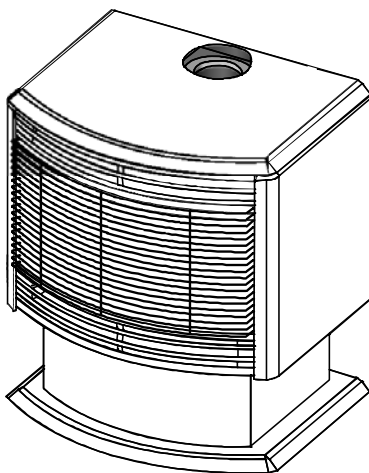


Rinnai

FREESTANDING ROYALE

FLAME FIRE

Customer Operation & Installation Manual



This appliance shall be installed in accordance with:

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

Installation & Service must be performed by an authorised person.

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



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



N10378



**Quality
Endorsed
Company**

ISO 9001 Lic 4983
SAI Global

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

LIMITED WARRANTY

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

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

** Combustion chamber full replacement parts costs in the first year, reducing 10% per year thereafter.*

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

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

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

The appliance must be serviced by an authorised person.

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

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

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

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

PLEASE RECORD BELOW:

Your Retailer:

NAME:

ADDRESS:

TELEPHONE:

Date of Purchase:

_____ / _____ / _____



WARNING

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

INSTALLATION AND SERVICE MUST BE PERFORMED BY AN AUTHORISED PERSON.

This manual applies to the **FS 35R**

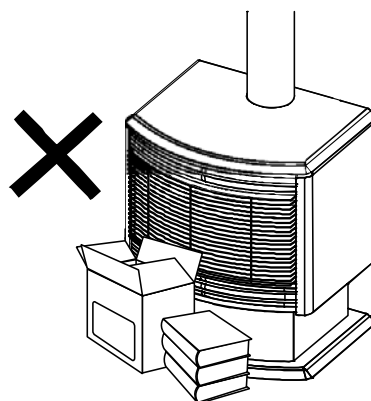
Royale Freestanding - NG/LPG

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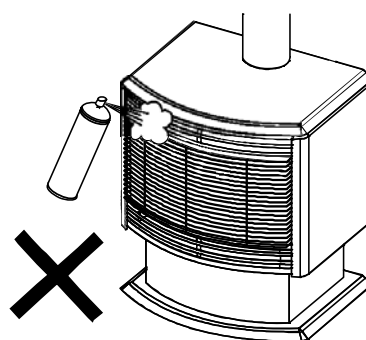
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CUSTOMER INFORMATION - SAFETY POINTS

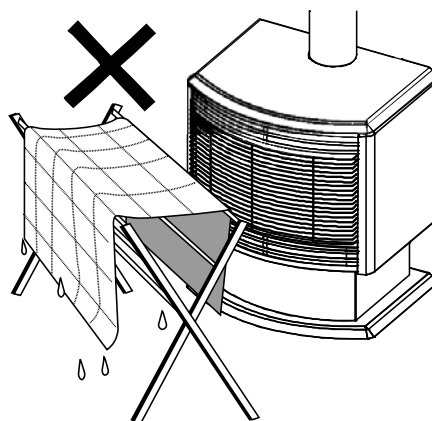
Do not restrict the warm air discharge by placing articles in front of the heater.



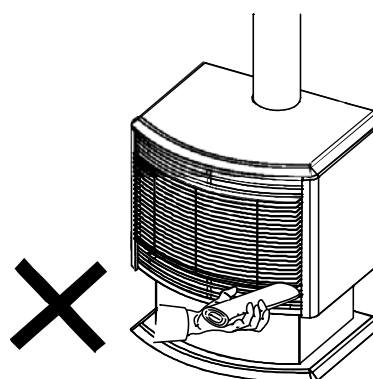
Do not spray aerosols whilst the heater is operating. Most aerosols contain butane gas, which can be a fire hazard if used near the heater when it is in use.



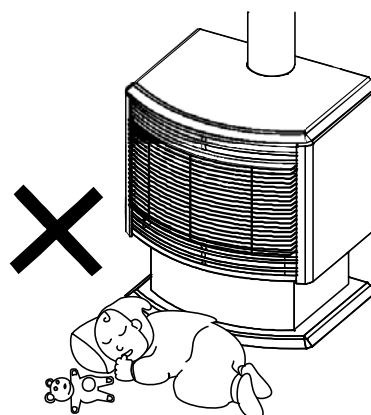
This appliance must not be used for any purpose other than heating.



