

Rinnai

Operation guide

Symmetry RDV3611



Important:

The Symmetry RDV3611 is recommended for a new build installation into a false (mock) chimney. It is not suitable for retrofitting into an existing masonry fireplace.

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
- Local regulations and municipal building codes

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

Please retain this manual for future reference.

WARNING

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

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

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Introduction

Blending style with innovation

Symmetry RDV3611

By installing a Rinnai Symmetry RDV3611 you can be confident that you are choosing an incredibly efficient and safe heating source for your home.

Gas consumption	19-33 MJ/h (low to high)
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Output	3.8-7.5 kW
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Efficiency	80%
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7.5 kW heat output will warm up large areas

Ceramic liners provide additional radiant heat

Venting can be installed vertically or horizontally

Large landscape window provides a great view of the fire

Heat additional rooms in your home with heat ducting capacity

Convection fan helps circulate heat more efficiently

Direct vent technology uses outside air to create a healthy living environment

Ember bed glow of the burner creates one of the most realistic looking fires

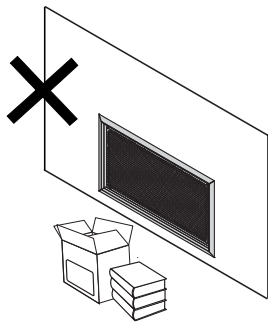
Safety

Important

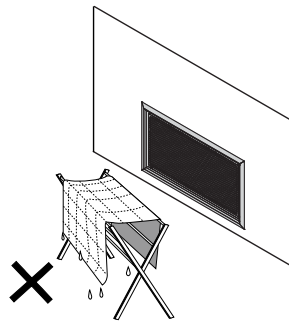


This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

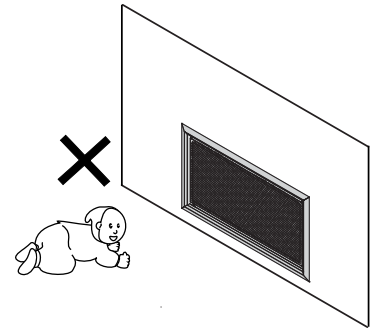
- The heater must not be used if the glass or panels are damaged
- Do not place articles on or against this appliance
- Do not use or store flammable materials near this appliance
- Do not modify this appliance
- Do not spray aerosols in the vicinity of this appliance while it is in operation



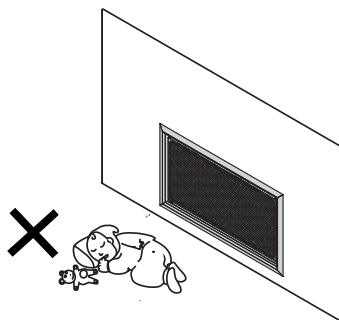
Do not restrict warm air discharge by placing articles in front of the appliance.



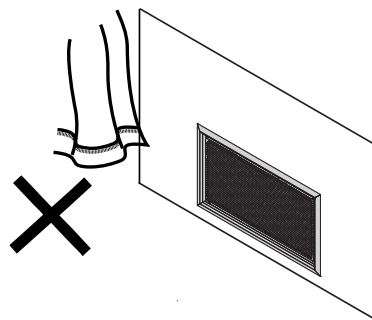
This appliance must not be used for any other purpose other than heating.



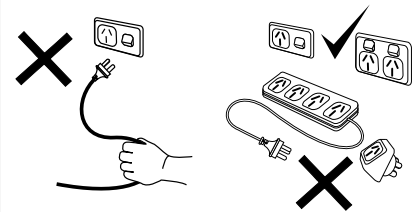
Children should be supervised at all times to ensure they do not play with the appliance. Hand or body contact with the appliance must be avoided.



Do not allow anyone to sit, lean or sleep directly in front of the appliance.



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



Do not unplug the appliance while it is operating. Do not use power boards or double adaptors to operate this appliance.

Clearances

The appliance must not be installed where curtains or other combustible materials could come into contact with the heater. In some case curtains may need restraining. The clearances listed below are minimum clearances unless otherwise stated.

