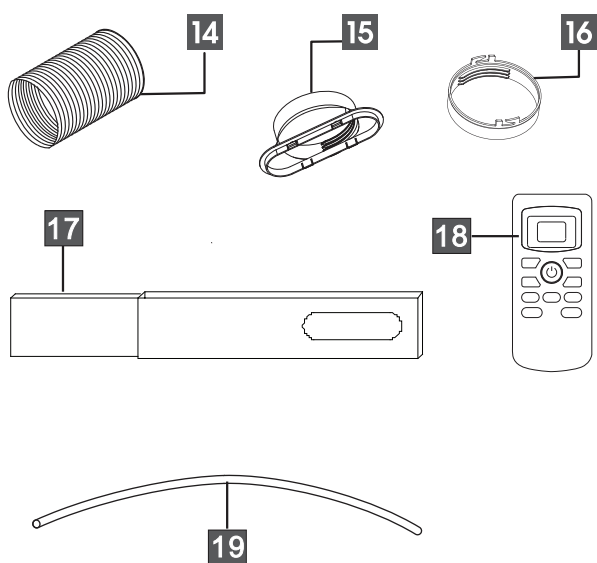
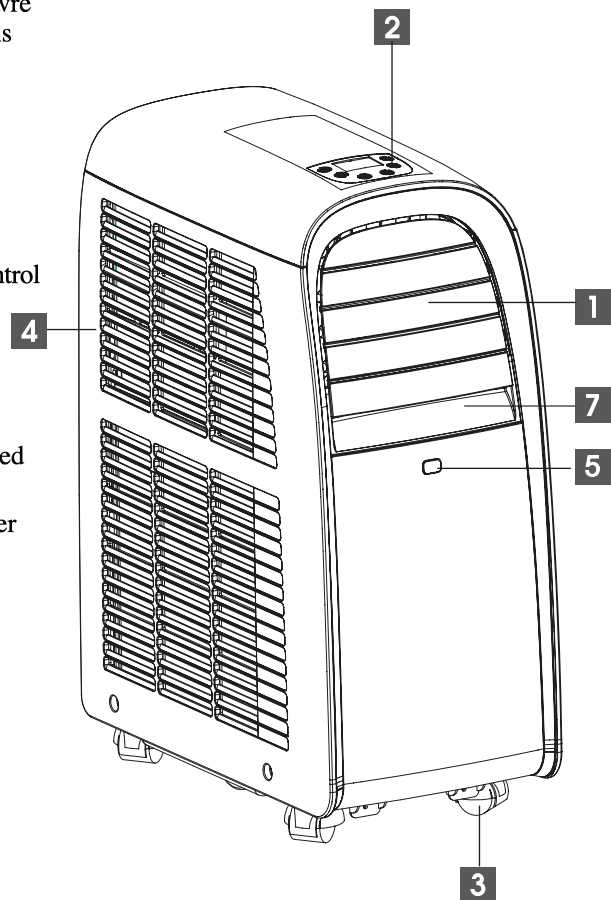
Immediately report any damage or discrepancies to the Supplier of the appliance. This appliance was inspected and tested at the time of manufacture and packaging, and released for transportation without known damage. Upon receipt, inspect the exterior for evidence of rough handling in shipment. Ensure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

For safety and warranty purposes, appliances that may be damaged or incorrect **MUST NOT** be installed or operated under any circumstances. Installation of damaged or incorrect appliances may contravene local government regulations. Rinnai disclaims any liability or responsibility whatsoever in relation to the installation or operation of damaged or incorrect appliances.



# Description of each part and function

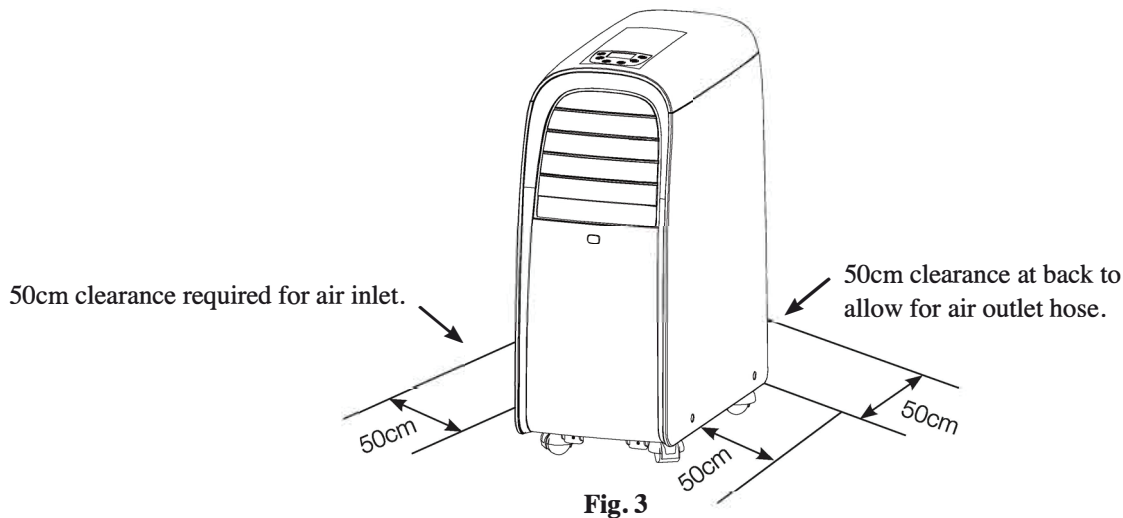
1. Air outlet grill – cooled air comes out of this outlet. **IMPORTANT** – ensure horizontal louvres are open by grasping the top louvre and pulling downwards. Louvres can be locked in 4 positions depending on where air needs to be directed. The horizontal position is recommended.
2. Control panel – controls the functions of the air conditioner
3. Castors – enables the air conditioner to be easily moved
4. Intake – enables air to enter the air conditioner and must not be blocked
5. Remote control receiver – receive signals from the remote control and must not be covered.
6. Removable filters – must be cleaned every 2 weeks
7. Handle – used when moving air conditioner
8. Air exhaust hose housing – exhaust hose is connected here
9. Power plug holder – used to store plug after power cord stored on winding lugs
10. Condensate drain – remove cap to drain water from the water tank/tray
11. Power cable cord and plug
12. Power cord winding lugs
13. Middle condensate drain – only used when the unit is in dehumidifying mode
14. Air exhaust hose – approx. 1.5m long fully extended
15. Hose outlet – connects to window slider
16. Hose inlet – connects exhaust hose to rear of unit
17. Window slider – fits in window and hose outlet is attached
18. Remote control
19. Drain hose – used to drain water from the middle condensate drain



