

Rinnai

# Installation guide

## Neo

RIB2311N/RIB2311L



## **Important:**

For installations into a combustible opening, a Rinnai zero clearance box and flue kit are mandatory.

Appliance must be installed with a Rinnai approved flue system.

This appliance shall be installed in accordance with:

- Manufacturer's installation instructions
- AS/NZS 5601 Gas Installations
- Local regulations and municipal building codes

Installation, servicing and repair shall be carried out only by authorised personnel.

### **WARNING**

Improper installation, adjustment, alteration, service or maintenance can cause property damage, personal injury or loss of life.

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For more information about buying, using, and servicing of Rinnai appliances call: 0800 RINNAI (0800 746 624).

Rinnai New Zealand Limited  
105 Pavilion Drive, Mangere, Auckland  
PO Box 53177, Auckland Airport, Auckland 2150

Phone: (09) 257 3800, Fax: (09) 257 3899  
Email: [info@rinnai.co.nz](mailto:info@rinnai.co.nz)  
Web: [www.rinnai.co.nz](http://www.rinnai.co.nz), [www.youtube.com/rinnainz](http://www.youtube.com/rinnainz),  
[www.rinnaitraining.co.nz](http://www.rinnaitraining.co.nz), [www.facebook.com/rinnainz](http://www.facebook.com/rinnainz)

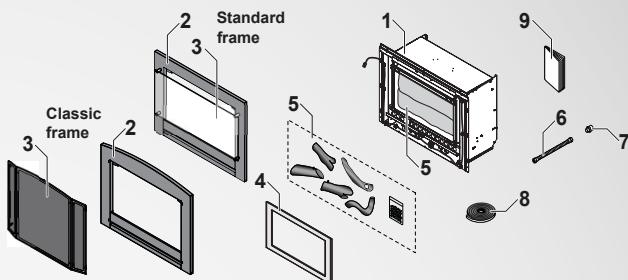
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# Checklist

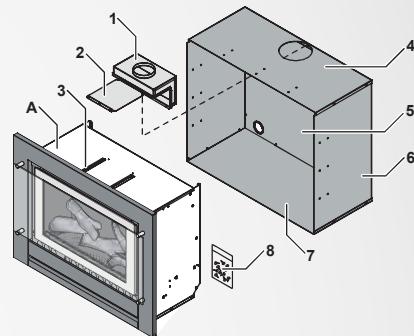
## Engine: Masonry installations

1. Rinnai Neo heater (engine)
2. Outer frame (standard or classic)
3. Glass outer dress guard—standard frame  
Mesh dress guard—classic frame (inbuilt models)
4. Inner frame
5. Log set and granule pack (inside appliance)
6. Semi rigid stainless steel gas pipe
7. Flared brass adaptor  $\frac{5}{8}$  " UNF -  $\frac{1}{2}$  " BSPT
8. Foam sealing strip
9. Operation and installation guides



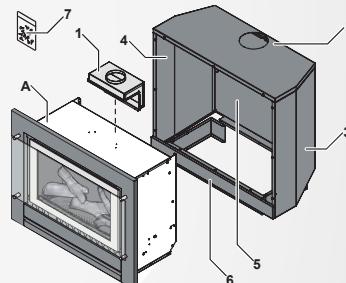
## Inbuilt mock chimney installations

- A. Engine set (see above)
1. Spigot adaptor
2. Spigot guide panel
3. Spigot guide rails
4. Zero clearance box top panel
5. Zero clearance box rear panel
6. Zero clearance box left and right panels
7. Zero clearance box base panel
8. Hardware pack



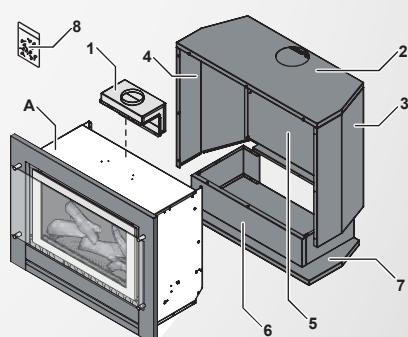
## Freestanding console installations

- A. Engine set (refer masonry installation)
1. Spigot adaptor
2. Console top panel
3. Console right side panel
4. Console left side panel
5. Console rear panel
6. Console pillar
7. Hardware pack



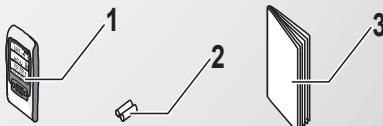
## Freestanding plinth installations

- A. Engine set (refer masonry installation)
1. Spigot adaptor
2. Plinth top panel
3. Plinth right side panel
4. Plinth left side panel
5. Plinth rear panel
6. Plinth pillar
7. Plinth base
8. Hardware pack



## Remote wireless controller- comes with all ETR models

1. RF combination remote wireless controller with wall mount
2. AA batteries (x2)
3. Operation guide



# Specification

## Neo (RIB2311N/RIB2311L)

### Description

- Inbuilt gas space heater
- Burning log effect
- Glass front with glass dress guard
- Convection fan—top air discharge

### Installation options

- Inbuilt masonry
- Inbuilt mock chimney
- Freestanding options

### Combustion method

Bunsen type burner.

### Data plate

Inside appliance on the front left hand side.

### Flue - masonry

Rinnai strongly recommends the use of a Rinnai flexiliner flue system (flexi Ø 100 mm). Failure to meet this criteria may result in an unsafe situation.

Installation without a flexiliner flue is permissible as long as the chimney is checked for soundness and ability to achieve a good draw. Terminal 240 mm x 45 mm rear discharge (spigot).

### Flue - decorative (mock chimney) and freestanding

Natural draft flue. An approved 100 mm cowl must be fitted to all installations. Decorative chimney installations require a Rinnai zero clearance box and zero clearance flue kit.

Flue dimensions:

Inner: 100 mm

Outer: 150 mm

### Gas connection

½ " BSPT, the gas supply terminates inside the heater at the front lower right hand side of the appliance.

### Gas type

NG and General Product LPG.

### Convection fan

2-speed centrifugal, double diameter 160 x 180 mm.

### Heating area

NG: up to 107 m<sup>2</sup>

ULPG: up to 93 m<sup>2</sup>

### Ignition

Continuous spark electronic ignition.

### Input/output

Input NG: 14-30 MJ/h

Input ULPG: 14-27 MJ/h

Output NG: 3.24-6.94 kW

Output UPLG: 2.98-6.04 kW

### Noise level

37-45 dB(A)

### Power consumption

High: 50 W

Standby: <3 W

1500 mm power cord is supplied with a 3-pin plug on the rear left of the appliance.

### Safety devices

- Overheat switch
- Electrical fuse
- Flame failure sensing system
- Power failure

### Temperature control

ETR models—thermostatic, temperature control range 7-32 °C.

### Thermal efficiency

NG: 80.5%

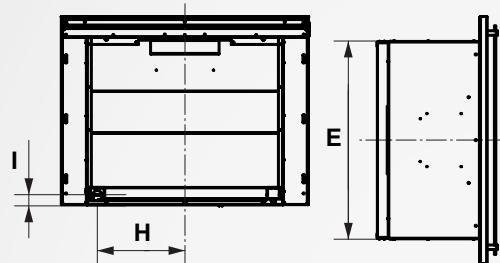
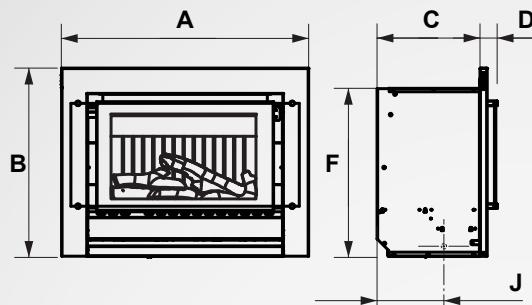
ULPG: 80%