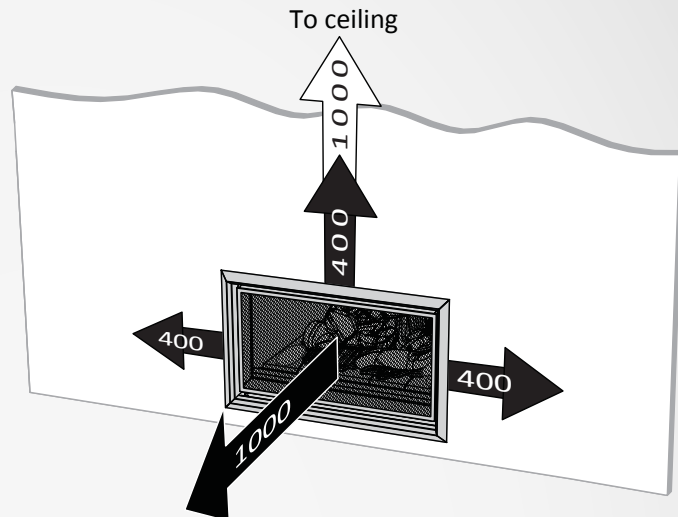
Due to the number of different sized Symmetry frames, all dimensions are taken from the edge of the glass.

Up-wall installations

If the Symmetry is being installed up the wall, the recommended minimum clearance to the ceiling is 1000 mm.

Floor protection

Heat emanating from this fire may over time affect the appearance of some materials used for flooring, such as, carpet, vinyl, cork or timber. This may be amplified if the air contains cooking vapours or cigarette smoke. To avoid this occurring, it is recommended that a mat be placed in front of this appliance.



Note

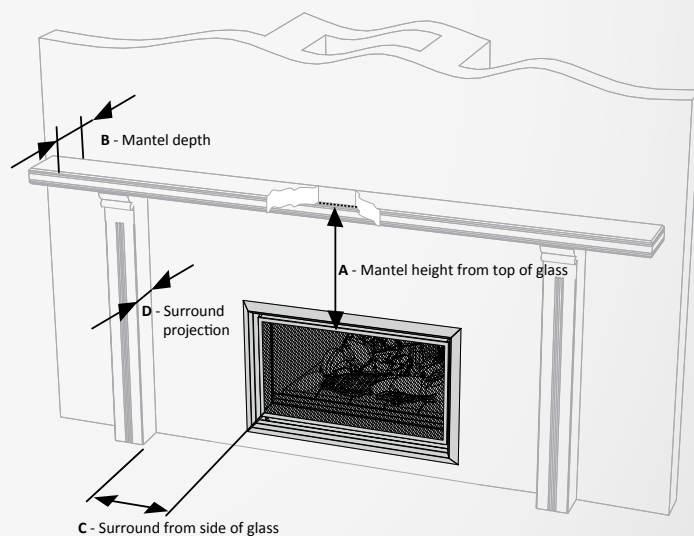
The 400 mm side clearance includes side walls.

Mantels and surrounds

A mantel and surround are allowed providing they are outside the minimum clearances shown.

Hearths

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



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	250 mm min.
D	Surround projection at C - 250 mm (side clearance)	250 mm max.

General information

Before operation please read these instructions to get an overview of how to operate, maintain and service your Rinnai gas fire.

Cladding and finishes

The Symmetry RDV3611 comes in two framing options; framed and frameless. Framed is best suited to a dry wall/plaster finish. The frameless option suits cladding with a finished edge, such as, tiles, brick, or polished granite.

With a framed and frameless installation the fire is a permanent fixture. The fire is screwed to the framing before the cladding. Once the cladding has been fixed in place the Symmetry RDV3611 has been framed into a permanent position.

The depth of the Symmetry RDV3611 is adjustable to accommodate a range of cladding options. This is important for a frameless installation to achieve a flush finish. Where the edge is visible, an aluminium edge can be used to hide the visible cladding.

Electrical connection



The standard electrical connection is to the right hand side of the heater front assembly. If necessary this can be changed by your electrician to terminate on the left.

