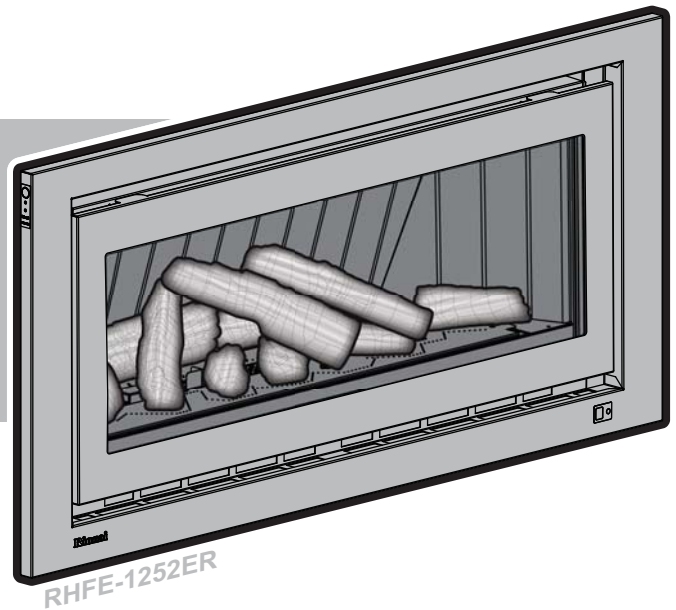
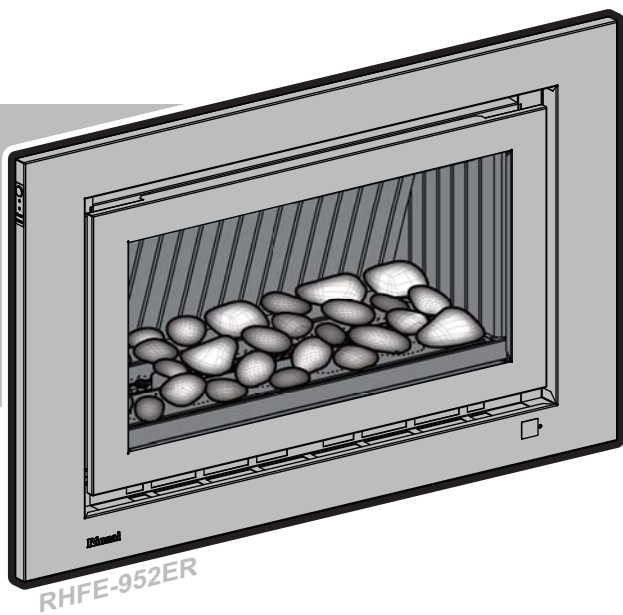


# Rinnai

## OPERATION & INSTALLATION MANUAL Power Flued Flamefire Gas Space Heaters RHFE-952ER & RHFE-1252ER



### This appliance shall be installed in accordance with:

- Manufacturer's Installation Instructions
- Current AS/NZS 5601 AS/NZS 3000
- Local Regulations and Municipal Building Codes including local OH&S requirements

This appliance must be installed, maintained and removed only by an Authorised Person.

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



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



**Congratulations on the purchase of your Rinnai RHFE-952ER & RHFE-1252ER Flamefire.  
We trust you will have many years of comfort and enjoyment from your appliance.**

**BEFORE PROCEEDING WITH THE OPERATION OR INSTALLATION OF YOUR NEW HEATER  
PLEASE READ THIS MANUAL THOROUGHLY AND GAIN A FULL UNDERSTANDING OF THE  
REQUIREMENTS, FEATURES AND OPERATION OF YOUR NEW APPLIANCE.**

# OPERATION MANUAL

BEFORE YOU START.....	4
<b>INSTALLATION REQUIREMENTS.....</b>	<b>4</b>
<b>CERTIFICATION .....</b>	<b>4</b>
<b>FLUE INSTALLATION MANUAL.....</b>	<b>4</b>
<b>CARTON CONTENTS / ITEM CHECKLIST.....</b>	<b>4</b>
INSTALLATION RECORD.....	5
ABOUT RHFE-952ER / RHFE-1252ER SPACE HEATERS .....	6
<b>GENERAL DESIGN LAYOUT .....</b>	<b>6</b>
<b>FEATURES.....</b>	<b>6</b>
SAFETY.....	7
<b>SAFETY DEVICES .....</b>	<b>9</b>
CONTROL PANEL OPERATION .....	10
<b>TO TURN YOUR HEATER ON .....</b>	<b>10</b>
<b>TO TURN YOUR HEATER OFF.....</b>	<b>10</b>
<b>INTERRUPTION TO ELECTRICITY OR GAS SUPPLY DURING OPERATION .....</b>	<b>10</b>
<b>RESTART PROCEDURE AFTER INTERRUPTION TO ELECTRICITY SUPPLY .....</b>	<b>10</b>
<b>FULL CONTROL AND PARTIAL CONTROL.....</b>	<b>10</b>
REMOTE CONTROL OPERATION .....	11
<b>BATTERIES AND ACTIVATING THE REMOTE CONTROL .....</b>	<b>11</b>
<b>BUTTON FUNCTIONS, DISPLAY &amp; OPERATION .....</b>	<b>11</b>
<b>REPLACING THE CR2450 BUTTON BATTERIES .....</b>	<b>12</b>
<b>LOST, MISPLACED OR BROKEN REMOTE CONTROL .....</b>	<b>12</b>
CARE AND MAINTENANCE .....	13
<b>CLEANING .....</b>	<b>13</b>
<b>FILTERS .....</b>	<b>13</b>
<b>WARM AIR VENT.....</b>	<b>13</b>
<b>GENERAL HEATER CHARACTERISTICS .....</b>	<b>14</b>
<b>SERVICE .....</b>	<b>14</b>
<b>TROUBLE SHOOTING CHECKLIST .....</b>	<b>15</b>
<b>ABNORMAL FLAME PATTERN.....</b>	<b>15</b>
<b>ERROR CODES .....</b>	<b>16</b>
INSTALLATION MANUAL .....	17
CONTACT INFORMATION .....	32

# BEFORE YOU START

## INSTALLATION REQUIREMENTS

This heater must be installed only by an authorised person. The installation must conform to local regulations. The installation must also comply with the instructions supplied by Rinnai.

Service and removal must be carried out by only an authorised person.

## CERTIFICATION

The Rinnai RHFE-952ER / RHFE-1252ER has been certified by the Australian Gas Association.

The AGA Certification Number is shown on the appliance dataplate. (Located on the top right hand corner of the right hand side panel).

No parts or functions should be modified or permanently removed from the heater.

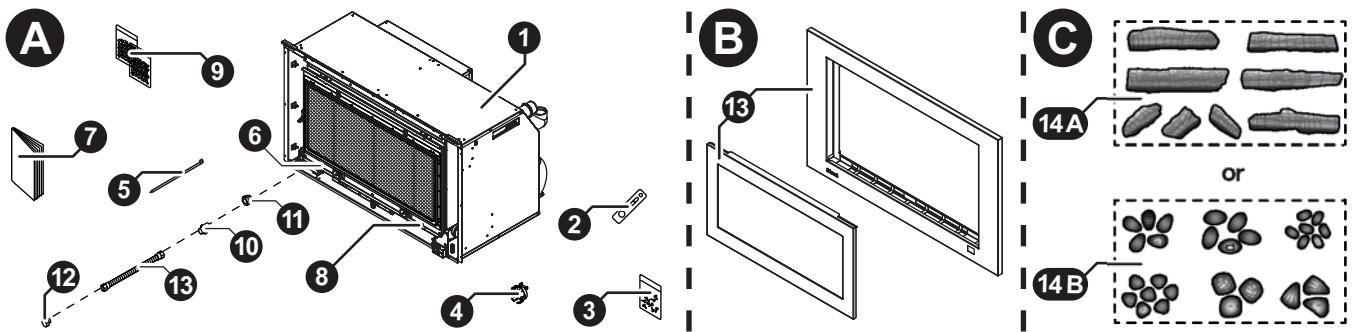
Please keep these instructions in a safe place for future reference.

## FLUE INSTALLATION MANUAL

These instructions are to be used in conjunction with the Rinnai "Power Flued Flamefire Space Heater Co-axial Flue System Installation Manual" supplied with flue kits ASPDFK or ASPKIT03.

## CARTON CONTENTS / ITEM CHECKLIST

The components for RHFE-952ER / RHFE-1252ER Flamefires are supplied in 3 separate cartons, the following tables list which components are in each carton. Ensure that the components listed are present before proceeding with the installation.



Component Descriptions <i>(Image of RHFE-952ER shown)</i>	Carton Contents		
	A Engine	B Fascia	C Burner Media
1 RHFE-952ER / RHFE-1252ER Engine and dress guard.	●		
2 Remote Control.	●		
3 Fixings: Screw M4 x 20 Pan Phil Zinc (x1).	●		
4 Flue Exhaust Lock (see separate Co-axial Flue Installation Manual for details).	●		
5 Cable Tie 300mm.	●		
6 Fascia Mounting Screws (x2 pre-installed in the engine fascia mounting brackets).	●		
7 This Operation and Installation Manual.	●		
8 Ceramic Granules (x2 Bags RHFE-952ER/ x3 Bags RHFE-1252ER use with Log set inst).	●		
9 1/2" BSP x 5/8" UNF Flare Brass Adaptor (x1).	●		
10 1/2" Flare Brass Nut (x1).	●		
11 5/8" UNF Flare Brass Plug (x1).	●		
12 Semi-rigid Stainless Steel gas pipe with 5/8" connections (x1).	●		
13 RHFE-952ER / RHFE-1252ER - Fascia.		●	
14 A. Ceramic Log Set (RHFE-952ER x8 logs, RHFE-1252ER x10 logs).			●
14 B. Ceramic Stone Set (RHFE-952ER x30 stones, RHFE-1252ER x40 stones).			●

# INSTALLATION RECORD

## INSTALLERS / GAS FITTERS DETAILS

Installer Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Company Contact Details

Telephone: \_\_\_\_\_

Mobile Phone: \_\_\_\_\_

Certificate of Compliance / Certification Number: \_\_\_\_\_

Authorised Persons - Licence Number: \_\_\_\_\_

Installers Signature: \_\_\_\_\_

Installation Date: \_\_\_\_\_

## APPLIANCE DETAILS

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Installation Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

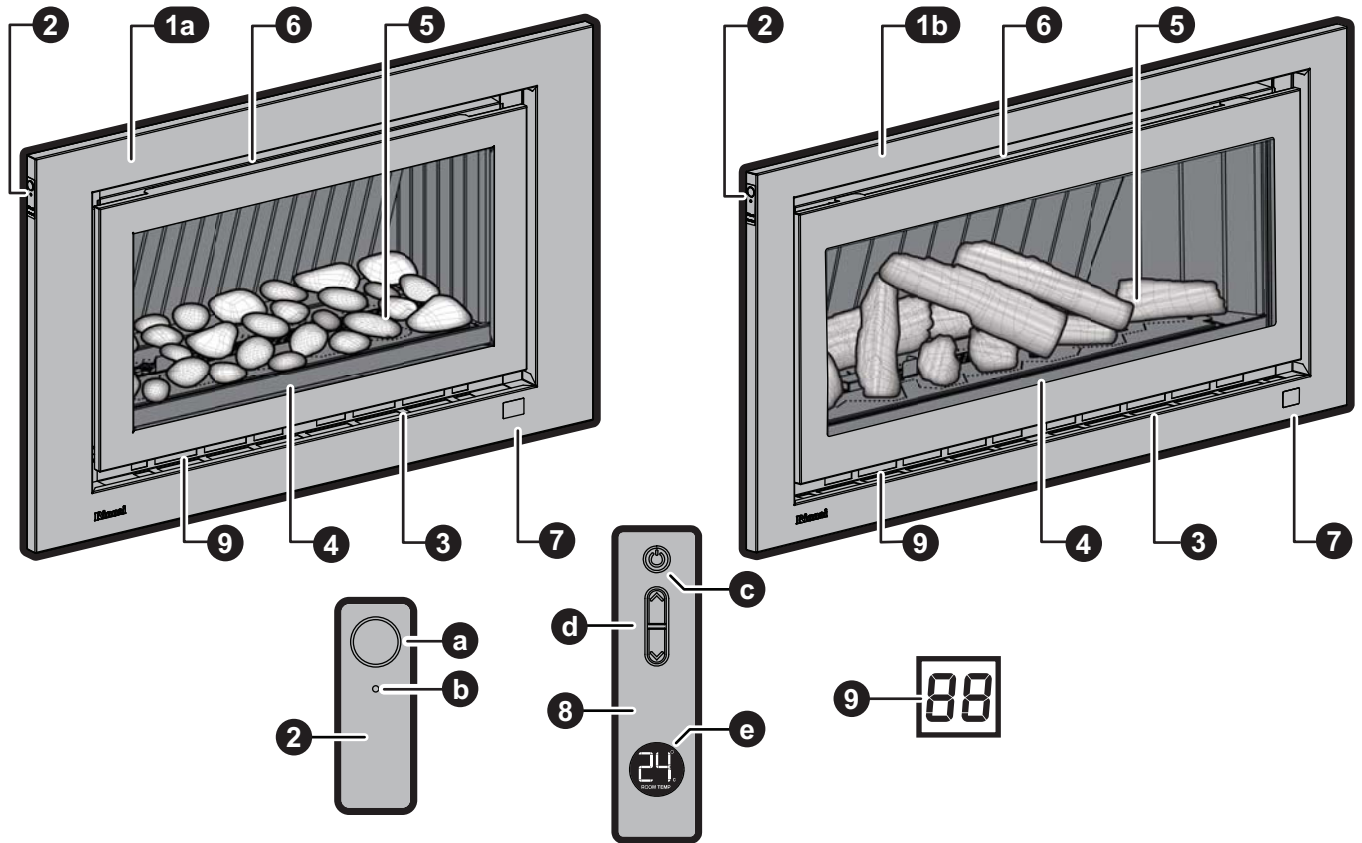


**THIS APPLIANCE MUST BE INSTALLED, SERVICED AND REPAIRED ONLY BY AN AUTHORISED PERSON.**

**The mesh dress guard supplied with this appliance must not be permanently removed as it fulfils an operational safety function. Additional dress guards including free standing types may be used in conjunction with, but not replace, the dress guard supplied with this appliance.**

# ABOUT RHFE-952ER / RHFE-1252ER SPACE HEATERS

## GENERAL DESIGN LAYOUT



- 1a** Rinnai RHFE952ER - (shown with the ceramic stone set installed)
- 1b** Rinnai RHFE1252ER - (shown with the ceramic log set installed)
- 2** Appliance push button control panel
  - a** ON / OFF button
  - b** Standby Indicator (Red)
- 3** Room air return / Inlet filters - Dust filter meshing is fixed to the inlets of the room air return.
- 4** Glass flame window
- 5** Burner box - ceramic stone set / ceramic log set and burn media
- 6** Warm air discharge vent
- 7** Remote (IR) control receiver window
- 8** Remote (IR) control
  - c** Standby / ON button
  - d** Flame Up / Down buttons
  - e** Room temperature display (displays the current temperature of the room in which the control is located)
- 9** Viewing window for error code display (This is located behind the fascia, see page 15 for details)

## FEATURES

- **Room Sealed:** Air for combustion is taken from the outside and the flue products are exhausted to the outside. This means heater operation has no effect on the composition and quality of air in the room.
- **Push Button Ignition:** Only one touch of the STANDBY/ON switch is all that is required to operate the heater.
- **Remote (IR) Control:** Infra Red remote for flame height adjustment with inbuilt room temperature display.