### Weight

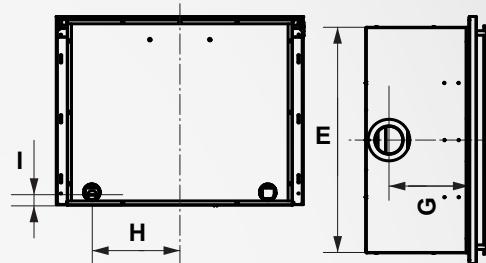
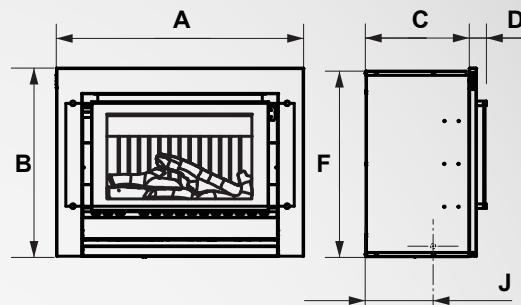
60 kg

# Dimensions (mm)

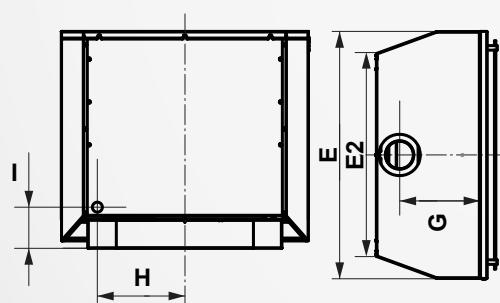
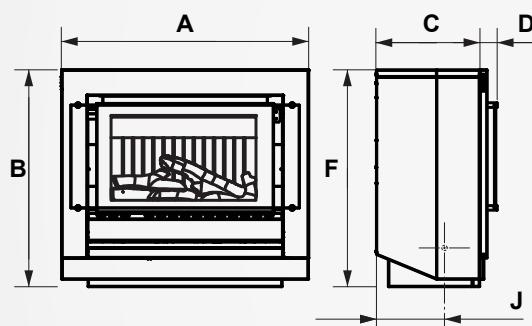
## Inbuilt masonry



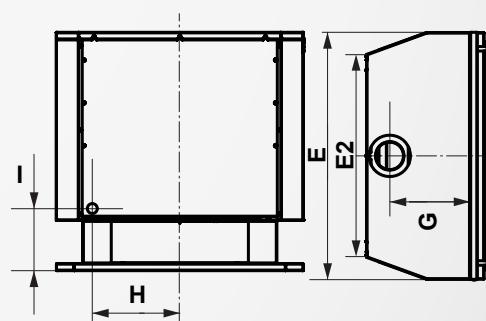
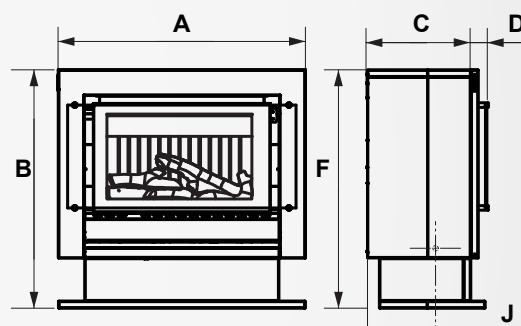
## Inbuilt mock chimney



## Freestanding console



## Freestanding plinth



Model	External dimensions							Gas connection				
	A	B	C	D	E	E2	F	G	H	I	J	
Inbuilt masonry	865	660	359	62	691	-	589	-	305	45	235	
Inbuilt mock chimney	865	660	363	62	795	-	650	280	305	45	240	
Freestanding console	865	760	363	62	865	712	760	280	305	140	235	
Freestanding plinth	865	837	363	62	865	712	837	280	305	215	235	

# Location

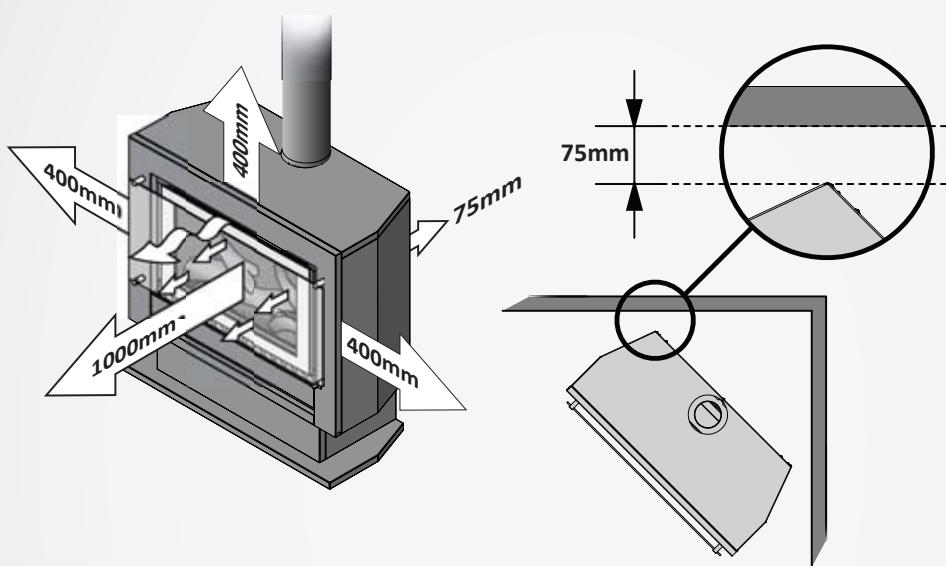
The main points governing location are flueing and warm air distribution. The heater must not be installed where curtains or other combustible materials could come into contact with the appliance. In some cases curtains may need restraining.

The Neo gas fireplace is not designed to be built into bookcases.

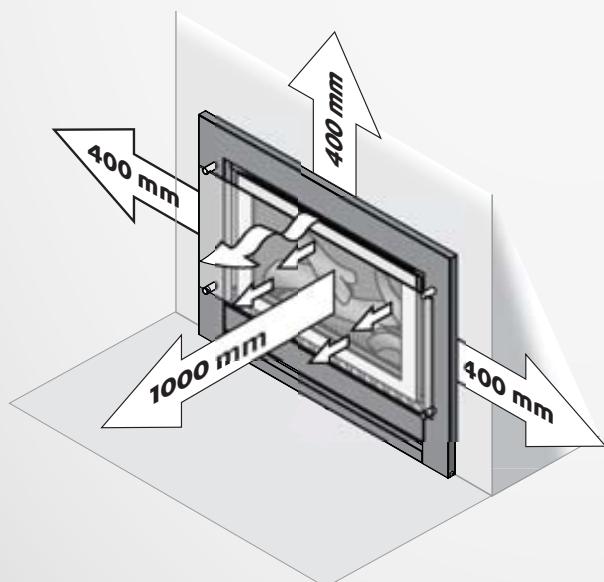
Standard flued appliances draw the air for combustion from the room so there is a need for adequate ventilation. Adequate ventilation must be provided as per AS/NZS 5601.1.

## Clearances around the heater

The clearances listed below are minimum clearances unless otherwise stated.



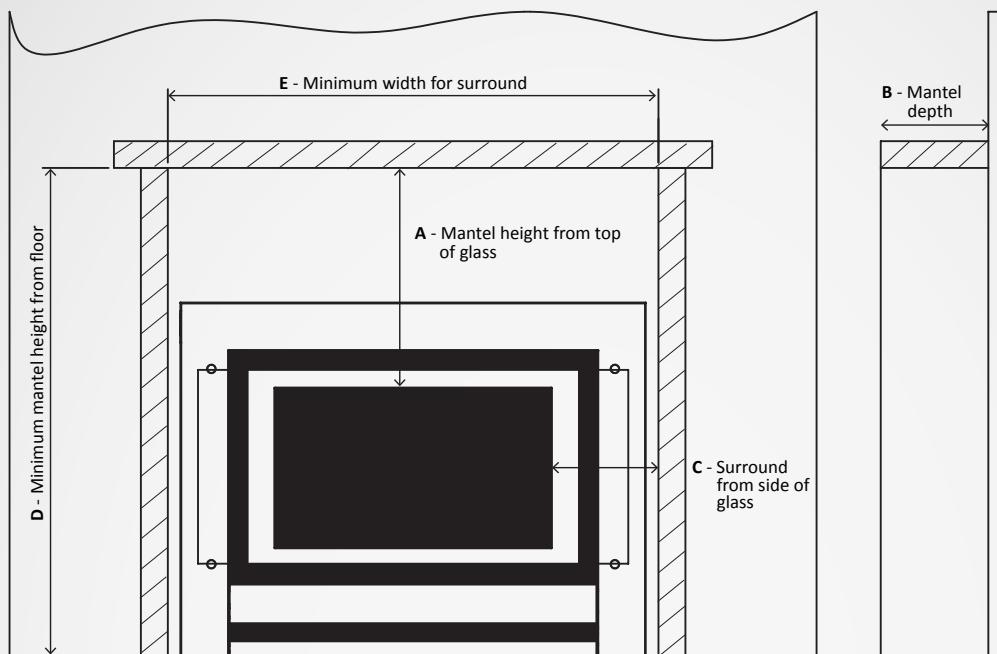
**Neo freestanding clearances—freestanding models can be positioned directly on the floor**



**Neo inbuilt clearances**

# Mantels and surrounds

A mantel and surround are allowed providing they are outside the minimum clearances shown below. Due to the number of different sized Neo frames, the dimensions are taken from the edge of the glass.