The connection is either direct wired or connected to a power point within the cavity. A 1500 mm power cord is supplied with a 3-pin plug. This must be connected to a dedicated earthed power point. The electric isolation switch must be accessible after the appliance has been installed.

The heater must not be located immediately below a socket outlet (potential fire hazard).

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.

Heat transfer kit

The heat transfer ducting kit is available as an optional accessory. This allows heat from the Symmetry RDV3611 to be transferred to another area of the house.

It is best to install the kit at the same time as the fire due to the additional space required for installation. The heat transfer kit must be installed by a licensed tradesperson.

Installation by a licensed tradesperson

Ensure your installer talks to you about the use and care of this appliance, and that you understand these instructions. The installer also needs to complete the appliance commissioning sheet and installer details, and leave this guide with you.

Safety devices

Your Rinnai Symmetry RDV3611 is designed with the following safety devices:

- light to pilot
- overheat safety switch
- flame failure
- combustion chamber pressure relief

Soot deposits

Small soot deposits on the log set or glass is normal. Significant build up however is not normal and will require a service call. Refer to the troubleshooting section for further information.

TV installation above the 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 Symmetry RDV3611 has 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.

For further information please contact Rinnai or refer to the installation manual. This illustrates recommended minimum clearances when installing a TV directly above the Symmetry RDV3611 or into a recess.

Wireless controller

Your wireless controller is designed to be wall mounted on a bracket, supplied with the controller, within 10 m of the fire.

How it operates

The controller houses the thermostat that senses the room temperature and communicates information back to the Symmetry RDV3611 via radio frequency.

It needs to be positioned in the same room as the Symmetry RDV3611 and the area that requires heating—a place not subject to temperature fluctuation. For example; if placed near a door subject to cold drafts, the controller will sense the room is much colder than it is and the RDV3611 will keep heating the room, when in reality the set temperature has been reached.

Controller position

The ideal position for the controller is:

- away from possible drafts in the room
- away from direct sunlight
- a suitable distance away from the heater, approx. 2-10 m
- ideally 1.5 m from the floor (approx. at chest height when standing)

Controller dimensions

Height: 140 mm

Width: 80 mm

Depth: 20 mm

Battery

Type: 2 x AA batteries

Life: Approx. 12 months

When the batteries are changed all settings will be lost and the controller will revert back to the initial setup screen.

Handy tips

The most efficient way of operating your Symmetry RDV3611 is with the wireless controller. Once the unit has been turned on at the wall for the first time, and the ON button pressed on the unit's control panel, use the wireless controller to turn the unit on and off (not the button on the appliance).

If you turn the appliance on with the button on the control panel, make sure the wireless controller is also turned on (otherwise the appliance will turn itself off).

If you do turn the appliance off with the button on the appliance you will need to turn it on again with the button on the appliance—you won't be able to turn it on with the remote.

If the appliance is not going and the LED, on the control panel, is permanently on, push the ON/OFF button next to the LED twice to get the appliance to re-ignite.

If the LED on the appliance is off check the flame symbol on the wireless controller; if it is pulsing, the appliance is still on and will relight when the room temperature drops.



Wireless controller display

Transmit indicator

Indicates the wireless controller is transmitting to the receiver. The symbol will appear for in the LCD for one second.

Battery indicator

Symbol will flash when batteries need replacing. The wireless controller will remain functional for approximately five days before shutting off.

Flame indicator

Indicates flame height. When in manual or automatic modes, the heater will switch off if the room temperature reaches the set temperature. When this occurs, the flame indicator will rise and fall every few seconds to indicate the RDV3611 is still operational.

Temperature display

Displays the current room temperature.

Set temperature indicator

When the wireless controller is on, the programmed temperature will only be displayed. In flame mode, only the flame setting (F1-F7) will display.

