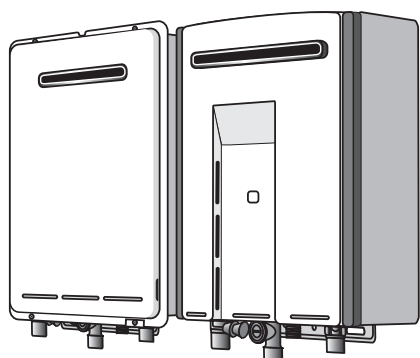


Rinnai

SERVICE MANUAL



To Suit Model:

REU-VRM2632WC



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W A R N I N G



Failure to comply with these instructions may result in serious personal injury or damage to the appliance.



- **All wiring inside this appliance may be at 240 Volts potential.**
- **All service work must be carried out by an authorised person.**

This manual has been published by Rinnai Australia Engineering & Technical Group.

We welcome users of this manual to provide feedback and suggestions for improvement purposes.

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Glossary of Terms and Symbols

dB(A)	-	sound pressure level in decibels, “A” range
DC	-	direct current
AC	-	alternating current
WFCD	-	water flow control device
FB	-	feedback information
FF	-	feedforward information
Hz	-	Hertz
IC	-	integrated circuit
kcal/h	-	kilocalorie per hour
kPa	-	kilopascals
LED	-	light emitting diode
L/min	-	Litres per minute
mA	-	milliamps
MJ/h	-	megajoule per hour
mm	-	millimetres
mmH ₂ O	-	millimetres of water (gauge pressure)
OHS	-	overheat switch
PCB	-	printed circuit board
CPU	-	central processing unit
POT	-	potentiometer
rpm	-	revolutions per minute
SV	-	solenoid valve
∅	-	diameter
Δ °C	-	temperature rise above ambient
POV	-	modulating valve
TE	-	thermal efficiency
TH	-	thermistor
T _{IN}	-	temperature of incoming water
T _{OUT}	-	temperature of outgoing water

1. Specifications

Rinnai Model Number	REU-VRM2632WC
Type of appliance	Temperature controlled continuous flow gas hot water system
Exhaust system	Fan Forced
Installation	External
Dimensions	Width - 350 mm Height - 530 mm Depth - 194 mm
Weight	21 kilograms
Gas consumption (Min. / Max.)	Natural gas: 199~16 MJ/hr Propane gas: 199~16 MJ/hr
Connections	Gas connection - R3/4 (20A) Cold water connection - R3/4 (20A) Hot water connection - R 3/4 (20A)
Ignition system	Direct electronic ignition
Electrical consumption	Normal - 65 W Standby - 6 W (with 1 water control) Anti-frost protection - 100 W
Delivery temperatures	40°C, 42°C, 50°C, 55°C, 60°C, 65°C, 75°C (set by combination of dip switches on PCB)
Water flow control	Electronic Water flow sensor flow control & heat exchanger By-Pass flow.
Hot water capacity raised @ 25°C	24 L/min @ 25°C rise
Nominal Operating Pressure Greater than or equal to 60°C	Less than 60°C - 140 kPa 200 ~ 1000 kPa
Maximum water flow	32 L/min.
Water pressure required to achieve maximum water flow	180 kPa
Minimum water flow for operation	2.4 L/min.
Power supply	Appliance - AC 240 Volts 50 Hz Water controller - DC 12 Volts
Water controllers (optional) Water controllers not compatible with REU-V2426WS	A maximum of 4 water controllers can be fitted. Any combination of deluxe, universal and wireless controllers can be used with the following limitations: Only ONE master controller can be installed. This can be a MC-100V, a MC-91Q (when programmed as a mater controller) or a MC-502RC/ MC-503RC water controller. Up to TWO BC-100V water controllers can be installed. The FOURTH water controller in any installation MUST be a MC-502RC / MC-503RC or a MC-91Q.
Water Controller Cable	Cables are supplied with water controllers. Alternatively, two core sheathed (double insulated) flex with minimum cross sectional area of 0.5 m ² may be used. Maximum individual cable runs should not exceed 50 m.
Manifold Electronic Control System (optional)	MSA-2M, MSA-2S

Sensors and Safety Functions

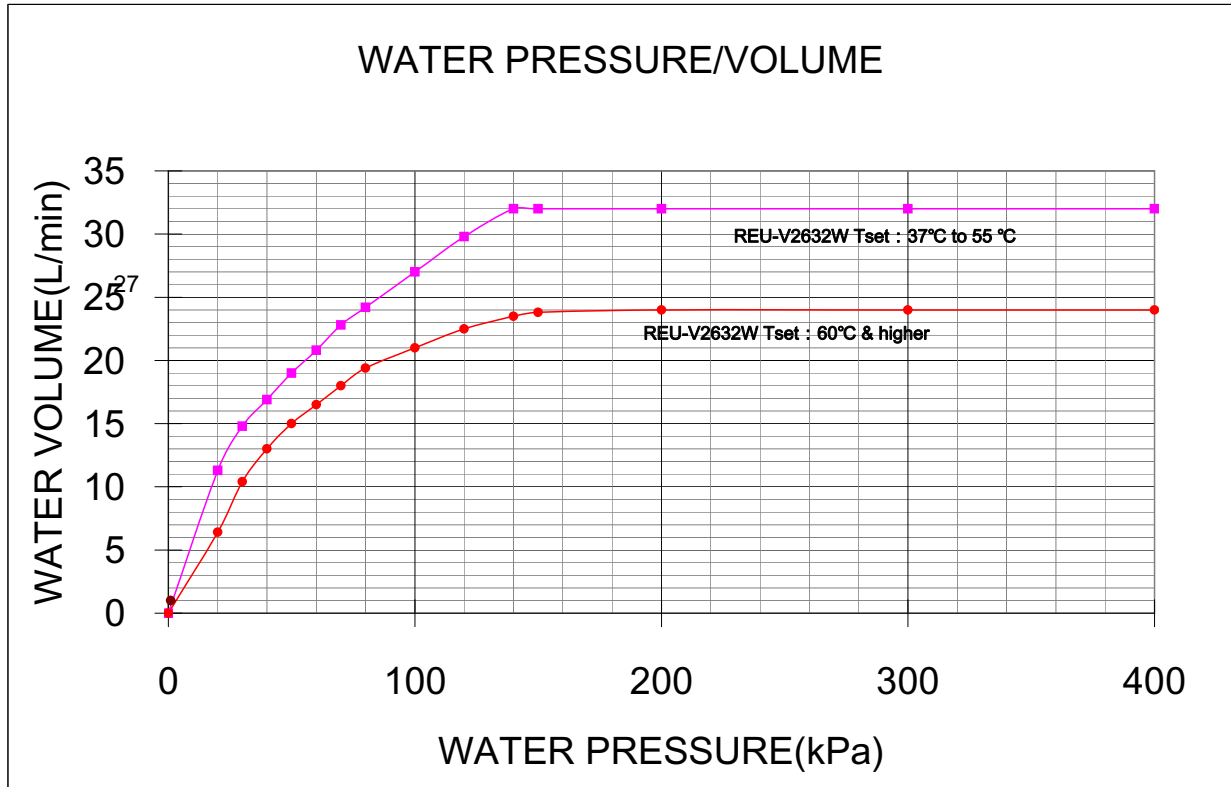
- **Hot Water Delivery Thermistor:** Measures hot water temperature at the outlet valve (i.e. the 'mixed' temperature).
- **Flame Rod:** Monitors combustion characteristics inside the combustion chamber. If the flame fails, gas supply is stopped.
- **Overheat Switch:** Situated on the heat exchanger, gas supply is stopped when water temperature reaches 97°C for a number of seconds.
- **Fusible Link:** Situated on the heat exchanger, electrical power supply is stopped if the temperature exceeds 129°C.
- **Water Pressure Relief Valve:** Safeguards the water circuit against excessive inlet pressure. Opens at 2060 kPa, closes at 1470 kPa.
- **Electrical Fuse:** (3A glass fuse) prevents against power surges.
- **Surge Protector:** prevents against over-current.
- **Boil Dry Prevention:** If water flow sensor detects no flow, gas supply is stopped.
- **Combustion Fan Speed Sensor:** In case of combustion fan defect (no rotation of fan blades) gas supply is stopped.
- **Temperature Cutout:** If the delivered hot water temperature rises above the required delivery temperature for a number of seconds, the gas supply is stopped.

Combustion Specifications

Refer to dataplate on appliance.

2. Water Flow Rates and Pressure Characteristics

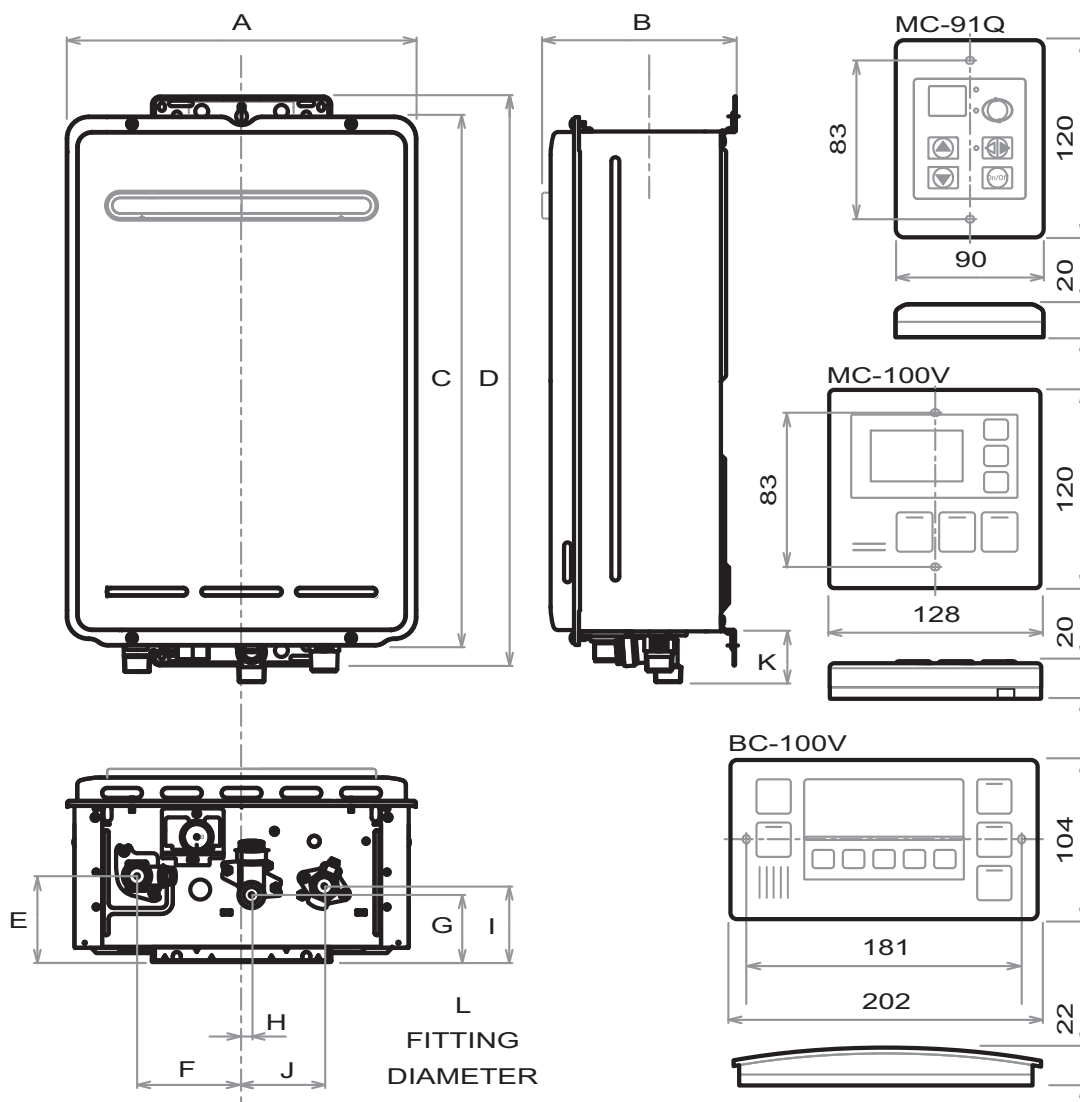
Water flow rate and pressure characteristics are shown below.



REU-V2632W

P(kPa)	0	20	30	40	50	60	70	80	100	120	140	150	200	300	400
Q(L/min)@Tset37°C	0	11.3	14.8	16.9	19	20.8	22.8	24.2	27	29.8	32	32	32	32	32
Q(L/min)@Tset60°C	0	6.4	10.4	13	15	16.5	18	19.4	21	22.5	23.5	23.8	24	24	24

3. Dimensions



Dim'	Description	REU-VRM2632WC
A	Width	350
B	Depth	194
C	Height - Unit	530
D	Height - Including Brackets	571
E	Hot Water outlet (from wall)	87
F	Hot Water outlet (from centre)	105
G	Cold Water inlet (from wall)	68
H	Cold Water inlet (from centre)	10
I	Gas Connection (from wall)	77
J	Gas Connection (from centre)	83
	Gas: Length (from base)	40
K	Cold: Length (from base)	50
	Hot: Length (from base)	42
	Gas: Fitting Diameter	20
L	Cold: Fitting Diameter	20
	Hot: Fitting Diameter	20

* Please note that this measurement is to the left of the centre line.

4. Water Controllers



All water controllers must be installed in accordance with the relevant operation/installation instructions supplied with the water heater or controllers.



Care should be taken to ensure power supply to the Infinity is isolated when connecting / disconnecting controller wiring or transponder on wireless controllers. Failure to isolate power supply may result in damage to the appliance PCB.

Care should be taken when closing the Ezi-connect access panel, to ensure internal wiring for controllers is not shortened or crushed.

Trouble shooting

Water Controller not showing display - (Wired Water Controllers)

- Check that the correct number and combination of controllers have been installed for the specific model Infinity. Refer to controller compatibility table below.
- Check controller is turned ON.
- Check there is 12VDC power supply available to the controller from the Ezi-connect terminals.
- If there is 12VDC available from the Ezi Connect but no controller display, check wiring between Ezi-connect and controller is sound.
- If there is no power from the Ezi-connect terminals, but the hot water functions correctly, replace PCB.

Error Code 12 as soon as hot water tap is turned ON.

- Check 12VDC internal wiring to Ezi-connect terminal is not crushed, or shortened.
- Rectify wiring and re-close Ezi-connect cover carefully.

Water Controller not showing display - (Wireless Water Controllers)

- Ensure transceiver module is mounted in the correct location, as per wireless controller installation instructions.
- Ensure 2 x AA batteries are in good working order and installed with the correct polarity within the wireless controller. (Battery polarity details on rear of wireless controller)
- Ensure distance between wireless controller and transceiver does not exceed 50 metres.
- Ensure channel has been allocated to each wireless controller.
- Ensure wireless controller has been programmed to the transceiver correctly, as per wireless controller installation instructions.