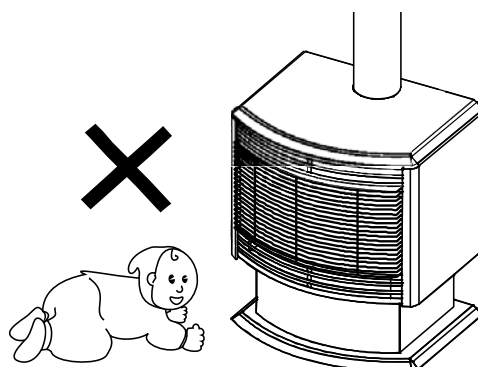
Do not allow anyone to put articles through the louvres.



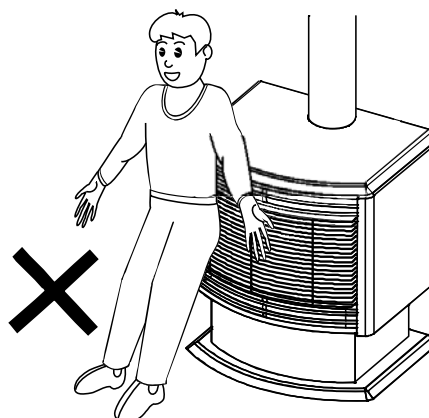
Do not allow young children or the infirm to sleep directly in front of the heater.



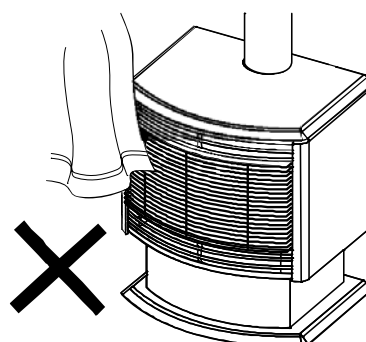
Young children should be supervised at all times. Hand or body contact with the louvres must be avoided.



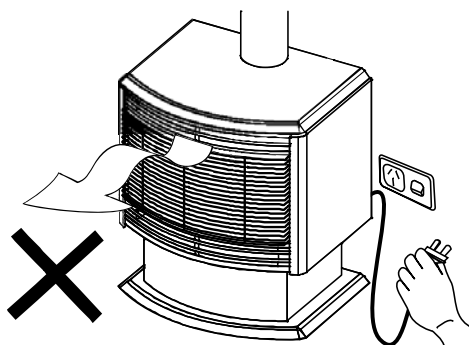
Do not allow anyone to sit on or lean against the appliance.



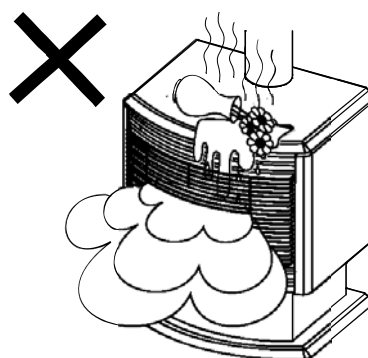
Do not allow curtains or other flammable or combustible materials to come into contact with the heater.



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



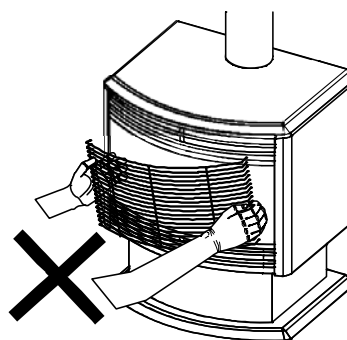
Do not place containers of liquid on top of the heater. Liquid spillage can cause extensive damage to the appliance.



Do not remove the Dress Guard.

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

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



DO NOT CONNECT TO AN LPG GAS CYLINDER INDOORS.

DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.

DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.

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

CUSTOMER INFORMATION - OPERATION

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

For your convenience the controls on your new Flame Fire are situated under the cover on the top right-hand side of the heater.

All necessary adjustments to the operation of your heater can be made with these controls.