# Installation

## Selection of Installation Location

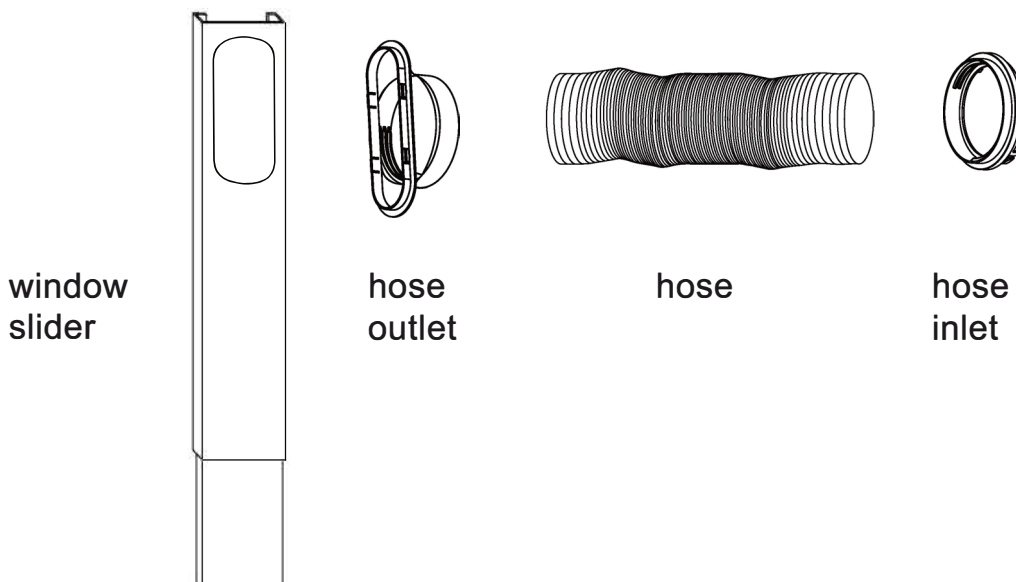
Place the portable air conditioner in a flat location where the air inlets and outlets cannot be covered up. Place the unit no less than 50cm away from a wall or other obstacle. In addition a minimum 50cm clearance is required from all faces of the air conditioner including the rear face.



The appliance must be installed, used and stored in a ventilated area that is greater than 9m<sup>2</sup>.

## Assembly of Exhaust Hose, Hose Inlet, Hose Outlet and Window Slider

- Fully extend each end of the exhaust hose by about 10cm and attach the hose inlet and hose outlet to opposite ends by rotating the inlet/outlet in a counter clockwise direction approximately 3 to 4 turns, making sure that the hose wire is well threaded into the hose inlet and outlet. The hose inlet and outlet cannot be installed unless the hose ends have been fully extended.
- Clip the hose outlet into the window slider. Take care to not break the tabs on the hose outlet when disconnecting from the window slider.

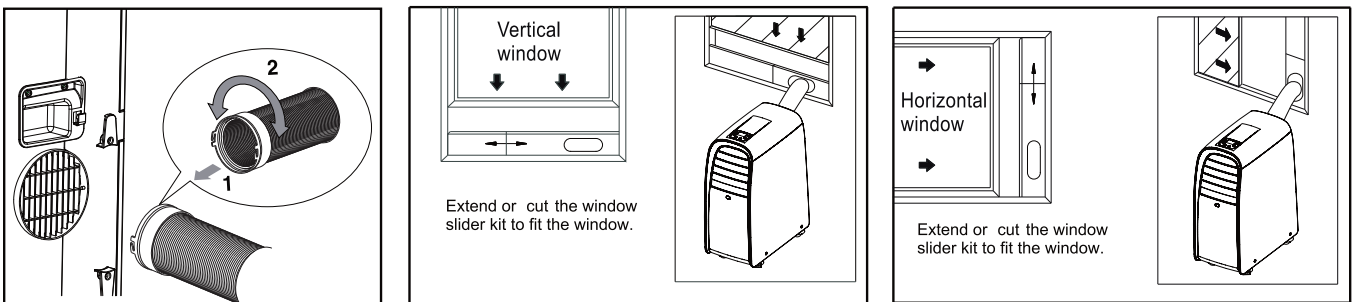




## Mounting of Assembled Air Exhaust Hose

- Make certain the air intake and outlet grills are unobstructed.
- Push the hose inlet into the air exhaust hose housing lining up the slots with the side lugs. Twist anti clockwise to secure. Twist clockwise to remove.
- Place the hose outlet to the nearest window. The length of the air exhaust hose is between 400mm and 1500mm – use the minimum length when working.
- When mounting try and keep the air exhaust hose horizontal and do not extend its length by attaching it to another hose as this reduces the cooling capacity of the appliance.

If the hose needs to be extended use as few bends as possible.



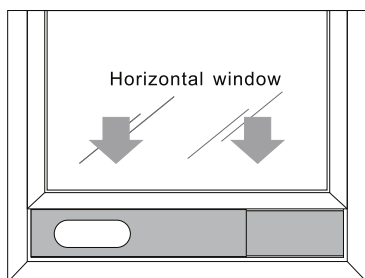
### NOTE

- The exhaust hose should not be longer than 1.5 metres
- Never bend the exhaust hose excessively when the appliance is working
- Always keep the exhaust hose at its shortest length and as straight as possible when the appliance is working
- Never move the appliance by pulling the air exhaust hose attached to the back of the unit
- Do not move the air conditioner when it is operating

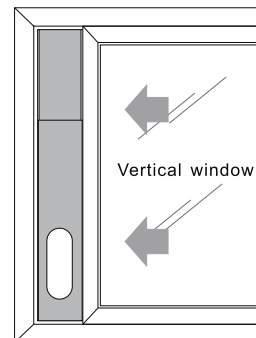
## Window Slider Installation

The window slider has been designed to fit most standard “vertical” and “horizontal” window applications. **It may be necessary for you to improvise/modify some aspects of the installation procedures for certain types of windows. Some window types may require the use of cardboard or plastic fillers and/or duct tape to install.** Additional complete window kits may be purchased from POLO to enable pre-installation in windows in other rooms.