Water Controller Compatibility Table

Wireless Only Installation	A maximum of 4 wireless water controllers can be fitted with the following limitation: Only ONE MC-502RC or MC-503RC can be set as the Master Controller.
Wired & Wireless Installations	A maximum of 4 water controllers can be fitted. Any combination of deluxe, universal and wireless controllers can be used with the following limitation: Only ONE master controller can be installed. This can be a MC-100V, a MC-91Q (when programmed as a master controller) or a MC-502RC or MC-503RC water controller. Up to TWO BC-100V water controllers can be installed. The FOURTH water controllers in any installation MUST BE a MC-502RC/MC-503RC or a MC91Q.

PROGRAMMING FOR THE 'UNIVERSAL' WATER CONTROLLER (MC-91Q)



QUESTION

1 Are there four water controllers connected?

IF NO: (You have three water controllers or fewer), go to Question 2.

IF YES: You will need to activate the fourth water controller as follows:

STEP 1: For the water controller in the KITCHEN ONLY, press and hold the 'Transfer' and 'On/Off' buttons simultaneously (see Fig. 5) until a 'beep' is heard (approximately 5 seconds).

STEP 2: Check that the display on ALL FOUR water controllers is lit and displaying a temperature when 'switched on'. If any ONE of the controller displays two dashes (see Fig. 6) repeat STEP 1.

This completes the activation procedure for the fourth controller, you may ignore Question 2.

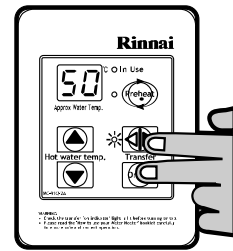


Fig. 5



Fig. 6



QUESTION

2 Is the water heater marked to state it delivers water not exceeding 50°C?

IF YES: No further action required.

IF NO: You will need to program the kitchen controller to enable selection of temperatures higher than 50°C.

STEP 1: For the controller in the KITCHEN ONLY, press and hold the 'Transfer' and 'On/Off' buttons simultaneously (Fig. 7) until a 'beep' is heard (approximately 5 seconds).

STEP 2: When the controller fitted in the KITCHEN is switched On, it should be possible to select temperatures higher than 50°C. If not, repeat STEP 1.

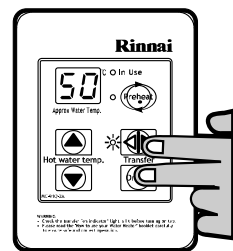


Fig. 7

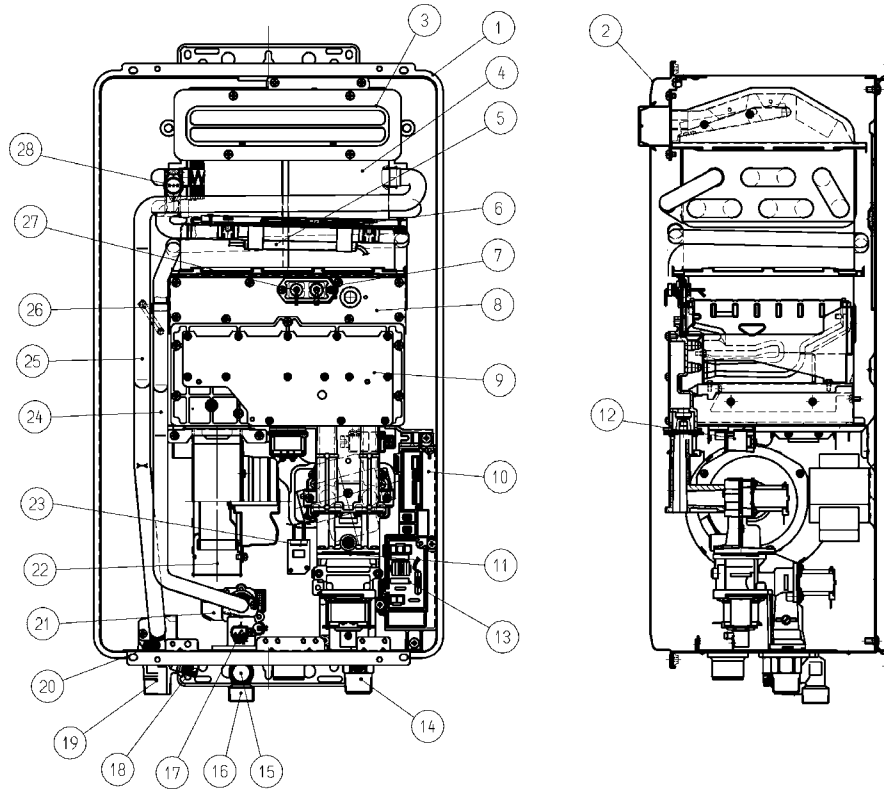


NOTE

If the water controller in the kitchen is replaced, repeat STEP 1 above for the replacement controller.

If the water controller in the kitchen is swapped with another controller (for example, the controller fitted in a bathroom), repeat STEP 1 for the controller moved from the kitchen to the bathroom. Then perform STEP 1 for the controller moved from bathroom to the kitchen.

5. Cutaway Diagram



NO.	NAME	MATERIAL
1	CASING ASS'Y	HOT-DIPPED ZINC-COATED STEEL SHEET
2	FRONT PANNEL ASS'Y	STEEL SHEET
3	FLUE OUTLET	STAINLESS STEEL
4	HEAT EXCHANGER	COPPER
5	ANTI-FROST HEATER	(-AK, ZK ONLY)
6	THERMAL FUSES	
7	FLAME ROD	
8	COMBUSTION CHAMBER FRONT PLATE ASS'Y	HOT-DIPPED ALUMINUM COATED STEEL SHEET
9	MANIFOLD ASS'Y	ALUMINUM CASTING
10	P.C.B.	
11	GAS CONTROL ASS'Y	ALUMINUM CASTING
12	IGNITER	
13	SURGE PROTECTOR	
14	GAS CONNECTION	ALUMINUM CASTING
15	WATER FILTER ASS'Y	
16	WATER INLET	BRASS
17	WATER FLOW SENSOR	
18	PRESSURE RELIEF VALVE	BRASS
19	HOT WATER OUTLET	BRASS
20	OUTGOING WATER THERMISTOR	
21	WATER FLOW CONTROL DEVICE	
22	COMBUSTION FAN	
23	FROST SENSING SWITCH	(-AK, ZK ONLY)
24	WATER CONNECTING PIPE	COPPER
25	WATER CONNECTING PIPE	COPPER
26	BY-PASS PIPE	COPPER
27	ELECTRODE	
28	OVERHEAT SWITCH	

6. Smartstart

At least one temperature controller model MC-91Q must be used in conjunction with the water heater and the Smartstart® system. Alternatively, if water controllers cannot be used a manual activation switch must be used. Water Controllers cannot be used with the 2426WS model.

The installation of the water heater and temperature controllers must be performed in accordance with the installation instructions supplied with the water heater.

The Smartstart® system is designed for domestic installations. However, it may be suitable for certain non domestic installations. See separate service manual for more information.

Principle of Operation (Fig.2)

The "Smartstart®" system heats the water in the pipework water connected between the water heater and the hot water outlets before any outlets are opened using the 'flow and return' pipework principle. This results in water savings and reduced waiting time for heated water delivery from the outlet when opened.

Traditional 'flow and return' systems usually keep the water in the pipework heated continuously. The Smartstart® system however, only heats the water before the outlet is opened. This results in significant energy savings because water is not heated unnecessarily whilst retaining the benefits of traditional flow and return systems.

A schematic of the Smartstart® system installed in conjunction with a Rinnai continuous flow water heater and temperature controller is shown in Fig.2 below.

If problems are experienced with Smartstart® operation refer to the Smartstart® Service Manual.

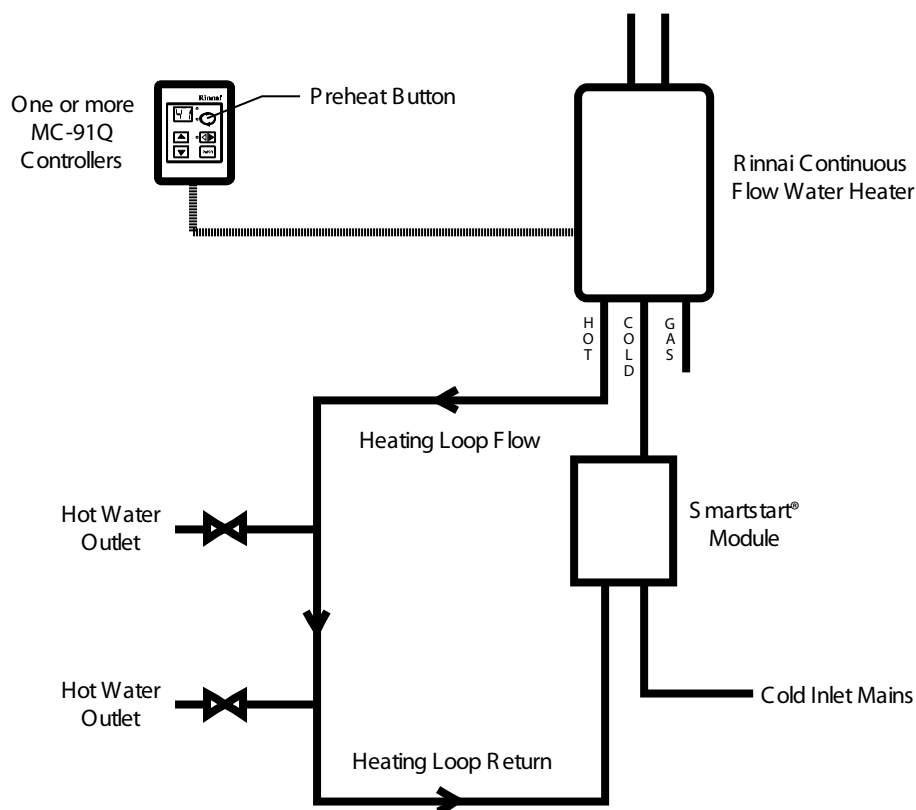
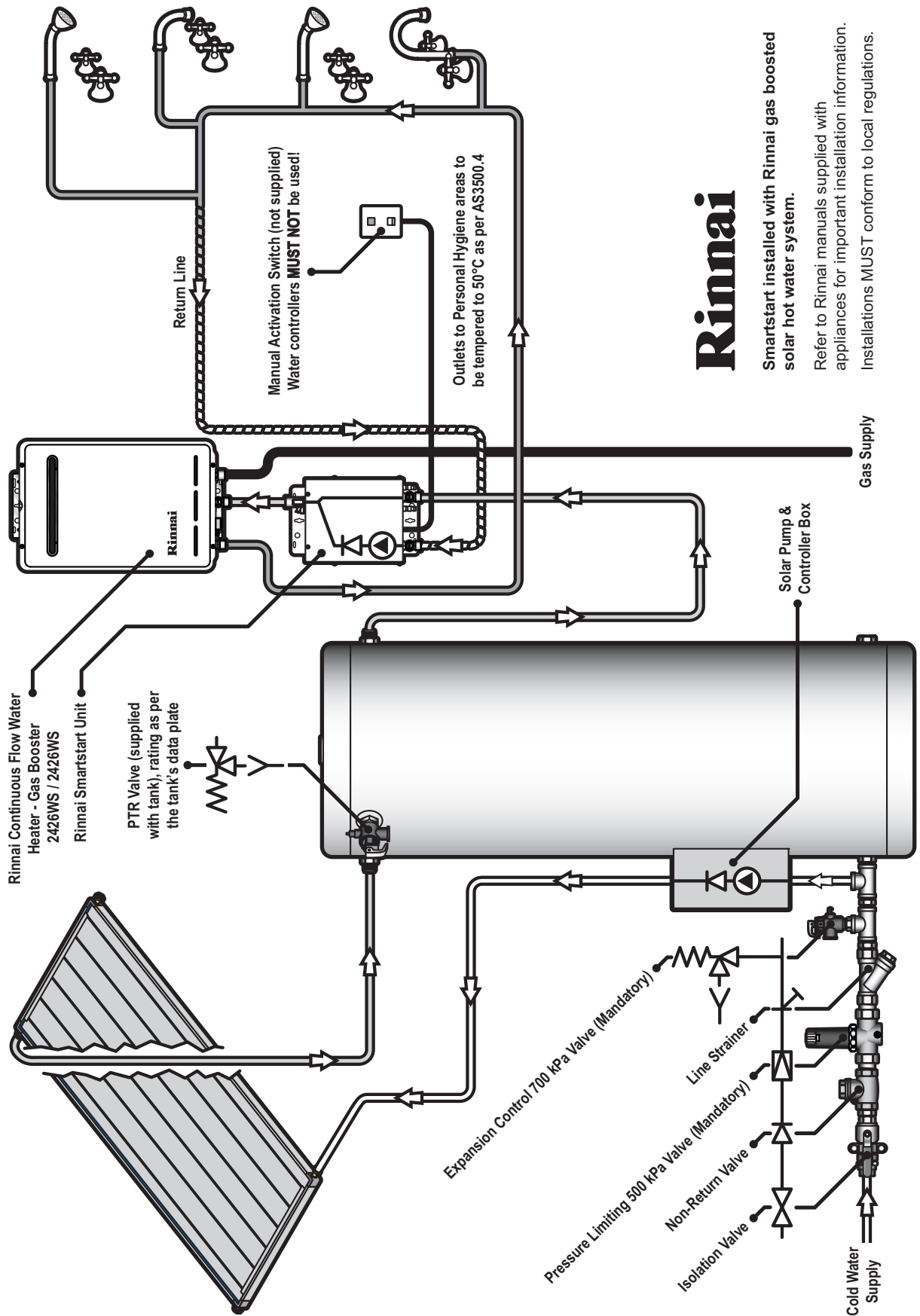