Time of day and day of week

Operation mode indicator

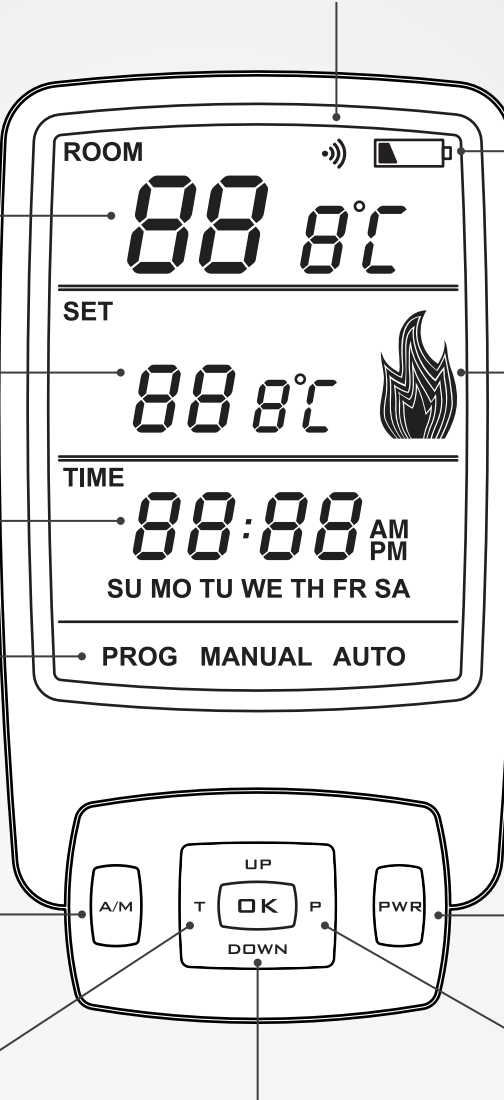
When in flame mode, the display will be blank.

Mode button

Toggles between automatic, manual, and flame modes.

T - Time

Initiates the time and day of the week programming. Press and hold for two seconds.



UP, OK, DOWN

UP/DOWN: Changes hours, minutes, day or temperature.

OK: Accepts the current function and advances the next function.

Power button

PWR and OK pressed together switches the wireless controller on—child lock safety feature. PWR switches the controller off.

P - Program

Indicates programming mode. Press and hold for two seconds.

Operation of your RDV3611

Your controller has a built-in child lock function that requires pressing two buttons simultaneously. This function cannot be overridden. To turn the controller on, press PWR and OK at the same time. Pressing PWR will switch the controller off.

Fan

On start-up, the fan will start approximately four minutes after the heater is switched on. This delay is to reduce the amount of cold air being pushed out into the room.

On shut-down, the fan will stop approximately eight minutes after the heater is switched off. This is to cool the appliance down.

Modes of operation

Your RDV3611 has three modes of operation:

- Manual (set temperature) mode
- Automatic (programmed timer and temperature) mode
- Flame control mode

IMPORTANT

The RDV3611 is designed to run as efficiently as possible.

When in manual or automatic modes, the heater will switch itself off if the room reaches the set temperature, i.e. in smaller rooms that heat up quickly. When this occurs, the flame indicator on your controller will rise and fall every few seconds to indicate the RDV3611 is still operational. The heater will restart again once the room temperature falls below the set temperature.

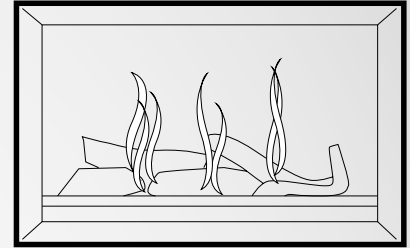
ALWAYS check your wireless controller before going to bed or leaving the building to ensure the heater has been switched off.

If you want the RDV3611 to operate regardless of room temperature,

you can adjust the controller to flame control mode only.

Start-up

When turning the RDV3611 on, the heater will automatically go to the highest setting for approximately 45 seconds—this is to establish the flame pattern. You can adjust the heater during this period, but there will be a 45 second delay.



Over temperature automatic shut off

The controller when operating in any of the three modes will automatically shut down and switch the heater off if the room temperature exceeds 40 °C for more than three minutes—this is a safety feature.

Modes of operation

Manual

- Temperature can be set at any level.
- Time and day of week does not need to be set.

With the controller turned on, press and release the A/M button until the word 'MANUAL' appears on the LCD. Press and hold the 'UP' and 'DOWN' buttons to increase/decrease the temperature by 1 °C.