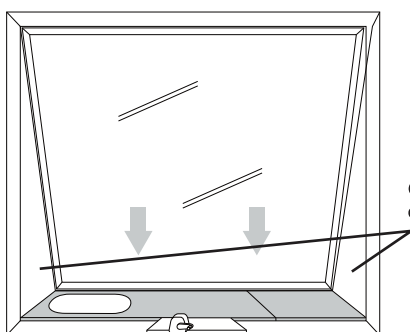
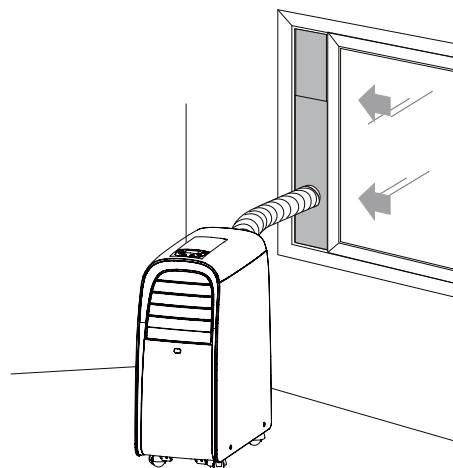
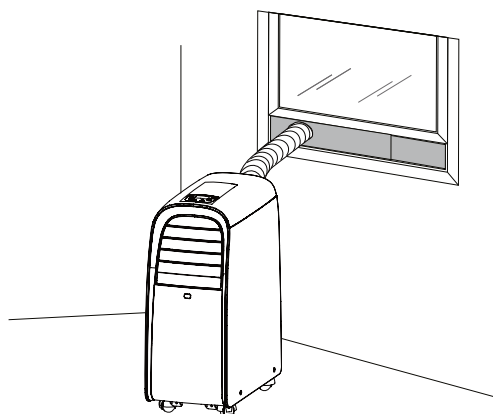
**Please refer to illustration for minimum and maximum window openings.**



Window slider length  
Min. 50cm  
Max. 96.5cm



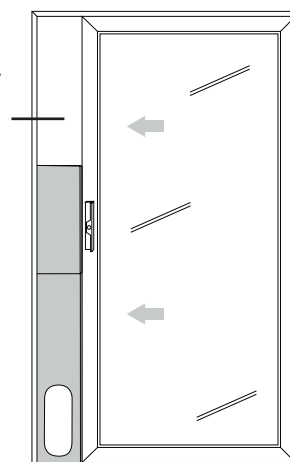
Window slider length  
Min. 50cm  
Max. 96.5cm



Window slider length  
Min. 50cm  
Max. 96.5cm

Gaps can be sealed using cardboard or plastic and duct tape.

Standard door height 210cm.  
Gap can be sealed using cardboard and duct tape.  
Additional window sliders can also be purchased to fill this gap.



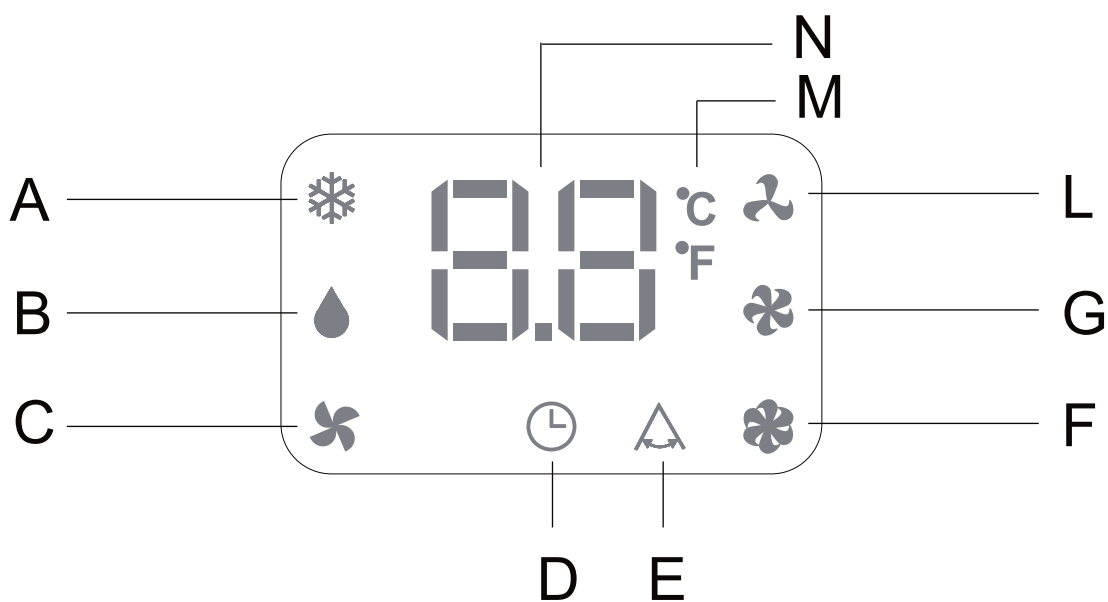
Window (Door) slider height  
Max. 96.5cm

# Operating Instructions

## Description of the Control Panel



- |                    |                     |
|--------------------|---------------------|
| 1. Mode button     | 4. Increase button  |
| 2. Swing button    | 5. Fan speed button |
| 3. Decrease button | 6. On/Off button    |




- |                       |                               |
|-----------------------|-------------------------------|
| A. Cool indicator     | F. High fan speed indicator   |
| B. Dry indicator      | G. Med fan speed indicator    |
| C. Fan mode indicator | L. Low fan speed indicator    |
| D. Timer indicator    | M. Temperature unit indicator |
| E. Swing indicator    | N. Display temperature / time |


## Operating from the Control Panel

The control panel enables you to manage all the main functions of the appliance, but to fully exploit its potential, you must use the remote control unit.

### TURNING THE APPLIANCE ON

- Plug into the mains socket.  
Two lines appear on the display indicating that the appliance is in standby.
- Press the  button until the appliance comes on. The last function active when it was turned off will appear.



- ✓ Never turn the air conditioner off by unplugging from the mains. Always press the button , then wait for a few minutes before unplugging. This allows the appliance to perform a cycle of checks to verify operation.

### NOTE






- Only one mode of operation is available at any one time. E.g. Cool Mode, Dry Mode or Fan Mode only.



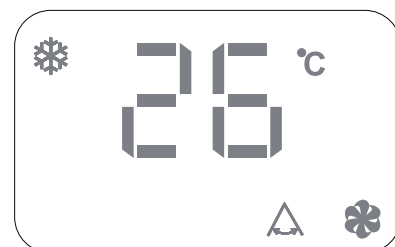
### COOL MODE


Ideal for hot muggy weather when you need to air condition and dehumidify the room.