Figure 2 - Non Solar Hot Water Systems

Principle of Operation - Solar Hot Water Systems Only



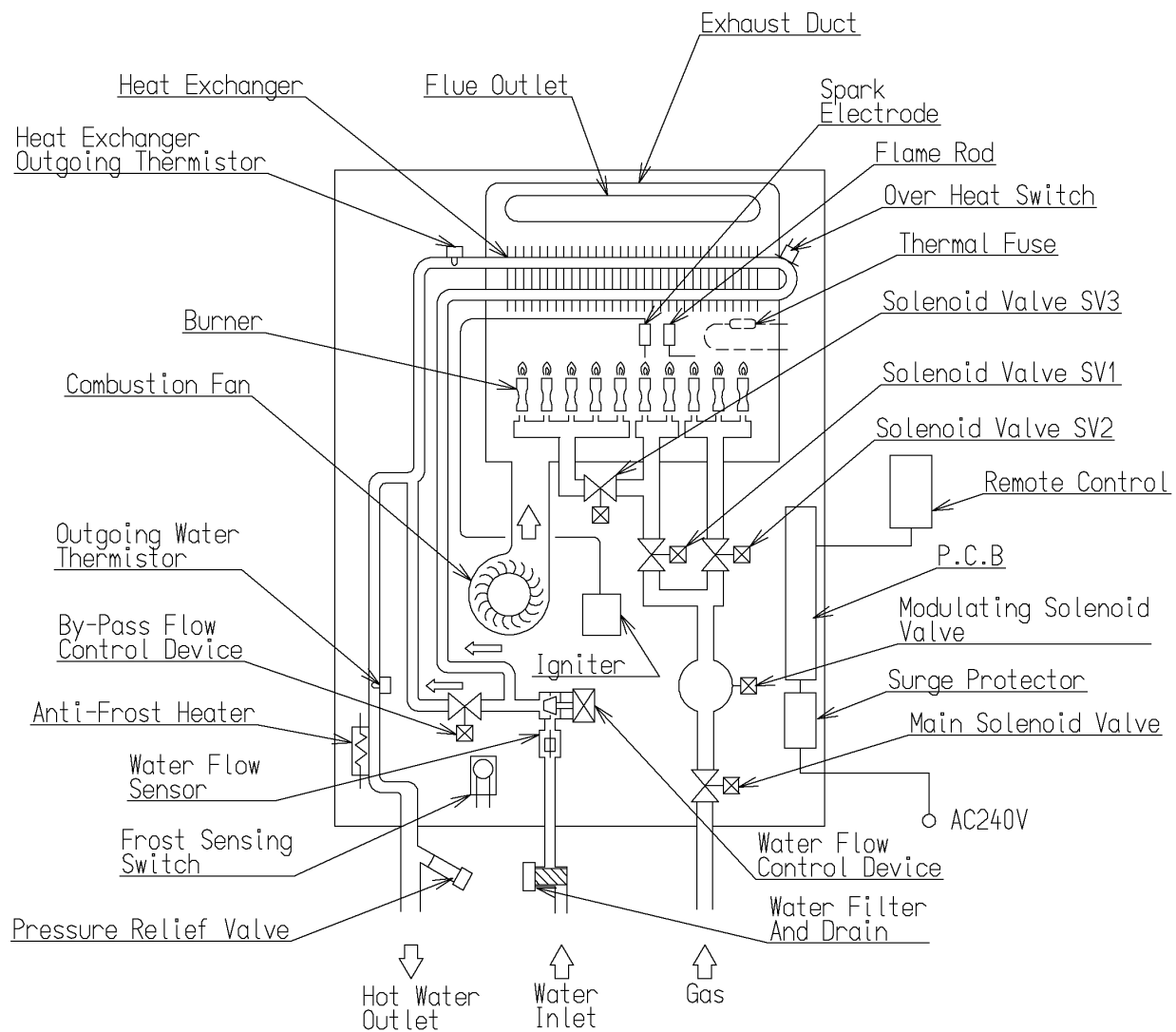
Rinnai

Smartstart installed with Rinnai gas boosted solar hot water system.

Refer to Rinnai manuals supplied with appliances for important installation information. Installations **MUST** conform to local regulations.

Figure 3 - Principle of Operation - Solar Hot Water Systems Only

8. Operation Principles



Hot Water Operation

1. Ignition

- Activate controllers (if fitted) and open the hot water tap (for full details regarding operation of water controllers refer to the 'Operation / Installation manual' supplied with water heater).
- When water flows through the unit, the water flow sensor rotates and sends an electrical 'pulse' signal to the Printed Circuit Board (PCB). This signal is proportional to the water flow rate.
- The PCB sends electrical current to the combustion fan motor causing it to turn. The fan motor sends an electrical pulse signal to the PCB. If fan rotation is OK, the main solenoid and change over solenoid valves open as required, the spark generator activates and the spark electrode ignites the burner.

2. Water Temperature / and Flow Control

- The PCB will automatically control operation of the internal components to achieve the programmed delivery temperature. When a high temperature rise is required, the PCB may cause the Water Flow Sensor to close partially resulting in a lower flow rate to achieve the programmed temperature. This is a necessary operational feature of the unit.
- When operating in 'Bath Fill' mode, the signal from the water flow sensor is also used by the PCB to compute the volume of water that has been passed through the unit at any instant whilst the bath is filling.

3. Shut Down

- When operating in 'Bath Fill' mode, the PCB causes the Water Flow Sensor to close when the programmed Bath Fill volume has passed through the unit. Alternatively, flow is stopped when the user closes the hot water tap.
- When water flow stops, the water flow sensor stops rotating and the pulse signal to the PCB stops. The PCB then causes the main solenoid and solenoid valves to close and the burner is extinguished. The combustion fan will continue to operate for some time to purge the combustion chamber.

9. Main Components

1) Printed Circuit Board

- The Printed Circuit Board controls all operational functions including Air Supply Control, Gas Control, Water Flow Measurement, Water Flow Control, Combustion System and all sensors and safety devices.

2) Gas Flow Control

- During normal operation, the PCB keeps the main solenoid valve open whilst there is flow through the unit and the burner needs to be lit.
- Gas flow rate is controlled by the modulating valve assembly and changeover solenoid valves to always ensure constant outlet water temperature, regardless of flow rate or incoming water temperature.
- The modulating valve is electronically controlled by the PCB using signals from the water flow sensor, water flow control device, bypass flow control device (if fitted), water temperature thermistors and combustion fan speed sensor. The modulating valve directs gas to the changeover solenoid valves.
- The changeover solenoid valves direct gas to each of the burner banks independently. Any of the solenoid valves may be open during operation.
- Gas flow is modulated by a combination of the modulating valve and changeover solenoid positions.
- The maximum gas rate is predetermined and the appliance cannot be overloaded when correctly installed.

3) Water Flow Control

- Water flow is detected by a turbine coupled to a magnetic pulse generating device. The magnetic pulses are detected and counted by the PCB. The PCB calculates the exact water flow from the frequency of pulses generated by the turbine, as well as the volume of water that has passed through the unit at any instant during 'Bath Fill' operation.
- Water flow control is achieved through the use of servo driven water flow and bypass valves. (Note: only some models have a bypass valve fitted). Both servo motors are controlled by the PCB. The 'Water Flow Valve' restricts the flow of water into the heat exchanger assembly if the programmed temperature cannot be achieved. Also, when the Bath Fill function is activated, flow of water is stopped when the bath is full. During normal operation, cold water from the inlet valve is mixed with hot water from the heat exchanger outlet.
- For models fitted with a bypass valve, it mixes the correct proportion of cold and hot water to ensure accurate hot water delivery temperature over the available range of flow rates. The water flow and bypass valves are a combined assembly on the cold water inlet of the appliance.

4) Air Supply Control

- Air for combustion is supplied by a centrifugal fan driven by a variable speed motor. The voltage to the motor is determined by the PCB based on water flow, delivered water temperature and programmed water temperature. The actual fan speed is monitored by a magnetic pulse counter. This counter emits a signal to the PCB. From the voltage supplied to the motor and the fan speed signal, the PCB determines whether an error condition exists with the fan.

5) Combustion System

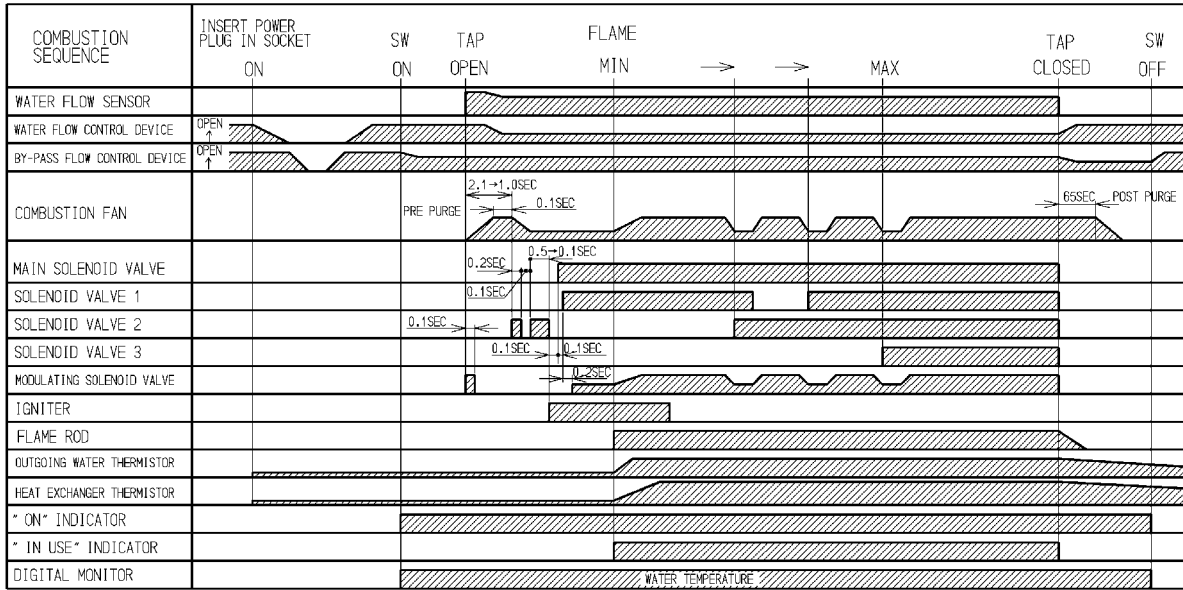
The combustion chamber is housed within the heat exchanger assembly and comprises:

- A multi-chamber aluminium alloy manifold with multiple injectors, arranged in multiple rows. Gas flow to each chamber is controlled by an electronic solenoid valve (refer 'Gas Flow Control' above).
- A burner assembly comprising multiple identical modular stainless steel bunsen burners secured by an aluminised steel framework. The manifold is attached to the front of the burner module. Each bunsen burner is supplied by two injectors.
- A combustion chamber. Integrated into the combustion chamber front panel are the flame rod and ignition electrode(s).

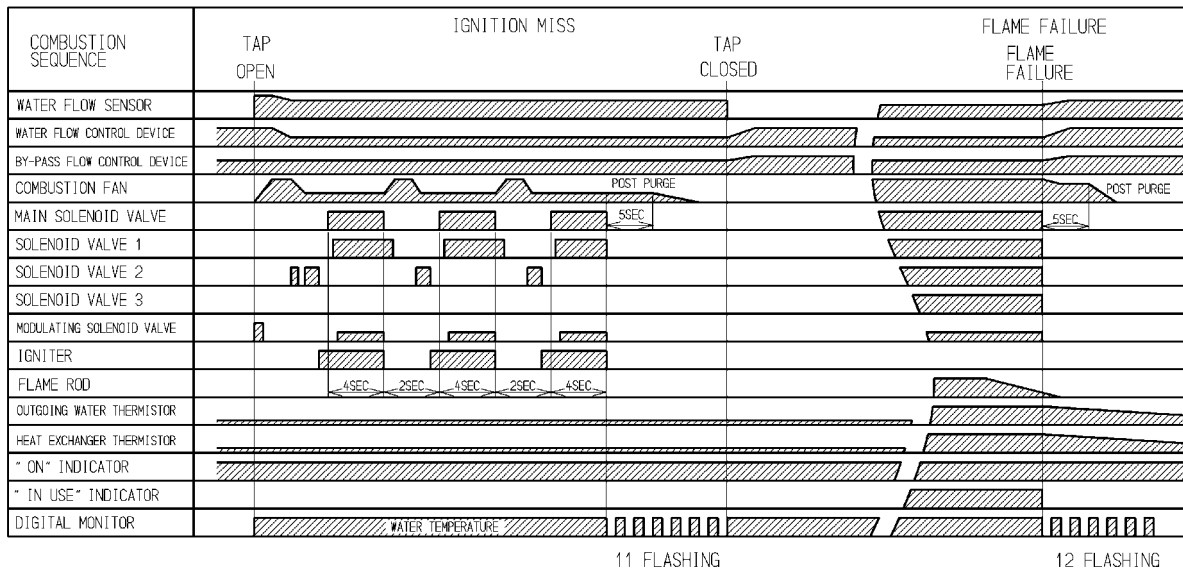
10. Time Charts

Normal Combustion

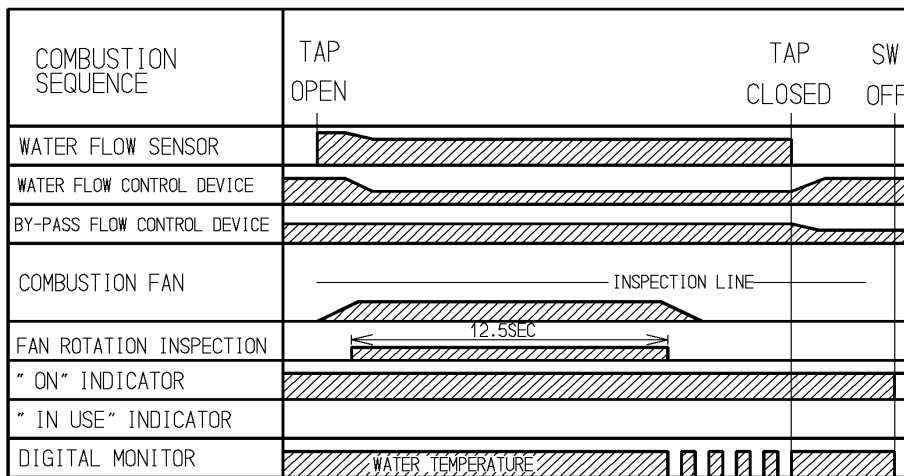
Note: By pass control device fitted.