**A** Mantel height from top of glass 400 mm min.

**B** Mantel depth at A - 400 mm (vertical clearance) 250 mm max.

For every 50 mm of added mantel depth, there must be an additional 100 mm of vertical clearance. For example; a mantel depth (B) of 350 mm will require 600 mm (A) of vertical clearance.

**C** Surround from side of glass 200 mm min.

Surround depth at C - 200 mm side clearance 250 mm max.

**D** Min. mantel height from floor (when heater is mounted on the floor) 910 mm max.

**E** Min. width for surround 915 mm min.

# Hearths

A hearth is not necessary, but can be used for decorative purposes or protection of sensitive flooring if required. It must not obscure the front of the fire.

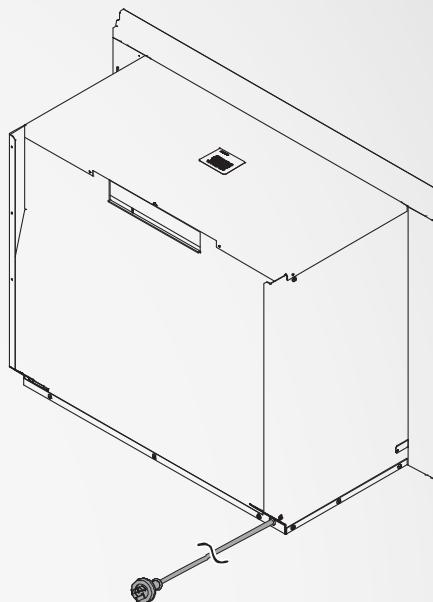
# Electrical connection

The Neo is supplied with a power cord (length 1500 mm) and a 3-pin plug. The standard electrical connection passes through the rear panel, but can also pass through the left or right hand side of the unit by removing the knockout tab from the bottom edge of the front panel. If changing the electrical position use the rubber grommet from the rear of the appliance for cable protection.

Rinnai recommend the heater is plugged into a dedicated 240 V, 10 A earthed power point. The power point must not be located above the heater (potential fire hazard). If the supplied plug and power cord is to be used with an external power point then the power cord will need to be fitted with the supplied grommet.

A suitable means of electric isolation must be provided which is adjacent to the appliance and accessible with the appliance installed.

The electrical cord is not fire rated and should not come into contact with the unit. If the supply cord is damaged, it must be replaced by a licensed tradesperson. This must be a genuine replacement part available from Rinnai—part number 6765B.



# TV installation above a fireplace

If installing a flat screen TV above the fire, the main issue is heat. Heat from the fire, and heat from the flueing components that sit behind the TV—especially if recessed

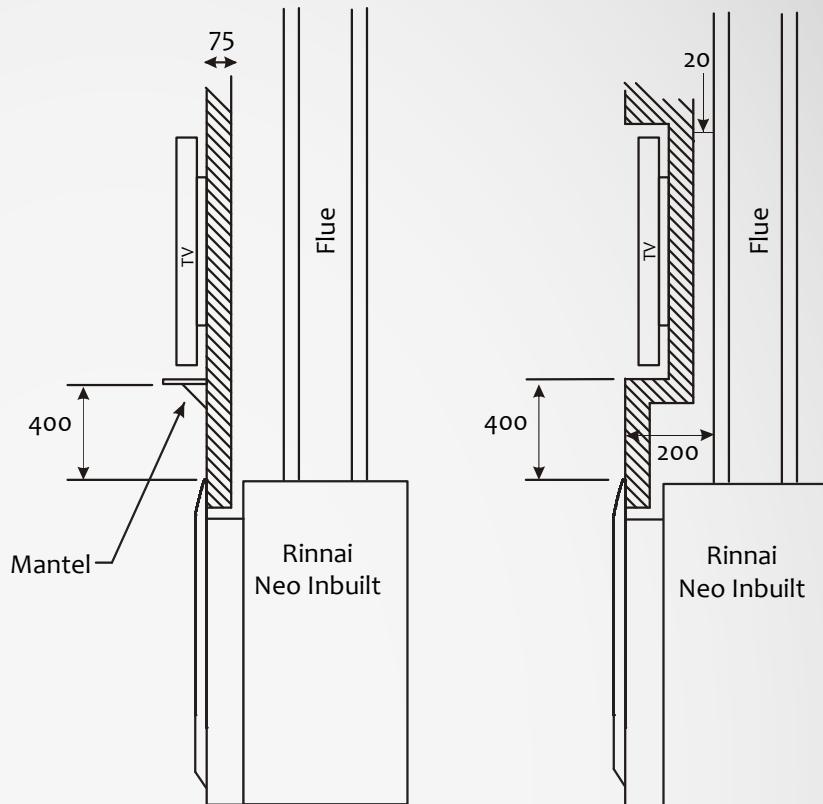
The Neo gas fires have a fan that distributes warm air from the top of the appliance out into the room. As warm air is dispersed outwards, as opposed to directly upwards, installation of a TV may be an option.

The diagram shows recommended clearances when installing a TV directly above the Neo inbuilt models. All dimensions are in millimetres.

## 400 mm dimension

The 400 mm dimension is the minimum clearance required to combustibles to a mantel.

For a TV mounted directly above the Neo, the mantel must be at least the depth of the TV to deflect heat away from the appliance.



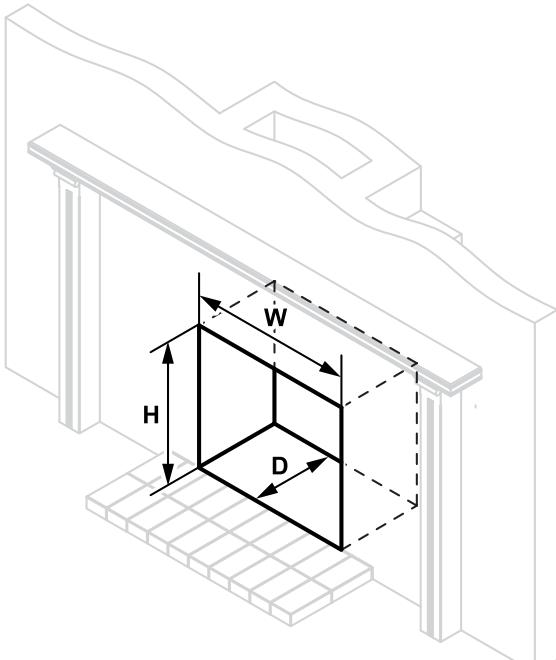
## Always check with the TV supplier

It is up to the owner to check the TV installation with the TV supplier to verify clearances. Some TV manufacturers have warranty conditions that state a TV is not to be installed above a fireplace.

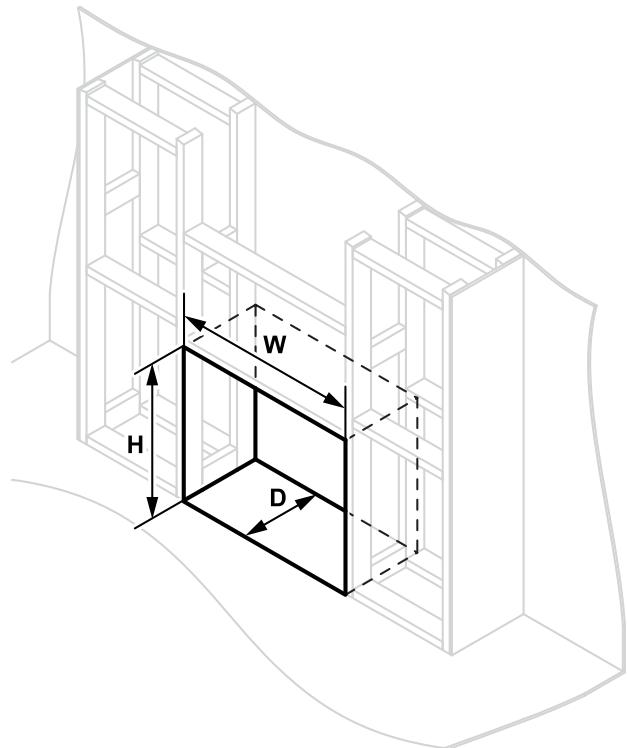
Rinnai does not accept any responsibility for damage to a TV resulting from the use of this information.