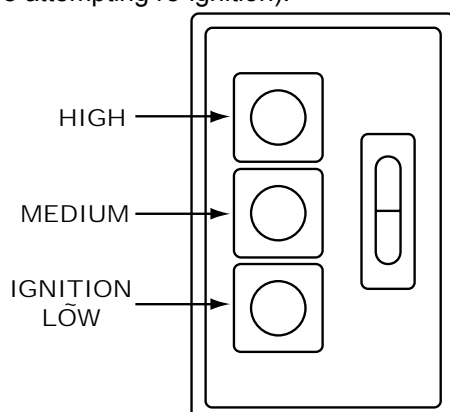
• Ignition

Press the front control button firmly. This operates the built-in safety device and starts the electronic spark. The centre burner and pilot will ignite. Check that the burner has lit and continue to hold the button down for up to 15 seconds. The spark will continue while the button is held down.

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

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

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



• To increase the heat

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

• To decrease the heat

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

• To turn the unit off

Press and release the buttons in order from back to front until all 3 buttons are in the "OFF" (OUT) position. The fan will stop when the heater cools down. Ensure all burners are extinguished.

• Fan operation

On the LOW and MEDIUM heater settings, the fan can be operated on the LOW speed or OFF. On the HIGH heater setting the fan runs automatically on HIGH speed.

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

• Power Failure

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

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

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

CUSTOMER INFORMATION - TROUBLE SHOOTING

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

• NOTE:

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

• IMPORTANT:

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

The user shall be advised that appliances incorporating a live fuel effect, and designed to operate with luminous flames, may exhibit slight carbon deposits.

• SERVICE:

Rinnai has a service and spare parts network with personnel who are fully trained and equipped to give the best service on your Rinnai appliance.

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

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

INSTALLER INFORMATION - IMPORTANT POINTS

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

Included in the carton

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

Before installing this product, please read this manual carefully.

IMPORTANT POINTS

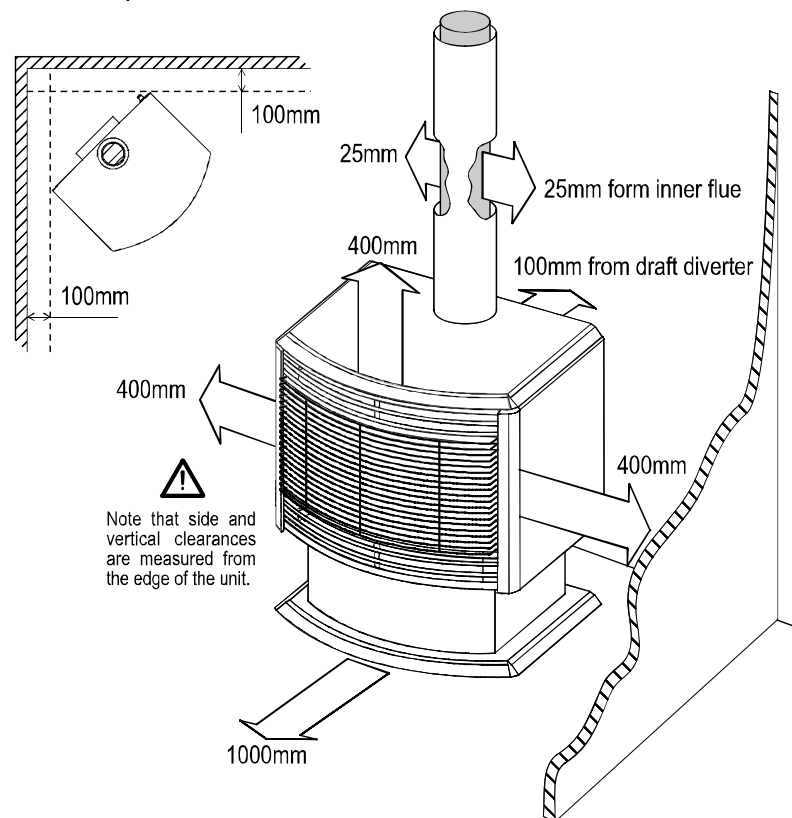
1. The appliance must be installed in accordance with the local gas and electrical authority regulations.
2. For information on gas consumption, see Technical specifications on page 8 and check with the data plate on the appliance.
3. Ensure that the area in which the appliance is installed has adequate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

INSTALLERS INFORMATION - LOCATION

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

When positioning the heater, the main points to consider are:

1. Flue connection and terminal to comply with AS5601/AG601. Only Rinnai FLFKIT02/ FLFKIT03 to be used.
2. Warm air distribution.
3. Ensure that the area in which the appliance is installed has adequate fixed ventilation, this fixed ventilation must be provided as per AS5601/AG601.
4. The heater must not be installed where curtains or other combustible materials could come into contact with it. In some cases, curtains may need restraining. See below for minimum clearances required.