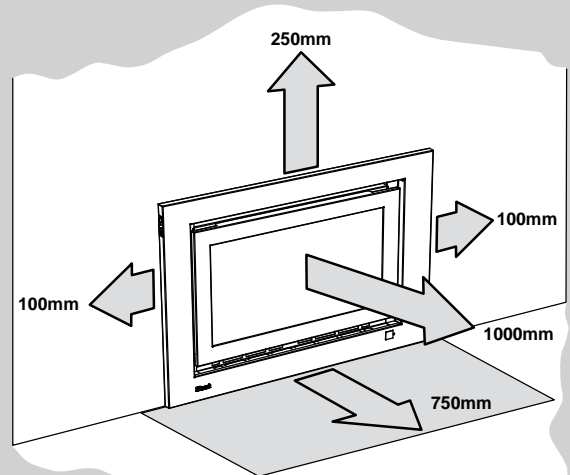
## DO NOT MODIFY THIS APPLIANCE.

Failure to comply with these instructions could result in a fire or explosion, which could cause serious injury, death or property damage.

Improper installation, adjustments, service or maintenance can cause serious injury, death or property damage. Such work must only be performed by an authorised person.



- The appliance must be installed in accordance with the local gas and electrical authority regulations.
- Flue terminal must always vent directly to outdoors.
- DO NOT extend the flue vertically or horizontally in ways other than prescribed in this appliance manufacturer's installation instructions.
- For information on gas consumption, see data plate on the appliance.
- **WARNING:** This heater MUST NOT be used if either of the glass panels are damaged.
- When considering installation ensure minimum clearances as follows are adhered to:
- Heat radiating from the front of this heater may over time affect the appearance of some materials used for flooring such as carpet, vinyl, cork or timber. This effect may be amplified if the air in the room contains cooking vapours, candle vapours and cigarette smoke, etc. To avoid this possibility, it is recommended that a mat or similar protective sheet be placed in front of the appliance, extending at least 750 mm in front of the dress guard. Refer to page 20 for mantle clearances, additional installation information and warnings.
- This appliance MUST NOT be installed where curtains or other combustible materials could come into contact with it. In some cases curtains may need restraining.
- 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 appliance is NOT intended for use by young children or infirm persons without supervision.
- Young Children must be supervised when in the vicinity of this heater while it is in operation.
- For protection of young children or the infirm a secondary guard is required.
- If the supply cord is damaged or requires replacing, it must be replaced by the manufacturer or the manufacturer's agent or similarly qualified person in order to avoid a hazard.
- The heater MUST NOT be located immediately below a power socket outlet.
- A dedicated 230 V earthed 10 Amp power point must be used with this appliance.
- DO NOT modify this appliance. Modifying from original specifications may create a dangerous situation and will void your warranty.
- Only the flue components specified by Rinnai must be used.
- Unpack the heater and check for damage. DO NOT INSTALL A DAMAGED HEATER. If the heater is damaged, contact your supplier for advice.
- Before installing the heater, check the label for the correct gas type (refer rating plate, inside the appliance).
- Refer to local gas authority for confirmation of the gas type if you are in doubt.
- Suitable ONLY for indoor installation.
- DO NOT operate this appliance before leak checking hoses and gas cylinder connection.
- NOT to be connected to an LP gas cylinder located indoors.



The above diagram shows the clearances required around this heater whilst in operation .



## THIS APPLIANCE MUST BE INSTALLED, SERVICED AND REPAIRED ONLY BY AN AUTHORISED PERSON.

The mesh dress guard supplied with this appliance must not be permanently removed as it fulfils an operational safety function. Additional dress guards including free standing types may be used in conjunction with, but not replace, the dress guard supplied with this appliance.



**DO NOT** restrict the warm air discharge by placing articles in front of the heater. This appliance must not be used for any purpose other than heating.

**DO NOT** allow anyone to post articles through the louvres or let flammable and combustible materials to come into contact with the heater.

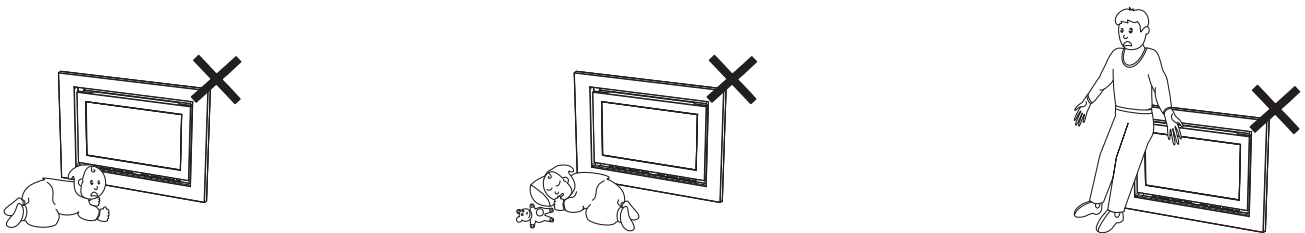
**DO NOT** place articles on or against this appliance, on the heaters top panel or obstruct the auto overheat discharge vent.



**DO NOT** spray aerosols in the vicinity of this appliance whilst the heater is operating. Most aerosols contain flammable gas, which can be a fire hazard if used near the heater when it is in use.

**DO NOT** store flammable materials near this appliance.

**DO NOT** modify this appliance.



Young children should be supervised at all times. Hand or body contact with the warm air discharge louvres and glass must be avoided.

**DO NOT** allow young children or the infirm to sleep directly in front of the heater while in operation.

**DO NOT** allow anyone to sit on or lean against the appliance.



**DO NOT** unplug the heater while it is in operation or while the fans are still cycling. Unplugging the heater while in operation may cause the over-temperature switch to activate preventing the heater from restarting.

A dedicated 230~240V 50Hz 10 Amp power point must be used with this appliance. **DO NOT** use power boards or double adaptors to operate this appliance. The appliance **MUST NOT BE** located below a power point.

Heat emanating from the front of this appliance may over time affect the appearance of some materials used for flooring such as carpet, vinyl, cork or timber. This effect may be amplified if the air in the room contains cooking vapours or cigarette smoke. To avoid this possibility, it is recommended that a mat be placed in front of the appliance, extending at least 750 mm in front of it.



## SAFETY DEVICES

**Initial start-up:** This heater has a one-time start up cycle. Should there be a fault in the heater no more than 3 manual restarts should be attempted. If the heater still fails to operate a service call will be required. Refer to the "CARE AND MAINTENANCE" pages; 13 through 15 for further information.

**Over Heat Thermistor:** Should the heater get too hot during operation, (for example when the air outlet louvres are blocked), this device will automatically turn the gas off and allow the heater to be manually restarted, (automatic re-start will not occur). Refer to the "CARE AND MAINTENANCE" pages; 13 through 15 for further information.

**Over heat Thermal Fuse:** In the unlikely event of the Over Heat Thermistor failing or some other fault occurring the Over Heat Thermal fuse will operate completely shutting the appliance down. This device is a 'one hit' only function, a service call will be required to reinstate operational ability to your heater. Refer to the "CARE AND MAINTENANCE" pages; 13 through 15 for further information.

**Power Failure:** Refer to page 10. In the event of power failure or power disruption your heater will shut down completely, manual restarting will be required. Refer to the "CARE AND MAINTENANCE" pages; 13 through 15 for further information.

**Electric fuse:** The electrical circuits are protected by a fuse. Refer to the "CARE AND MAINTENANCE" pages; 13 through 15 for further information.

**Flame Failure Sensing System:** These devices within the appliance automatically cut off the gas supply to the burners in the event of a flame failure. Refer to the "CARE AND MAINTENANCE" pages; 13 through 15 for further information.

**Pressure Relief:** The burner box glass panel is secured to the burner box via spring loaded pressure relief fasteners.

# CONTROL PANEL OPERATION

## TO TURN YOUR HEATER ON



**BEFORE PROCEEDING ENSURE THE GAS AND ELECTRICITY ARE TURNED ON.**

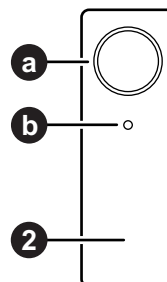
When the heater is in the OFF condition (the power supply connected and switched ON but the heater turned OFF) the Red Power Indicator **b** will be extinguished. This is normal.

Access the 'Push Button Control Panel' **2**. This is located on the top left hand side of the appliance.

**Step 1.** Press the ON / OFF button **a** once. You will be able to hear the ignition sparking.

**Step 2.** The sparking ignition stops when the pilot flame has been established.

The main burner then ignites off the pilot flame and is automatically preset to Stage 5 - High Flame.

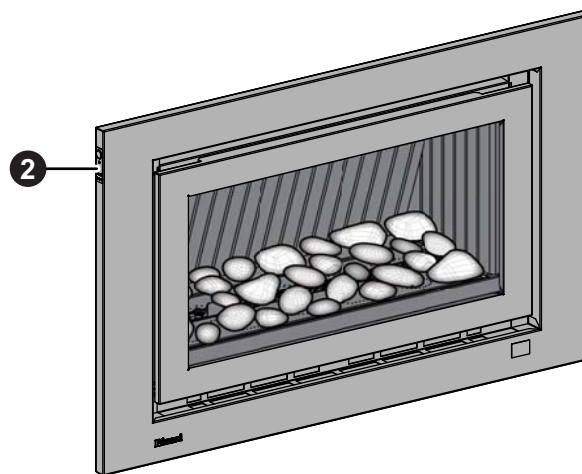


### FLAME HEIGHT AND FAN SPEED

The relationship between flame height and fan speed is factory preset and cannot be adjusted.

Refer to "REMOTE CONTROL OPERATION" on the next page for Flame / Fan options.

Flame Height	1	2	3	4	5
Fan Speed (2 speed only)	Low	Low	Low	High	High



## TO TURN YOUR HEATER OFF

To turn the heater 'OFF' press the 'ON'/'OFF' button **a** once, when the heater is in the off state the Red Power Indicator **b** will be extinguished.

## INTERRUPTION TO ELECTRICITY OR GAS SUPPLY DURING OPERATION

Interruption to the power or gas supply will turn your heater off and a restart will be required. This is a safety feature designed to ensure that un-attended starts do not occur after power or gas interruptions.

## RESTART PROCEDURE AFTER INTERRUPTION TO ELECTRICITY SUPPLY

To restart your heater once power has been restored follow the steps for "TO TURN YOUR HEATER ON" as above.

## FULL CONTROL AND PARTIAL CONTROL

Full operation of the heater is only possible by using the remote control. In the event of a misplaced or broken remote control or if the batteries for the remote control are flat, this appliance may still be operated in a limited capacity by using the power ON/OFF button **a** of the 'Push Button Control Panel' **2** located on the top left hand side of the appliance.

The heater will automatically modulate between flame settings to maintain the default set temperature of 22°C.



**No control of the flame or heat output is possible via the appliance ON/OFF button.**

# REMOTE CONTROL OPERATION



For the remote control to be able to function, the appliance ON/OFF button **a** must be in the "ON" position. Using the remote control to turn off the heater will place the heater into STANDBY mode, when in this mode the Red Power Indicator **b** will be on. This is normal.



**WARNING KEEP BATTERIES OUT OF REACH OF CHILDREN.**

- Swallowing may lead to serious injury in as little as 2 hours or death, due to chemical burns and potential perforation of the oesophagus.
- If you suspect your child has swallowed or inserted a button battery immediately call the 24-hour Poisons Information Centre on **13 11 26** for fast, expert advice.
- Examine devices and make sure the battery compartment is correctly secured, e.g. that the screws or other mechanical fasteners are tight. **DO NOT** use if compartment is not secure.
- Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous and may be a choking hazard.
- Inform others about the risk associated with button batteries and how to keep their children safe.
- Remove the batteries if the remote is not going to be use for prolonged periods. This will help prevent damage from leaking batteries. If leakage has occurred and corrosion is evident the remote will need to be replaced.
- Leaking chemicals are toxic and **MUST NOT** be touched or ingested.
- NEVER** mix old and new batteries.
- DO NOT** immerse the remote control in any liquid, this will damage the remote control, rendering it inoperable and voiding its warranty.



## BATTERIES AND ACTIVATING THE REMOTE CONTROL

- 2 x Button Batteries are supplied with the remote control.
- Remove the plastic tab to activate.
- This remote control uses 2 x Lithium CR2450 or equivalent batteries.
- The appliance will flash and emit 'Beeps' to confirm the setting has been received from the remote control unit; this indicates your remote control is now working.