# Enclosure dimensions

The enclosure dimensions specified are critical to the successful installation of this appliance. The appliance must be positioned within the enclosure on a flat level surface. If the appliance is to be elevated from the ground, a base must be constructed with supporting joists capable of supporting a minimum of 1.5 times the weight of the appliance.



**Inbuilt masonry installations**



**Inbuilt mock chimney installations**

**IMPORTANT:** The total cavity depth **MUST** also include the thickness of the external cladding as the zero clearance box **MUST BE** installed flush with the cladding surface to ensure alignment of the flue.

Model	Minimum dimensions (mm)		
	Height (H)	Width (W)	Depth (D)
Inbuilt masonry	600	695	370
Inbuilt mock chimney	650	800	370

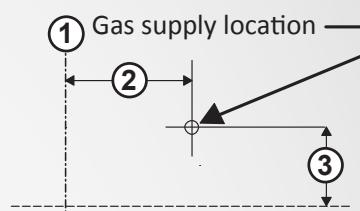
# Gas supply

Gas pipe sizing must consider the gas input to this appliance as well as all other gas appliances in the premises. The gas meter and regulator must be specified for the total gas rate. An approved sizing chart such as the one in AS/NZS 5601.1 should be used.

The gas supply termination is inside the heater and enters through the rear of the appliance.

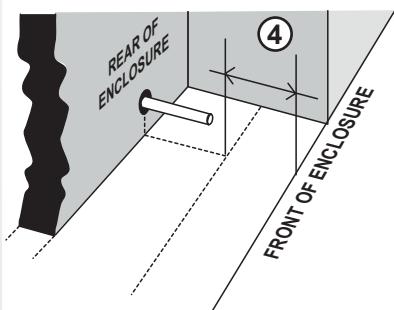
## Gas supply location

Mark off the location for the vertical centre line of the heater enclosure ①. To the right of the vertical centre line, mark off the vertical ② and horizontal ③ locations for the gas supply penetration.



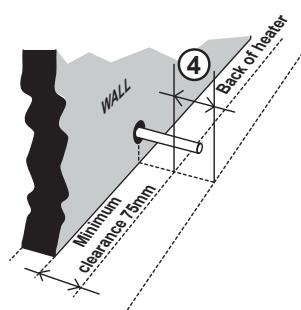
INBUILT		FREESTANDING	
Masonry	Mock chimney	Console	Plinth
② 305 mm to right of the appliance centre line	305 mm to right of the appliance centre line	305 mm to right of the appliance centre line	305 mm to right of the appliance centre line
③ 45 mm from base of enclosure	45 mm from base of enclosure	140 mm from floor level	215 mm from floor level
④ Terminate 230 mm from front of enclosure	Terminate 230 mm from front of enclosure	Terminate at wall clearance plus 125 mm	Terminate at wall clearance plus 125 mm

## STEP 1 Inbuilt installations



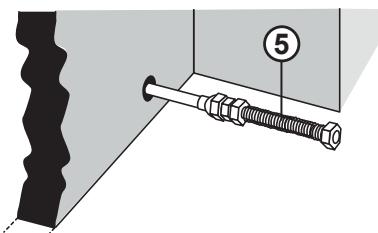
The length of the gas supply termination is measured from the front of the enclosure.

## Freestanding installations



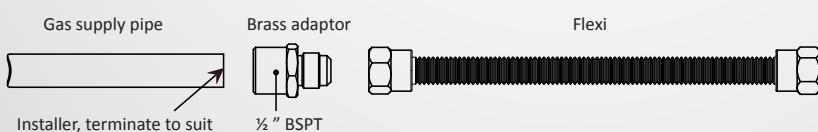
The length of the gas supply termination is measured from the **back** of the heater plus 125 mm.

## STEP 2



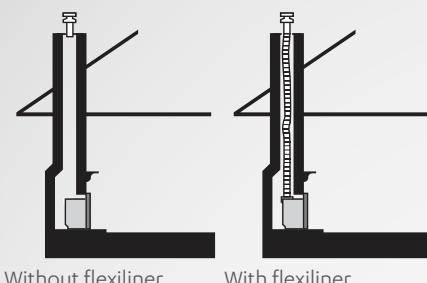
Installer to terminate to suit, and fit supplied gas connection ⑤. Leak test the joint between the flexible gas connection and termination.

## Gas connection



# Flueing guidelines

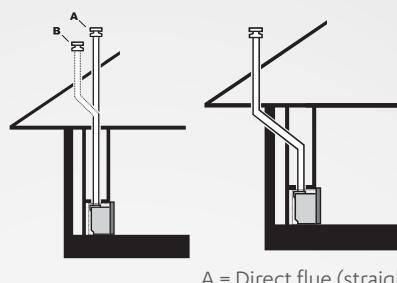
## Inbuilt masonry installations



Without flexiliner

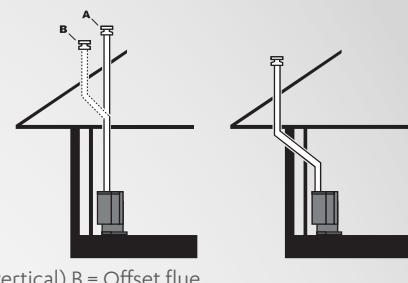
With flexiliner

## Inbuilt mock chimney installations



A = Direct flue (straight vertical) B = Offset flue

## Freestanding installations



## Flueing notes

Every fireplace requires a flue system that will draw effectively and clear flue products safely under all potential wind and climatic conditions. It is the responsibility of the installer to ensure that the appliance is provided with an effective flue. Some guidelines to assist with the flue design are listed below.

### Flue cowl

An approved 100 mm cowl must be fitted to all appliances.

### Masonry installations

Rinnai strongly recommends the use of a Rinnai flexiliner flue system (flexi Ø 100 mm). Failure to meet this criteria may result in an unsafe situation. Installation without a flexiliner flue is permissible as long as the chimney is sound and able to achieve a good draw.

### Mock chimney installations

Natural draft flue.

For installations into a combustible opening, a Rinnai zero clearance box and flue kit are mandatory.

Flue dimensions; outer 150 mm, inner 100 mm.

### Flue length and number of bends

#### - Minimum flue length

This is required to ensure adequate draw and prevent spill-back of combustion products which can cause safety sensors to shut down the unit.

Minimum flue length before and bends or offsets—1.0 m.

Minimum vertical length—3.6 m.

#### - Maximum flue length

Rinnai recommend a maximum of 8 m with a maximum of two 45° bends.

### Clearance to combustibles

There must be a 25 mm clearance from the inner flue to any combustible surface.

### Flashings

Flashings to the top of the chimney structure do not form part of the flue kit and must be specified.

### Flue cowl clearance

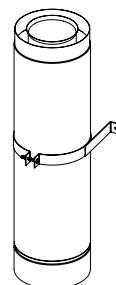
To ensure products of combustion are cleared, adequate clearance from the building is required.

The flue cowl should have a 500 mm clearance from any part of the building. This also applies to steeped and pitched roofs, which should be clear of the ridge line as shown. Lesser clearances may provide perfectly adequate flue systems depending on the installation.

Minimum clearances are shown in AS/NZS 5601.1.

### Self-supporting flue

The weight of the flue system should not be supported by the appliance—it should be self-supporting. Supporting the flue is usually completed during the framing stage with flue supports or straps within the cavity.