5. This heater is not designed to be built into bookcases or shelves or any combustible opening.
6. Electrical requirements - this heater has a power cord with a three pin plug supplied. The power cord passes through the slot in the lower right hand side of the heater rear assembly. Rinnai recommends heater be plugged into a 240V, 10A earthed power point. The power point must be a minimum of 300 mm to the side of the heater (it must not be above the heater). Alternatively unit can be direct wired if the power supply is to be concealed.

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

7. An approved Rinnai Flue system must be used.

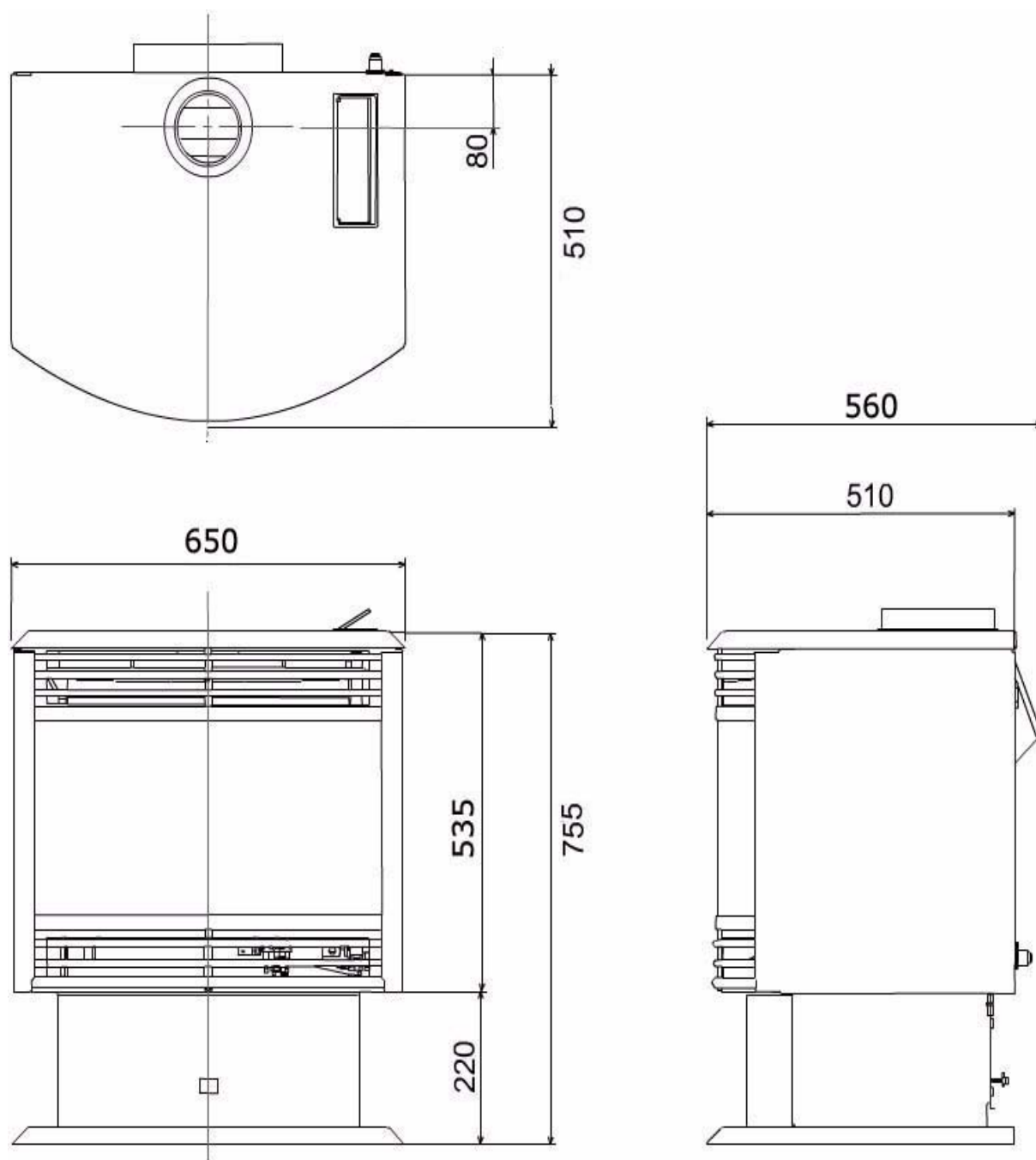


INSTALLERS INFORMATION - TECH SPECIFICATION

Model:	Freestanding Royale Flame Fire FS35R		
Description:	Rinnai Freestanding Radiant/Convactor, glass fronted, ceramic log space heater with forced convection and natural draft flue system.		
Gas input rate:		Natural Gas	Propane
	Pilot / front (Low):	16 MJ/hr	16 MJ/hr
	High:	35 MJ/hr	35 MJ/hr
Gas Control:	Rinnai push button combination control valve.		
Burners:	Ember bed and flame burner		
Gas Connection:	1/2" BSPF male flare union		
Test Point Pressure:		0.95 kPa.	2.4 kPa
Flue:	An approved Rinnai Flue Kit is mandatory for this appliance use only FLFKIT02 / FLFKIT03. Minimum 3 metres of flue to be installed.		
Flue outlet:	100 mm dia. top discharge		
Fan:	Tangential 2 speed, power rating 90 Watts		
Combustion system	Multi port burner		
Logs:	Ceramic		
Ignition system:	Automatic electronic spark ignition		
Operation:	Push button to light pilot and burners		
Safety Devices:	Flame failure thermocouple Overheat Bi-metal strip Fan delay Bi-metal strip		
Combustion method:	Naturally aspirated burner		
Power Supply:	240V / 50 Hz. Unit is supplied with 3 pin plug and supply lead		
Rating Plate location:	Right hand side bottom panel		
Installation type:	Freestanding unit		
Weight:	55 Kgs.		