To set this mode correctly:


- Press the "" button a number of times until the "" symbol appears.
- Select the target temperature by pressing the "" or "" button until the corresponding value is displayed.
- Select the required fan speed by pressing the "" button.

Four speeds are available:



 **Auto Speed:** The three indicators light up means the fan speed is AUTO and the appliance selects the most suitable fan speed in relation to the temperature set on the digital display.

 **Low speed:** for silent operation

 **Medium speed:** reduces noise levels but still maintains a good level of comfort

 **High (Maximum) Speed:** to achieve the target temperature as rapidly as possible





## DRY MODE

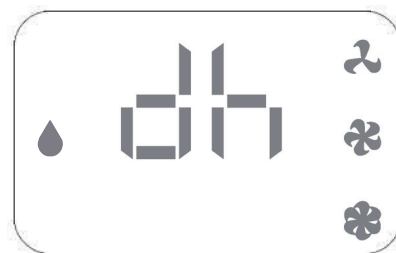
Ideal to reduce room humidity (spring and autumn, damp rooms, rainy periods, etc).

In dry mode, the appliance should be prepared in the same way as for cool mode, with the air exhaust hose attached to enable the moisture to be discharged outside.

To set this mode correctly:

- Press the "  " button a number of times until the "  " symbol appears.



In this mode, fan speed is selected automatically by the appliance and can not be set manually.



## FAN MODE

When using the appliance in this mode, the air hose does not need to be attached.

To set this mode correctly:

- Press the "  " button a number of times until the "  " symbol appears.  
Select the required fan speed by pressing the **FAN** button.  
Three speeds are available:



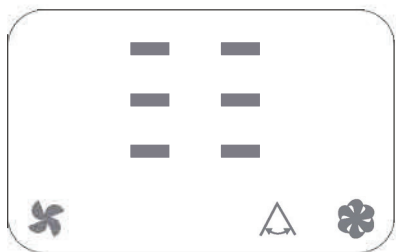
High (maximum) speed: for maximum fan power



Medium speed: reduces noise levels but still maintains a good level of comfort



Low speed: for silent operation




## Swing function


Using this function will cause the air direction louvers to swing automatically, directing the air flow left and right.

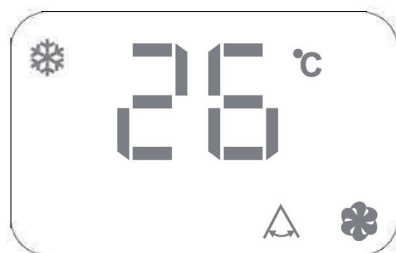
Begin air conditioner operation by choosing the operating mode (Cool/Dry/Fan) as described above before performing this procedure.

To select SWING operation:

- Press the swing button - the swing display  will light up and the louvers will swing automatically

To stop swing operation:

- Press the swing button again - the swing display  will disappear and the louvers will return to the setting before the swing function was commenced.

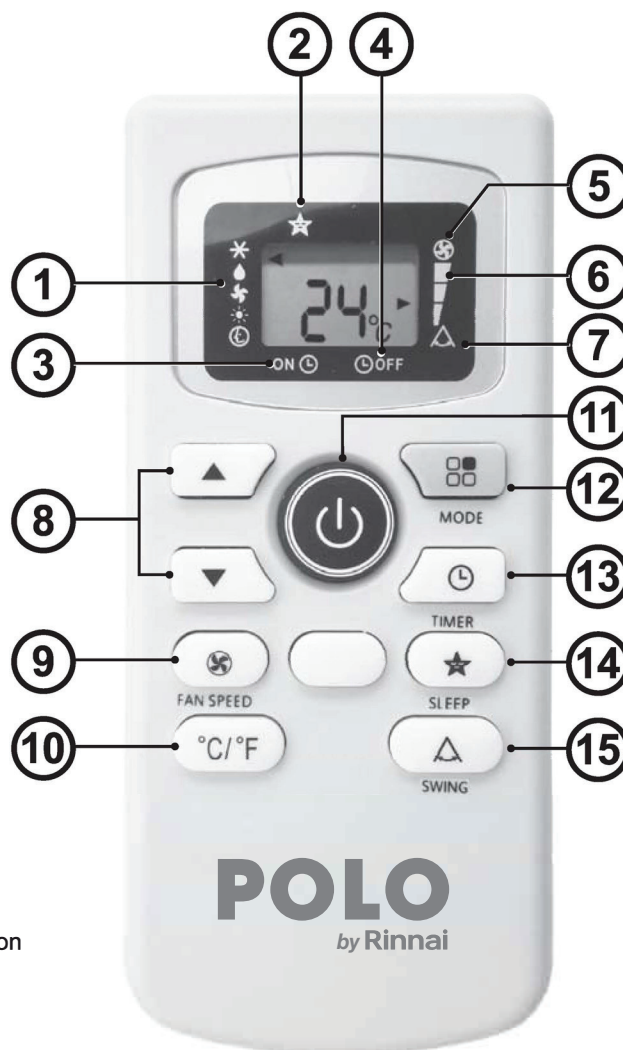


NOTE: Only one mode of operation is available at any time.

# Operating from the Remote Control

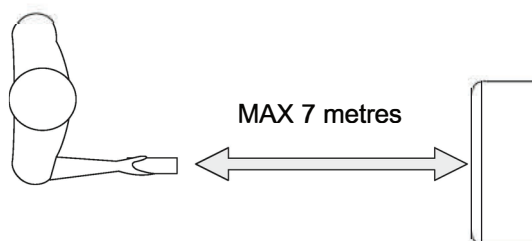
## Description of the Remote Control

1. Mode indicator - COOL | DEHUMIDIFY (DRY) / FAN
2. Sleep indicator
3. Timer on
4. Timer off
5. Auto speed indicator
6. Fan speed indicator
7. SWING indicator
8. (a) Increase (+) button  
(b) Decrease (-) button
9. FAN SPEED button.  
Press this button to set fan speed
10. °C / °F button.  
Press this button to set °C (Centigrade) or °F (Fahrenheit)
11. ON/OFF button  
Press this button to switch ON/OFF the appliance
12. MODE button  
Press this button to select the modes of COOL/DRY (Dehumidify) /FAN
13. TIMER button  
Press this button to set automatic startup / shutdown
14. SLEEP button  
Press this button to set ON/OFF sleep function
15. SWING button  
Press this button to switch ON/OFF the automatic swing function



## CORRECT USE

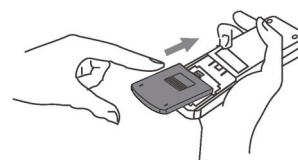
- ✓ Point the remote control at the receiver on the appliance. The remote control must be no more than 7 metres away from the appliance (without obstacles between the remote control and the receiver).
- ✓ The remote control must be handled with extreme care. Do not drop it or expose it to direct sunlight or sources of heat.