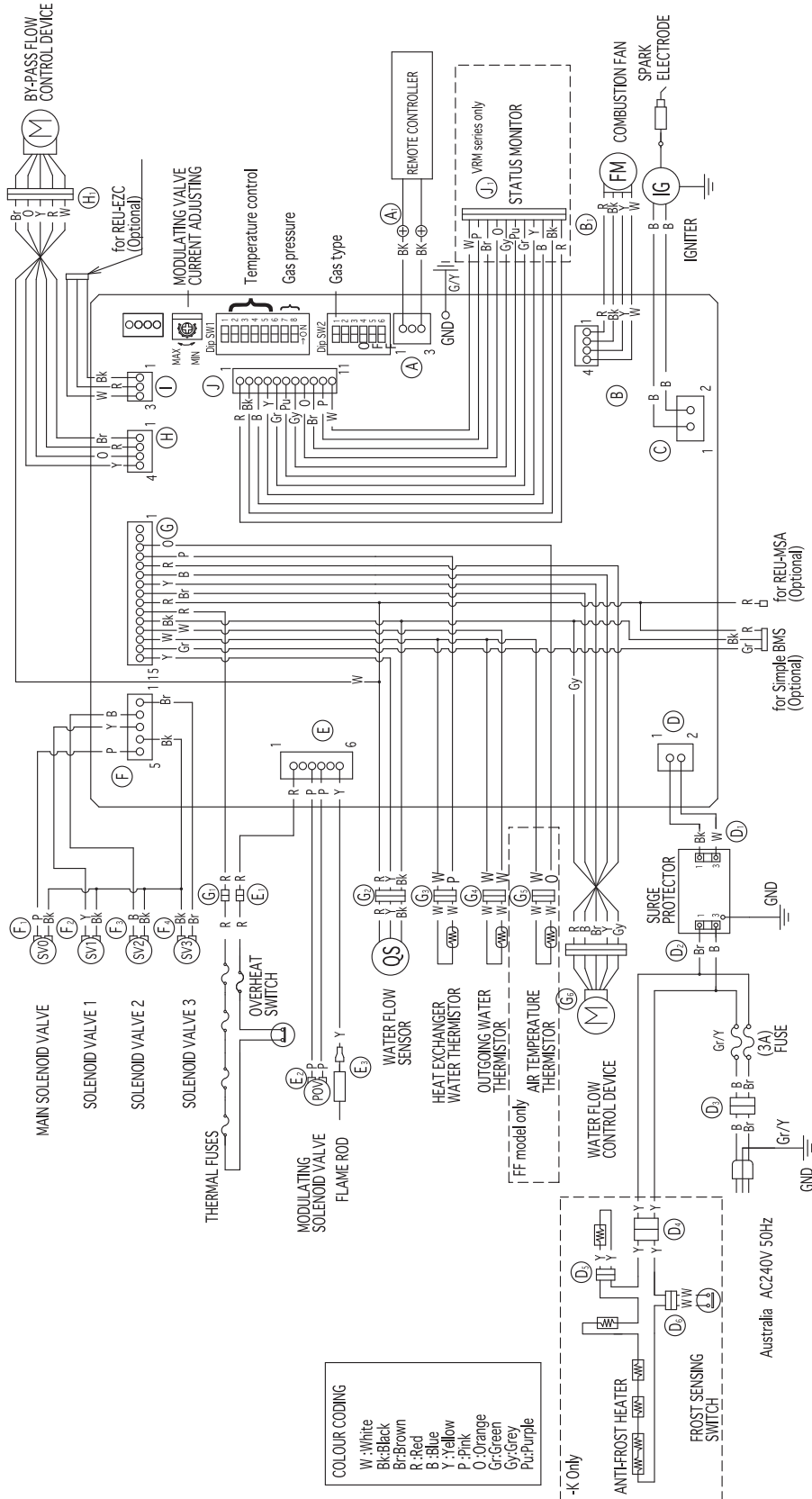
Mis-Ignition / Flame Failure



Abnormal Pre-Purge (Air Supply/Exhaust Blockage)



11. Wiring Diagram



12. Dip Switch Settings

Contact Rinnai for Dip Switch Settings.

13. Diagnostic Points

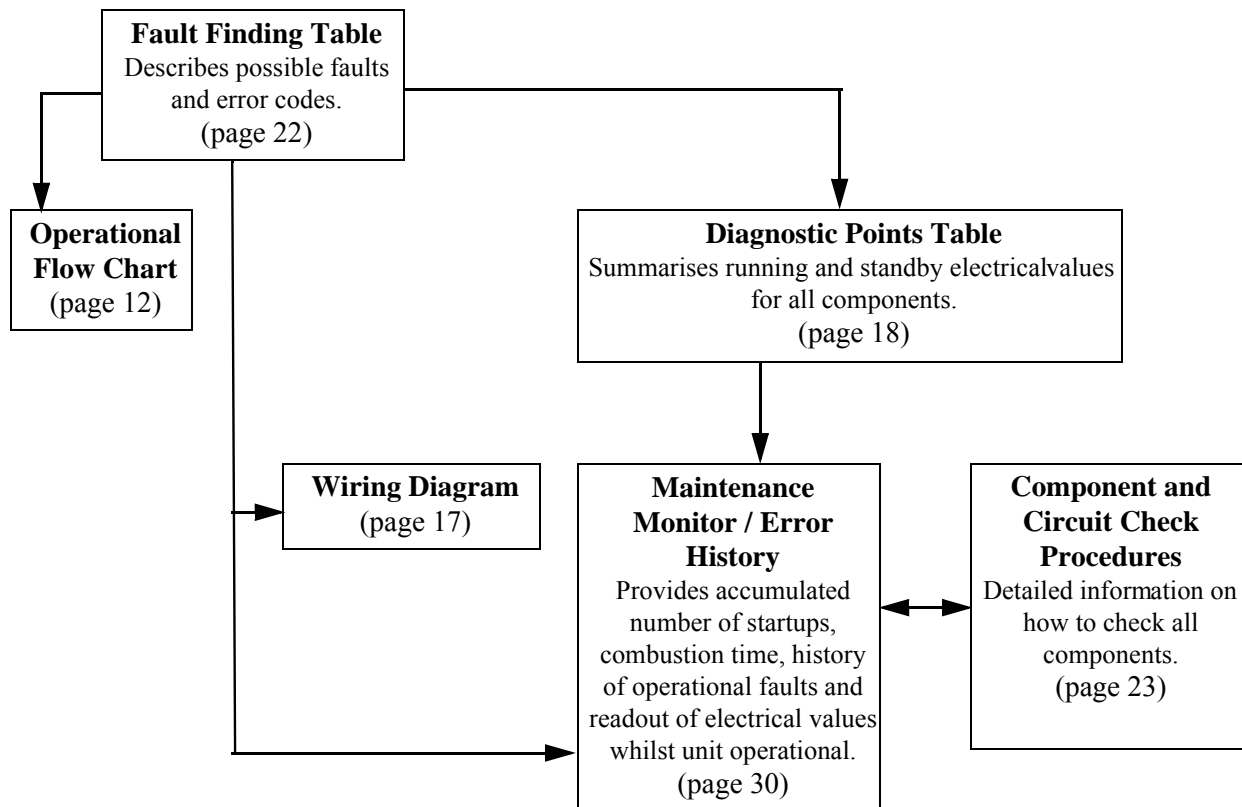
FLOW CHART No.	COMPONENT	MEASUREMENT POINT		NORMAL VALUE	A NOTE
		CN	WIRE COLOUR		
①	SURGE PROTECTOR	D ₁	W-Bk	AC207~264V	
② ⑬	WATER FLOW CONTROL DEVICE	G ₆	R-B	DC11~13V	OPERATE ELECTRICITY
			Gy-O	DC11~13V	CONTROL ELECTRICITY
			Gy-Y	BELOW DC1V(LIMITER ON) DC4~6V (LIMITER OFF)	FULL OPEN POSITION
			Gy-Br	BELOW DC1V(LIMITER ON) DC4~6V (LIMITER OFF)	FULL CLOSE POSITION
③	BY-PASS FLOW CONTROL DEVICE	H ₁	Br-W O-W Y-W R-W GND	DC12V (OPERATING DC2~6V) 15~35Ω	
			A ₁	Bk-Bk	DC11~13V
⑤	WATER FLOW SENSOR	G ₂	R-Bk	DC11~13V	
			Y-Bk GND	DC4~7V (PULSE 17~460Hz)	
⑥	COMBUSTION FAN	B ₁	R-Bk	DC6~45V	
			Y-Bk	DC11~13V	
			W-Bk GND	DC6~45V (33~400Hz)	
⑦	FLAME ROD	E ₃	Y-BODY EARTH	AC5~150V	AFTER IGNITION
			Y-FLAME ROD	OVER DC1μA	FLAME CONDITION
⑧	MODULATING VALVE	E ₂	P-P	DC2~15V 67~81Ω	
FLOW CHART No.	COMPONENT	MEASUREMENT POINT		NORMAL VALUE	A NOTE
		CN	WIRE COLOUR		
⑨	OUTGOING THERMISTOR	G ₄	W-W	15° C... 11.4~14.0kΩ 30° C... 6.4~7.8kΩ 45° C... 3.6~4.5kΩ 60° C... 2.2~2.7kΩ 105° C... 0.6~0.8kΩ	
⑩	HEAT EXCHANGER OUTGOING THERMISTOR	G ₃	W-W		
⑪	AIR TEMPERATURE THERMISTOR	G ₅	W-W		FF model only
⑫	THERMAL FUSE	G ₁	R-R		BELOW 1Ω
		E ₁			
⑬	IGNITER	C	B-B	AC207~264V	
⑭	MAIN SOLENOID VALVE	F ₁	P-Bk	DC11~13V 37~43Ω	
⑮	SOLENOID VALVE 1	F ₂	Y-Bk	DC11~13V 37~43Ω	
⑯	SOLENOID VALVE 2	F ₃	B-Bk	DC11~13V 37~43Ω	
⑰	SOLENOID VALVE 3	F ₄	Br-Bk	DC11~13V 35~41Ω	

14. Fault Finding



If there is a fault with the appliance, and controllers are installed, a numerical fault code may appear on the digital display controller. If controllers are not installed, one may be fitted to find out the fault code. Fault finding without controllers (and thus fault codes) is possible but more time consuming.

To diagnose and rectify faults, the **Fault Finding Table** is used as illustrated below:



Fault Finding Table

Code on Controller	Fault	Action
03	Power interruption during Bathfill. Water will not flow when power restored.	1. Turn off all hot water taps. 1. Press the ON/OFF button on a controller twice.
10	Combustion fan current too high. Unit operates, then stops.	1. Check blockage of air intake/flue outlet. 2. Check combustion fan.
11	No ignition. Unit stops without flame igniting	1. Check gas supply 2. Check sparker unit 3. Check gas valves
12	Flame Failure / Earth Leakage	1. Check gas supply 2. Check flame rod 3. Check earth wire lead 4. Check water control
14	Thermal fuse and/or overheat switch activated. Unit operates, then stops.	1. Check thermal fuse 2. Check overheat switch IMPORTANT- If thermal fuse or overheat switch were faulty : a. Check heater for damage b. Confirm "Gas Type" and "Combustion" dip switch settings. c. Confirm test point pressures .
16	Over temperature warning. Unit operates, then stops.	1. Confirm "Gas Type" and "Combustion" dip switch settings 2. Confirm test point pressure 3. Check gas valves 4. Check water flow sensor 5. Check water flow servo 6. Check heat exchanger outlet temperature thermistor 7. Check hot water outlet temperature thermistor
32	Outlet water thermistor flow	Check hot water outlet thermistor
33	Heat exchanger thermistor error	Check heat exchanger thermistor
52	Modulating solenoid valve fault. Unit stops without flame ignition.	Check modulating solenoid valve
61	Combustion fan rotation error	Check combustion fan
65	Water flow control device error. Water flow is not controlled. Water temperature too low.	Check water flow servo
71	Solenoid valve circuit error. Unit does not operate.	Check gas valves
72	Flame rod circuit error. Unit does not operate.	Check flame rod
-	Appliance does not operate at all. No display on the water controllers (if fitted).	1. Check power cord plugged in and supply turned on. 2. Check power supply voltage. 3. Check electrical fuse. 4. Check transformer. 5. Check gas valves 6. Check sparker unit. 7. Check earth leads and connections. 8. Check for short circuits. 9. Check water controller(s) - if fitted.
-	No combustion despite water control indicating that combustion is occurring - if water controller(s) fitted)	1. Check water flow sensor. 2. Check flame rod. 3. Check heat exchanger outlet thermistor. (REU-V2630 models only) 4. Check hot water outlet thermistor. 5. Check combustion fan. 6. Check the sparker unit. 7. Check gas valves. 8. Check thermal fuse. 9. Check overheat switch. IMPORTANT - If thermal fuse or overheat switch were faulty: a) check heater for damage; b) confirm "Gas Type" and "Combustion" dip switch settings; c) confirm test point pressure.
-	Combustion stops during operation.	1. Check gas supply 2. Check flame rod 3. Check earth leads and connections.
-	Cannot adjust the hot water temperature via the controller(s) - only if controller(s) fitted.	1. Check hot water outlet thermistor. 2. Check heat exchanger outlet thermistor. 3. Check gas valves 4. Check water flow servo. 5. Check bypass servo. (REU-VM2630WC/WD only)
-	Anti-frost heater does not operate.	1. Check anti-frost heater components 2. Check frost sensing switch

15. Component and Circuit Checks



1. Combustion Fan Circuit

Check the Motor

Check the combustion fan if the error indicator displays “61”.

Measure voltages between Black and Red of the PCB connector (A₁).

Normal: DC6~45V (when fan ON)

DC0V (when fan OFF)

If normal proceed to check the rotation sensor

Faulty: Replace PCB

Check for the Fan Rotation Sensor

a.) Measure voltages between Black and Yellow of connector (A₁).

Normal: DC11~13V

If normal proceed to b.).

Faulty: Replace PCB.

b.) Measure voltages between Black and White of connector (A₁).

Normal: DC5~10V

If normal proceed to Sparker Circuit 2.

Faulty: Replace Combustion Fan.

2. Sparker Circuit

a.) Measure voltages between Grey and Grey of connector (F₆).

Normal: AC90~110V

If normal, proceed to b.).

Faulty: Replace PCB.

b.) Disconnect connector (J₆) and measure resistance between both terminals of the sparker.

Normal: 1MΩ

If not sparking, adjust or replace ignition plug.

Faulty: Replace Sparker.

3a. Main Solenoid Valve (SV₀) Circuit

Check the main solenoid if error indicator “11” is displayed.

- a.) Disconnect Main Solenoid connector (E₁) and measure resistance between Pink and Black

Normal: 1.7~2.1kΩ

If normal, proceed to b.).

Faulty: Replace Main Solenoid.

- b.) Measure voltage between Pink-Black of Main Solenoid connector.

Normal: DC80~100V

If normal, proceed to Solenoid Valve SV₁ (E₂)

Faulty: Replace PCB.

3b. Solenoid Valve 1 (SV₁) Circuit

Check Solenoid 1 if error indicator “11” is displayed.

- a.) Disconnect Solenoid 1 connector (E₂) and measure resistance between Yellow and Black.

Normal: 1.7~2.1kΩ

If normal, proceed to b.).

Faulty: Replace Solenoid 1.

- b.) Measure voltage between Yellow and Black of Solenoid 1 connector.

Normal: DC80~100V

If normal, proceed to Solenoid Valve 2 (SV₂) Circuit

Faulty: Replace PCB.