## BUTTON FUNCTIONS, DISPLAY & OPERATION

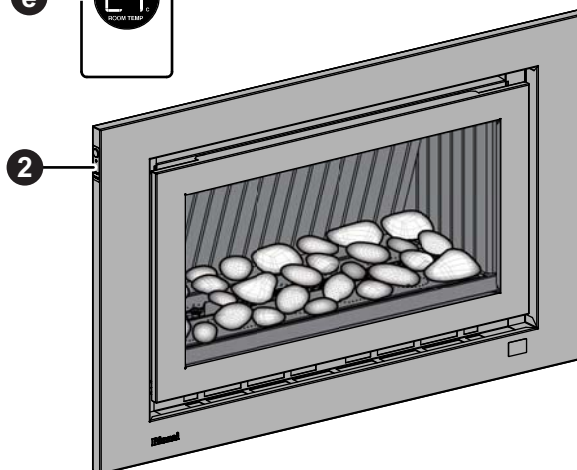
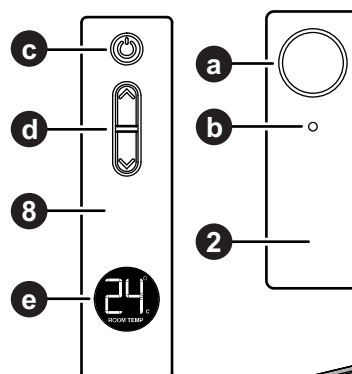
This remote control, **8** selects flame height and fan speed in five levels.

The STANDBY / ON button **c** switches the heater between the STANDBY and ON modes.

**Flame height may only be adjusted after at least 30 seconds of operation.**

The UP / DOWN buttons **d** control the height of the flame and heat output. The relationship between flame height and fan speed is factory preset and cannot be adjusted, there are five flame / fan settings as listed below.

Flame Height	1	2	3	4	5
Fan Speed <i>(2 speed only)</i>	Low	Low	Low	High	High



On initial start-up the appliance default flame height setting is setting 5 - High. Use the UP / DOWN buttons **d** to control the height of the flame / heat output.

The remote control temperature sensor (located on the base of the controller) reads the temperature of where the remote control is currently located.



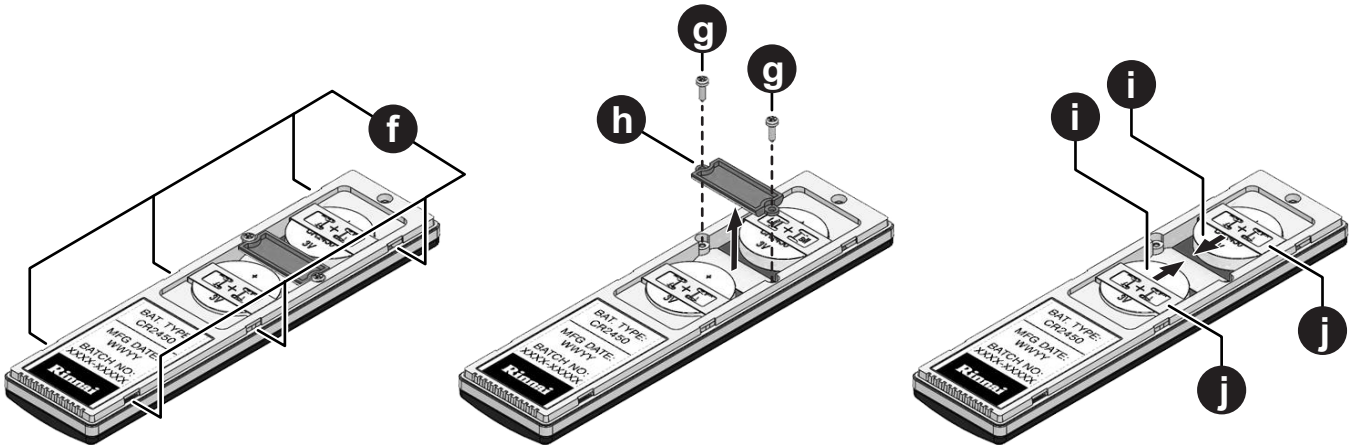
The degrees Celsius room temperature display **e** has a motion activated back light which will remain illuminated for approximately 5 seconds after a movement is sensed or when a button is pressed. Frequent illumination of the back light greatly reduces the remote controls operational battery life, ensure that unnecessary illumination of the display is avoided.

REPLACING THE CR2450 BUTTON BATTERIES



When this low power symbol appears the batteries are near to being fully discharged and are unable to power the remote control properly. Replacement of batteries is now required.

1. Using a suitable lever remove the back cover by carefully prying off the back cover at the 6 pry points **f**.

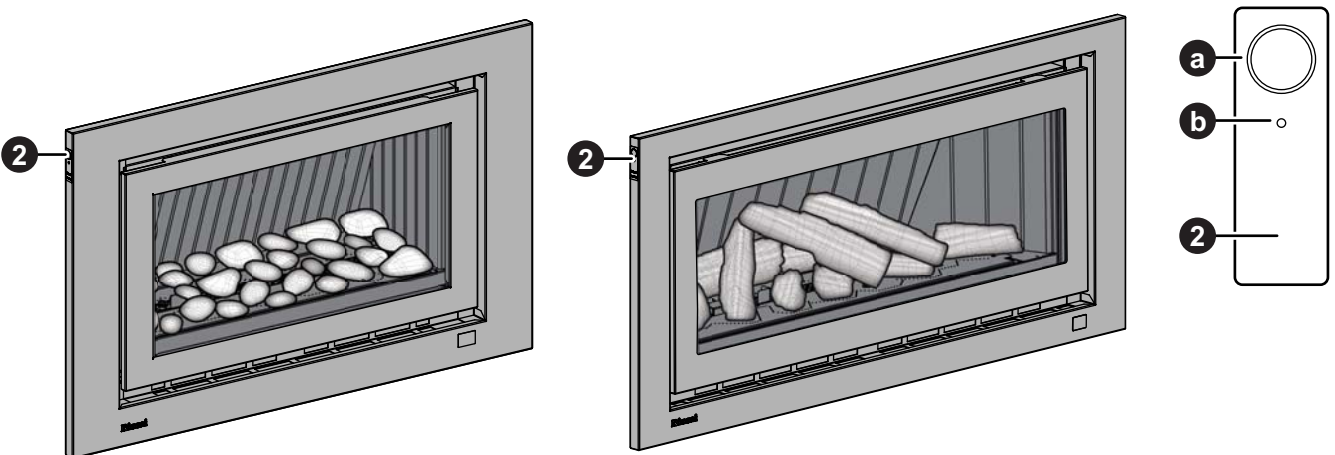


**Note:** Remote control is shown with back cover removed for illustrative purposes

2. Remove the two bridge retaining screws, **g** using a small (No.0) Phillips head screw driver or equivalent.
3. Remove the bridge **h**.
4. Remove the old batteries **i** by carefully sliding them out from under the retainers **j**, and into the space that was created when the bridge **h** was removed in step 3.
5. Insert two new batteries **i** (CR2450), ensuring the positive “+” terminals are facing up.
6. Reassemble the bridge in reverse order as per steps 2 & 3 above.
7. Re-attach the rear cover by carefully clipping it back into place.

LOST, MISPLACED OR BROKEN REMOTE CONTROL

In the event of a lost, misplaced or broken remote control the appliance may still be operated in a limited capacity. By using the manual control panel, **2** power ON/OFF button **a**, located on the top left hand side of the heater.



The heater will automatically modulate between flame settings to maintain the default set temperature of 22°C.



**No control of the flame or heat output is possible via the appliance ON/OFF button.**

# CARE AND MAINTENANCE

## CLEANING

Your heater needs very little maintenance, but the following information will help you to keep it looking good and working efficiently.



**DO NOT attempt to clean the heater while the appliance is hot or operating.**

**All parts of the heater can be cleaned using a soft, damp cloth.**

**DO NOT use solvents or abrasives to clean any parts.**

**DO NOT spray aerosols in the vicinity of the heater whilst in operation.**

**DO NOT place any articles on or against this heater.**

**DO NOT store flammable materials near this heater.**

## FILTERS

The filter meshing for this appliance is fixed to the inlets of the room air return **3**.

The build up of dust or other particles on these filter strips reduces the air flow through to the heater which in turn reduces heater's efficiency and can lead to the appliance shutting down.

### Filter Care

Filters require cleaning regularly during the heating season to prevent these unnecessary cut-outs.

### Cleaning filter strips:

Clean any dust and other debris from both faces of the filters with either a vacuum cleaner, a soft dry cloth or a soft brush. **NEVER** attempt to clean filters with water.

### Heater shut down due to filter blockages

**DO NOT** wait for the Filter Blockage Indicator to come on before cleaning filters.

**DO NOT** continue to use the heater once this Indicator is flashing.

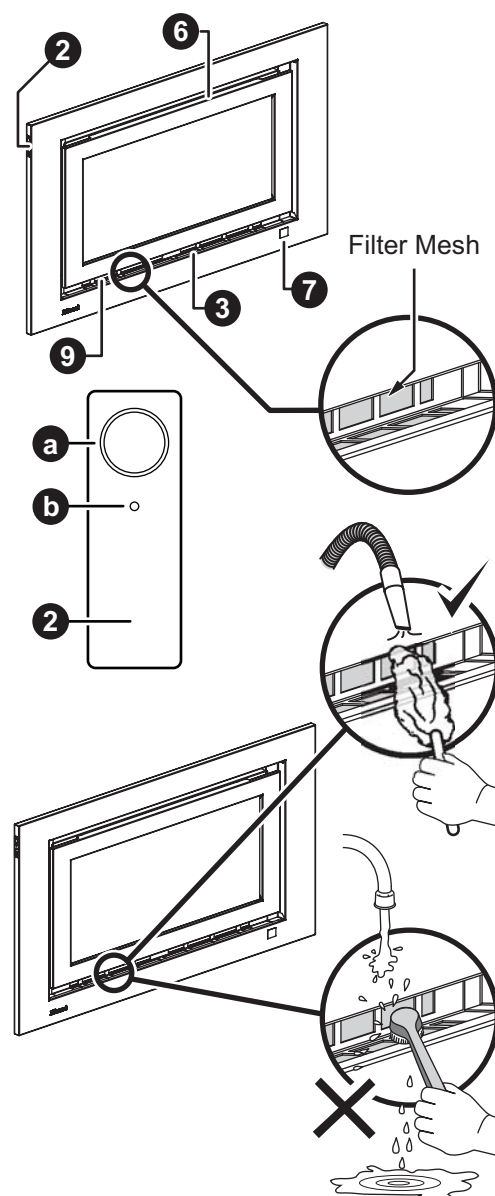
When an obstructive build up is detected the Blockage Indicator LED which is located above the Receiver Window **7** will begin to flash RED to let you know that there is a problem.

Once the Indicator is flashing if no action is taken the heater will eventually shut down to avoid overheating and a fault code of 14 will be displayed in the Error Display **9** window.

### Returning the appliance to normal operation after a shut down

To restore to normal operation after a filter blockage shut down do the following:

1. Access the 'Push Button Control Panel' **2**. This is located on the front of the heater at the lower right hand corner.
2. Press the On/Off **a** button once to turn off the heater.
3. Remove obstruction (see "Filter Care" on page 13).
4. Press the On/Off **a** button once to turn the heater back on.
5. Use the remote control to resume normal heater operation.



## WARM AIR VENT

It is important that the Warm Air Discharge Vent **6** be kept clear of any obstructions as this will cause your heater to operate less efficiently. When an obstruction is detected the Blockage Indicator LED which is located next to the Receiver Window **7** will illuminate RED and the combustion state reduces to front burner, low operation only.

Removing the obstruction will allow normal heater operation to be resumed.

GENERAL HEATER CHARACTERISTICS

Before asking for a service call please check the following table as these characteristics are part of the normal operation of the appliance and do not indicate a fault.

CHARACTERISTIC	EXPLANATION
<b>At ignition:</b>	
Warm air does not start when the burner lights.	The room air fan is started automatically after a short delay. This is to allow the heat exchanger to warm up, helping to avoid cold draughts.
Smoke or strange smells are produced on the first start up operation after installation.	This is caused by grease, oil or dust on the heat exchanger when new. This will stop after a short time.
Sharp clicking sparking noises at ignition.	This is the electronic ignition sparking.
Ticking or pings when the unit thermostat modulates to a lower or higher setting, or shuts down.	This is simply expansion and contraction noise from the heat exchanger and is normal.
<b>During combustion:</b>	
Clunking noise when the thermostat operates	This is the sound of the solenoid gas valves opening and closing to regulate the gas flow and is normal.
<b>When the appliance is turned off:</b>	
Convection fan continues to run after turning off.	This is to remove residual heat from the heat exchanger and stops once the appliance cools.
<b>Other points:</b>	
Steam is discharging from the flue terminal.	High efficiency appliances tend to discharge water vapour on cold days. This is normal.
Heater does not start when the STANDBY / ON button is pushed, thermostat is on High (H).	Check that the appliance ON/OFF button is ON.

SERVICE

Rinnai recommend that this appliance and installation be inspected and serviced every 2 years.

If the power supply cord or any other component of the heater are damaged, they must be replaced by Rinnai or a suitably qualified person.

Any service or repair work should only be carried out by an authorised person. Rinnai has service and spare parts departments nationally, see back cover for contact details.



**Service calls for general cleaning, maintenance and wear and tear are not necessarily covered under the warranty. Service calls of this nature may be chargeable.**

**Faults caused by insufficient gas supply, gas quality, installation errors or operation errors are not covered by the Rinnai warranty. Refer to separate warranty booklet.**

**Appliances incorporating a live fuel effect and designed to operate with luminous flames may exhibit slight carbon deposition on burner media. Slight deposition is acceptable.**

TROUBLE SHOOTING CHECKLIST

Use the following chart to help determine whether a service call is required, however if you are unsure about the way your heater is operating, contact Rinnai or your local agent.

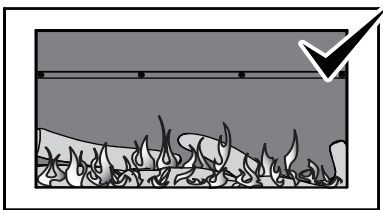
ABNORMAL FLAME PATTERN

Each Rinnai Gas Fire has a distinct flame pattern. The flame should look the same every time you start your heater after an initial warm up period of approximately 15 minutes.