## INSERTING OR REPLACING THE BATTERIES

- Slide and remove the cover on the rear of the remote control;
- Insert two "AM" 1.5V batteries in the correct position (see instructions inside the battery compartment);
- Replace the cover

If the remote control is not used for long periods, remove the batteries.



## Operating the Remote Control

### ON/OFF BUTTON

1. Press the ON/OFF button to turn the unit ON or OFF.
2. Each time the unit is turned ON it will start operation in last selected mode.

### SLEEP FUNCTION

Under this function the unit maintains the room temperature at optimum level with quiet operation. The unit will run in a preset programmed algorithm which will vary the set temperature after every preset time interval. The unit will be turned off after 8 hours and will be in STANDBY mode.

Fan speed cannot be adjusted and is always set to low under this function.

#### TO SET

1. Select the desired mode of operation - COOL or DRY
2. Press the SLEEP button, sleep icon will appear on the display and the remote which will indicate the unit is set in SLEEP function.
3. In SLEEP function if the unit is running in COOL mode, after each hour the set temperature is increased by 1°C, this happens for the first two hours after which the unit will run at (set temperature +2°C) for remaining 6 hours before it switches off.
4. In DRY mode the dehumidifying power of the appliance is partially reduced every hour for the first two hours and then the unit will run for 6 hrs at the reduced dehumidifying power before it goes into STANDBY mode.



## Timer

### **TIMER** TIMER FUNCTION

The Timer Function is used to set the ON or OFF time interval of the unit.

This function can only be set using the remote control.

Timer ON and Timer OFF can not be set concurrently, only one or the other can be set at any one time.

The air conditioner must be running in the desired operating settings before selecting either the Timer ON or Timer OFF function, for example Cooling Mode, 25°C Target Temperature, Fan Speed high.

In both timer modes the time interval can be incremented by 30 minutes from 1-10 hours.

Between 10-24 hours, the time interval can be incremented by 1 hour.

In an event of power failure the timer interval will need to be reprogrammed.

#### **TIMER ON**

This function is used to start the unit after a specific time interval.

To set the ON time:

1. The unit must be running in the desired operating settings under which you want the unit to run when it starts up after the selected time interval has elapsed.
2. Press the ON/OFF button on the remote to switch the unit in STANDBY mode.
3. Press the TIMER button; the remote handset will display the time icon and ON next to it.
4. Press the TIMER button once; the clock display will come up and continue to flash next to the ON time icon.
5. Set the time interval after which you want the unit to be turned ON using the UP/DOWN button.
6. Once the selected time interval is set press the TIMER button again to store the time interval in the memory.
7. The unit will start operating in the mode selected when the preset time is reached.
8. To cancel the timer setting, press the TIMER button.



#### **TIMER OFF**

This function is used to turn OFF the unit after a specific time interval.

To set the OFF time:




1. The unit must be running in the desired operating settings under which you want the unit to run during the specified time interval.
2. Press the TIMER button once; the clock display will come up and continue to flash next to the ON time icon.
3. Set the time interval after which you want the unit to be turned OFF using the UP/DOWN button.
4. Once the selected time is set press the TIMER button again to store the off time interval in the memory.
5. The unit will be turned OFF when the preset time is reached and will be in standby mode.
6. To cancel the timer setting, press the TIMER button.





## Self Diagnosis

The appliance has a self diagnosis system to identify a number of malfunctions. Error messages are displayed on the appliance display.

IF IS DISPLAYED,	WHAT SHOULD I DO?
 <b>LOW TEMPERATURE</b> (frost prevention)	The appliance is fitted with a frost protection device to avoid excessive formation of ice. The appliance starts up again automatically when the defrosting process is completed.
 <b>PROBE FAILURE</b> (sensor damaged)	If this is displayed, contact POLO for advice on 1800 087 840
 <b>FULL TANK</b> (water tank full)	Empty the internal water tank, following the instructions in the "End of season operations" paragraph.

# Water Drainage

This air conditioner is equipped with the very latest MIST technology which means that the water tank generally never needs emptying even in high humidity areas. Water drainage will generally only be required at the end of the season (see End of Season Operations – page 27)

## NOTE

As a safety measure, to positively prevent water spillage, the air conditioner is equipped with a fail safe device, if, the water tank fills. The unit will completely stop, the control panel displays “ *Ft* ” (FULL TANK) as mentioned in SELF-DIAGNOSIS in page 25, the compressor and fan will not restart until the tank has been drained.

Before draining the water tank (tray) take care not to move the air conditioner as water may spill onto the floor.

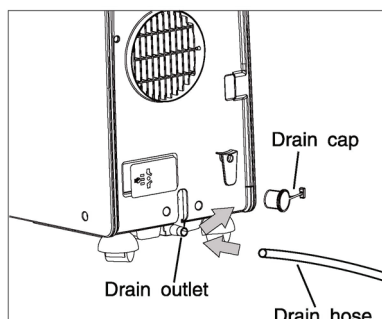
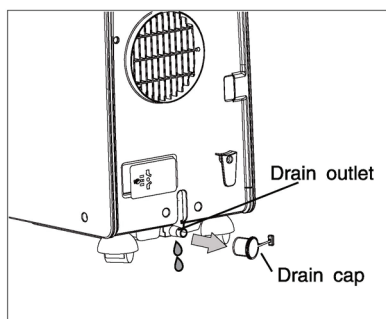
Turn the air conditioner off using the on/off switch on the unit or remote control. Then drain the water tank by unplugging the drain outlet and allowing the water to flow onto the drain pan. The drain pan will not hold the full contents of the water tank. A number of fills of the drain pan are required. It may be easier (after 3 or 4 pans have been drained in order to avoid accidental spillage when shifting the air conditioner) to wheel the unit outside, remove the drain plug and drain the water onto the ground.

The water tank is considered sufficiently drained when no more water flows from the drain outlet.

Restart the air conditioner by pressing the on/off button. Ensure that the unit is in COOL or DRY mode. The compressor will start approximately 3 minutes after the unit is switched on.