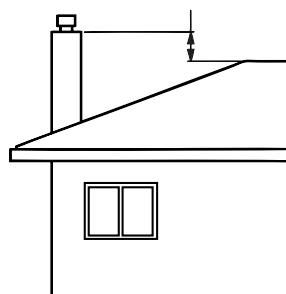
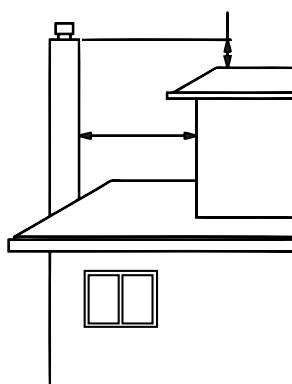


### Shared flues

Gas appliances must not be connected to a chimney or flue serving a separate fuel burning appliance.

### Flue terminal locations

Must be compliant with the flue terminal clearances as shown in AS/NZS 5601.1. Flue is not to terminate under floors or in a roof space.



**Flue cowl clearance—500 mm clearance from any part of the building**

# Masonry installations

## Check dimensions of the opening

Refer to 'Enclosure dimensions' and if necessary bring them to the required dimensions.

Check the chimney height as inadequate height can affect performance. Some installations may require the chimney height to be extended to reduce down-drafts.

## Check where the flue is going

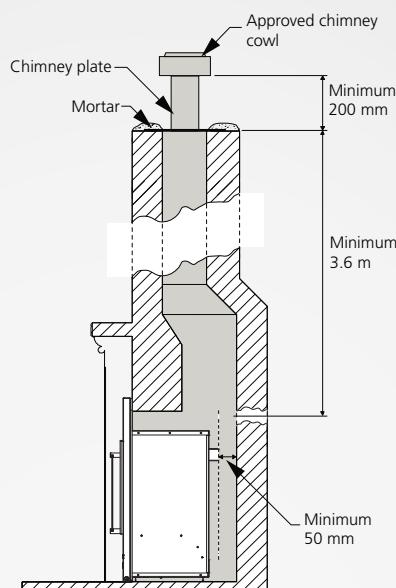
- Ensure there are no obstructions.
- Provide a firm, flat and sealed base (sealed means no holes or openings in the fireplace).
- Ensure adequate support of the appliance—if not properly supported noise and vibration may result.

## Install flexiliner flue system

To ensure adequate draw for maximum performance Rinnai strongly recommends the use of a Rinnai flexiliner flue system for masonry installations. Failure to meet this installation criteria may result in an unsafe situation. Performance issues resulting from inadequate flueing is not covered by warranty.

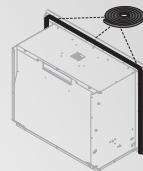
Installation without a flexiliner is permissible in masonry installations as long as the chimney has been checked for soundness and ability to achieve a good draw.

## Masonry installation without a flexiliner flue



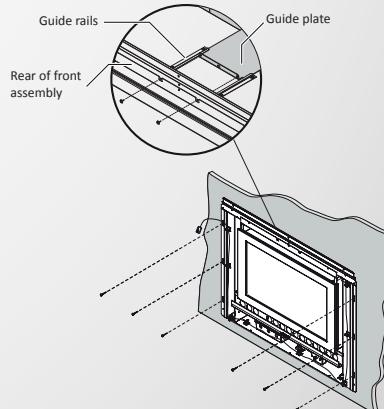
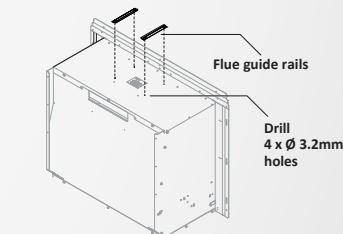
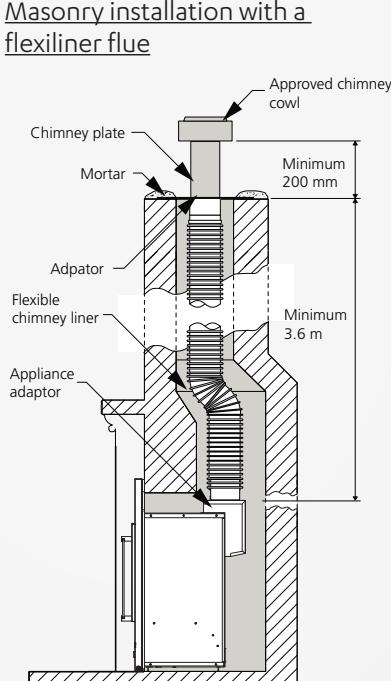
## Install the heater into the fireplace

Apply the supplied foam seal strip to the rear of the heater. The strip is intended to form a seal between the heater and the fireplace. If an adequate seal cannot be formed with this strip another means of sealing must be used (non-combustible insulation) between the fireplace and the heater body.



If using a flexiliner flue, prepare the heater engine by drilling four  $\times \varnothing 3.2$  mm holes in the pre-pressed dimples on the top panel of the heater. Attach the flue guide rails from the flue kit using the supplied screws. Align the guide rails with the guide plate and slide the heater engine into the enclosure until the guide plate is fully against the rear of the front assembly—this will ensure the heater and flue spigot are correctly aligned.

Carefully move the appliance into the enclosure ensuring the gas supply feeds into the rear access hole and fasten the heater to the fireplace.

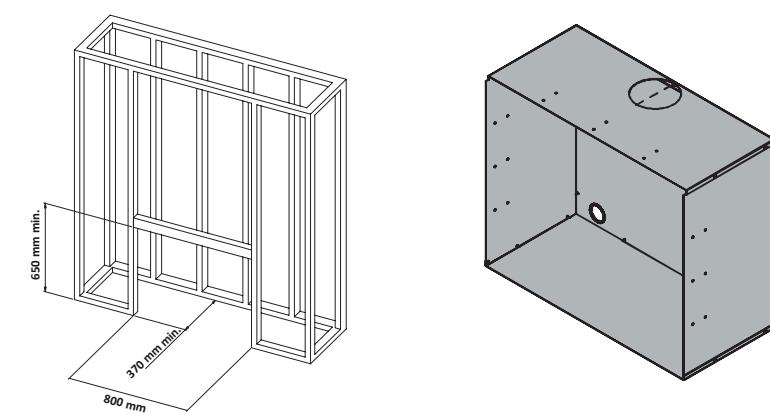


# Mock chimney installations

For installations into a mock chimney a Rinnai zero clearance box and zero clearance flue kit is required to isolate the appliance from combustible materials. Failure to meet this installation criteria will void any product warranty.

## Construct the frame and install the zero clearance box

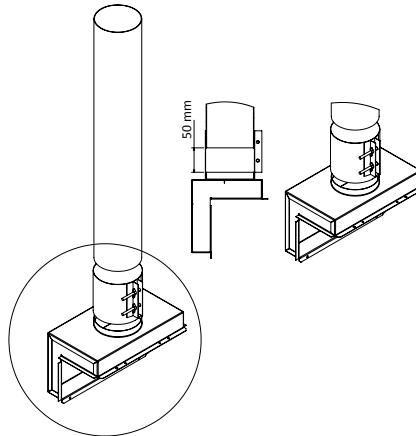
Refer 'Enclosure dimensions' and construct the frame. Assemble and install the zero clearance box. Installation needs to be on a level base. If this is not done the appliance may twist and become damaged—this will void any product warranty. The zero clearance box is installed flush with the cladding surface.



## Install the flue and complete the electrical connection

The weight of the flue system should not be supported by the appliance, it should be self-supporting. Supporting the flue is usually completed during the framing stage with the flue supports or straps within the cavity.

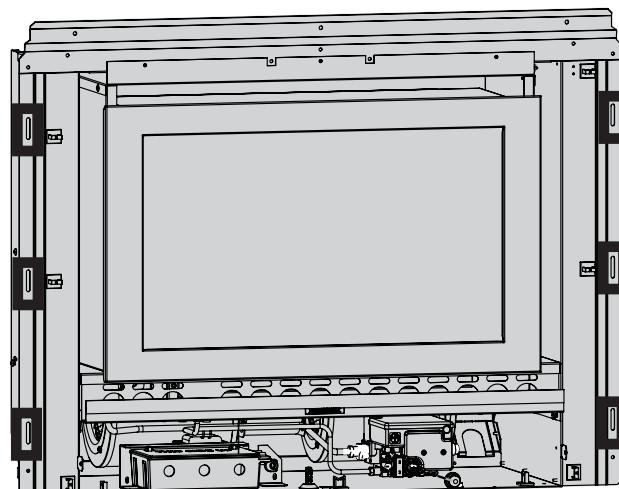
The inner flue must have a 25 mm clearance from any combustible surface.