Automatic

- Temperature is regulated to a programmed level and time.
- Time and day of week needs to be set.
- At any time the temperature may be adjusted up or down.

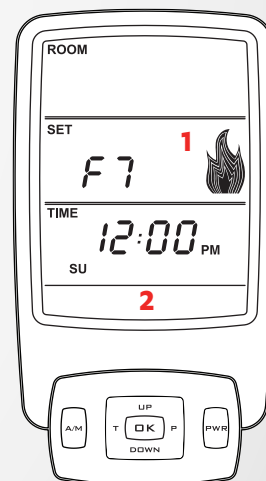
Flame control

Allows you to set your preferred flame setting and override the set temperature—your heater will not automatically turn itself off (unless the room exceeds 40 °C).

To activate the flame mode:

1. Turn the controller on (PWR + OK)
2. Press the A/M button until the MANUAL or AUTO symbol disappears from the bottom of the LCD.
3. The LCD will display what is shown in the image below.

Use the UP and DOWN button to adjust the flame setting (seven flame stages in total). When using for the first time, the controller will default to F1 (lowest setting), and then default to the last selected flame setting when used again.



1. Flame setting

Flame symbol will correspond to the flame setting selected—F7-F1 (highest to lowest).

2. Flame mode

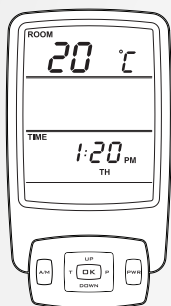
Nothing will be displayed in this window when operating in flame mode.

Programming your controller

The clock must be set before the programmed timers will operate. Each day of the week can be programmed for four periods, making a total of 28 programmed periods.

Setting the clock

1. With the controller (heater) off, press T for two seconds.
2. Using the UP and DOWN buttons adjust to the correct time. Ensure you have the correct time of the day (AM/PM). Press OK to accept.
3. Repeat process to adjust the minutes and day of the week.



Week settings available

MO > TU > WE > TH > FR >
 MO TU WE TH FR > SA > SU >
 SA SU > MO TU WE TH FR SA SU

A weekday program can be set so the program is used Monday to Friday. Similarly, a weekend program can be set for Saturday to Sunday.

If you do nothing to change the programming the default settings would be available if you set it to automatic mode. When in this setting, the heater will automatically turn itself on and off depending on the temperatures set (similar to an air conditioning unit).

For example:

If the room temperature at 1 am falls below 15 °C, the heater will turn on and stay on until the room temperature increases above 15°C.

DEFAULT SETTINGS

Time period	Start time	Temp. °C
Period 1	6:00 am	20 °C
Period 2	8:30 am	15 °C
Period 3	5:00 pm	21 °C
Period 4	10:30 pm	15 °C

If you would like to stop the heater from coming on at all, for example, during the night and before period 1, you can reduce the temperature setting using the DOWN button until -- °C is reached. This means no set temperature has been programmed, and your heater will stay off until the next period setting.

For example:

Time period	Start time	Temp. °C
Period 1	5:30 am	20 °C
Period 2	8:00 am	15 °C
Period 3	5:30 pm	20 °C
Period 4	11:30 pm	-- °C

To revert back to the default settings, press the following sequence of buttons:

P > T > T > DOWN

To begin programming

With the controller off, press and hold the 'P' button for two seconds to initiate programming. The LCD will display 'PROG', 'Pd' and the time at which the controller is currently set will flash. Period 1 can now be set.

Setting the day of the week

1. Press and release the 'UP' or 'DOWN' button to change the day of the week. Scrolling order is as follows:

MO > TU > WE > TH > FR
 > SA > SU > SA SU > MO
 TU WE TH FR SA SU

2. To accept the selected day(s) of the week press OK.

Setting the period starting time

1. After setting the day the AM/PM settings will flash. To set the P1 starting time, press and release the 'UP' or 'DOWN' button for the hour setting. Ensure that the AM/PM is set correctly.