## NOTE

To completely drain all water from the water tank, tilt the unit by lifting it slightly upwards from the front until no more water drains from the outlet.



## Continuous Drainage

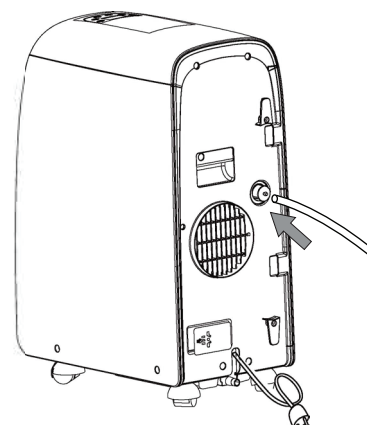
When operating in dry (dehumidifying) mode continuous drainage can be used to avoid the trouble of manual drainage, if required.

This appliance is equipped with a second drain outlet half way up the back of the unit for this purpose.

To operate the continuous drain method:


- (1) Empty the water tank completely
- (2) Connect one end of the drain hose on the middle drain outlet (pick the hose end that has a tight fit on this outlet) and lead the other end to outdoor or other place where it can drain freely. The bottom drain outlet can also be used but is not as effective as the middle drain outlet as this outlet puts a greater slope on the drain pipe which drains the water more quickly and makes the dry mode work more effectively
- (3) Turn on the appliance and select dry mode

When this continuous drainage method is adopted in dry mode, water removed from the air flows out through the drain hose continuously.



# Maintenance

## Cleaning

Before cleaning or maintenance, turn the appliance off by pressing the  button on the control panel or ON/OFF button on remote control, wait for a few minutes then unplug from the mains socket.

### CLEANING THE CABINET

You should clean the appliance with a slightly damp cloth then dry with a dry cloth.

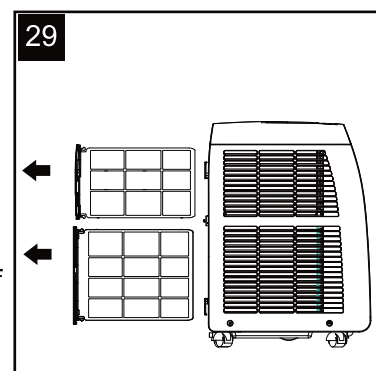
- ✓ Never wash the air conditioner with water. It could be dangerous.
- ✓ Never use petrol, alcohol or solvents to clean the appliance.
- ✓ Never spray insecticide liquids or similar.

### CLEANING THE AIR FILTERS

To keep your air conditioner working efficiently, you should clean the filters every two weeks of operation.

The filters are housed in the intake grille (fig. 29).

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

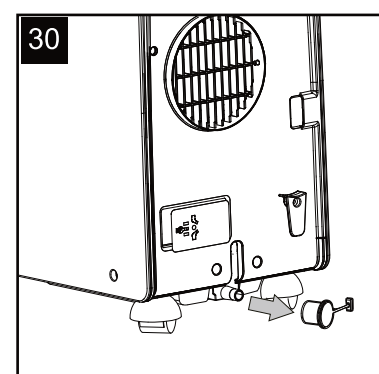


### END OF SEASON OPERATIONS

To empty the internal circuit completely of water, remove the cap (fig. 30).

Run off all water left into a basin. When all the water has been drained, put the cap back in place.

Clean the filters and dry thoroughly before putting back.



# Troubleshooting

Before seeking repair or service, please check the following.

PROBLEM	CHECK	ACTION
No power to Air Conditioner	<ul style="list-style-type: none"> <li>Is A/C plugged into power supply outlet?</li> <li>Has fuse blown (circuit breaker switched off) or A/C switched off?</li> </ul>	<ul style="list-style-type: none"> <li>Insert power plug securely into power supply outlet and turn power on</li> <li>Turn A/C off, replace fuse wire (or turn on circuit breaker), turn A/C back on</li> </ul>
Power to Air Conditioner, but unit does not operate.	<ul style="list-style-type: none"> <li>Is timer on?</li> </ul>	<ul style="list-style-type: none"> <li>Wait for timer to count down or cancel timer setting by pressing <b>TIMER</b> button</li> </ul>
Air Conditioner does not cool after turning on.	<ul style="list-style-type: none"> <li>Wait</li> </ul>	<ul style="list-style-type: none"> <li>Wait 3 minutes from turning on, safety device prevents compressor (which provides cooling) being turned on for about 3 minutes.</li> </ul>
The compressor and fan has stopped.	<ul style="list-style-type: none"> <li>Is "Ft" displayed on LCD?</li> </ul>	<ul style="list-style-type: none"> <li>Drain water</li> </ul>
Air Conditioner not cooling satisfactorily.	<ul style="list-style-type: none"> <li>Cooling power not enough for the conditions of area or room?</li> <li>Air exhaust hose blocked?</li> <li>Air exhaust hose bent over?</li> <li>Standard air exhaust hose has been extended longer than 1.5m?</li> <li>Air exhaust hose detached?</li> <li>Window/door opened?</li> <li>Air inlet/outlet blocked?</li> <li>Air filters dirty?</li> <li>Fan speed set at low?</li> <li>Has the temperature been set low enough?</li> </ul>	<ul style="list-style-type: none"> <li>Ensure A/C is suitable for conditions of area and room</li> <li>Clear blockage</li> <li>Always keep the hose at its shortest length and as straight as possible</li> <li>Remove extension, always keep standard hose length less than 1.5 metres</li> <li>Connect the hose</li> <li>Close the windows/doors to room being cooled</li> <li>Clear blockage</li> <li>Clean air filter</li> <li>Set suitable higher speed</li> <li>Reduce Temperature setting</li> </ul>
Air Conditioner vibrates.	<ul style="list-style-type: none"> <li>Is it leaning or unbalanced?</li> </ul>	<ul style="list-style-type: none"> <li>Place on level floor</li> </ul>
Lt/PF/Ft appears on the display.	<ul style="list-style-type: none"> <li>See self-diagnosis section</li> </ul>	

# Terms of Warranty - Australia

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

## NOTICE TO CONSUMERS UNDER AUSTRALIAN CONSUMER LAW

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law.

For a major failure with a good, you are entitled to a replacement or refund and compensation for any other reasonable foreseeable loss or damage. If the failure does not amount to a major failure and if the goods fail to be of acceptable quality, you are also entitled to have the goods repaired or replaced.

For a major failure with the service, you are entitled to cancel your service contract with us and obtain a refund for the unused portion, or to compensation for its reduced value. You are also entitled to be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for the unused portion of the contract.