3c. Solenoid Valve 2 (SV₂) Circuit

- a.) Disconnect Solenoid Valve 2 connector (E₃) and measure resistance between Blue and Black.

Normal: 1.7~2.1kΩ

If normal, proceed to b.

Faulty: Replace Solenoid Valve 2.

- b.) Measure voltage between Blue and Black of Solenoid Valve connector.

Normal: DC80~100V

If normal, proceed to Thermal fuse Circuit.

Faulty: Replace PCB.

3d.Valve Circuit

a.) Disconnect Solenoid connector (E_4), measure resistance between Brown and Black.

Normal: 1.7~2.0k Ω

If normal, proceed to b.).

Faulty: Replace Solenoid Valve 3.

b.) Measure voltage between Brown and Black of SV_3 connector.

Normal: DC80~100V

If normal, proceed to Modulating valve circuit.

Faulty: Replace PCB.

c.) Disconnect Modulating Valve fasten terminal and measure resistance between terminals.

Normal: 67~81 Ω

If normal, proceed to b.).

Faulty: Replace Modulating Valve.

d.) Measure voltage between Pink and Pink of Modulating Valve fasten terminal.

Normal: DC2~15V

If normal, proceed to c.).

Faulty: Replace PCB.

e.) Check the gas secondary pressure change when set temperature on the remote control changes from 37 to 55°C.

Normal: If secondary pressure changes, go to Water Flow Servo Circuit.

Faulty: Replace Modulating Valve.

4. Flame Rod Circuit

Check flame rod.

Disconnect flame rod terminal (C_1), and re-operate.

“72” indicated:- Proceed to 3.

“72” is not indicated:- check for electrical leaks from the flame rod.

Measure resistance between flame rod terminal (C_1) and appliance earth.

Normal: >1M Ω

If normal, replace PCB.

Faulty: Replace flame rod.

a.) Remove the Flame Rod terminal (C_1) repeat operation procedure, if 72 is displayed again check the Hot water outlet thermistor.

If 72 is not displayed check current leakage from the Flame Rod.

b.) Measure voltage between body earth and Flame Rod terminal (C_1).

Normal: Voltage AC5~150V

If normal, replaced PCB

Faulty: Replace Flame Rod.

c.) Check if the Flame Rod is securely fitted.

Normal: replace the PCB

Faulty: Adjust the fitting of the Flame Rod

4. Earth Lead

Confirm the Earth Lead connection is secure (at round terminal), and check for broken or short circuits in the lead.

If normal, check other possible causes for flame failure (is gas valve open?, is the filter blocked? etc.).

If faulty, tighten the earth lead, PCB, power cord and surge arrester.

5. Thermal Fuse Circuit

Check the Thermal Fuse.

Disconnect relay connector (F₁) measure resistance between Red and Red.

Normal: < 1Ω

If normal, replace PCB.

Faulty: Replace Thermal Fuse if after confirming there is no damage to the appliance.

6. Overheat Switch Circuit

Measure resistance between Overheat Switch terminals.

Normal: < 1Ω

If normal, replace PCB.

Faulty: Replace Overheat Switch.

Note: If Thermal fuse or Overheat Switch were faulty.

- a.) Check heater for damage
- b.) Confirm gas type and combustion dipswitch settings
- c.) Confirm test point pressure.

7. Water Flow Sensor

a.) Measure voltage between Red - Black of relay connector (B₄).

Normal: DC 11~13V

If normal, proceed to b.

Faulty: Replace PCB.

b.) Measure voltage between Yellow - Black of relay connector (B₄).

Normal: DC 4~7V

If normal, proceed to 2).

Faulty: Replace water flow sensor.

Note: For controller readout of water flow whilst operational refer maintenance monitor. (Chapter 17 No. 1).

8. Water Flow Servo Circuit

a.) Disconnect relay connector (B₂), and measure voltage between Red and Blue on water flow servo.

Normal: 10~30Ω

If normal: proceed to b.).

Faulty: Replace Water Flow Servo and Water Flow Sensor.

b.) Disconnect relay connector (B₂), and measure voltage between Orange (+) and Grey (-) on PCB unit side.

Normal: DC11~13V

If Normal: proceed to c.).

Faulty: Replace PCB unit.

c.) Measure voltage between Brown and Grey with relay connector (B₂) connected (with no water flowing, water flow servo fully open).

Normal: < DC4~6V

Faulty: Replace Water Flow Servo and Water Flow Sensor.

d.) Measure voltage between Yellow and Grey with relay connector (B₂) connected (with no water flowing, water flow servo fully open).

Normal: < DC1.0V

Faulty: Replace Water Flow Servo and Water Flow Sensor.

9. Heat Exchanger Outlet Thermistor Circuit

Check Heat Exchanger Thermistor if error code “33” is displayed.

Disconnect relay connector (B₆) and measure resistance between White -White.

Circuit break: Resistance >1MΩ

Short circuit: Resistance > 1 Ω

Normal: Check Heat exchanger outlet thermistor

Faulty: Replace heat exchanger outlet thermistor.

Note: For controller readout of thermistor temperature whilst operational refer maintenance monitor.

10. Hot Water Outlet Thermistor Circuit

Check Hot Water Thermistor if error code “32” is displayed.
Disconnect relay connector (B₅) and measure resistance White - White.

When disconnected: Resistance > 1 MΩ

When short circuit: Resistance > 1 Ω

Normal: Check Heat Exchanger Outlet Thermistor.

Faulty: Replace hot water outlet thermistor.

Normal

Temp.	15°C	30°C	45°C	60°C
Resistance	11.4~14 kΩ	6.4~7.8 kΩ	3.6~4.5 kΩ	2.2~2.7 kΩ

Note: For controller readout of thermistor temperature whilst operational refer maintenance monitor. (Chapter 17, No. 2).

Disconnect relay connector (E₁) and measure resistance White-White.

11. Surge Protector

Check the fuse.

a.) Unplug the power plug.

b.) Check whether or not the fuse (3A) x 2 has blown by measuring the resistance.

Normal: <1Ω

If normal go to step Electrical Fuse 13.

Faulty: Replace fuse/s (3Ax2). Check for a short next time it's turned off.

12. Electrical Fuse

a.) Measure voltage between blue and brown on the connector (F₄)

Normal : AC 207~264V

If normal proceed to b.

Faulty: Check if voltage on the fuse terminal is AC207~264V

b.) Measure voltage between white and white on the (F₅).

Normal: AC207~264V.

Faulty: replace surge protector unit.

b.) Measure the voltage of the connector on the PCB.

Normal: Between Brown and Grey AC 30~50V

Between Yellow and Grey AC 180~220V

If normal, proceed to c.).

Faulty: Replace transformer.

c.) Measure voltage between White and Black of connector (F) on PCB.

Normal: AC 90~110V

If normal, proceed to 4.

Faulty: Replace transformer.

Note) The above transformer voltages are measured while the appliance is in standby mode - not while it is operating.

13. Bypass Servo Circuit 15.

a.) Disconnect relay connector (G₁) and measure resistance.

Normal

CN	Wire Colour	Value
G ₁	Br - W O - W Y - W R - W ^{GND}	15~35Ω

If normal, proceed to b.).

Faulty: Replace PCB.

b.) Measure working voltage while relay connector (G₁) is connected.

Normal

CN	Wire Colour	Value
G ₁	Br - W O - W Y - W R - W ^{GND}	DC 2~6V

Faulty: Replace Bypass Servo.

14. Remote Control

Check the voltage between the 2-core remote control cable.

Measure the voltage between terminals on the remote control terminal (D₁).

Normal: DC 11~13V

If normal, replace the remote control after confirming that the cable hasn't been damaged or shorted.

Faulty: Because normal voltage is not given due a short circuit, despite the PCB being in normal state, check Water Flow Servo circuit.

If solution is not given from the above replace PCB.

16. Maintenance Monitor / Error History

Wireless Controllers



M

Maintenance Function - Wireless Controller Transceiver

- 1.) Press maintenance button once.
- 2.) Temperature light (orange) will illuminate & the Led display will show current water temperature in heat exchanger.
- 3.) Press maintenance button again.
'Volume' light - (orange) will illuminate. Led display to show 1/ minimum water flow through Infinity.
- 4.) Press maintenance button again and the previous 10 error codes will be displayed.



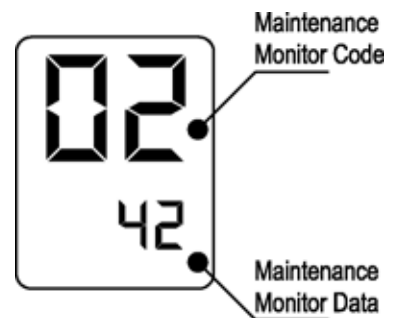
First number shown on Led display will be 1 - followed by error code then 2 and the error code.
If error code reads — —, it means there was no error recorded.
Press maintenance button again to return to transceiver to normal mode.

This feature is available where the appliances are connected with a deluxe controller. This will enable service personnel to locate the maintenance history and faulty components, with the appliance in operation.

Note: When the maintenance information, error history is shown, use only one controller. If two or more water controllers are used at the same time, it may not operate correctly.

To display Maintenance Information

- 1.) With the controller in the "OFF" position press the Water Temperature "DOWN" (Cooler) button while holding the "ON/OFF" button to activate the maintenance monitor. Press the "ON/OFF" button a second time to set the controller in the "ON" mode. This feature can now be used with the appliance in operation.
- 2.) The maintenance number will be shown in the Water Temperature display.
- 3.) Data will be shown in the Clock display.



1. To select the required maintenance number, press the Water Temperature "UP" and "DOWN" buttons.

Display Monitor Contents			
No.	Contents	Units	Data Range
01	Water flow sensor recognition flow (Example 123 = 12.3L/min).	0.1L/min	0~400
02	Hot water Outlet thermistor temperature (Example 20 = 20° C)	° C	0~999
03	Hot water combustion time (Example 6 = 600 hours)	100 hours	000~999
04	Hot water operation frequency (Example 6 = 600 Operations)	100	0~999
05	Hot water fan frequency	Hz pulses/sec	0~999 *Note 1

*Note 1 Fan Frequency rpm Conversion
 (rpm) = (Hz) x15

06	water control connection	none	0 or 1 *Note 2
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*Note 2 Water Control Connections

		Controls connected	Display
Bathroom water			
Additional controller	Kitchen controller	No	“0”
“0”	“1”	Yes	“1”

07	Water flow servo present recognising positioning	None	0~2 *Note 3
-----------	---	-------------	--------------------

*Note 3 Water Flow Servo Positioning

Servo Position	Open	Centre	Closed
Display	“1”	“0”	“2”

08	Inlet water temperature (PCB recognition value) (Example 25 = 25° C)	° C	0~999
09	Hot water fan current flow value (Example 6 x 10 = 60 mA)	10 mA	0~999
10	Bath fill amount (this counts the litres during bath fill operation).	Litres	0~999
11	Heat exchanger exit thermistor temperature (Example 55 = 55° C)	° C	0~999
12	Bypass servo present recognition positioning (Example 0 = Closed 250 = Half open 500 = Open)	Degrees	0~500

To return to normal operation

- Press the ON/OFF button again while holding down the Water Temperature "DOWN" (Cooler) button.

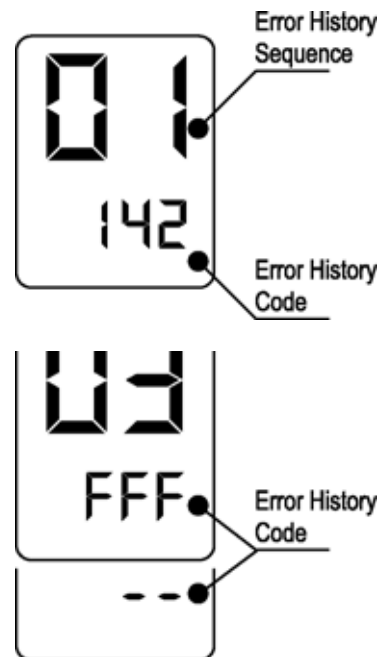
Error History

To Display Error Memory (History)

(This feature will show the last 10 faults in sequence)

1. Turn off at the ON/OFF button. (This can be done during operation)
2. Press the ON/OFF button while holding the Water Temperature "UP" (Hotter) button.

- The Sequence will be shown in the Water Temperature display.
- Error Code will be shown in the Clock display. (See service Manual for error codes).
- Where there are less than a total of 9 errors, "FFF" or " - - " will be displayed in the Clock display.



To return to normal operation

- Press the ON/OFF button again while holding the Water Temperature "UP" (Hotter) button.
- This feature will automatically shut down after 3 minutes.

17. Gas Pressure Setting Procedure



Refer separate Rinnai document behind front cover of appliance.

18. Gas Conversion Procedure



Refer separate document available from Rinnai.

19. Dismantling for Service



240 Volt potential exposure. Isolate the appliance and reconfirm with a neon screwdriver or multimeter.

Item	Page
1. Removal of the Front Panel36
2. Removal of the PCB Unit36
3. Removal of the Water Flow Sensor, Servo and Bypass Servo36
4. Removal of the Bypass Servo -36
5. Removal of the Manifold and Burner unit38
6. Removal of the Gas Control38
7. Removal of Flame rod and Spark plug39
8. Removal of Outgoing Water Thermistor39
9. Removal of Heat Exchanger Thermistor39
10. Removal of Bypass Servo -40
11. Removal of Anti Frost Switch40
12. Removal of Anti Frost heater41
13. Removal of the Fan Motor.41
14. Removal of Heat Exchanger42
15. Removal of Thermal Fuse.43

Unless otherwise stated, re-assembly is the reverse of dismantling.

IMPORTANT

For some areas of dismantling you may need to isolate any or all of the following:

- * Isolate gas supply.
- * Disconnect electrical supply from wall socket.
- * Isolate water supply.
- * Drain **all** water from appliance.

1) Removal of the **Front Panel**

- a. Remove four (4) screws.



2) Removal of the **PCB Unit**

- a. Remove the front panel. (Refer Item 1.)
- b. Remove two (2) PCB unit fixing screws and pull out forward.



3) Removal of the **Water Flow Sensor, Servo and Bypass Servo**

- a. Remove the front panel. (Refer Item 1.)
- b. Remove two (2) screws and locking plates located on the water supply pipe and bypass pipe. Pull bypass pipe and water supply pipe forward to clear servo valves. Ensure O-rings are not lost or damaged.