Bring the flue down within 50 mm of the unit and then use the slip collar provided in the flue kit

## Install the heater into the fireplace

Carefully move the appliance into the enclosure ensuring the gas supply feeds into the rear access hole and fasten the heater to the fireplace with the fixings either side of the unit as shown in the diagram.

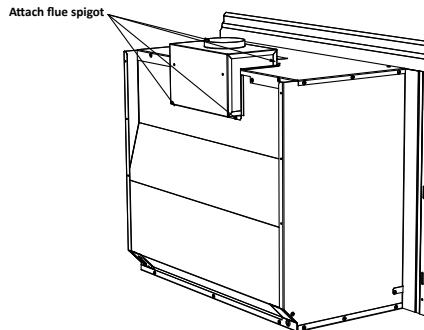


# Freestanding installations

While the following diagrams depict the Neo Freestanding Console model, the steps to construct the Neo Freestanding Plinth model are the same.

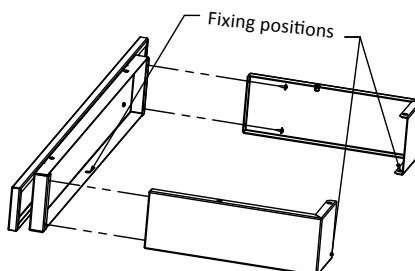
## Attach the flue spigot to the Neo engine

Using a 3.3 mm drill bit drill through the four dimples at the rear of the back panel of the Neo engine. Attach the flue spigot with the screws provided.



## Assemble, position, and secure the base assembly to the floor

Assemble the base assembly provided in the Neo freestander kit and place on the floor where the Neo is to be located. Using three appropriate bolts or screws secure the base assembly to the floor. This also acts as a seismic constraint.

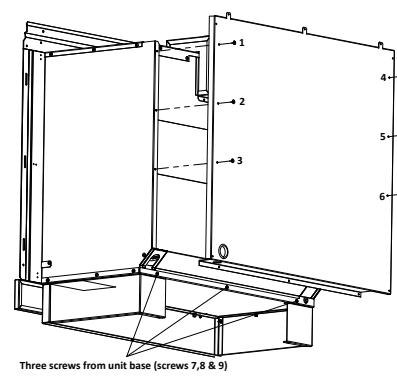
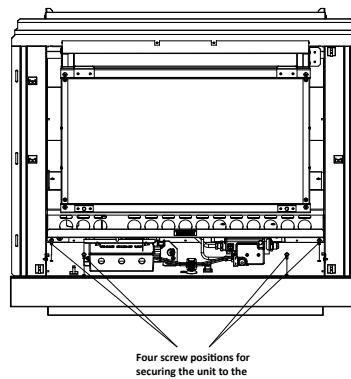


The diagram shows the base assembly for the Neo Console model. The Neo Plinth base assembly has the pillar section attached.

## Attach the heater to the base assembly and fit the back panel

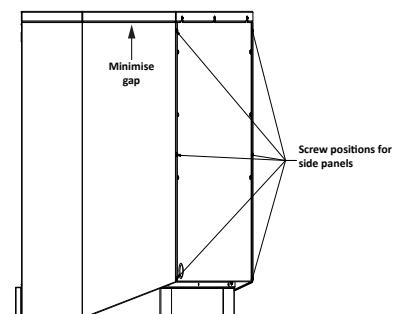
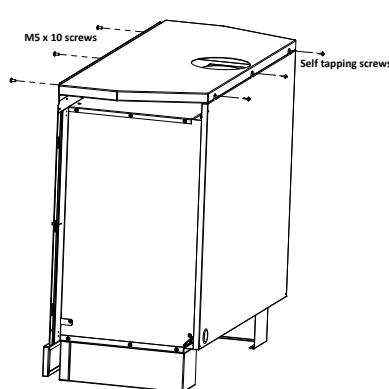
Lift the Neo engine into position over the base assembly and fix into position using the four M5 x 10 screws supplied.

Remove the three screws from the base of the unit (do not discard) and screw the back panel into position (nine screws in total).



## Add the top and side panels

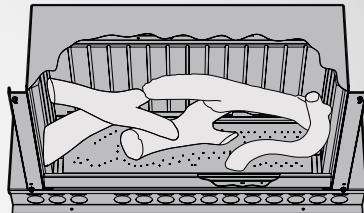
Install the top panel using the three M5 x 10, and three tapping screws. Install the side panels (ensure you push up to minimise the gap) using six screws per side.



# Log set installation

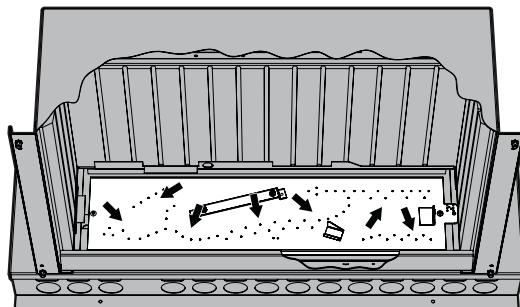
The granule pack and log set, consisting of five log pieces, comes packaged inside the appliance. The glass retainer will need to be removed before installing the granules and log set. Use extreme care when handling the log pieces, they are made from a fragile material and will damage easily.

It is important to position the pieces in the order shown below. Incorrect placement can create carbon build-up and affect performance. Malfunctioning due to improper log placement is not covered by warranty.

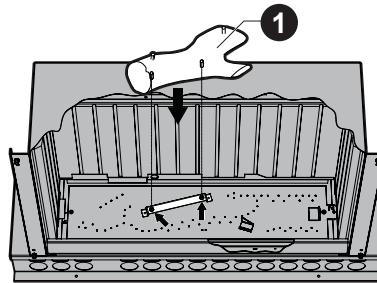


The unit must never be used with broken logs or other burn media (except the Neo granules).

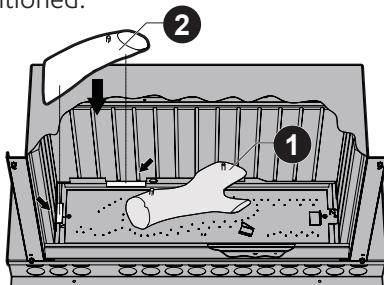
1. Check to ensure the ports of the main burner are clean and clear of any particles and all packaging.



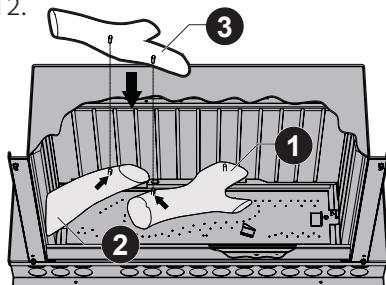
2. Select the thicker 'Y' log and fit into position by lining up the two pin holes onto the two pins of the locating bracket that is fixed to the centre of the main burner.



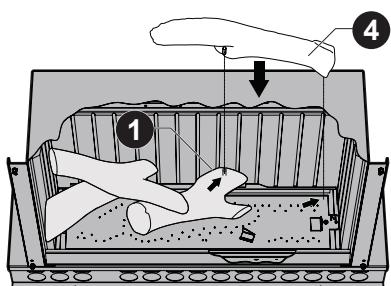
3. Select the short straight log with the single locating pin and place onto the metal tabs at the left and rear of the burner box—will touch the burner box walls when correctly positioned.



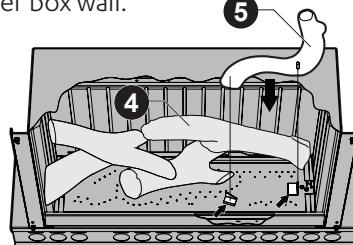
4. Select the thinner 'Y' log and fit into position by linking up the two pin holes onto the two pins of the first two logs. Ensure this log is seated all the way down until it touches logs 1 and 2.



5. Select the longest log and line up the hole with the pin of log 1. When correctly located this log will be touching the burner box walls and resting on log 1.



6. Locate the final bowed log and line up the hole with the pin bracket to the right of the burner, and locate the front of the log onto the stop bracket. When correctly positioned it will be touching both brackets, log 4, and the right burner box wall.