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

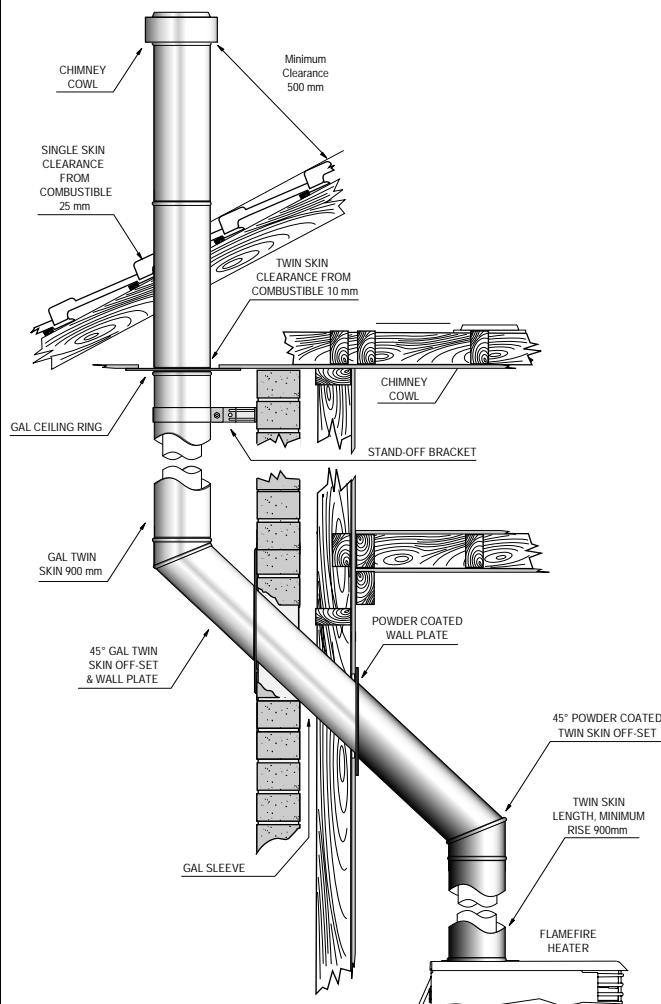
INSTALLERS INFORMATION - DIMENSIONS



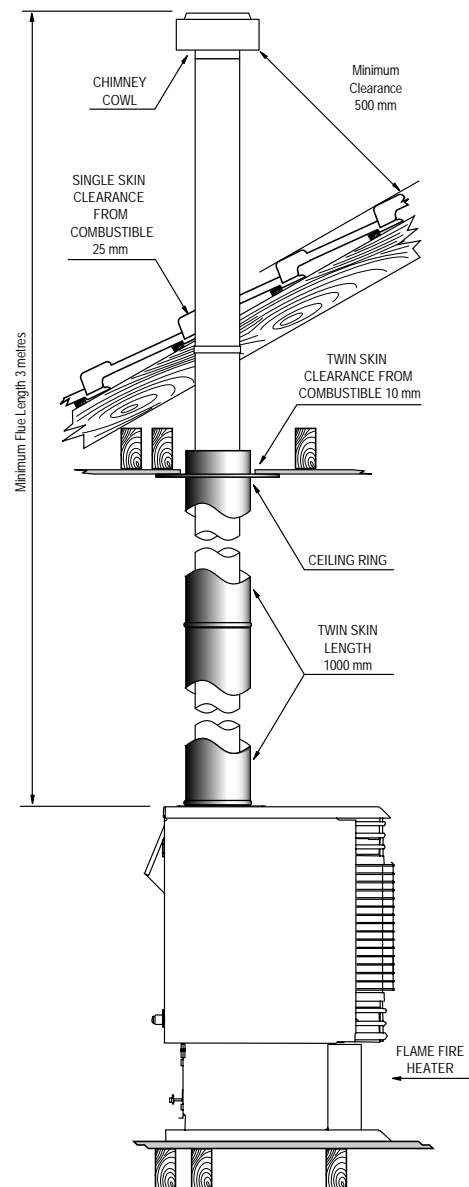
INSTALLERS INFORMATION - FLUEING

1. Position the heater.
 2. Check space for flue obstructions (only FLFKIT02 / FLFKIT03 must be used. Other flue kits are not approved for use with this appliance).
 3. Suspend a plumbline from the ceiling to the centre of the flue socket.
 4. Mark the centre of the flue in the ceiling.
 5. Make a small hole in the ceiling and double check that the flue system will be at least 25 mm clear of combustion materials.
 6. Cut the hole for the flue.
 7. Fit the ceiling plate, flue and decorative cover.
 8. Refer to Flueing Brochure for 2-Storey Installations.
- Full flue installation details are contained within the Rinnai Flue Kit - FLFKIT03 and FLFKIT02.

Order Code: FLFKIT03

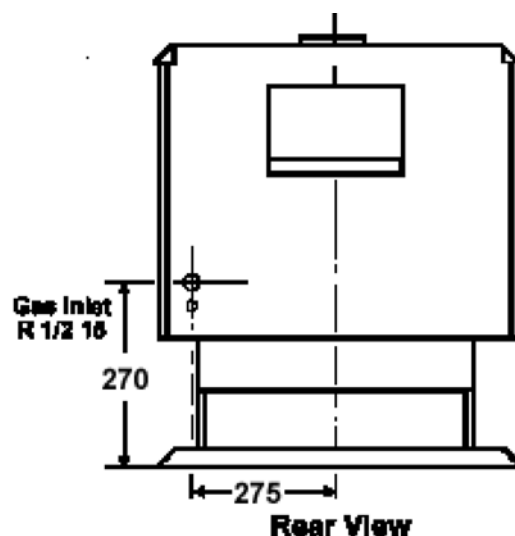


Order Code: FLFKIT02



1. Run gas supply

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



2. Secure the heater