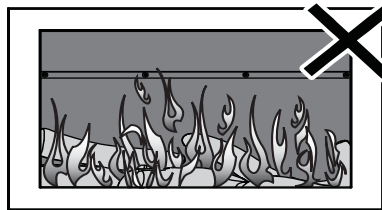
Fault Condition	Probable Cause							Possible Remedy
		No Display on remote	No ignition or control	Burners fail to ignite	Combustion stops	Smell of gas	Remote control	
Not plugged in or turned off.			●	●			●	Plug in power cord or press On/Off (7) button.
Mains power failure.			●	●	●			Use power failure reset procedure.
(Initial Install) Air in gas pipe.				●				Installer to purge air from gas supply.
Inlet mesh obstructed					●			Clean the inlet mesh.
Gas leakage.						●		Isolate gas supply, call Rinnai service, contacts on back page.
Gas supply turned off.				●	●			Turn gas supply on at the meter or cylinder.
Flat batteries.		●						Replace remote control batteries 2 x CR2450.

Abnormal flame performance and/or pattern can indicate a problem with your heater, such as blocked gas injectors, incorrectly installed / inadequate flue system or the Ceramic logs / stones and or burner media may have shifted from when the heater was first installed.

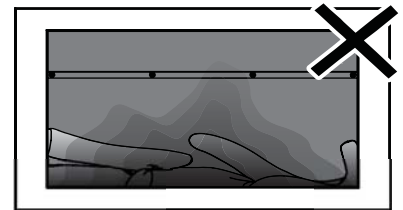
There are some warning signs that could indicate a problem. If any of the signs below occur, please contact Rinnai.



NORMAL FLAME PATTERN



ABNORMAL FLAME PATTERN  
CANDLING FLAMES



SOOT BUILD UP

**Key signs of Abnormal flame performance:**

- Appliance turns 'OFF' soon after start up and does not relight.
- Flame appears overly orange-yellow.
- 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 and logs.
- Continuous unusual smell from the appliance.
- Continued difficulty or delay in establishing a flame.



**Be advised that appliances incorporating a live fuel effect, and designed to operate with luminous flames, may exhibit slight carbon deposition, this is normal operation.**

NOTE

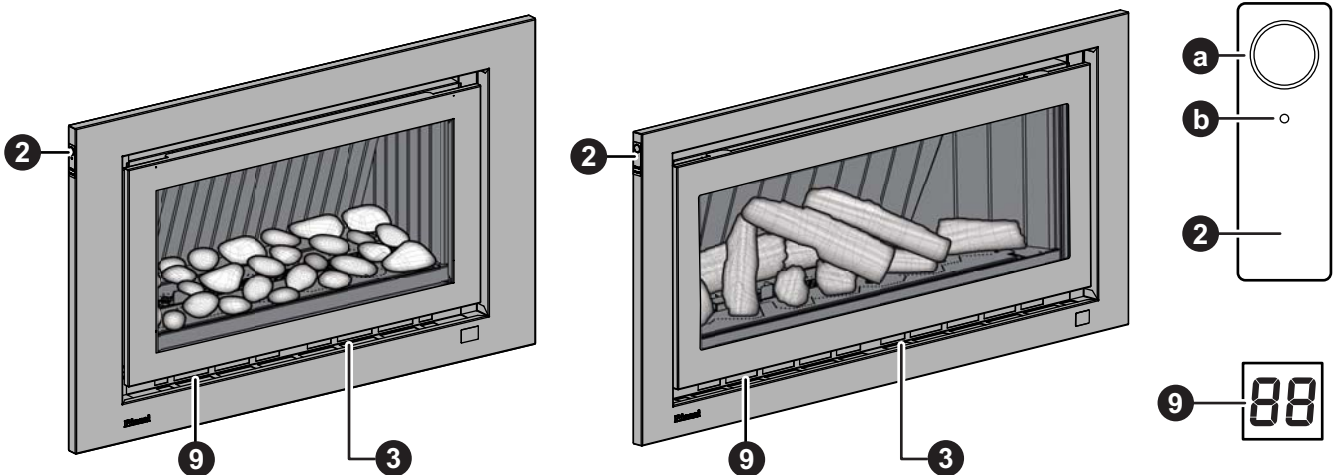
**ERROR CODES**



**In all cases, you should be able to clear the Error Code on display simply by turning the heater 'OFF', then 'ON' again. If the Error Message still remains or returns on the next operation, contact Rinnai or your nearest service agent and arrange for a service call.**



Your Rinnai appliance is also fitted with self diagnostic electronics that monitor the appliance during start-up and operation.



Should a fault occur the appliance will then shut down, the fault that has caused the shut down will be indicated by a pair of flashing digits in the error display window 9, which is located behind the fascia and can be viewed by looking through the of the return air vent 3.

Refer to the table below for probable cause and the suggested remedy.

Code	Probable Cause	Suggested Remedy
00	Mains power failure	Interruption to the power or gas supply will turn your heater off and a restart will be required. This is a safety feature designed to ensure that un-attended starts do not occur after power or gas interruptions. Access the 'Push Button Control Panel' 2. This is located on the front of the heater at the lower right hand corner. Press ON / OFF button a twice, after which you will be able to hear the ignition sparking and the heater will restart and return to normal operation, after 30 seconds of operation the remote control may then be used to select the desired flame height and fan speed.
11	Ignition failure	Check gas supply is turned on, switch the heater to Standby and then On again. <b>If the error persists a service call will be required.</b>
12	Incomplete combustion	Check gas supply is turned on, switch the heater to Standby and then On again. <b>If the error persists contact Rinnai.</b>
14	Inlet Blockage / Overheat	Clean inlets, <b>if the error persists a service call will be required.</b>
16	Room overheat	Lower room temp to below 40°C.
31	Room temperature sensor faulty	A service call will be required.
32	Overheat temperature sensor faulty	A service call will be required.
33	Overheat temperature sensor faulty	A service call will be required.
53	Spark sensor faulty	A service call will be required.
61	Combustion fan motor faulty	A service call will be required.
71	Solenoids faulty	A service call will be required.
72	Flame detection circuit fault	A service call will be required.
73	Communication error	A service call will be required.



# INSTALLATION MANUAL

OPERATION MANUAL .....	3
INSTALLATION GENERAL .....	18
<b>PRODUCT SPECIFICATIONS</b> .....	<b>18</b>
<b>APPLIANCE DIMENSIONS</b> .....	<b>18</b>
HEATER LOCATION .....	19
<b>ENCLOSURE REQUIREMENTS</b> .....	<b>19</b>
<b>WALL PENETRATION REQUIREMENTS</b> .....	<b>19</b>
<b>GAS SUPPLY</b> .....	<b>20</b>
<b>ELECTRICAL SUPPLY</b> .....	<b>20</b>
<b>MANTLE INSTALLATIONS</b> .....	<b>20</b>
FLUE INSTALLATION .....	21
<b>TYPES OF FLUE INSTALLATIONS</b> .....	<b>21</b>
<b>FLUE SYSTEM TRANSITION CASTING</b> .....	<b>21</b>
<b>FLUE TERMINAL LOCATION</b> .....	<b>22</b>
HEATER INSTALLATION .....	23
<b>1. UNPACKING THE APPLIANCE</b> .....	<b>23</b>
<b>2. CONNECTING THE FLUE SYSTEM</b> .....	<b>23</b>
<b>3. SECURING THE ENGINE</b> .....	<b>24</b>
<b>4. CONNECTING THE APPLIANCE TO THE GAS SUPPLY</b> .....	<b>24</b>
<b>5. INSTALLING CERAMIC BURNER MEDIA</b> .....	<b>24</b>
<b>6. COMMISSIONING</b> .....	<b>28</b>
<b>7. INSTALLING THE OUTER FASCIA PANEL</b> .....	<b>28</b>
<b>8. INSTALLING THE INNER FASCIA PANEL</b> .....	<b>28</b>
<b>9. INSTALLATION AND COMMISSIONING CHECKLIST</b> .....	<b>29</b>
<b>10. FINAL CHECKLIST</b> .....	<b>29</b>
WIRING DIAGRAM .....	30
CONTACT INFORMATION .....	32

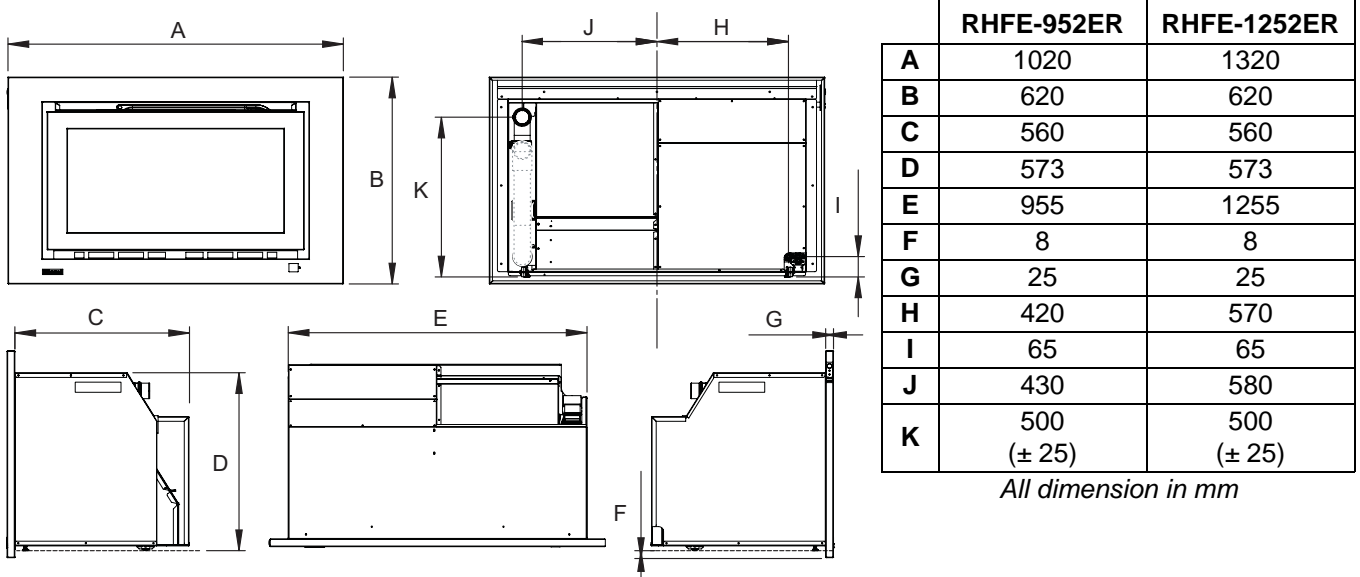
# INSTALLATION GENERAL

## PRODUCT SPECIFICATIONS

Models: RHFE-952ER & RHFE-1252ER			
<b>General Description</b>	Inbuilt, Fan Exhaust Balanced Flued Convection Flame Fire with IR Remote Control.		
<b>Gas Type</b>		<b>Natural Gas</b>	<b>Propane</b>
<b>Gas Input Rate (MJ/hr)</b>	Low	10	10
	High - Extended flue / High - Direct flue	31 / 34	32 / 34
<b>Gas Supply Pressure (kPa)</b>	Minimum / Maximum	1.13 / 3.50	2.5 / 3.50
<b>Gas Control</b>	Manual On/Off, 7 Heat Settings (Electric Touch Control) Remote IR		
<b>Heat-up area (m<sup>2</sup>)</b>	RHFE-952ER - 102	RHFE-1252ER - 114	
<b>Output (kW)</b>	RHFE-952ER - 7.52	RHFE-1252ER - 8.39	
<b>Burners</b>	2 x Flame Burners - Bunsen type		
<b>Gas Connection</b>	1/2" BSP Flare		
<b>Guard</b>	Mesh Guard		
<b>Flue System</b>	Forced Combustion, twin chamber coaxial flue system, provides air for combustion to the appliance and allows expulsion of combustion products to atmosphere. Results in 'room sealed' appliance.		
<b>Convection Fan</b>	Double drum 160mm x 180mm (diameter) 3 speed - Centrifugal		
<b>Combustion system</b>	Multi-port burners x2 Forced exhaust		
<b>Burner Media</b>	Ceramic Logs with Granules or Ceramic Stones with Granules		
<b>Ignition system</b>	Continuous spark electronic ignition		
<b>Operation</b>	Push button electronic / Remote control		
<b>Safety Devices</b>	<ul style="list-style-type: none"> <li>- Overheat thermistor</li> <li>- Overcurrent Fuse</li> <li>- Air temperature Thermistor</li> <li>- Flame failure sensing system</li> <li>- Thermal Fuse</li> <li>- Spark Detector</li> </ul>		
<b>Heat Exchanger</b>	Negative pressure, 3 stage HEX		
<b>Installation type</b>	Inbuilt Only		
<b>Thermostat - none</b>	Wireless remote		
<b>Colours</b>	Fascia - Stainless Steel on Black / Fascia - Black on Black		
<b>Remote Control</b>	Infra Red (IR) type. 2 x CR2450 button batteries		
<b>Weight - Engine only (Kg)</b>	RHFE-952ER	70	
	RHFE-1252ER	100	

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

## APPLIANCE DIMENSIONS



# HEATER LOCATION

When positioning the heater the main variables governing the location are Flueing and Warm Air Distribution.

This heater must not be installed where curtains or other combustible materials could come into contact with it. In some cases curtains may need restraining.

## ENCLOSURE REQUIREMENTS

These Rinnai units have a cool outer casing allowing it to be installed into existing Masonry fireplace or into a decorative fireplace constructed from combustible materials such as wood or plaster.