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

## 1 DEFINITIONS

The terms listed below shall have the following meanings:

- 1 **“Authorised Service Representative”** means an independent service contractor authorised by Rinnai or Rinnai service personnel.
- 2 **“Rinnai”** means Rinnai Australia Pty Ltd (ABN 74 005 138 769) and any related company.
- 3 **“Certificate(s) of Compliance”** means certificate(s) issued by licensed personnel (including plumbers, refrigeration mechanics, electricians or other relevant tradespeople) to certify that any prescribed works comply with applicable regulatory requirements.
- 4 **“Certificate(s) of Occupancy”** means certificate(s) issued by the local government authority (or similar organisation) which certifies that a home can be occupied.
- 5 **“Installation Site”** means the site at which the Product is originally installed.
- 6 **“Normal Business Hours”** means 8:30am to 5:00pm Monday to Friday, excluding public holidays.
- 7 **“Operating/Installation Instructions”** means the user manual or other documentation which provides detailed instructions on the proper operation and maintenance of the Product.
- 8 **“Other Applications”** means any Product used for purposes other than Residential & Light Commercial Applications. Other Applications may include but are not limited to factory, IT/Server room, telephone exchange, processing area (e.g. bakery, kitchen, warehouse, swimming pool, agricultural facilities such as a nursery). Any Product which has been installed, for whatever purpose, as a retrofit component to an existing system, will also be classed as being part of an “Other Application” regardless of the purpose of use of the existing system into which such product has been installed.
- 9 **“Purchaser”** means the end user of the Product, the person named as owner in the Warranty certificate, the holder of the Proof of Purchase or the holder of a property transfer document where the Product is included as part of the chattels.
- 10 **“Product”** means the equipment purchased by the Purchaser and described in Section 2 of this document.
- 11 **“Proof of Purchase”** means a Tax Invoice or Receipt in respect of the Product. In the case of new constructions, a Certificate of Occupancy or a Certificate of Compliance that details the date of installation or commissioning will suffice.
- 12 **“Qualified Installer”** means the qualified installation contractor who is responsible for performing the installation work in the manner prescribed by local and statutory regulations, including compliance with any relevant and to Rinnai specifications, including Australian Standards.
- 13 **“Residential & Light Commercial Applications”** means any Product for use in residential or light commercial applications where
  - a) the Product is solely used for the purpose of human comfort; and
  - b) the ambient temperature of the space the Product is intended to heat or cool is influenced solely or primarily by natural exterior weather conditions rather than by man-made or mechanical heat sources.

Examples of Residential & Light Commercial Applications include, homes, offices, hotels, apartments, nursing homes, hospitals, health care premises, shopping centres, and retail stores.

## 2 TERMS OF WARRANTY

- 2.1 Subject to the Terms of Warranty set out in this document, effective from the date of purchase by the Purchaser, the Product is warranted to be free from defects in materials & factory workmanship for the period set out in table below:

	PRODUCT GROUPS	PARTS	LABOUR
Residential and Light Commercial	Evaporative Coolers & Ducted Gas Heaters (excluding Compact Classic Series)	5 Years *Extended 4 Years Option	5 Years *Extended 4 Years Option
	Ducted Gas Heaters - Compact Classic Series	3 Years	3 Years
	Refrigerated Airconditioning Products	5 Years	5 Years
	Ducted Gas Heaters - Heat Exchangers and Burners Evaporative Coolers - Structural components only	10 Years	N/A
	Portable Air conditioning	2 Years	N/A
	Wi-Fi Devices	1 Year	1 Year
Other Applications	All Product Groups	2 Years	1 Year
After Market	Spare Parts	1 Year	N/A
*Extended Warranty Option	Up to 4 year extended warranty (in addition to the standard warranty period listed above) applies on selected products when you opt in to the Rinnai Service Advantage program. This program has terms and conditions, including the requirement for scheduled servicing of the product by Rinnai. To participate in the program you must register your product online at: <a href="http://www.rinnai.com.au/support-resources/warranty-registration/">www.rinnai.com.au/support-resources/warranty-registration/</a> within the first 12 months of the product being installed.		

- 2.2 Rinnai will determine in its sole discretion, which classification the Product fits into and the corresponding Warranty that shall apply.
- 2.3 An Authorised Service Representative will repair or replace, at its option, the Product or any part of the Product that its examination shows to be defective. The repair or replacement shall be performed during Normal Business Hours by an Authorised Service Representative. Repair by persons other than an Authorised Service Representatives may void the Warranty.
- 2.4 Alternatively to clause 2.3 above, Rinnai can at its discretion elect to pay you an amount equivalent to the cost of repairing or replacing the Product.
- 2.5 If Rinnai provides you with either the replacement costs or replacement product, ownership of the original Product shall immediately transfer to Rinnai.
- 2.6 Rinnai is responsible for reasonable costs associated with legitimate warranty claims, including call-out of an Authorised Service Representative to inspect the Product. Rinnai is not responsible for:
- costs for tradespeople engaged by you that are not Rinnai Authorised Service Representatives.
  - any costs, including call out costs for a Rinnai Authorised Service Representatives, associated with a Product which is determined upon inspection not to be covered by this warranty.
- 2.7 Rinnai will reimburse any reasonable costs associated with making a legitimate warranty claim against Rinnai which are not otherwise specified above.
- 2.8 The Warranty of the Product requires that, in addition to all other conditions, the Purchaser conducts regular and/or preventative maintenance as may be specified by the Operating/Installation Instructions or otherwise directed by Rinnai and required by the level of usage and the usage environment, including the use of correct and uncontaminated refrigerants and lubricants. Refrigeration, plumbing and electrical works must be undertaken by licensed personnel.
- 2.9 Where a Product or failed component is replaced under warranty, the time remaining on the original Product warranty period will continue to apply and the replacement product or part will be subject to the original warranty period only.

### 3 CONDITIONS OF WARRANTY

- 3.1 The Purchaser may only obtain the benefit of the Warranty if the Purchaser:
- a) maintains and has the Product serviced in accordance with the instructions set out in the service section of the relevant Service or Owner's Manual;
  - b) complies with clause "7 Purchaser's Responsibilities" on page 32;
  - c) notifies Rinnai within 30 days of a defect occurring or, in the case of a latent defect, becoming apparent, that a claim is being made under this Warranty; and
  - d) provides, in support of the claim made under this Warranty, a Proof of Purchase.
- 3.2 This document (and any statutory consumer guarantees) represents the only Warranty given by Rinnai in respect of the Product. No other person or organisation is authorised to offer any alternative warranty on behalf of Rinnai.
- 3.3 If the date of purchase cannot be established to Rinnai's satisfaction, the date shall be deemed to be 2 months after the date of manufacture or the date of sale by Rinnai, whichever is the latter.
- 3.4 This warranty applies to Products which are manufactured on or after the date of publication of this warranty but before the next date of publication of this warranty.