2. To accept press OK. The minute setting will now flash as in step 1—press OK to accept.

Setting the temperature

1. After setting the time period the temperature will flash. Press and release the 'UP' or 'DOWN' button for two seconds to adjust.
2. To accept press 'OK'. Period one is now set for the day(s) of the week you have chosen. The LCD will display P2 to indicate period 2, which can now be set for the same day(s) of the week.
3. Repeat programming process for remaining periods.

If you want to check what has been programmed, press P for two seconds and select OK continuously to cycle through the settings for each period.

Operation using the controller

The wireless controller will be factory set so synchronising will only be necessary if there is an error, or if the controller has been purchased separately.

Synchronising involves the wireless controller sending a signal to the fire so that it can memorise the certified frequency that it operates on.

If the controller is not synchronised

Only perform if the wireless controller is not synchronised (heater will not operate when any of the functions are selected on the controller).

1. Turn the power off at the power point for a minimum of 30 seconds, synchronisation will not be possible unless the minimum 30 seconds has been observed.

2. Ensure the wireless controller is turned off (to turn off press the PWR button once).

3. Turn the power on at the power point, the operation indicator on the push button control panel will flash. The controller can now be synchronised with the heater.

Synchronisation **MUST BE** performed within 30 seconds of the power being turned on. If more than 30 seconds has elapsed repeat steps 1-3.

4. With the controller still off, press the following sequence of buttons in quick succession: P > T > T > UP

The LCD display will show LC (Learn Code) for two seconds then return to the normal OFF state display. During this time a special code will be transmitted by the RF controller to the heater. The operation indicator on the

push button control panel will flash to indicate that the synchronisation has been accepted.

Turning on and off

Press the 'OK' and 'PWR' button at the same time to ignite the heater. This is a safety feature to reduce the chance of young children being able to turn on the unit.

The unit first lights to pilot and then after a period switches to the high setting.

To turn off, press and release the 'PWR' button.

Changing the temperature

The Symmetry RDV3611 has seven stages of temperature/flame modulation which can be changed using the 'UP' and 'DOWN' buttons.

Your temperature control range is 7-32 °C.

There is also a setting before 7 °C that is - - °C. This means no set temperature has been programmed.

NB: The 7 °C setting does not indicate cooling functionality. The lower temperature range is for cooler climates where room temperatures fall below 7 °C.

Changing between modes

To change between manual, automatic, or flame mode, press and release the A/M button.

Changing between °C and °F

The thermostat display can be set to °C and °F. The default setting is °C.

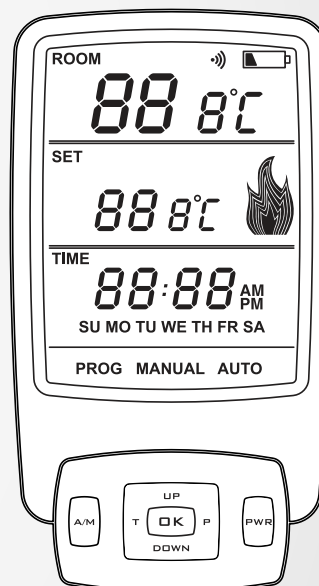
With the thermostat off, press the following sequence:

P > T > T > A/M

To restore the factory default settings

To restore the factory default settings (with the controller still OFF), press the following sequence of buttons:

P > T > T > DOWN



Operation without the controller

If you lose your controller, or the batteries go flat, you can still operate your unit using the control panel on the appliance.

Models with the control panel on the lower right hand side

Press and release the ON/OFF button. This will start the electronic spark and the Power LED will be permanently illuminated. The pilot will ignite first and then automatically go to the high setting (stage four modulation). Pressing the ON/OFF button again will turn the unit off.

Under gas failure conditions, the appliance will go into lock out after sparking for one minute. Under lock out the Power LED will remain illuminated. To start the appliance again, press and release the ON/OFF button twice after gas supply resumes.

In the event of a power failure the Symmetry RDV3611 will turn off and will need to be manually turned on again when power is restored. This is a safety feature.



Models with the control panel on the side (premium frame)

Turning the heater on

Press the ON/OFF button once, you will hear the electronic ignition sparker. The electronic ignition stops when the pilot flame is established, the main burner then ignites off the pilot and will go to the highest setting. The blue LED power indicator will stay on, indicating the heater is in operation. Flame height may be adjusted after one minute of operation.