# Granule pack installation



The granules as well as being added to create a more realistic log flame affect (by diffusing the gas flames through the burner ports) also assist in soot prevention and are CRITICAL to the performance of the heater. Never pour the granules directly from the pack as dust particles from the plastic bag may block the ports.

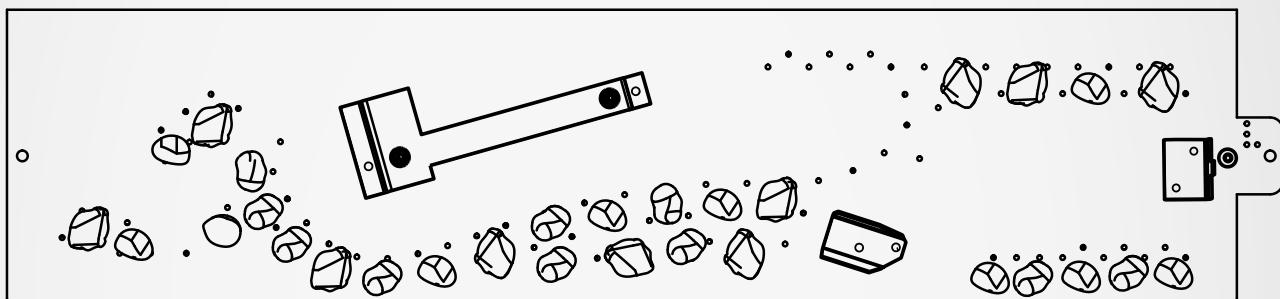
## NG installations

Place the granules evenly across the burner—use the whole pack.

## ULPG installations

Carefully place 30 of the granules as close as possible to the front burner ports as shown on the diagram below. DO NOT cover any of the front right side ports. It's important this is done correctly as incorrect placement can cause high yellow flames (dirty combustion) that may cause sooting.

It is desirable that the flames touch the granules as this diffuses any 'candling' effect and enhances the realistic log burning look of the heater.

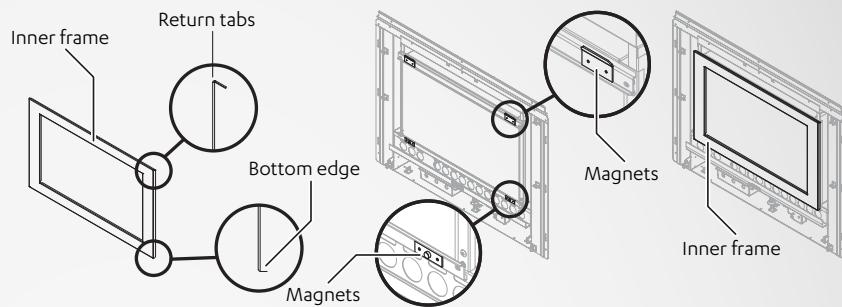


# Inner frame and control panel

**WARNING** Before fitting the frame assembly ensure that it is not scratched or damaged. When placing the assembly down ensure it is placed on its lower edge or flat. If it is placed on its left or right edge the glass may slide out off the stand-off posts. If this should occur ensure that the silicon mounts are not dislodged when sliding the glass back into position.

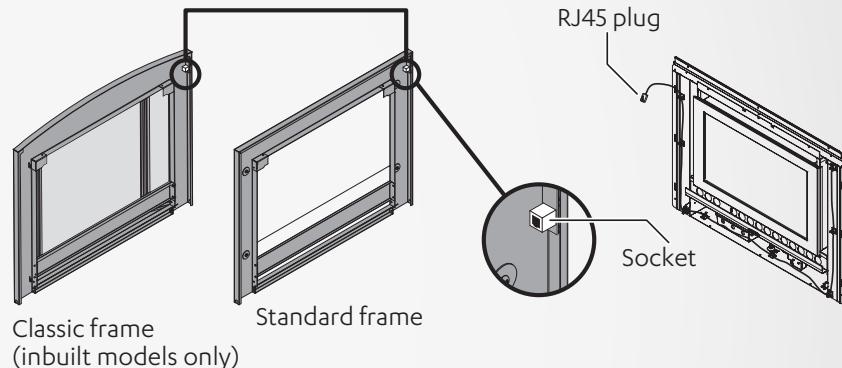
## Fit the inner frame

The inner frame (packed with the outer frame) is held in position by the return tabs on the top edge and by magnets on the bottom edge. Fit the inner frame to the heater engine by locating the over-folded edge over the two return tabs, then gently swing down the bottom edge onto the magnets.



## Connect the control panel

Position the outer frame close to the heater engine and connect the RJ45 plug into the socket located on the back of the frame on the top left hand corner—this connects the push button control panel via a communication cable to the heater engine control box.



# Test pressures

## Check and set the burner pressures

1. Refer to the data plate located inside the appliance on the front left hand side for the correct gas pressure settings.
2. Using a screw driver loosen the captive Appliance Test Point Pressure Screw (ATPP) and fit the manometer.
3. Remove the dust cap from the regulator adjusting nut and screw.

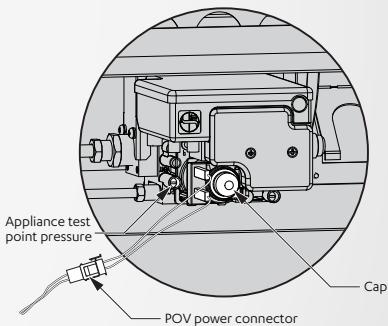
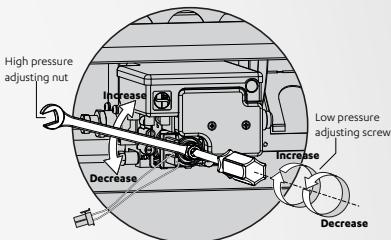
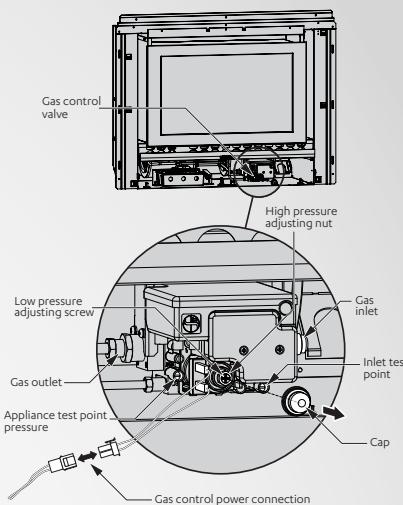
### High pressure setting

Turn the appliance on and set the heater to its highest setting (refer operation manual). Using a screw driver hold the low pressure adjusting screw stationary while adjusting the high pressure setting nut with a 10 mm spanner. Turning the nut clockwise will increase the outlet pressure while turning the nut anti-clockwise will decrease the outlet pressure.

### Low pressure setting

1. Disconnect the power to the Gas Control Valve (GCV) by separating the connector for the power supply (yellow wires). The GCV will automatically default to low pressure operation. Using a 10 mm spanner hold the high pressure adjusting nut stationary while adjusting the low pressure screw with a screw driver. Turning the screw clockwise will increase the outlet pressure while turning the screw anti-clockwise will decrease the outlet pressure.
2. Replace the dust cap to its original position. It's important this is done correctly to ensure the correct operation of the GCV.

3. Reconnect the power to the GCV by rejoining the connector (yellow wires).
4. After confirming the correct pressures, turn the appliance off, remove the manometer, tighten the ATPP sealing screw and leak test.
5. Turn the appliance on and off a few times to check ignition.
6. When you are satisfied that the heater is working correctly, reassemble and start the appliance to check the flame pattern (refer next page).