Secure the heater to the floor with 2 suitable fixings through the holes located on the rear of the base plate.

3. Attach gas supply and purge supply of air and debris

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

When the heater is in place and properly secured, attach the gas supply to the supplied fitting union.

Once purge is completed tighten union.

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

Use a soapy solution on all gas connections.

Leaks will be visible when the soapy solution forms bubbles.

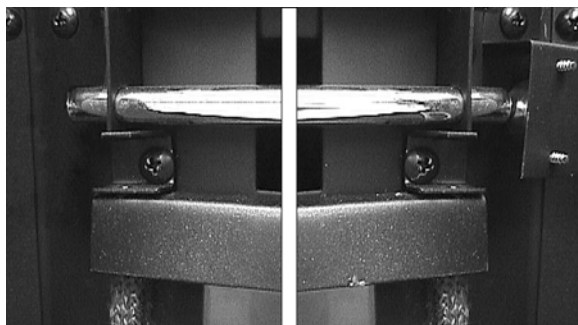
When finished, wipe soapy solution with a rag to remove residue.



INSTALLERS INFORMATION - LOG INSTALLATION

1. The log set is packed inside the heater and the packaging must be removed prior to installing the log set in its correct position

- Open both side panels.(1 screw on lower edge of each side panel).
- Remove fastenings on both sides of the top glass retainer.
- Lift retainer away from heater.
- Loosen screws on bottom glass retainer.
- Carefully lift glass out of bottom channel.
- Carefully remove log packaging.