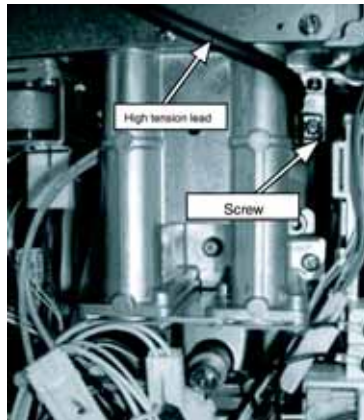
4) Removal of the **Bypass Servo - REU-V2632WC - (HD200E) ONLY**

- a. Remove two (2) screws from the water flow servo body, and pull the bypass servo out forwards. Ensure O-rings are not lost or damaged.



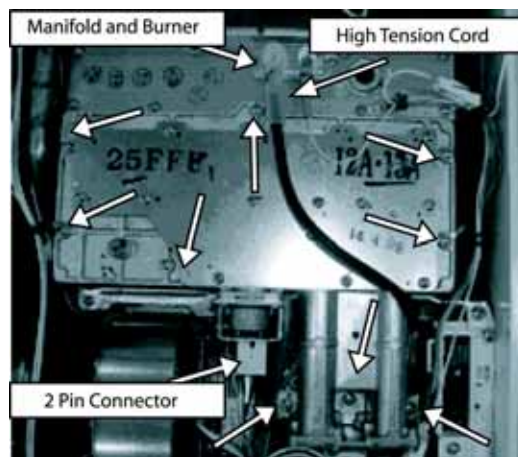
5) Removal of Sparker

- a. Remove sparker
- b. Remove 3 pin connector
- c. Remove high tension cord

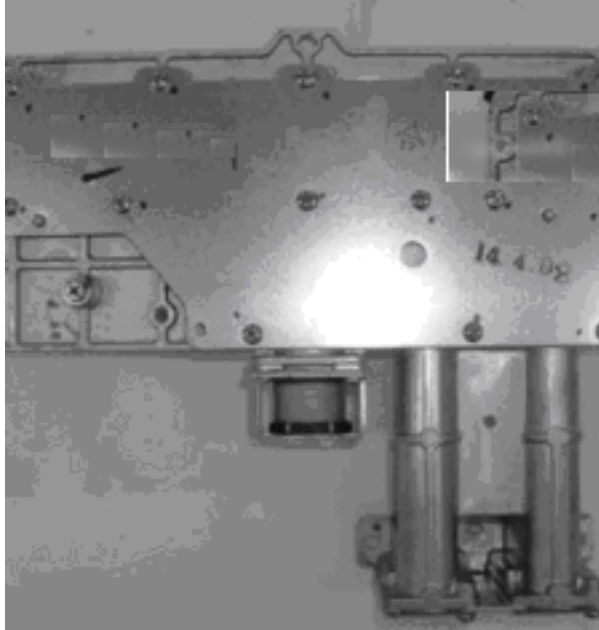


6) Removal of the Manifold and Burner unit

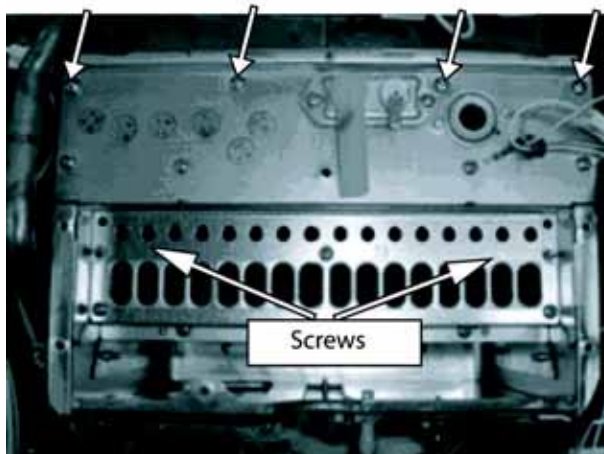
- a. Remove high tension cord and flame rod.
- b. Remove 2 pin connection of the solenoid valve
- c. Remove manifold.



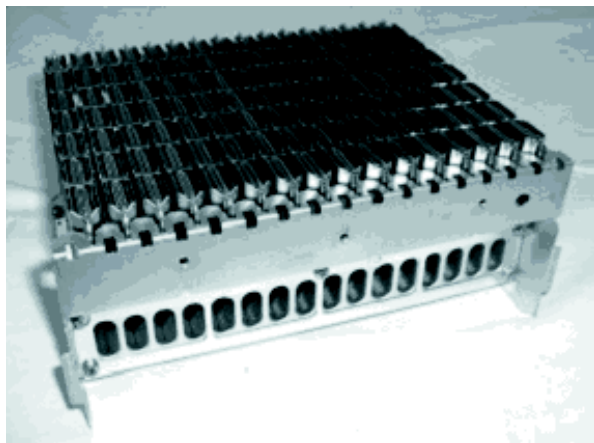
Manifold Assembly



- a. Remove combustion chamber front panel.
- b. Remove burner unit.

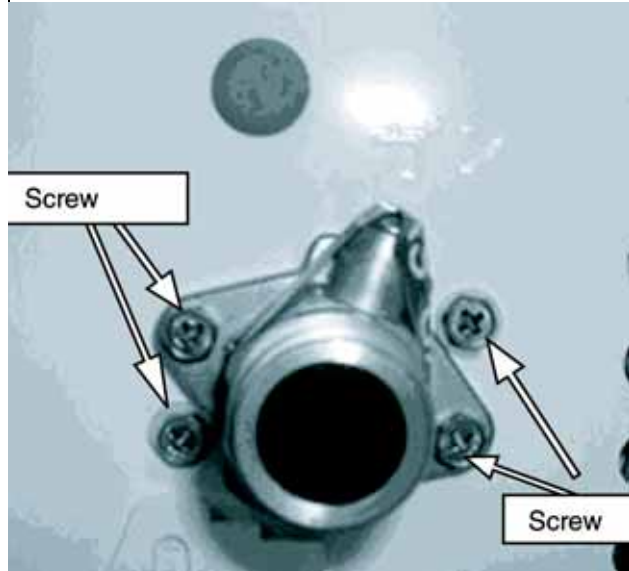


- c. Pull off burner unit

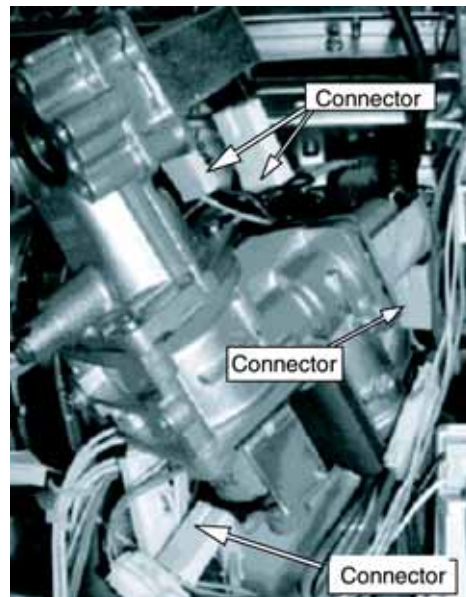


7) Removal of the Gas Control

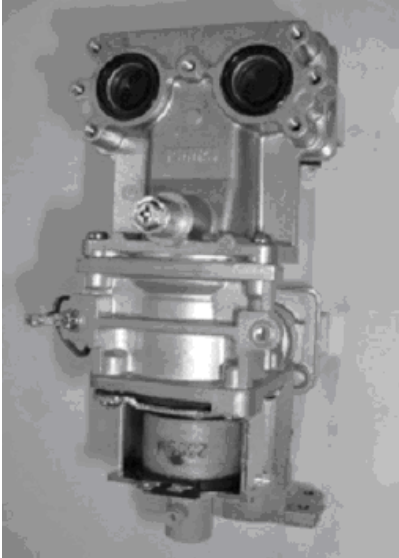
- a. Remove manifold (refer to point 7)
- b. Remove back tube
- c. Remove gas connection.



- a. Pull off connectors for gas control modulation valve and solenoid valve.

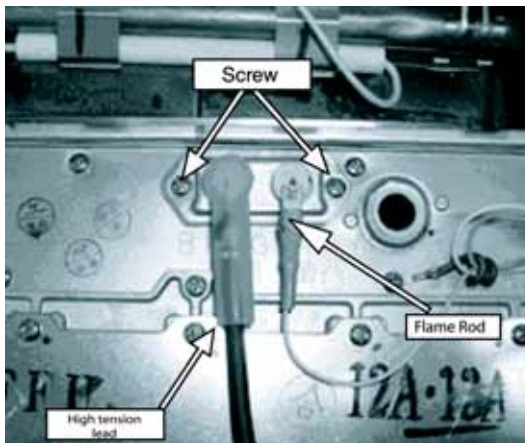


Gas Control

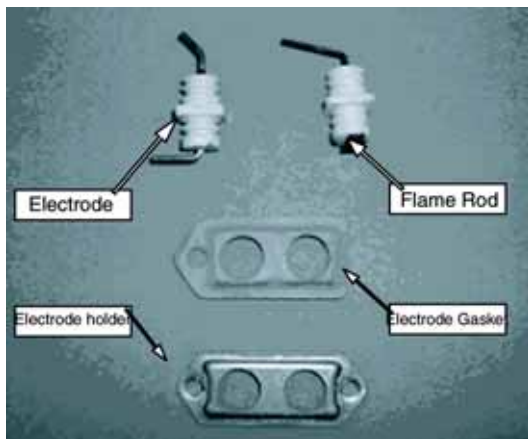


8) Removal of Flame rod and Spark plug

- Remove flame rod terminal and tighten sparkler lead.
- Remove flame rod and spark plug.

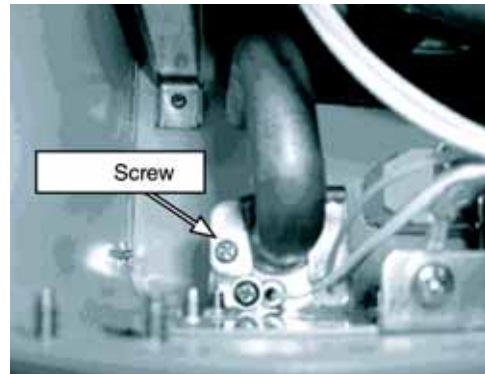


- Remove of High Tension lead



9) Removal of Outgoing Water Thermistor

- Remove thermistor fixing screw.
- Remove 2 pin connection outgoing water thermistor

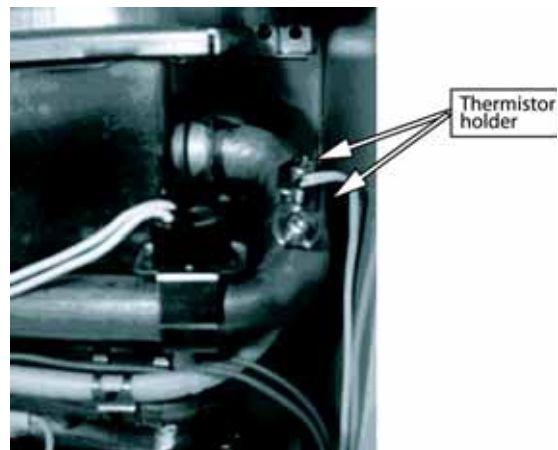


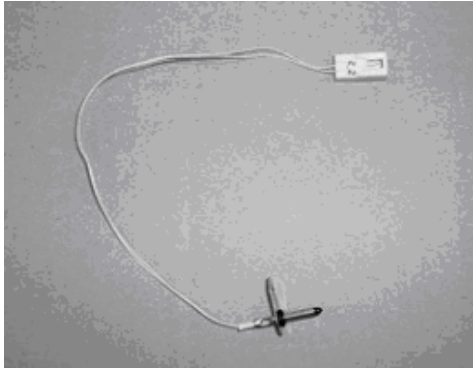
Heat Exchanger Thermistor



10) Removal of Heat Exchanger Thermistor REU-V2632WC (HD200E) ONLY

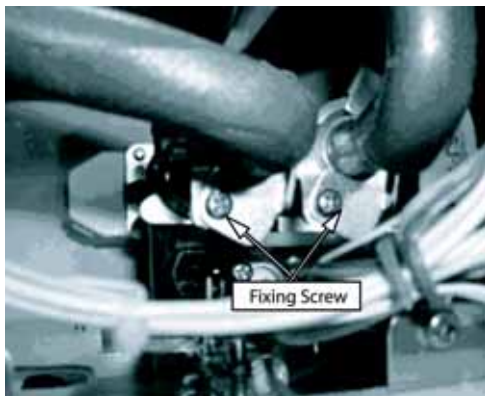
- Remove thermistor holder
- Remove 2 pin connector



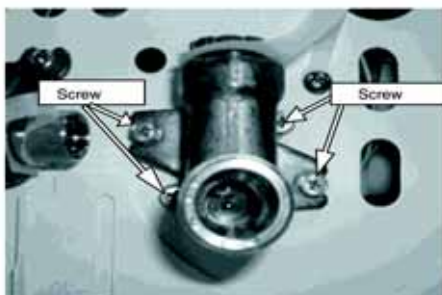


11) Removal of Bypass Servo - REU-V2632WC - (HD200E) ONLY

- a. Remove fan motor (Refer to point 16)
- b. Remove 3 pin connector
- c. Remove 2 pin connector
- d. Remove 6 pin connector and 5 pin connector
- e. Remove bracket for water connection tube.

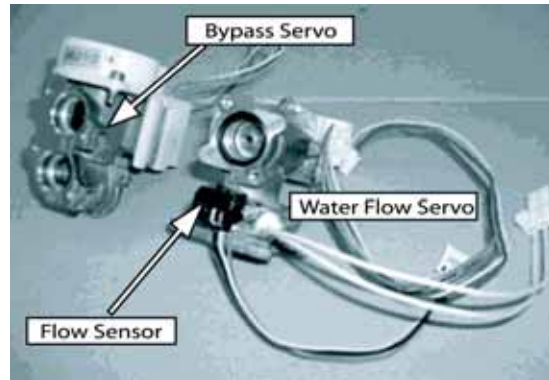


f. Removal of inlet water connection



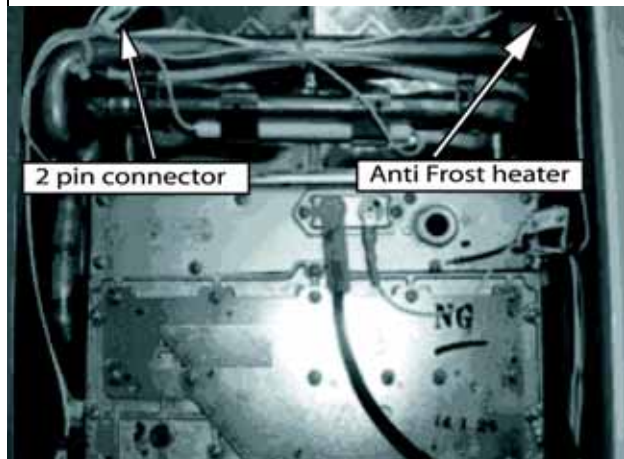
- g. Remove bypass servo and water flow servo
- h. Remove fitting screws of bypass servo

i. Flow sensor and water flow servo



12) Removal of Anti Frost Switch

- a. Remove 2 pin connection for anti frost switch
- b. Remove Anti Frost switch



c. Anti Frost switch



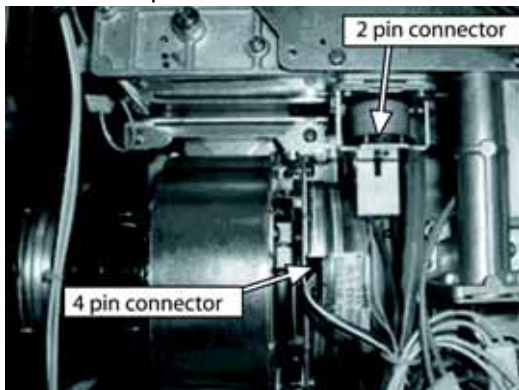
13) Removal of Anti Frost heater

- a. Remove 2 pin connection of Anti Frost heater
- b. Remove bracket on hot water connection.
- c. Remove Anti Frost heater.