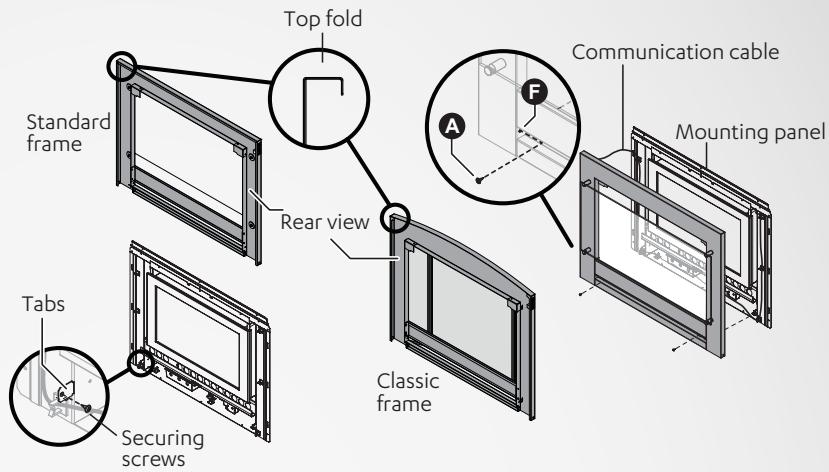
# Outer frame and dress guard

Locate and remove the two 8 g x 10 mm frame assembly securing screws pre-positioned in the mounting tabs in the heater engine body. These screws have been pre-inserted to ensure correct threading of the frame securing tabs.

## Attach the frame

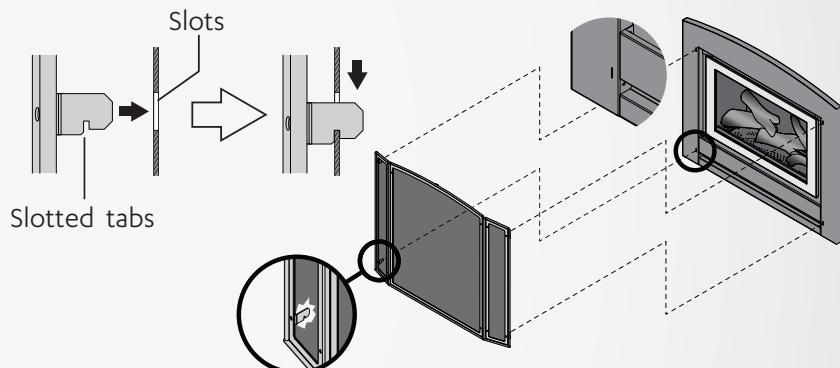
Carefully pick up the outer frame assembly. Position the top fold over the frame assembly mounting panel and gently push the lower edge of the frame assembly until it is flush at the edges. Ensure you do not place excessive tension on, or pinch the communication cable when moving the frame into position.

Fit and tighten the two frame retaining screws through both the frame and frame mounting tabs on the heater engine body.



## Classic frame: Attach the mesh dress guard

The mesh dress guard of the classic frame (inbuilt models only) is held in place by four slotted tabs (two on each side) which lock into four slots on the front of the frame.



# Flame pattern

It may take approximately two hours of operation for the logs to achieve their full flame pattern and glow. During the initial burning in period, some smoke and smell may be experienced. The appliance should run on the high setting in a well ventilated room until these dissipate. It is important to check the flame pattern during this time.

## Abnormal flame pattern

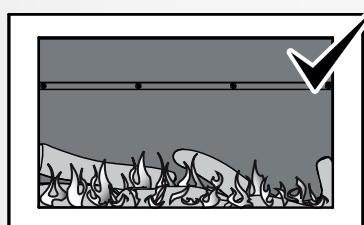
Abnormal flame performance and/or pattern can indicate a problem with your fire, such as blocked gas injectors, or log set (burn media) has shifted from when the fire was first installed. There are some warning signs that could indicate a problem.

- Unusual smell from the appliance
- Continued difficulty or delay in establishing a flame
- Flame appears either very short or very long
- Flame only burns part way across the burner
- Severe soot building up on the inside of the glass door

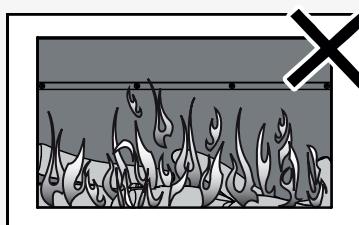
## Important

It is the responsibility of the installer to check that under normal 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.

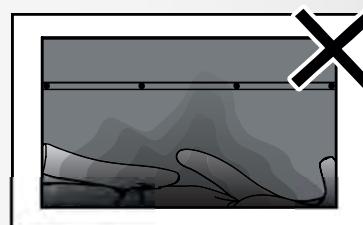
If the appliance cannot be made to perform correctly please contact Rinnai.



Normal flame pattern



Abnormal flame pattern

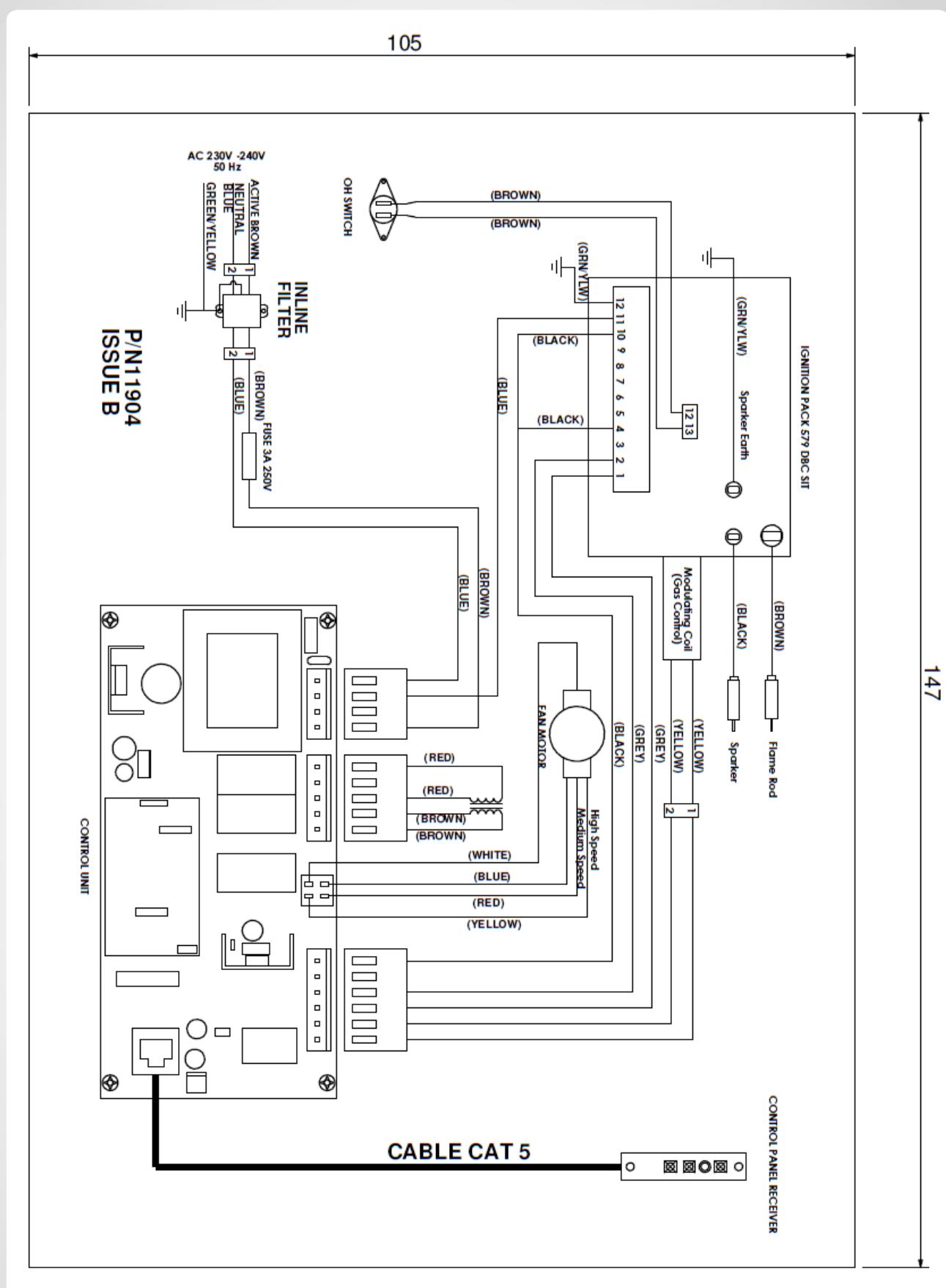


Soot build up

# Commissioning

Complete the installation and commissioning checklist in the customer operation guide, and make sure you leave the guide with the customer. Explain to the customer about the use and care of the unit, and that they understand the instructions and operation of the appliance.

# Wiring diagram (11904-B)





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