### 4 EXCLUSIONS

- 4.1 This Warranty does NOT cover:
- a) damage, problems or failure resulting from improper operation and/or inadequate maintenance by the Purchaser (refer Purchaser's Responsibilities section below);
  - b) damage, problems or failure resulting from improper or faulty installation. The Product must be installed by a Qualified Installer in accordance with applicable regulations. Where applicable, Certificate(s) of Compliance must be obtained by the purchaser from the Qualified Installer and presented to the Authorised Service Representative;
  - c) damage, problems or failure caused by factors external to the Product including, but not limited to, faulty or poor external electrical wiring, incorrect or faulty power supply, voltage fluctuations, over voltage transients or electromagnetic interference, inadequate or faulty gas, drainage services, or water services, including water pressure, and non-potable water;
  - d) damage, problems or failure caused by acts of God, fire, wind, lightning, flood, storm, hail storm fallout, vandalism, earthquake, war, civil insurrection, misuse, abuse, negligence, accident, pests, animals, pets, vermin, insects, spiders/bugs or entry of foreign objects or matter into the Product such as dirt, debris, soot or moisture;
  - e) damage, problems or failure caused by environmental conditions including, but not limited to, excessive moisture, salt or other corrosive substances or atmospheric conditions;
  - f) Product which has been installed in a portable or mobile building, structure or application including, but not limited to, a caravan, boat or trailer;
  - g) Product which has been re-installed at a location other than the original site;
  - h) any consumable item supplied with the Product including, but not limited to, an air filter, battery, fan belt, igniter or cooler pad;
  - i) installation of third-party components that may be attached to the Product. These include, but are not limited to, control wiring, ducting, return air filter(s) grille, register, diffuser, zone motors, controls/thermostats, pipe work and fabricated or added components. These items remain solely the responsibility of the Qualified Installer;
  - j) installations where electrics/electronics may be subjected to moisture/chemicals (e.g. swimming pools or nurseries);
  - k) any repair, which is needed as a result of an accident, misuse, abuse or negligence;
  - l) Product that is utilised in an environment (indoor and outdoor) outside its specified operating range; and
  - m) fair wear and tear to the Product.
- n) On-site labour warranty on portable (non-fixed installation) Products – In respect of such Products the Purchaser must return the Product to the supplier for repair or replacement).



## 5 LIMITATIONS

- 5.1 Third parties are often involved in providing advice to consumers about the climate control solutions best suited to the consumer's needs. Any advice or recommendations given by such parties, including advice about Product fitness for purpose and overall system design, sizing and application are not the responsibility of Rinnai. This includes but is not limited to the heat load calculations, airflow and system balancing.
- 5.2 This Warranty does not apply to any Product installed at an Installation Site which is outside Australia.
- 5.3 Except where inconsistent with the purchaser's statutory rights and the rights given by this Warranty, all liabilities of Rinnai for any direct, special, indirect or consequential loss or damage, any damage or expense for personal injury or any loss or destruction of property, arising directly or indirectly from the use or inability to use the Product or any of its parts and/or servicing the Product, are expressly excluded.

## 6 TRAVEL, TRANSPORT & ACCESS COSTS

- 6.1 The Purchaser must pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements under this Warranty, that are required to be performed 50km from the nearest Rinnai branch or Authorised Service Representative.
- 6.2 Subject to clause 6.3, Rinnai will pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements that are required to be performed less than 50km from the nearest Rinnai branch or Authorised Service Representative, subject to the following:
  - a) Rinnai will arrange for such repairs/replacements and make any payment directly to the third party to provide the freight, in-transit insurance or travel services; or
  - b) if Rinnai considers appropriate, it will authorise the Purchaser in writing to pay for the relevant freight charges, in-transit insurance expenses or travelling costs and then, upon provision by the Purchaser to Rinnai of a tax invoice showing those costs have been incurred, reimburse the Purchaser for such costs which are within the terms of the authorisation. If the Purchaser pays for the relevant freight charges, in-transit insurance expenses or travelling costs without written authorisation from Rinnai, Rinnai will not reimburse the Purchaser for such costs.
- 6.3 The Purchaser must pay all costs and expenses in respect of:
  - a) any service call out fee if the Product is not accessible for service
  - b) making the Product accessible for service, for example, restricted access or working at heights, or the labour cost for an additional person due to OHS requirements.
  - c) providing a safe working environment for installation, service, maintenance or repair of the Product;
  - d) any surcharge applicable in respect of supplying replacement parts outside Normal Business Hours; and
  - e) any other costs and expenses in relation to claiming the Warranty that is not covered by clause 6.2.

## 7 PURCHASER'S RESPONSIBILITIES

- 7.1 The Purchaser must operate and maintain the Product in accordance with the Operating Instructions and service maintenance schedule, including conducting an appropriate number of services to the unit during the Warranty period, based on usage and the usage environment including but not limited to;
  - a) regularly cleaning the air filter(s) and replacing them where necessary;
  - b) replacing expired batteries or other consumables as required;
  - c) ensuring that the condensate drain is kept clean and clear of obstructions.

### HOW TO MAKE A WARRANTY CLAIM:

If you wish to make a warranty claim in respect of any Portable Product, please return it to the place of purchase, or if that is not possible, contact Rinnai to enquire about alternative arrangements.

If you wish to make a warranty claim in respect of any fixed Product, please contact Rinnai on the details set out below to make arrangements for an Authorised Service Representative to inspect the product.

As per clause 2.6 of the Terms and Conditions of Warranty, purchasers are responsible for the costs of any repair and/or call out fee where, on inspection, the alleged defect is found by Rinnai's Authorised Service Representative not to be covered by this warranty or any statutory consumer guarantee applicable to the Product.

The Terms and Conditions of Warranty contain important information about your rights and obligations under this warranty. Please read them fully and carefully before making a claim.









# Rinnai Australia Pty Ltd

ABN 74 005 138 769 | AU45204

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

## National Help Line

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

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

**[www.mypolo.com.au](http://www.mypolo.com.au)**

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

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