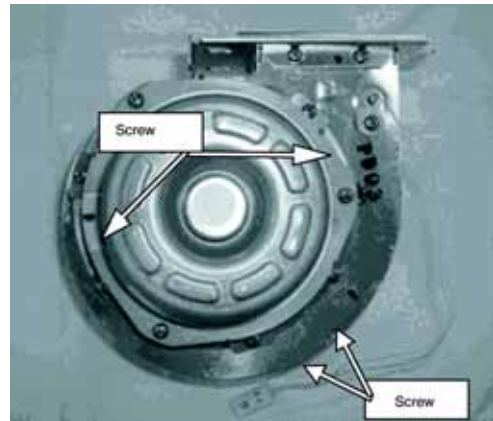
14) Removal of the Fan Motor

- a. Remove 4 pin connector to fan motor.
- b. Remove 2 pin connector of solenoid valve.

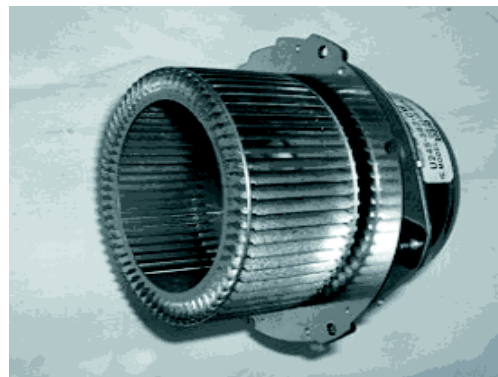


- c. Remove fan motor screws (x 2)

- d. Remove fan motor assembly by sliding forward

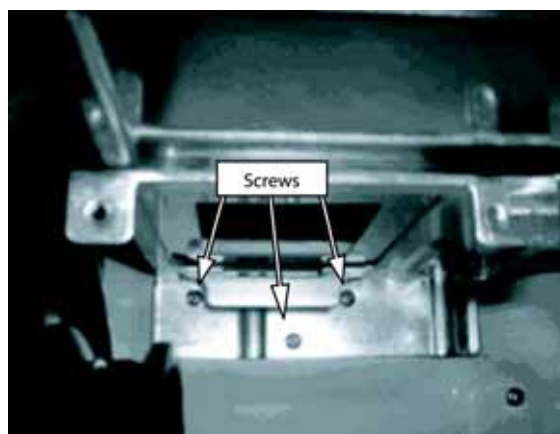


- e. Remove fan motor from housing via 3 screws

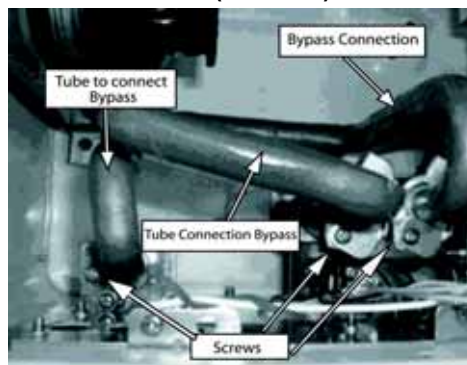


15) Removal of Heat Exchanger

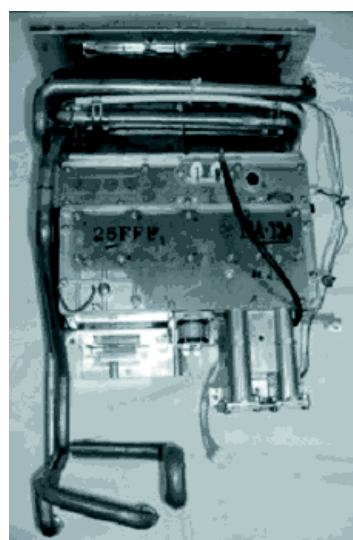
- a. Remove PCB
- b. Remove fan motor
- c. Remove 2 pin connector of thermal fuse
- d. Remove flame rod terminal of high tension cord
- e. Remove anti frost heater switch
- f. Remove 2 pin connector
- g. Remove 3 pin connector
- h. Remove fixing screws of the heat exchanger unit
- i. Remove heat exchanger screws



- j. Remove **Bypass tube - REU-V2632WC (HD200E) ONLY**



- k. Pull out **heat exchanger screws REU-V2632WC - (HD200E) - Heat Exchanger shown**



- l. Remove **manifold and burner unit.**
- m. Remove **thermal fuse, over heat switch, sparker, hex thermister and back pressure joint.**

REU-V2632WC - (HD200E) - Heat Exchanger shown

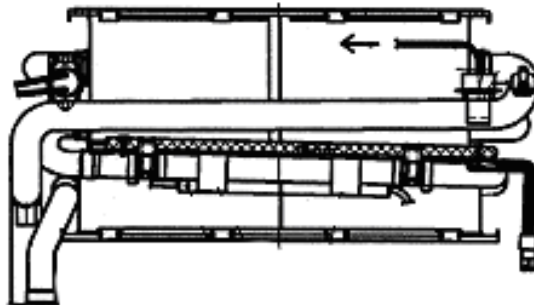


16) Removal of Thermal Fuse

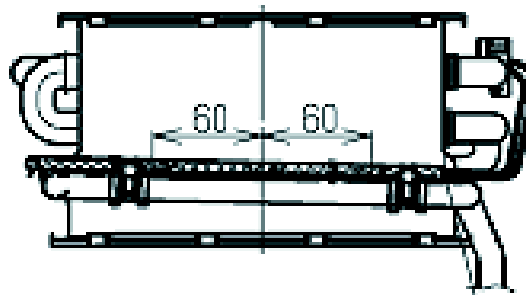
- a. Remove heat exchanger.
- b. Remove Thermal Fuse.

After removal of thermal fuse fitting procedure is as follows:

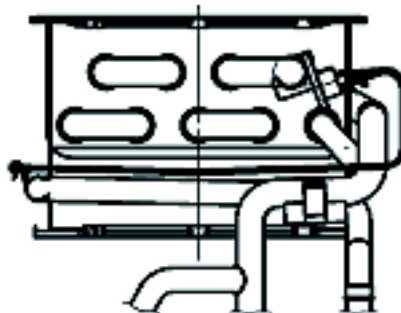
Heat Exchanger Front



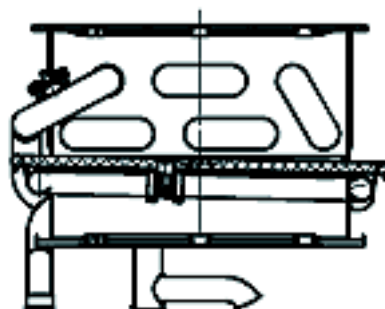
Heat Exchanger Right



Heat Exchanger Left



Heat Exchanger Right



20. Parts List

NOTE:

Some Part details may have changed since publication of this manual.
Contact Rinnai to confirm spare parts details before ordering.

REU-VRM2632(65)WC-AK				
NO	Part Name	RA Part No	11 Digit Code	Qty
001	OUTER CASE	92095893	014-481-000	1
002	BRKT WALL	92093377	106-329-000	2
004	Panel, Conn. Reinf.		044-140-000	1
005	Shield, Heat Insul.		030-915-000	1
006	PANEL FRONT	92095894	019-4064000	1
007	SEAL PANEL FRONT TOP	92086909	580-453-000	1
008	Sealing, Body side	92063361	510-990-000	2
009	INF20 CABLE ENTRY (NEW)	92073352	106-104-000	1
010	SEAL HARNESS EASY CONN	92099984	580-0105000	2
011	HARNESS EASY CONN	92099986	106-641-000	1
012	CLIP SUPPORT	92095896	538-840-000	1
013	Packing		510-893-000	1
014	Pouch		600-051-000	1
100	GAS CONTROL	92086736	120-0016000	1
101	SCREW TEST POINT	92099956	501-275-005	3
102	INLET GAS 3/4	92081587	106-290-000	1
103	BURNER ASSY	92092212	000-059-000	1
103	Burner Unit Assy	92099904	000-155-000	1
104	Burner Case, Fr panel		098-902-000	1
105	Burner Case, Btm plate		005-137-000	1
106	Gasket, Bnr Case Fr		580-440-000	1
107	Burner, Low Nox Bunsen Assy.		157-090-000	16
108	Burner Case, Back plate		098-904-000	1
109	Damper	92099906	140-597-000	1
109	Damper	92099908	140-736-E00	1
110	MANIFOLD LP	92094318	101-705-000	1
110	MANIFOLD NG	92095897	101-747-000	1
111	Sealing, Combust.		580-547-000	1
112	Sealing, Lwr Comb. Cmbr		580-569-000	1
114	Front plate, Comb. Cmbr Assy.		019-1337000	1
116	ELECTRODE	92086974	202-156-000	1
117	ELECTRODE FR	92095598	202-215-000	1
118	PACKING ELECTRODE	92087015	580-0390000	1
119	ELECTRODE HOLDER RH	92087006	580-505-000	1
120	Gasket, Comb. Cmbr fr panel		580-998-000	1
125	FAN COMB	92095224	222-610-000	1
126	Fan Casing, Assy		098-2183000	1
127	CONNECTING COMB FAN	92098870	106-320-000	1
128	PACKING FAN CONECTING	92098888	580-338-000	1
129	MOTOR FAN COMB	92095899	222-559-000	1

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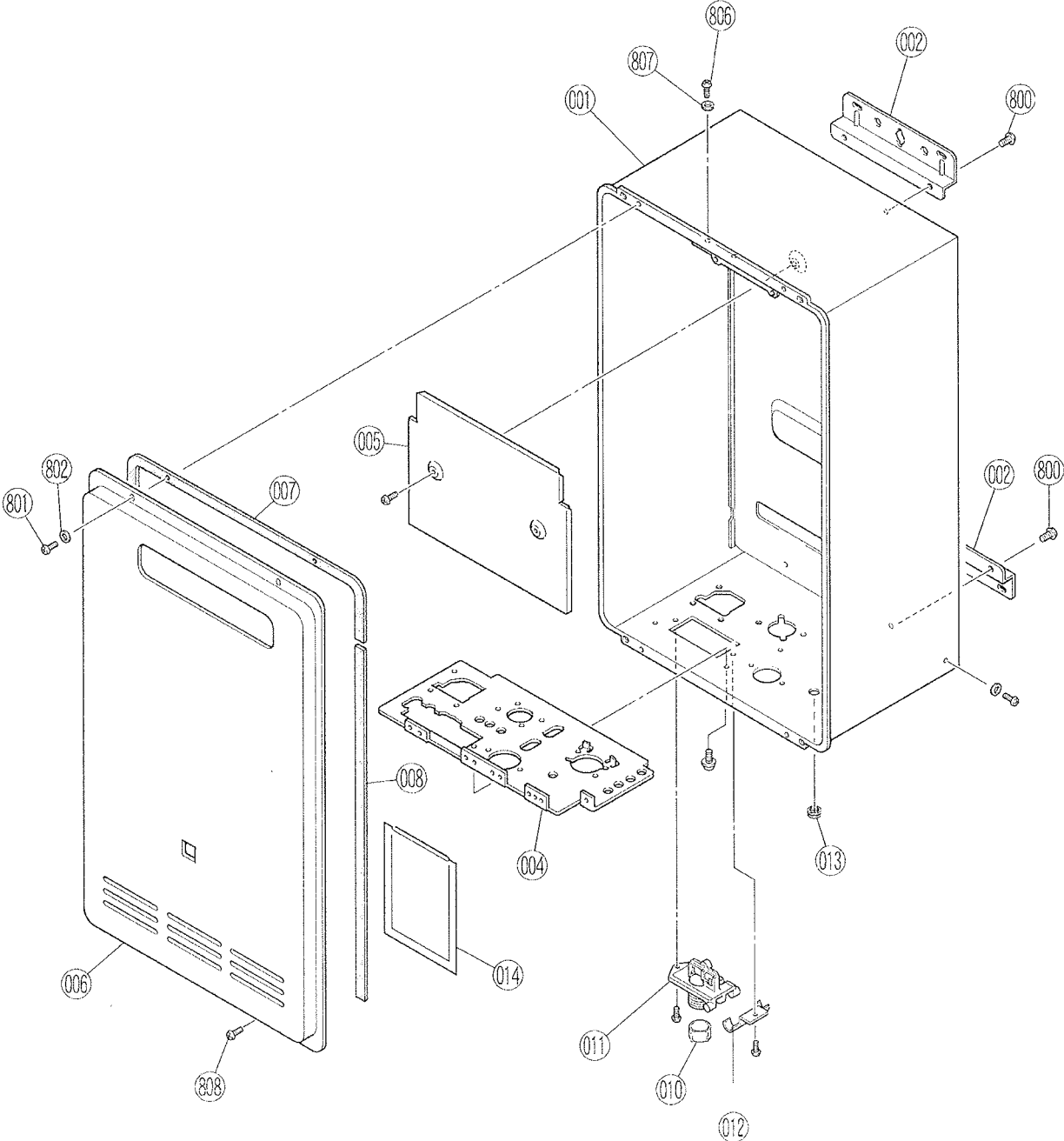
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135	EXHAUST FLUE	92092634	055-760-000	1
137	Sealing, Flue spigot		580-0023000	1
138	Sealing, Flue term.		580-835-000	1
140	HEAT EXCH	92093550	314-733-000	1
400	INLET WATER 3/4	92095901	333-483-000	1
401	WATER FLOW SENSOR	92095902	301-157-000	1
402	RECTIFIER WATER	92093552	330-107-000	1
403	BYPASS SERVO ASSY	92087072	301-158-000	1
404	Bracket, Stop		512-401-000	2
405	Band, Water filter plug		553-119-000	1
406	FILTER WATER 0 LARGE	92083773	196-062-000	1
408	OUTLET WATER 3/4	92093806	333-386-000	1
409	Bracket, Stop		538-515-000	1
410	Band, Drain valve		553-043-000	1
411	Valve Assy, Drain	92099944	337-152-000	1
412	Cover, Water flow servo		098-1445000	1
700	Electric Unit Assembly	92099918	210-909-000	1
701	SURGE ARRESTOR	92093699	210-605-000	1
702	Cover, PCB side		098-1868000	1
703	Cover, PCB front (RA)		098-1869000	1
704	THERMISTOR 1	92095030	233-246-000	1
705	Bracket, PCB		537-0060000	1
706	SPARKER	92095026	261-157-000	1
707	Lead, High tension	92099920	203-869-000	1
708	SLEEVE ELECTRODE	92087030	518-035-000	1
709	THERMISTOR 2 VM2630WC/WD	92095031	233-247-000	1
710	BRKT THERMISTOR	92086388	508-836-000	1
711	Clip, Thermal fuse		537-505-000	5
712	SWITCH THERMAL	92097187	234-444-000	1
713	HEATER A-FROST	92095903	235-391-000	1
714	HEATER WATER FLOW	92092262	235-369-000	1
715	Bracket, Ignitor		537-0822000	1
716	BRKT HEATER	92093301	538-493-000	2
717	BRKT HEATER A	92096123	537-155-000	1
718	BRKT HEATER B	92096225	537-0440000	1
720	ELEC CORD	92089051	206-226-000	1
721	HARNESS FUSE	92094015	290-1300000	1
723	HARNESS RELAY	92099985	290-1301000	1
724	Harness, Sensor	92099924	290-1707000	1
725	FUSE THERMAL	92092189	232-191-000	1