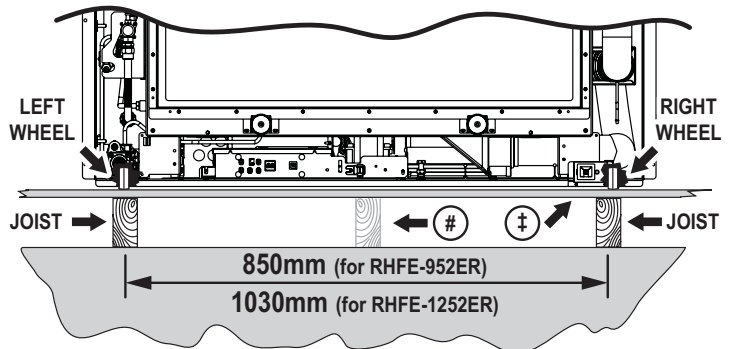


**For all installations, ONLY Rinnai ASP & ES Flue components MUST BE used. The Rinnai RHFE-952ER & RHFE-1252ER units MUST NOT be flued into 'natural draft' flue system or via a chimney. Consult the Rinnai "Power Flued Flamefire Space Heater Co-axial Flue System Installation Manual" supplied with flue kits ASPDFK or ASPKIT03 for detailed flue installation instructions.**

A pair of wheels located at the rear the heater allows it to slide in and out of the enclosure for ease of commissioning and maintenance. As such the heater must be positioned on a flat and level surface that allows free movement.

In a masonry fireplace, use a slurry of sand and cement to level the base as required.

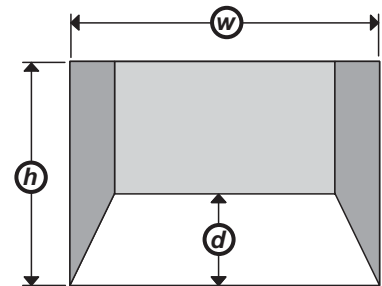
In a decorative fireplace, if the appliance is elevated from the ground, a base must be constructed using a board with supporting joists as shown. The joists used to support the appliance off the ground **MUST BE** capable of supporting a minimum of 105 kg.



‡ MDF (Customwood) board Minimum 20mm

# Please Note: there is a third wheel in the centre for the RHFE-1252ER

Enclosure Dimensions			
		RHFE-952ER	RHFE-1252ER
Ⓜ	Width	965 mm to 980 mm	1265 mm to 1280 mm
ⓗ	Height	575 mm to 580 mm	575 mm to 580 mm
ⓓ	Depth	570 mm (minimum)	

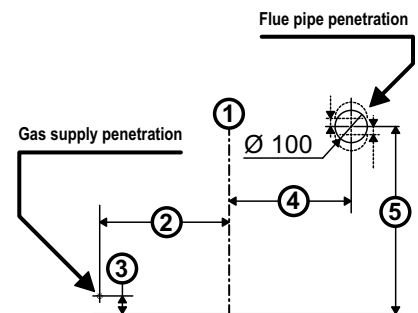


**The enclosure dimensions specified are critical to the successful installation of this appliance and must be strictly adhered to.**

## WALL PENETRATION REQUIREMENTS

Mark the location of the gas supply (consumer piping) and flue pipe penetrations from the centreline ① of the heater enclosure using the following dimensions:

RHFE-952ER	RHFE-1252ER
① Centreline of enclosure	① Centreline of enclosure
② 420 mm left of centreline	② 570 mm left of centreline
③ 65 mm from base of enclosure	③ 65 mm from base of enclosure
④ 430 mm right of centreline	④ 580 mm right of centreline
⑤ 500 mm from base of enclosure plus or minus 25mm	



Consideration must be given to the position of any studs, noggins or other components of the wall structure.



**Ensure the penetration points are marked accurately as this is critical for successful appliance installation.**

**The penetration for the flue pipe only needs to be made for 'Direct' flue installations, where the flue terminal is located directly to the rear of the appliance.**

**If no flue pipe penetration is required the markings are still useful for indicating the correct position of the flue transition within the enclosure for extended horizontal flue applications.**

**GAS SUPPLY**

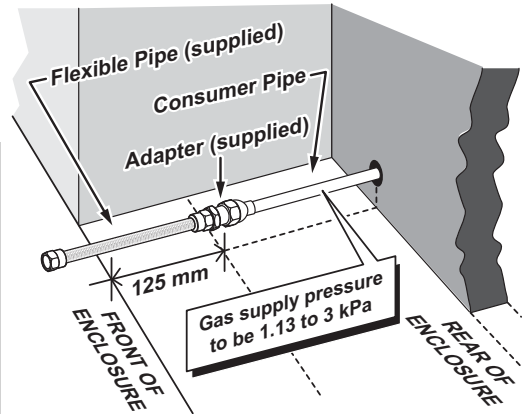
The gas supply terminates inside the heater and enters the appliance from the rear. To ensure correct positioning, terminate the gas supply so that it is 125 mm from the front of the enclosure opening.

Fit the supplied adapter and flexible hose to the gas supply prior to moving the heater into the enclosure.



**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. Suitable sizing chart such as the one in AS/NZS 5601 should be used.**

**PURGING THE GAS SUPPLY:** All foreign materials such as filings must be purged from the gas supply, as they may cause the gas control valve to malfunction.



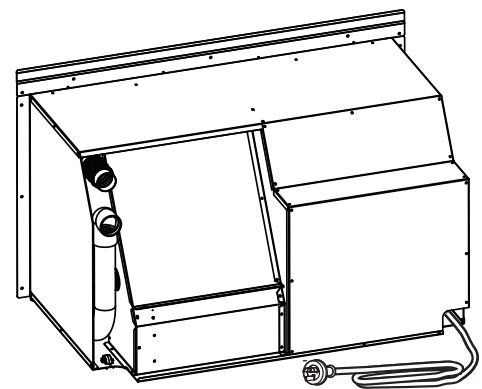
**ELECTRICAL SUPPLY**

This heater has a power cord with a three pin plug supplied. The power cord passes through the gap at the rear left of the appliance.

Rinnai recommend the heater be plugged into a 230V, 10A earthed power point. The power point must be a maximum of 1500 mm to the side of the heater (it must not be above the heater). Alternatively the appliance can be direct wired if the power supply is to be concealed.

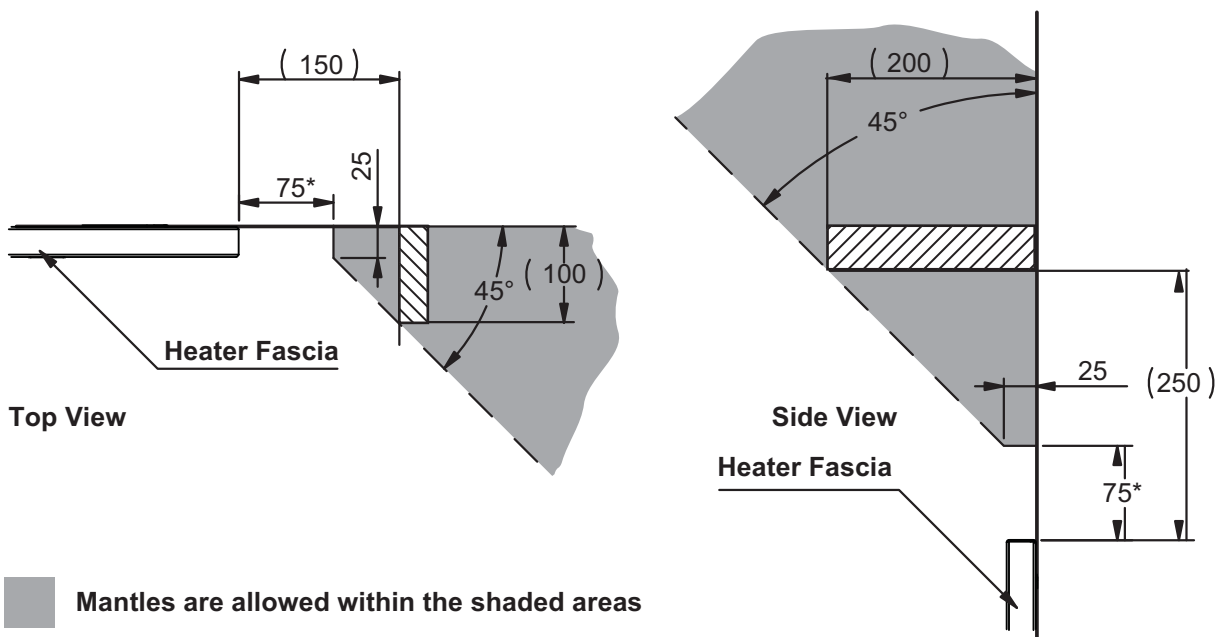


**Consult a qualified electrician if direct wiring is required as it must comply with the requirements of AS/NZS 5601 and AS/NZS 3000 and any other relevant local regulations.**



**MANTLE INSTALLATIONS**

A mantle is permitted providing the following clearances are met.



Mantles are allowed within the shaded areas



**\* 75 mm is the minimum clearance required for access to the heater controls and to allow cleaning / servicing.**

# FLUE INSTALLATION

## TYPES OF FLUE INSTALLATIONS



Consult the Rinnai “Power Flued Flamefire Space Heater Co-axial Flue System Installation Manual” supplied with flue kits ASPDFK or ASPKIT03 for detailed flue installation instructions. Use only Rinnai Flue components with this appliance.

Option	Components	Order Codes	
① <i>Direct</i>	‘Direct Flue’ Kit	ASPDFK	
② ③ ④ <i>Vertical Extension</i>	‘On Wall’ Kit Co-axial Pipe 900mm* Roof Cowl	ASPKIT03 ESPIPE900 ESROOFCOWL	
② ③ ④ <i>Vertical Extension</i>	‘On Wall’ Kit Co-axial Pipe 900mm* Bends (2 x 45°) Roof Cowl	ASPKIT03 ESPIPE900 ESBEND ESROOFCOWL	
③ ④ ⑤ <i>Vertical Extension</i>	‘Direct Flue’ Kit Co-axial Pipe 900mm* Bends (2 x 45°) Condensate Trap Kit Roof Cowl	ASPDFK ESPIPE900 ESBEND ESCONDK ESROOFCOWL	
③ ④ ⑤ <i>Vertical Extension</i>	‘Direct Flue’ Kit Co-axial Pipe 900mm* Bends (2 x 45°) Condensate Trap Kit Wall Terminal Kit	ASPDFK ESPIPE900 ESBEND ESCONDK ESWTKIT	
④ <i>Sideways Extension</i>	‘On Wall’ Kit Co-axial Pipe 900mm* Wall Terminal Kit	ASPKIT03 ESPIPE900 ESWTKIT	
⑤ <i>Down &amp; Out Extension</i>	‘On Wall’ Kit Co-axial Pipe 900mm* Bends (2 x 45°) Wall Terminal Kit	ASPKIT03 ESPIPE900 ESBEND ESWTKIT	
* Order number of lengths as required			



Flue is NOT to be terminated under the floor or in a roof space.

‘Down & Out’ and vertical ‘through roof’ flue installations are permitted ONLY when the flue terminal is located externally.



For horizontal installations there must be a continuous fall of at least 2° to the termination point to drain condensate.

All terminations exceeding a vertical height of 1.5 metres must incorporate a condensate trap.

‘Down & Out’ flue systems must have a continuous fall of at least 2° to the termination point to drain condensate. Flue terminal must be at least 300 mm above the ground in accordance with AS/NZS 5601 - Fig. 6.2.

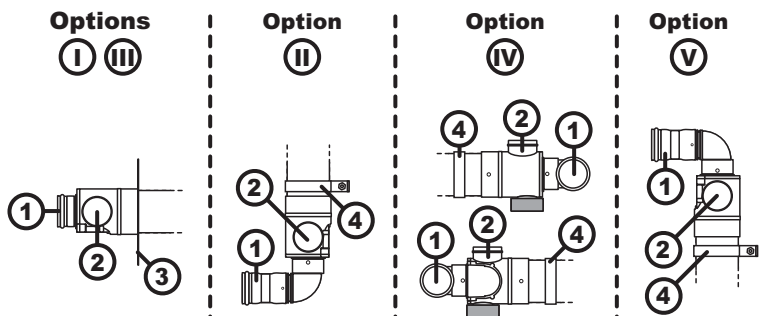
## FLUE SYSTEM TRANSITION CASTING

The flue system transition assembly provides a connection between the flue system and the heater’s flue spigot and air intake hose.

A minimum 5 mm clearance from combustible materials to the transition casting is required.

This clearance is provided automatically when the ‘stand off’ brackets ④ that are supplied are used.

Flue system transition casting components are: ① transition casting flue outlet, ② transition casting air inlet and ③ Wall plate.



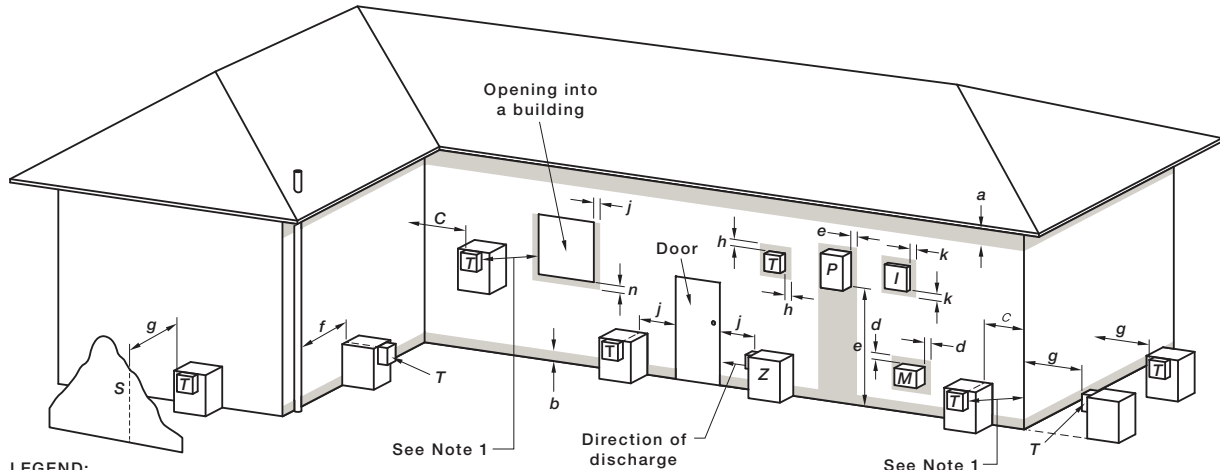
FLUE TERMINAL LOCATION



The RHFE-952ER & RHFE-1252ER flue terminal are 'Fan Assisted' with a maximum input of 34 MJ/h. Ensure that the location of the flue terminal can comply with the requirements of AS/NZS 5601 - Fig. 6.2 which is reproduced in part below.