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

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



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

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



4. Replace glass and top glass retainer, tighten bottom glass retainer screws.

- Note: Fit glass so that the join/gap in the glass seal is at the bottom.
- Take care not to damage seals.
- Reinstall side panels.

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

1. Testing Procedure



To check burner pressure

- Refer to Data Plate or the Technical Specification section in this manual.
- Open right hand side cover panel.
- Remove test point screw and attach manometer to test point, the test point is on the left hand side of the gas valve.
- Turn gas supply on and plug the unit into the power supply. (**Caution** 240V).
- Light heater, turn to High heat setting and check pressure.
- If adjustments are necessary, the regulator is situated on the front of the gas control and should be set to the pressures on the data-plate.
- After checking pressure, turn the unit off, remove manometer and replace test point screw.
- Turn on heater and check for gas escapes at test point screw.
- Turn the heater on and off a few times to check ignition.
- When you are satisfied that the heater is working correctly, reassemble panels.
- All burner aerations are factory preset and cannot be adjusted.
- If you are unable to get the unit to operate correctly, refer to Troubleshooting on Page 5 before contacting your local service contacts listed on the back page of this booklet.

- It may take approximately 2 hours of operation for the logs to achieve their full flame pattern and glow.

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

2. Commissioning

Installation and Commissioning Checklist

Complete the Installation Checklist and the installer details on page 15 and make sure that this instruction book is left with the customer.