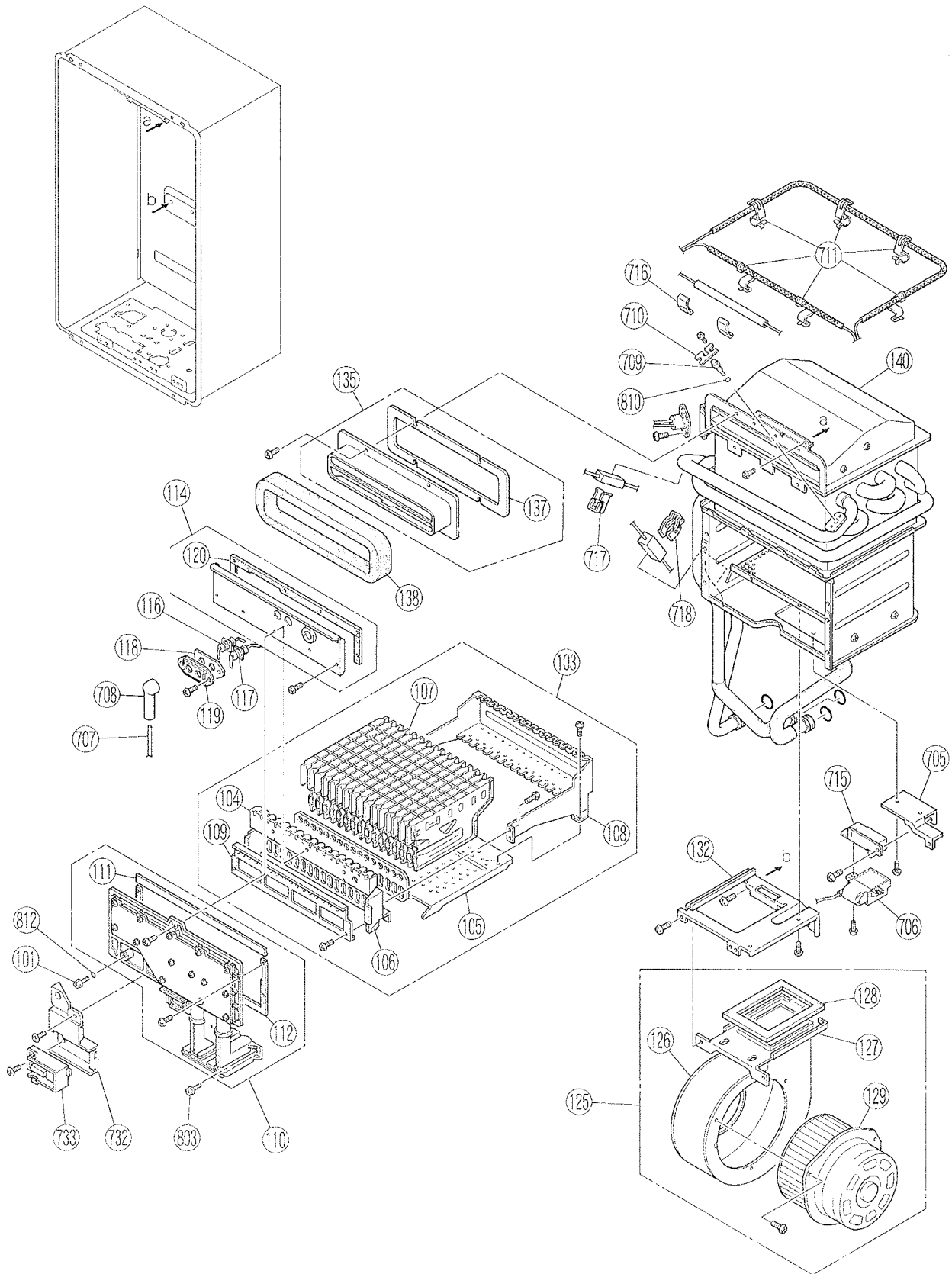
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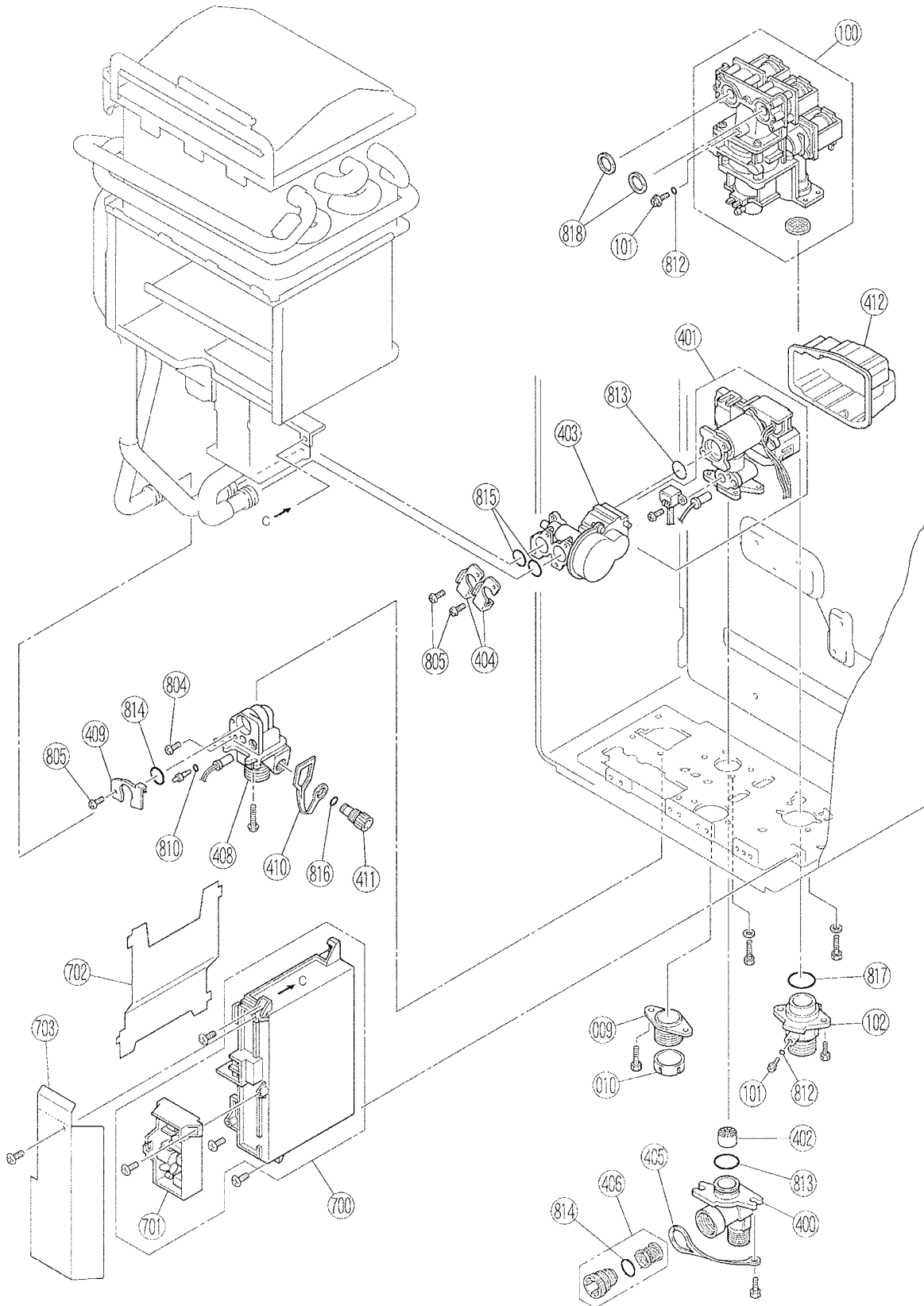
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726	SENSOR MR	92099988	243-133-000	1
727	HARNESS SPARKER	92099989	290-1303000	1
729	HARNESS REMOTE CONTROL	92099961	290-1288000	1
730	HARNESS SURGE ARREST	92095129	290-1304000	1
731	HARNESS RELAY	92095033	290-1289000	1
733	RELAY VM2630WC/WD	92095032	210-810-000	1
810	O RING THERMISTOR	92062249	520-209-010	2
812	O RING (S4) TEST POINT	90195165	520-300-010	3
813	O RING IN/OUT WATER	92071182	520-049-010	2
814	O RING HEAT EXCH	92062199	520-048-010	2
815	O RING HEAT EXCH	92062207	520-193-010	2
816	O RING 2010 2402	92062348	520-281-010	1
817	O RING GAS CON 2010	92072859	520-043-010	1
818	O RING GAS CONTROL	92096502	580-180-000	2

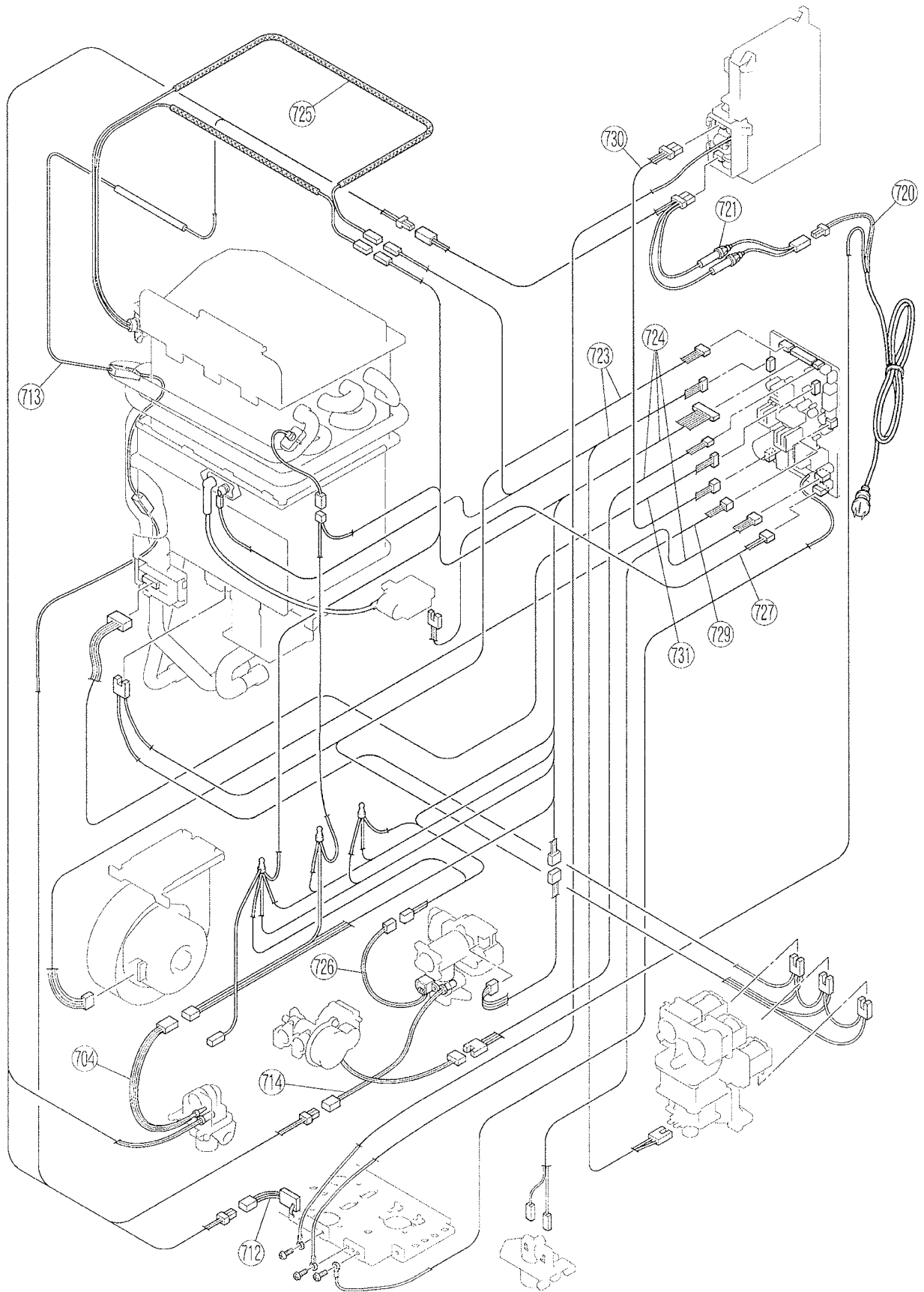
21. Exploded Diagrams

NOTE: Some Part details may have changed since publication of this manual.
Contact Rinnai to confirm spare parts details before ordering.









Rinnai

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Rinnai has a Service and Spare Parts network with personnel who are fully trained and equipped to give the best service on your Rinnai appliance. If your appliance requires service, please call our Hot Water Service Line. Rinnai recommends that this appliance be serviced every 3 years.

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

National Help Lines

Spare Parts & Technical Info

Tel: 1300 555 545*

Fax: 1300 300 141*

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

Hot Water Service Line

Tel: 1800 000 340