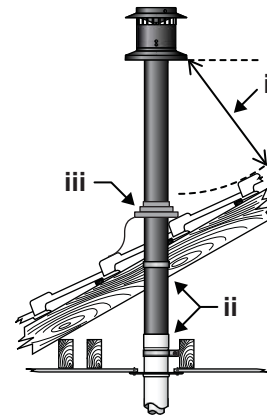
AS/NZS 5601 was current at the time of printing but may have been superseded. It is the installer's responsibility to ensure that requirements of the current version of AS/NZS 5601 are met.

The flue system must be fully assembled and secured in place before the heater is installed into the enclosure. When installing a condensate trap kit (ESCONDK) the condensate MUST BE drained to the inbuilt condensation drain tray of the heater (refer to "CONNECTING THE FLUE SYSTEM" on page 23). Consult the Rinnai "Power Flued Flamefire Space Heater Co-axial Flue System Installation Manual" supplied with flue kits ASPDFK or ASPKIT03 for further flue installation instructions.



**LEGEND:**  
 I = Mechanical air inlet  
 M = Gas meter  
 P = Electricity meter or fuse box  
 S = Structure  
 T = Flue terminal  
 Z = Fan-assisted appliance only  
 Shading indicates prohibited area for flue terminals

Ref.	Item	Min. Clearances (mm)
		Natural Draught
a	Below eaves, balconies and other projections:	
	• Appliances up to 50 MJ/h input	300
	• Appliances over 50 MJ/h input	500
b	From the ground, above a balcony or other surface *	300
c	Front a return wall or external corner *	500
d	From a gas meter (M) (see 5.11.5.9 for vent terminal location of regulator) (see Table 6.6 for New Zealand requirements)	1000
e	From an electricity meter or fuse box (P) †	500
f	From a drain pipe or soil pipe	150
g	Horizontally from any building structure* = or obstruction facing a terminal	500
h	From any other flue terminal, cowl, or combustion air intake †	500
j	Horizontally from an openable window, door, non-mechanical air inlet, or any other opening into a building with the exception of sub-floor ventilation:	
	• Appliances up to 150 MJ/h input *	500
	• Appliances over 150 MJ/h input up to 200 MJ/h input *	1500
	• Appliances over 200 MJ/h input up to 250 MJ/h input *	1500
	• Appliances over 250 MJ/h input *	1500
	• All fan-assisted flue appliances, in the direction of discharge	-
k	From a mechanical air inlet, including a spa blower	1500
n	Vertically below an openable window, non-mechanical air inlet, or any other opening into a building with the exception of sub-floor ventilation:	
	• Space heaters up to 50 MJ/hr input	150
	• Other appliances up to 50 MJ/hr input	500
	• Appliances over 50 MJ/h input and up to 150 MJ/h input	1000
	• Appliances over 150 MJ/h input	1500



i Minimum clearance 500mm to nearest part of roof  
 ii Minimum clearance 25mm to any combustible materials  
 iii Decktile or lead collar flashing

\* - unless appliance is certified for closer installation  
 † - Prohibited area below electricity meter or fuse box extends to ground level.

**NOTES:**

- Where dimensions c, j or k cannot be achieved an equivalent horizontal distance measured diagonally from the nearest discharge point of the terminal to the opening may be deemed by the Technical Regulator to comply.
- See Clause 6.9.4 for restrictions on a flue terminal under a covered area.
- See Figure J3 for clearances required from a flue terminal to an LP Gas cylinder. A flue terminal is considered to be a source of ignition.
- For appliances not addressed above acceptance should be obtained from the Technical Regulator.

FIGURE 6.2 (in-part) MINIMUM CLEARANCES REQUIRED FOR FAN-ASSISTED FLUE TERMINALS, ROOM-SEALED APPLIANCE TERMINALS AND OPENINGS OF OUTDOOR APPLIANCES



The flue terminal should be positioned away from flammable materials.

# HEATER INSTALLATION

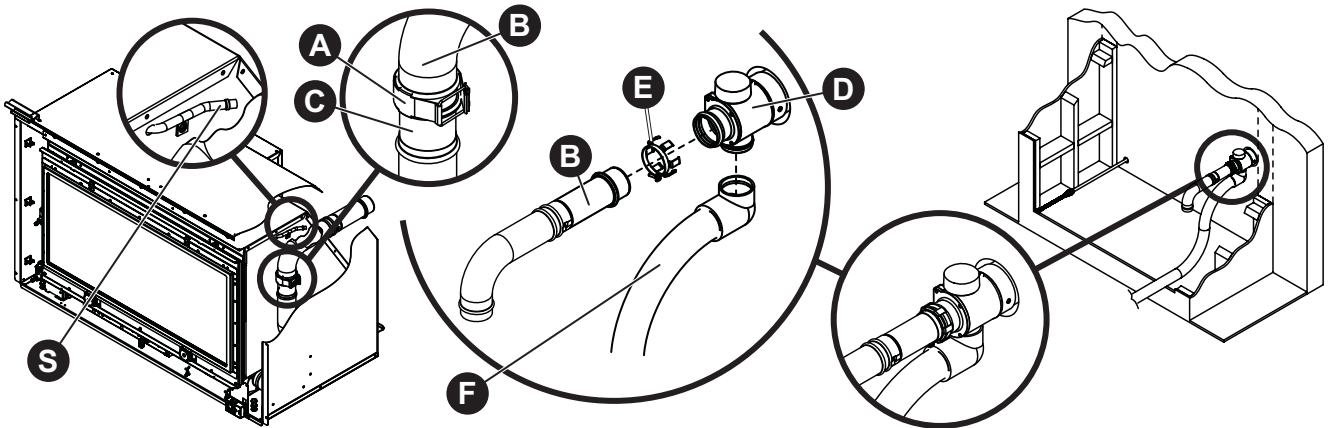
## 1. UNPACKING THE APPLIANCE

The heater components are supplied in three main cartons. These cartons contain the heater engine assembly, the fascia and the burner media for the contents of each carton refer to "CARTON CONTENTS / ITEM CHECKLIST" on page 4.

Check for damage and missing parts. If the heater is damaged or missing any parts, contact your supplier for advice. Before installing the appliance, check it is labelled for the correct gas type (see label on top rear of heater). Refer to local gas authority for confirmation of gas type if you are in doubt.

Remove the heater engine assembly from the engine carton and position in front of the enclosure opening.

## 2. CONNECTING THE FLUE SYSTEM



1. Un-clip pipe clamp **A** and remove the telescopic extension tube **B** from the exhaust pipe **C**.
2. Secure the telescopic extension tube **B** to the flue system transition casting **D** with the exhaust pipe lock **E** and attach the air hose **F** to the flue system transition casting **D**.



**When the condensate trap kit (ESCONDK) is installed, condensate products MUST BE drained to the heaters inbuilt condensation drain tray. With a continuous fall connect the drain hose (supplied with ESCONDK) from the condensate trap outlet pipe to the condensation drain tray inlet pipe **S**.**



**The heater does not come supplied with flue components. These are purchased separately. ONLY the specified Rinnai flue components MUST be used with this appliance.**

**Connections between the heater and the flue system MUST BE made in accordance with the Rinnai "Power Flued Flamefire Space Heater Co-axial Flue System Installation Manual" supplied with flue kits ASPDFK or ASPKIT03.**

**Ensure the flue spigot of the heater is properly secured to the flue connection on the flue system transition casting using the clip and clamp provided.**

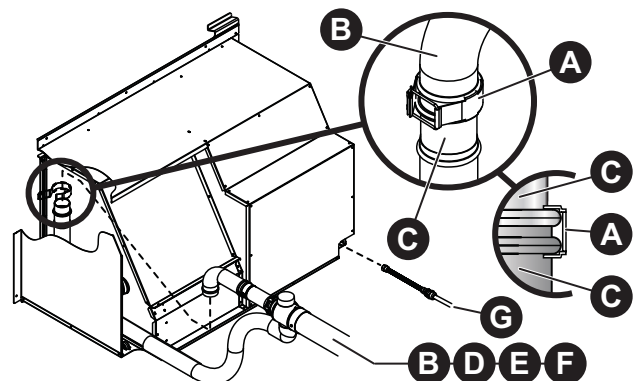
**If this joint is not secured properly products of combustion could disperse into the room being heated which may result in a dangerous condition.**

**Ensure the elbow of the air intake hose from the heater is properly secured to the air connection on the flue system transition casting using the cable tie provided and that the rubber seal is placed on the unused air intake connection of the transition piece.**

3. Carefully move the heater engine into the enclosure / cavity, guiding the consumer piping / flexible gas connection **G** and telescopic extension tube **B** into the access openings and through the appliance.

Ensure that the air hose **F** is also not in a position that it could be jammed behind or crushed by the engine.

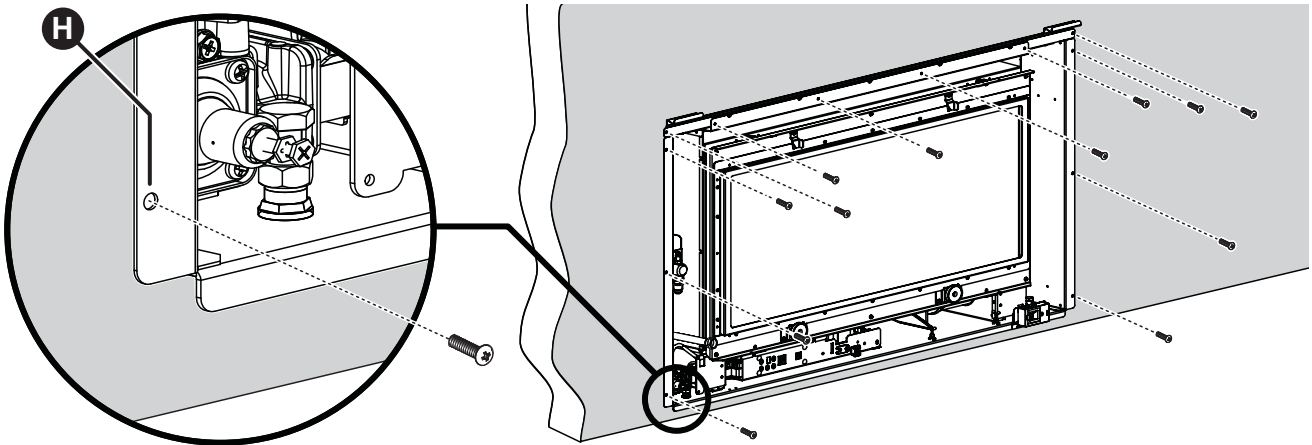
4. Once the engine is positioned home, re-connect the flue exhaust **C** to the telescopic extension tube **B** and secure both together with pipe clamp **A**.





### 3. SECURING THE ENGINE

With the heater positioned home, secure in place with appropriate fasteners (not supplied) through the 12 mounting points provided **H**.



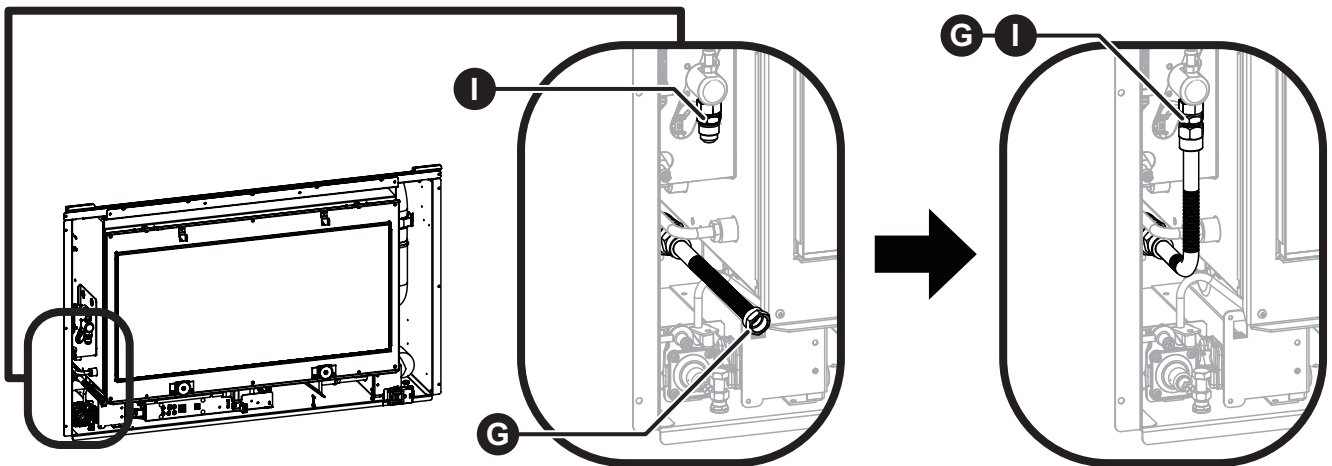
### 4. CONNECTING THE APPLIANCE TO THE GAS SUPPLY



**230 VOLTS, RISK OF ELECTRICAL SHOCK!**  
**ISOLATE THE ELECTRICITY SUPPLY BEFORE CONTINUING.**



Securely connect the consumer piping / flexible gas connection **G** to the appliances gas inlet point **I**. Test all connections for gas leaks.



Use a soapy solution to test all gas connections. If a leak is present bubbles will form at the leak point. When finished remove any residue with a rag.

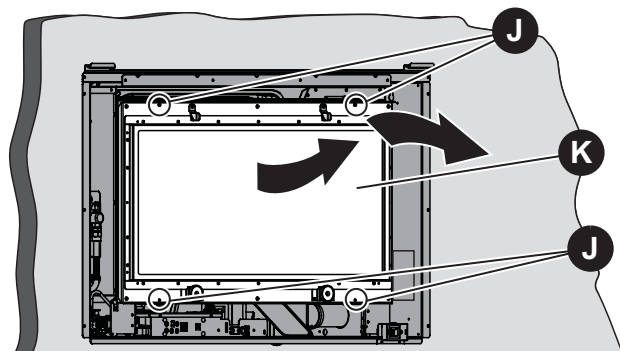
Prevent any soapy solution from coming in contact with the electrical components.