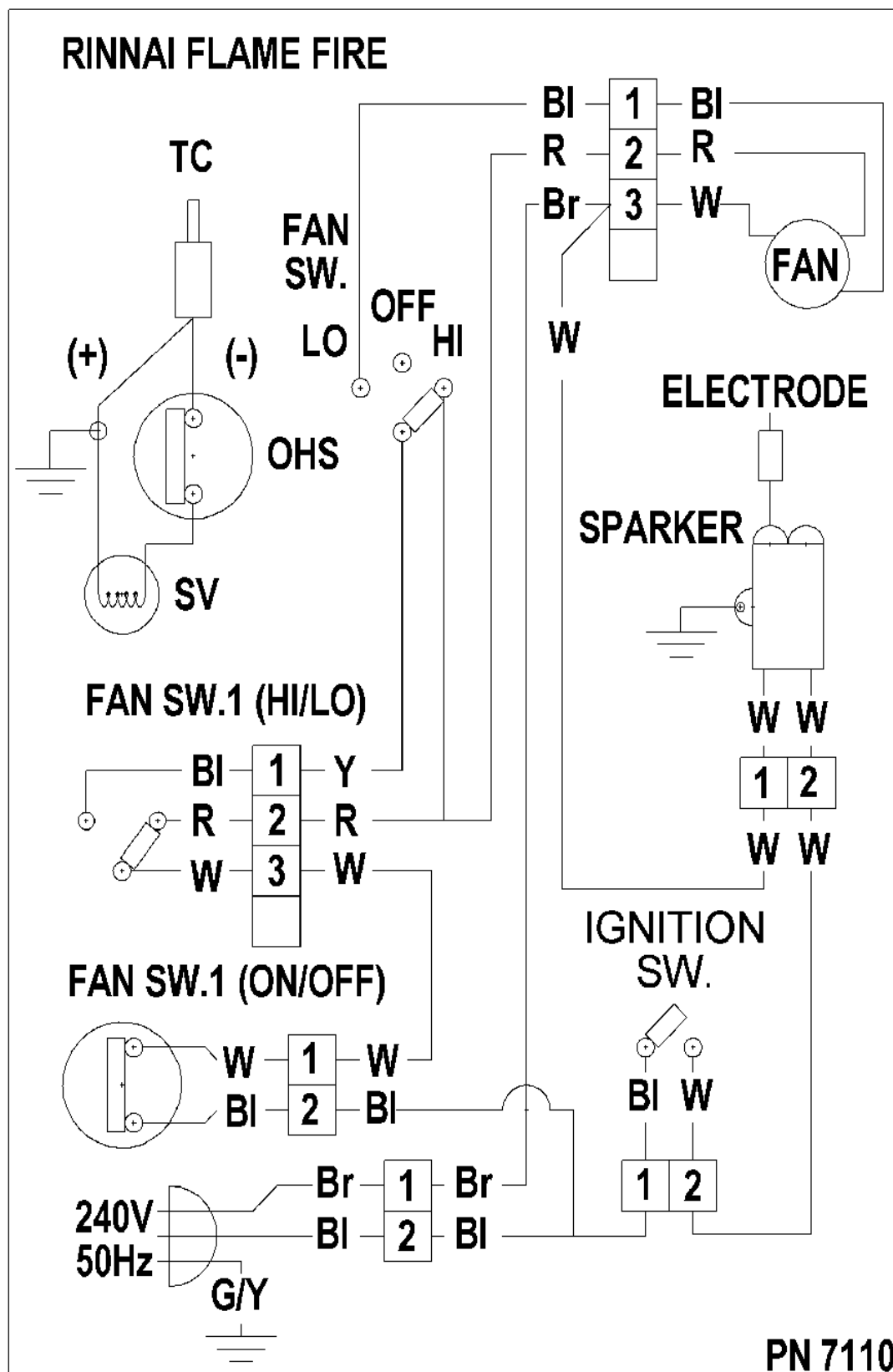
Instruct Customer

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

Advise that :

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

INSTALLERS INFORMATION - WIRING DIAGRAM



If the supply cord is damaged or requires replacing, it must be replaced by the manufacturer or the manufacturers agent or similarly qualified person in order to avoid a hazard. The supply cord must only be replaced with a genuine Rinnai spare part. Part No. 90182065.

INSTALLATION / COMMISSIONING CHECKLIST

(To be completed by certified Gas Installer)

	<u>NO</u>	<u>YES</u>
Model: _____		
1. Was an approved Rinnai approved flue system installed?	<input type="checkbox"/>	<input type="checkbox"/>
2. Have specified gas pressures been checked and set?	<input type="checkbox"/>	<input type="checkbox"/>
3. Are decorative logs located correctly?	<input type="checkbox"/>	<input type="checkbox"/>
4. Have ember granules been placed and free of dust and powder?	<input type="checkbox"/>	<input type="checkbox"/>
5. Has the appliance been test fired for correct operation? (All Burners light without delay)	<input type="checkbox"/>	<input type="checkbox"/>
6. Is the end-user fully aware of operating procedure?	<input type="checkbox"/>	<input type="checkbox"/>

INSTALLERS / GAS FITTER DETAILS

Company name: _____

Installers name: _____

Address: _____

Phone: _____ Mobile: _____

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

Authorised Persons – Licence Number: _____

Signed: _____ Date: _____

Notes

CUSTOMER CONTACTS

Rinnai

AUSTRALIA PTY. LTD.

ACN 005 138 769 ABN 74 005 138 769

Internet:
Email:

www.rinnai.com.au
enquiry@rinnai.com.au

Head Office, Australia

10-11 Walker Street, Braeside, VIC 3195

Tel: (03) 9271 6625 Fax: (03) 9271 6622

State Offices

New South Wales
Western Australia

62 Elizabeth Street, Wetherill Park NSW 2164
18 Belgravia Street, Belmont, WA 6104

Product Sales

Vic / S.A. / N.T. / Tas
New South Wales / A.C.T.
Queensland
Western Australia

Tel: 1300 366 388 Fax: (03) 9271 6611
Tel: (02) 9609 2888 Fax: (02) 9609 5260
Tel: (07) 3209 4622 Fax: (07) 3209 4722
Tel: (08) 9479 9479 Fax: (08) 9277 2531

Spare Parts

National

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

Customer Care Centre

National

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

Product Service

Vic / S.A. / N.T. / Tas
New South Wales
Queensland
Western Australia

Tel: 1300 366 388 Fax: (03) 9271 6611
Tel: (02) 9609 2600 Fax: (02) 9729 0467
Tel: 1300 363 123 Fax: (07) 3209 4722
Tel: (08) 9479 9479 Fax: (08) 9277 2531

Emergency Hot Water

Victoria
New South Wales
South Australia
Western Australia
Queensland

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

Rinnai

NEW ZEALAND LTD.

Internet:
Email:

www.rinnai.co.nz
sales@rinnai.co.nz

Head Office, New Zealand

691 Mt. Albert Road, Royal Oak,
Auckland P.O. Box 24-068

Tel: (09) 625 4285 Fax: (09) 624 3018

24 hr Service

Tel: 0800 746624 (0800 Rinnai)