To change the burner and fan settings press the UP and DOWN arrows to increase or decrease the flame height.

Turning the heater off

Press the ON/OFF button once. The blue LED power indicator will turn off indicating that the appliance is in the off position.

LED indicators

- On = blue
- Standby = red
- Off = nothing



Troubleshooting

During installation there will be an initial burning in period where some smoke and smell may be experienced. This is a normal part of the operation.

The appliance is fitted with an overheat safety switch. Under overheating conditions this switch will shut off the appliance. If the appliance shuts off repeatedly servicing may be required.

Symptom	Cause	Solution
Burner will not light	No power present	Ensure power cord is plugged in and turned on.
	No gas present	Ensure gas supply is turned on.
	Power cut	Re-ignite after power is restored.
	Air in gas pipe	Purge air (installer to do).
	Ignition failure	Repeat ignition steps.
Smell of gas	Leaking gas	Turn off gas at meter or LPG cylinder and call your installer.
Small soot deposit on logs	Normal operation	No action required.
Severe soot deposits forming on logs or glass	Inadequate flue system, incorrect gas pressure or log misalignment	Contact a Rinnai Service Centre.
Condensation on glass	Normal operation	Allow heater to warm up and condensation will disappear.
Fire comes on at the wrong time	Program not set correctly	Check program periods and AM/PM is correctly set on controller.
Controller display blank	Flat batteries	Check batteries are in place correctly, or replace with new batteries.
Heater keeps turning itself off	Set room temperature has been reached	Normal operation, heater has turned off as the room has reached the set temperature. If you wish to override this and have the heater continually on, revert to flame mode, or increase set temperature (maximum 32 °C).

Models with the control panel on the bottom

Red power LED light is on but the heater isn't going and the controller doesn't work	Indicates fault mode	Press the ON/OFF button on the control panel once (the red LED will flash), press again and the red LED will stay on and the heater will attempt to re-ignite. Your controller should now work.
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Models with the control panel on the side (premium frames)

Blue LED light is on but the heater isn't going	Indicates fault mode	Press the ON/OFF button once (the blue LED will flash), press again and the blue LED will stay on and the heater will attempt to re-ignite.
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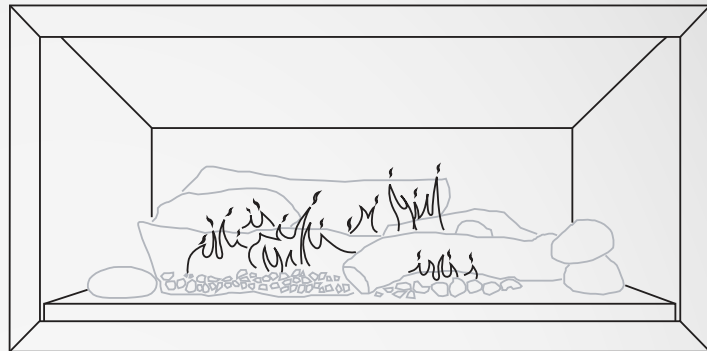
Abnormal flame pattern

Each Rinnai Flame Fire has a distinct flame pattern. This should look the same every time you start your fire, after an initial warm up period of approximately 20 minutes.

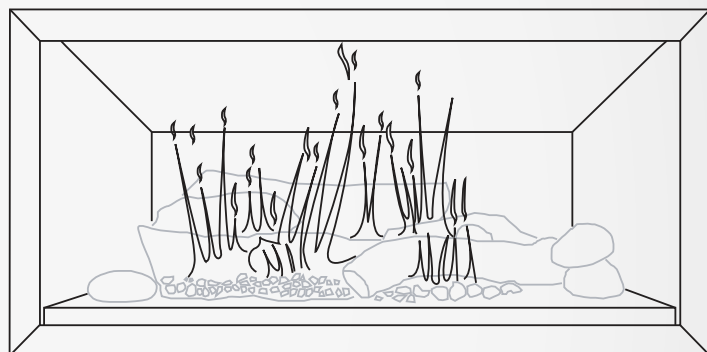
Abnormal flame performance and/or pattern can indicate a problem with your fire, such as blocked gas injectors, or that the log set (burn media) has shifted from when the fire was first installed. There are some warning signs that could indicate a problem.