### 5. INSTALLING CERAMIC BURNER MEDIA

#### Removing Combustion Chamber Glass

Before the ceramic burner media can be installed the combustion chamber glass panel needs to be removed as follows:

1. Remove the four retaining screws **J** that secure the combustion chamber glass panel **K** to the heater engine.
2. Then Rotate and lift the combustion chamber glass **K** clear of the combustion chamber. Place both glass and screws in a safe location until required.







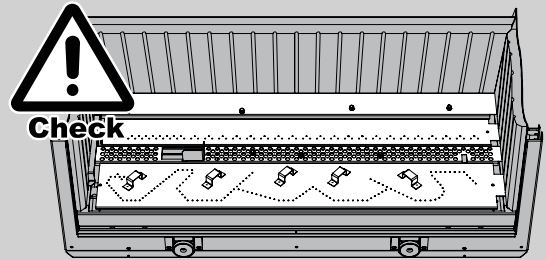
Before placing any burner media into the burner box, check to ensure that the ports of the main burner are clean and clear of any particles and all packaging material.

For clarity the drawings are displayed without showing the entire heater.

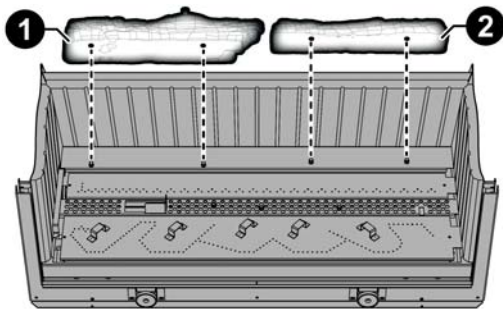
DO NOT remove the burner from heater engine to install the log set.

Use extreme care when handling the Log Set components, as they are made from a very fragile high temperature material and will damage if handled roughly, only remove the components from their packaging as required.

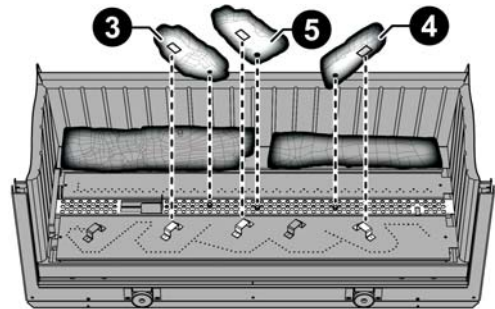
The log set (A.) or stones (B.) MUST BE installed in the positions as stated.



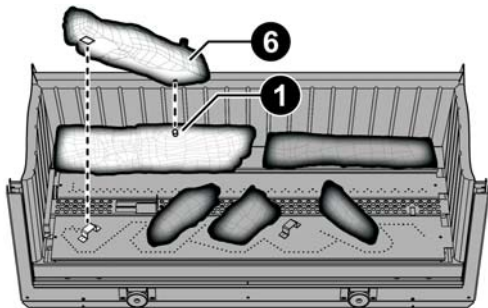
**A. Installation of Ceramic Log Set (RHFE-952ER)**



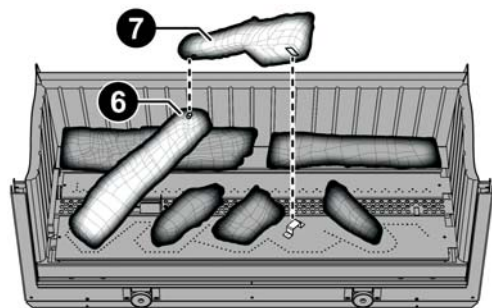
1. Logs 1 & 2 have a pair of pin holes in their bases, log 1 has an additional location pin on its top. Fit these logs to the back of the burner box as shown.



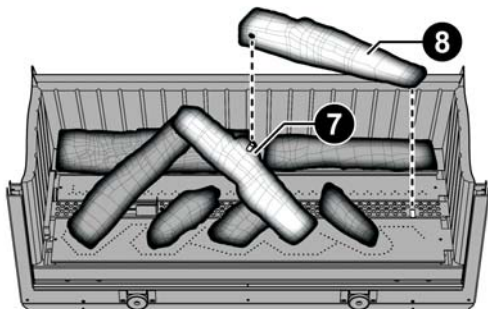
2. Logs 3, 4 & 5 each have both a pin hole and a slot in their base and are dimensioned as to only fit in a specific location. Fit these logs to the front of the burner box as shown.



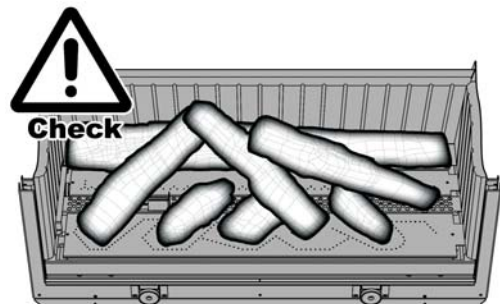
3. Log 6 has both a pin hole and a slot in its base and a location pin at one end on its top. Fit the log to front of the burner box and onto the pin of log 1 as shown.



4. Log 7 has both a pin hole and a slot in its base and a location pin midway on its top. Fit the log to front of the burner box and onto the pin of log 6 as shown.

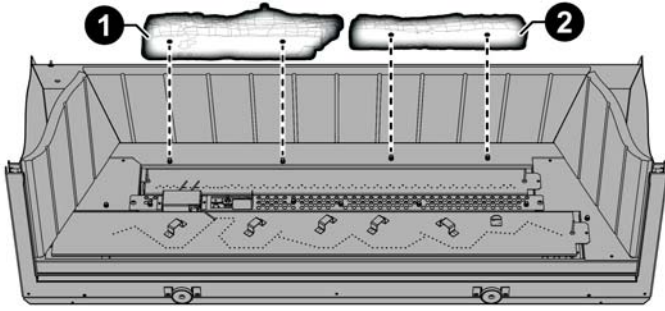


5. Log 8 only has a pin hole in one end of its base. Fit the log to slot in the middle of the burner box and onto the pin of log 7 as shown.

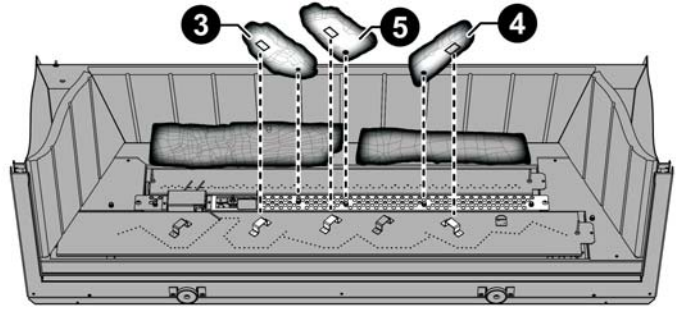


6. ⚠ Confirm the correct location of all the logs before proceeding with the placement of the granular burner medium.

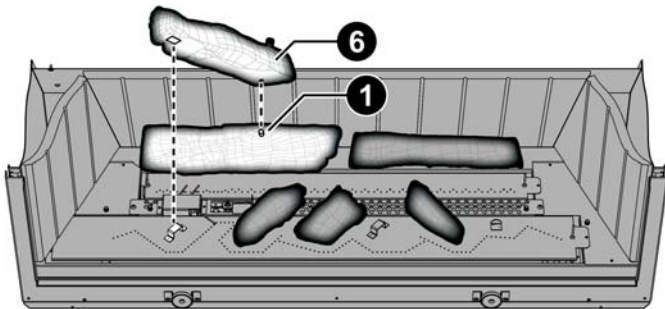
**A. Installation of Ceramic Log Set (RHFE-1252ER)**



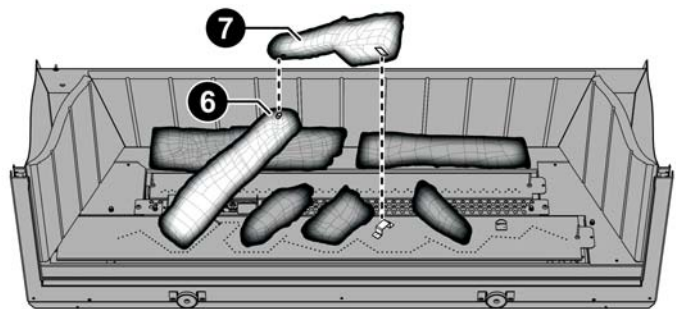
1. Logs **1** & **2** have a pair of pin holes in their bases, log **1** has an additional location pin on its top. Fit these logs to the back of the burner box as shown.



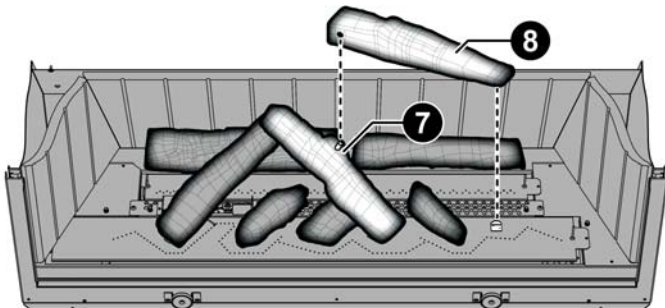
2. Logs **3**, **4** & **5** each have both a pin hole and a slot in their base and are dimensioned as to only fit in a specific location. Fit these logs to the front of the burner box as shown.



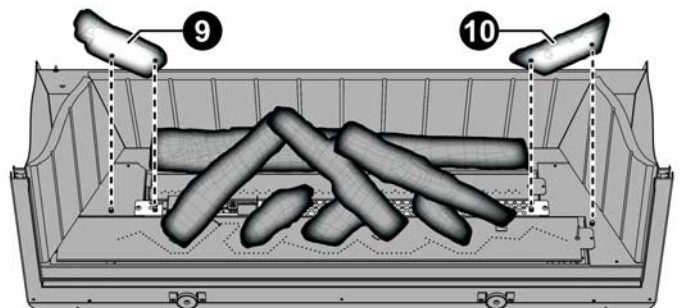
3. Log **6** has both a pin hole and a slot in its base and a location pin at one end on its top. Fit the log to front of the burner box and onto the pin of log **1** as shown.



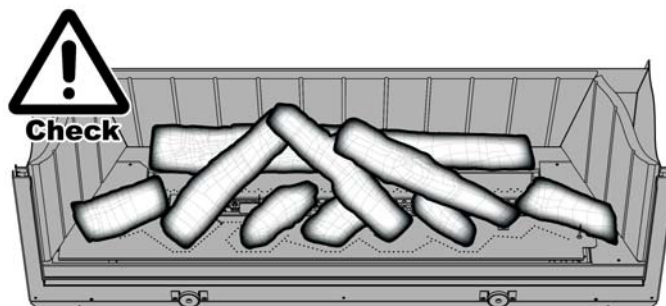
4. Log **7** has both a pin hole and a slot in its base and a location pin midway on its top. Fit the log to front of the burner box and onto the pin of log **6** as shown.



5. Log **8** only has a pin hole in one end of its base. Fit the log to slot in the middle of the burner box and onto the pin of log **7** as shown.



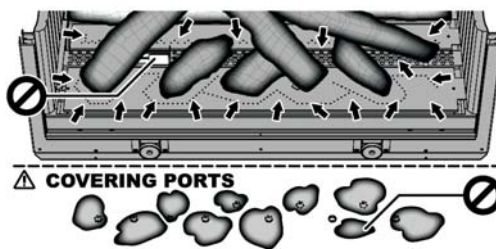
6. Logs **9** & **10** each have two pin holes in their base and are dimensioned as to only fit in a specific location. Fit these logs to the middle of the burner box as shown.



7. **⚠** Confirm the correct location of all the logs before proceeding with the placement of the granular burner medium.

**Installation of Granular Burner Media (Both Models)**

1. Ensure that all the logs are firmly seated in their correct positions and check that the ports of both burners are clean and clear of blockages from debris that may have been deposited during the log installation.
2. Carefully place the supplied granular burner media over and around the front and rear burner ports.



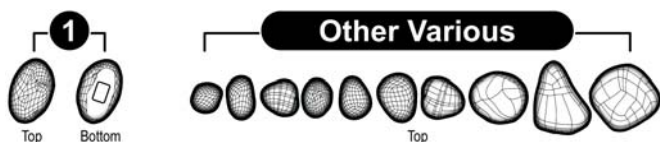
It is desirable that the gas jets are diffused by the granular burner media, as this will reduce any 'candling' effect of the flame, as well as enhance the flames look and the realistic log burning appearance of the heater. ⚠ DO NOT place granular material on top of the pilot or force any granular material into and or completely block any of the burner ports.

Time taken for complete ignition of both front and rear burners MUST NOT exceed 35 seconds. If complete ignition exceeds 35 seconds reposition granular media as per step 2 above and re-test.

**B. Installation of Ceramic River Stones (Both Models)**

The stone set for the RHFE-952ER consists of 30 stones of various size, colour, quantity and shape, of these there are 5 stones that have a central location slot ❶.

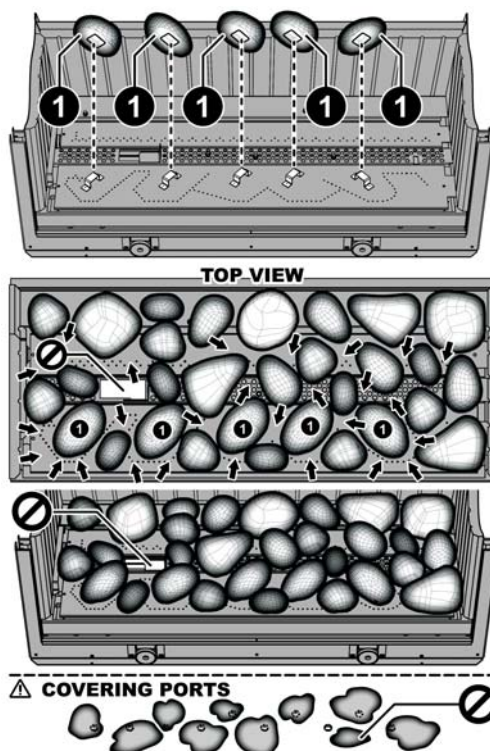
The stone set for the RHFE-1252ER consists of 40 stones of various size, colour, quantity and shape, of these there are 5 stones that have a central location slot ❶.



1. Place one of the slotted stones ❶ onto each of the five brackets located on the front burner, ensuring a random orientation of these stones will achieve the best visual appearance.
2. Place the remaining stone types evenly over the surface of both burners in a random manner, ensuring a random orientation of these stones will again achieve the best visual appearance.

The TOP VIEW image to the right may be used as an approximate guide to the stone placement.

3. Carefully place the supplied granular burner media in and around the stones. For the best flame effect carefully place the granular burner medium over and around the front and rear burner ports.



Note: Same install method used for both models, RHFE-952ER shown.



It is desirable that the gas jets are diffused by the granular burner media, as this will reduce any 'candling' effect of the flame as well as enhance the flames look.

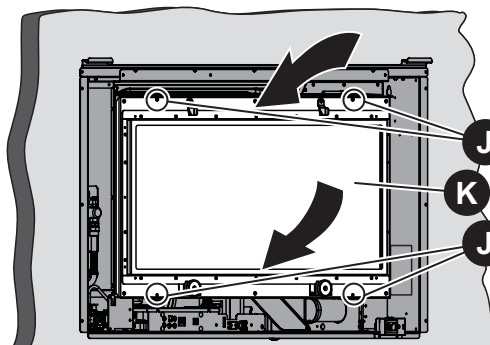
⚠ DO NOT place granular material on top of the pilot or force any granular material into and or completely block any of the burner ports.

Time taken for complete ignition of both front and rear burners MUST NOT exceed 35 seconds. If complete ignition exceeds 35 seconds reposition granular media as per step 3 above and re-test.

**Replacing Combustion Chamber Glass**

1. Tilt the Combustion Chamber Glass **K** forward by about 10° and sit it onto the bottom supports of the Combustion Chamber frame and rotate back to vertical at the top.
2. Replace and **HAND TIGHTEN** the four retaining screws **J**, then back each of the screws off by a ¼ of a turn to ensure the combustion chamber glass retaining springs are engaged.

To test this gently pull the top of the glass frame forward and release, a correctly fitted the glass will spring firmly back into place and seal the combustion chamber.





6. COMMISSIONING

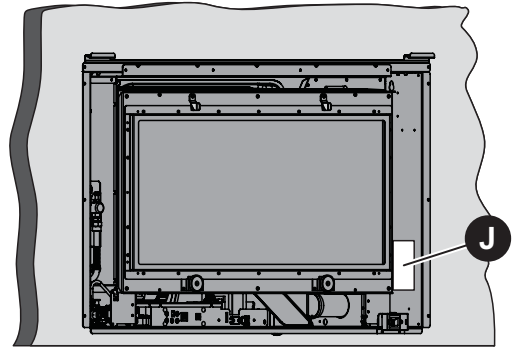
**Extended Flue**

The gas pressures of the appliance are factory pre set for 'extended flue' installations (page 21 Options ②, ③, ④ and ⑤) and will normally not require adjustment and you may proceed to step 7).

**Direct Flue**

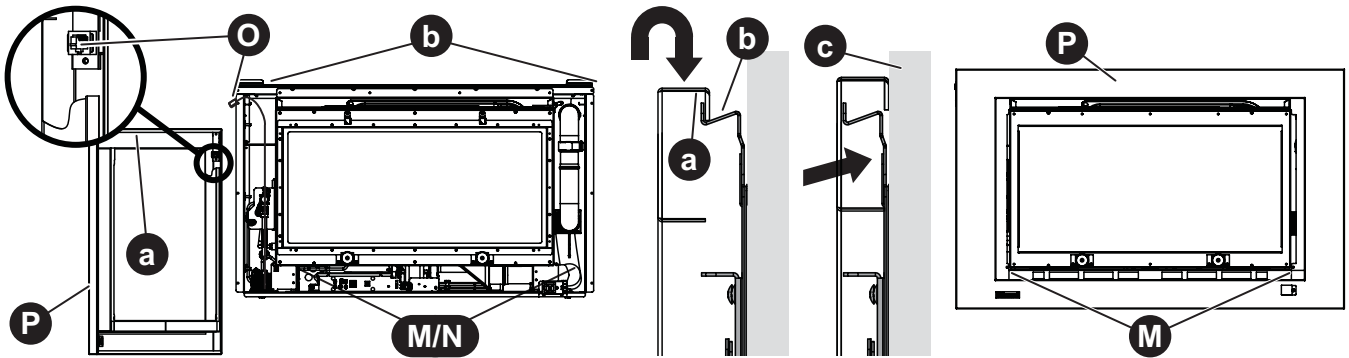
If the appliance is to be used with a 'direct' flue system (page 21 Option ①), then gas pressures will need to be adjusted in accordance with the commissioning instruction sheet **L** located in a plastic pouch inside the appliance at the bottom right.

When commissioning is complete check for full and correct operation of the appliance, and return the commissioning instruction sheet to its plastic pouch, proceed to step 7.



7. INSTALLING THE OUTER FASCIA PANEL

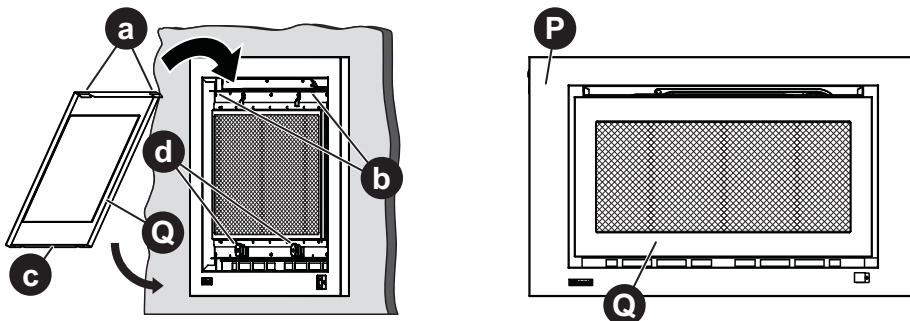
1. Remove but **DO NOT DISCARD** the two fascia retaining screws **M** shipped installed in the lower fascia mounting brackets **N** of the heater engine.



2. Position the fascia close to the heater engine and connect the RJ45 plug into the socket located on the inside top left of the fascia **O**, (this connects the push button control panel via a communications cable to the heater engine's control box).
3. Mount the outer fascia **P** to the engine by hooking the top inside fold of the outer fascia **a** over the tabs on the top lip of the engine body **b**, then push the outer fascia in towards the engine body until flush with the wall surface **c**. Secure the fascia to the heater engine with two retaining screws **M**.

8. INSTALLING THE INNER FASCIA PANEL

1. Mount the inner fascia **Q** to the engine by hooking the tabs of the inside top of the inner fascia **a** to the top lip of the combustion chamber frame **b**.



2. Rotate the bottom of the inner fascia **c** in towards the engine body allowing the magnets **d** to secure the inner fascia to the heater engine.

9. INSTALLATION AND COMMISSIONING CHECKLIST

- Complete the Installation Check List and the Installer details below.
- Instruct customer on the Rinnai RHFE-952ER / RHFE-1252ER Power Flued Flamefire operation.
- Ensure the customer understands the content of this manual.



**Advise the customer that during the initial burning period of approximately 2 hours, some smoke and odour may be experienced. During this period the heater should be operated on 'High' and the space being heated should be well ventilated. It may take up to 20 minutes of operation for the logs to achieve their full flame pattern and glow.**



**The glass dress guard fitted to this appliance reduces the risk of fire and injury and no part of it should be permanently removed.**

- For protection of young children or the infirm a secondary guard is required.
- Ensure this Operation and Installation manual is left with the customer.



**Ensure the Customer understands that:**

**No part of this appliance should be permanently removed.**

**Paper or other material MUST NOT be burnt in this appliance.**

**Young children and the infirm should be supervised at all times.**

10. FINAL CHECKLIST

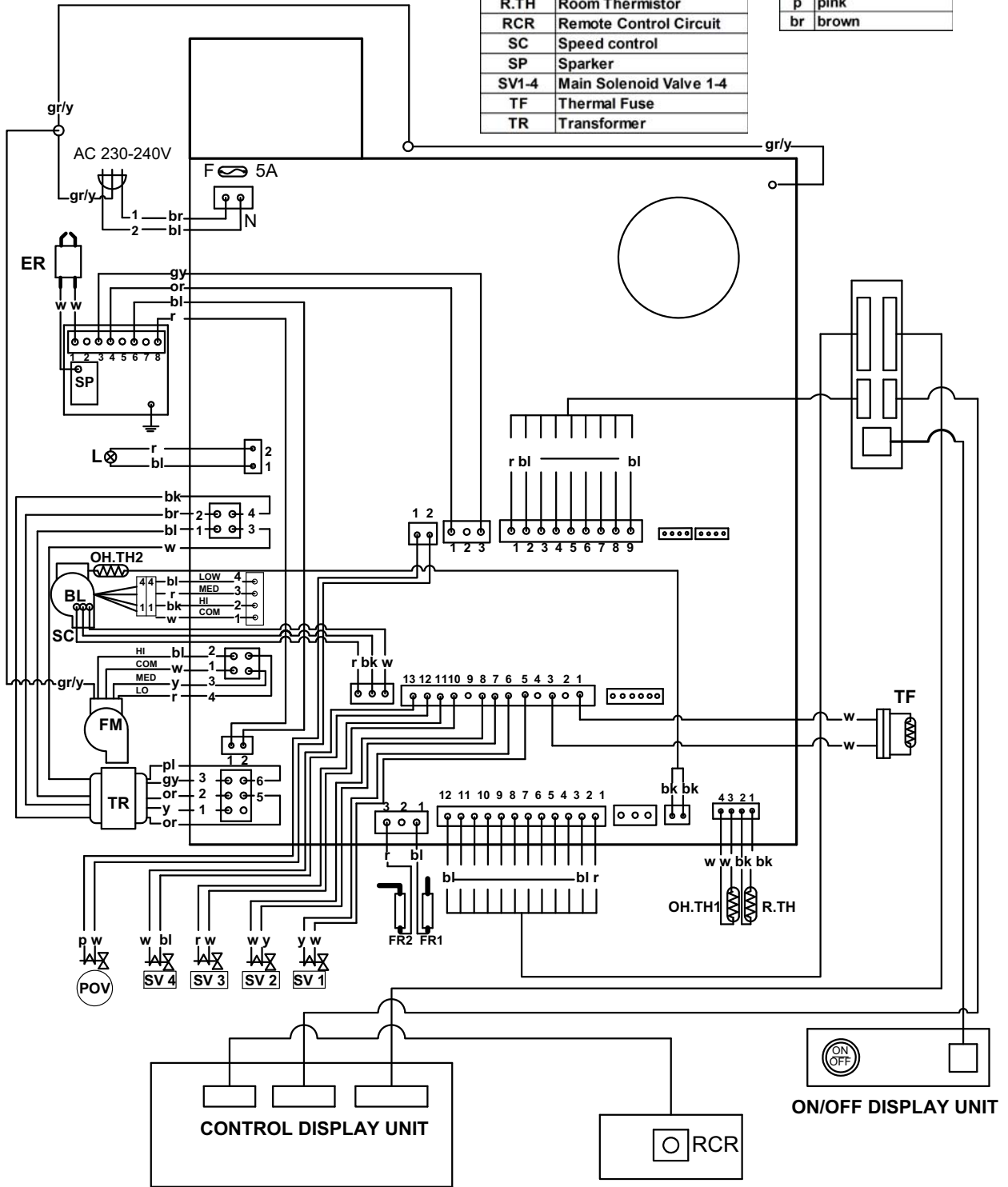
**(To be completed by certified Gas Installer)**

	NO	/	YES
1. Appliance positioned in a suitable location? (clearances, combustible clearances, mantels & surrounds, etc.).	<input type="checkbox"/>		<input type="checkbox"/>
2. Is a Rinnai approved flue system installed & tested in accordance with the instructions?	<input type="checkbox"/>		<input type="checkbox"/>
3. Gas pressure checked and set?	<input type="checkbox"/>		<input type="checkbox"/>
4. Has the burner media been installed as per instructions?	<input type="checkbox"/>		<input type="checkbox"/>
5. Appliance tested for correct operation and to ensure no gas leaks?	<input type="checkbox"/>		<input type="checkbox"/>
6. Customer instructed on operating procedure and safety requirements?	<input type="checkbox"/>		<input type="checkbox"/>
7. Is the end-user fully aware of operating procedure?	<input type="checkbox"/>		<input type="checkbox"/>

# WIRING DIAGRAM

Mark	Part
B	Burner
BL	Combustion Fan Motor
ER	Electrode
F	Fuse Electrical
FM	Convection Fan Motor
FR1-2	Flame Rod 1-2
L	Light
OH.TH 1-2	Over Heat Thermistor 1-2
PB	Pilot Burner
POV	Modulated Solenoid Valve
R.TH	Room Thermistor
RCR	Remote Control Circuit
SC	Speed control
SP	Sparker
SV1-4	Main Solenoid Valve 1-4
TF	Thermal Fuse
TR	Transformer

Mark	Colour
bk	black
bl	blue
gr/y	yellow-Green stripe
gy	grey
or	orange
pl	purple
r	red
w	white
y	yellow
p	pink
br	brown



WIRING DIAGRAM UNI CONTROL MODEL 2  
2 Burners and Combustion Fan  
Issue 1



# Rinnai

**Rinnai Australia Pty. Ltd.** ABN 74 005 138 769

## Head Office

100 Atlantic Drive,  
Keysborough VIC 3173

P.O. Box 460  
Braeside, Victoria 3195

Rinnai has a Service and Spare Parts network with personnel who are fully trained and equipped to give the best service on your Rinnai appliance. If your appliance requires service, please call our National Help Line. Rinnai recommends that this appliance be serviced every 2 years.

## National Help Line:

Phone: 1300 555 545\* Fax: 1300 555 655\*

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

E-mail: [enquiry@rinnai.com.au](mailto:enquiry@rinnai.com.au)

For further information visit: [www.rinnai.com.au](http://www.rinnai.com.au)