- 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

If any of the above signs occur, please call Rinnai to discuss.



Normal flame pattern



Abnormal flame pattern

Maintenance and servicing

All external surfaces of the heater can be cleaned using a soft damp cloth and mild detergent. DO NOT use solvents and do not attempt to clean the heater while it is hot or operating.



Rinnai has a maintenance/service and spare parts network with personnel who are fully trained and

equipped to give the best advice on your Rinnai appliance.

If your appliance needs maintenance/servicing, please call Rinnai (0800 746 624) from a land line and select option one for a service centre in your area.

For reliable operation Rinnai flame fires should be serviced every two years, including inspection of the flue system. If they are in a particularly dusty environment or subject to excess lint, for example dog hair, or where there are newly laid carpets, then annual servicing would be beneficial.

Regular maintenance/servicing is not covered by the Rinnai warranty.

Do not attempt to carry out any service work other than that mentioned in the troubleshooting section. If you have any other faults or problems, please refer to your installer or call Rinnai.

Glass cleaning

The inside of the glass can be cleaned using a clean cloth and mild detergent.

1. Lift off the inner frame

Pull the bottom section off the lower magnets, and lift the frame up and off.

2. Unscrew the glass frame

Unscrew the four outer screws. DO NOT remove the inner screws as this will cause the glass to fall out of the frame.

3. Carefully remove the glass frame

Lift from the top tab—pulling the glass out and then off.

4. Clean the glass

Using a dry and mild detergent, clean the inside of the glass.

5. Check the glass seal

The glass seal is critical to the safe and effective performance of the appliance. Before replacing the glass frame, check the glass seal to ensure there is a complete seal, and no part is worn or damaged. If damaged it will need to be replaced by a Rinnai Service Centre.

6. Reassemble

Reattach the glass inner frames to the Symmetry.



Example of a damaged glass seal

Commissioning

The installer must complete the installation and commissioning checklist below and make sure this guide is left with you. They must also instruct you in the use and care of the Symmetry, and make sure you understand the safety instructions and operation of the appliance.

Checklist

- Appliance positioned in a suitable location (clearances etc.).
- Rinnai flue system installed and tested to ensure effective draw.
- Up rating kit installed if an LPG installation with a vertical termination.
- Gas pressure checked and set.
- Burn media installed as per instructions.
- Appliance tested for correct operation and to ensure no gas leaks.
- Customer instructed on operating procedure and safety requirements.

Installer details

Company name:

Installer name:

Address:

Phone:

Mobile:

Certificate of compliance number for installation:

Signed:

Date:

Limited Warranty

Rinnai brings you peace of mind with a:

2 Year minimum warranty

Terms and conditions

1. During the 24 month period from date of purchase and subject to clauses 2 and 3 below, Rinnai New Zealand Limited ("Rinnai") will, at its own discretion, either replace or repair any defective product at no charge to the customer.
2. This warranty covers manufacturing defects only. This warranty will not apply if (for example) the product has been improperly installed or is otherwise installed contrary to manufacturer's recommendations, has been damaged

during or after installation, has not been operated in accordance with operating

instructions, or has been subjected to damage or abuse beyond that expected from conditions of normal use.

3. Warranty claims may be invalid if not accompanied by details of the installing or supervising gas fitter's registration number and the gas fitting certification number.
4. This warranty commences from the date of purchase. Proof of purchase is required at

the time of any warranty claim.

5. Servicing of the product is to be carried out by a Rinnai authorised service centre.

All Rinnai appliances meet or exceed the safety standards required by New Zealand gas and electrical regulations. The company is constantly improving its products and as such specifications are subject to change or variation without notice.

RECORD YOUR DETAILS OF PURCHASE BELOW:

Retailer:

Retailer address:

Date of purchase:

Product details:

ATTACH YOUR PROOF OF PURCHASE HERE:



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



Experience our innovation

Rinnai.co.nz | 0800 746 624

<http://www.youtube.com/rinnainz>