



## Compact 2 gas fireplace

### Operation guide

**Rinnai**

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# Important

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Appliance must be installed with a Rinnai approved flue system.

This appliance must be installed in accordance with:

- Manufacturer's installation instructions
- AS/NZS 5601 Gas Installations
- AS/NZS 5263 Gas appliance standards

For use with Natural Gas or Universal LPG as indicated on the appliance.

Appliance must be installed, commissioned and serviced by an authorised person, being in New Zealand a licensed gasfitter.

## **Warning**

Improper installation, adjustment, alteration, service and 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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[youtube.com/rinnainz](https://www.youtube.com/rinnainz)  
[facebook.com/rinnainz](https://www.facebook.com/rinnainz)

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## Servicing

Gas fires, like cars, require regular maintenance and servicing. For reliable operation Rinnai gas fires should be serviced **every two years**, including inspection of the flue system.

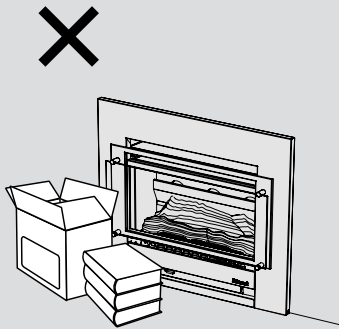
# Safety

## Important

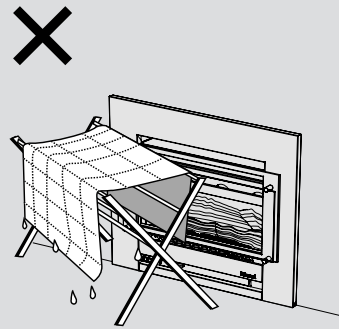
This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

- The heater must not be used or operated if any part of the appliance is damaged
- Do not place articles on or against this appliance
- Do not use or store flammable materials near this appliance
- Do not spray aerosols in the vicinity of this appliance while it is in operation
- Do not modify this appliance
- The fire must not be located immediately below a power socket outlet (potential fire hazard)

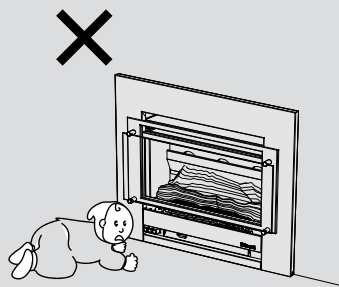
Do not restrict warm air discharge by placing articles in front of the fire.



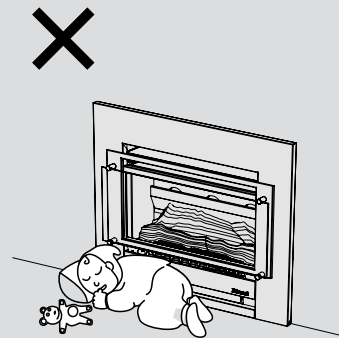
The fire must not be used for any other purpose other than heating.



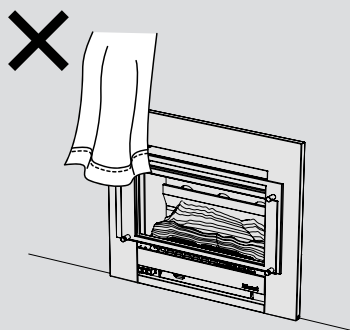
Children should be supervised at all times to ensure they do not play with the fire. Hand or body contact with the fire must be avoided.



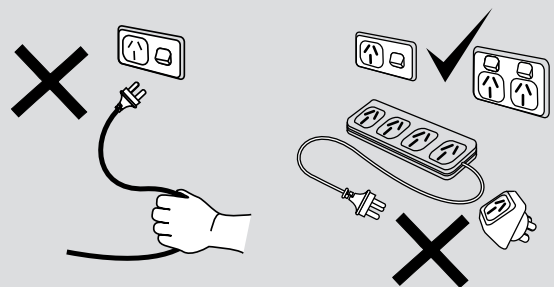
Do not allow anyone to sit, lean or sleep directly in front of the fire.



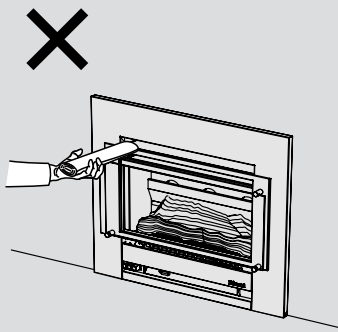
Do not allow curtains or other combustible materials to come into contact with the fire.



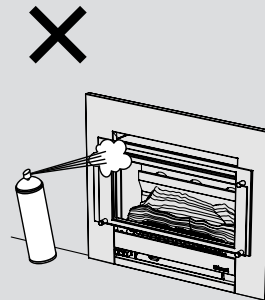
Do not unplug the appliance while it is operating. Do not use power boards or double adapters to operate the unit.



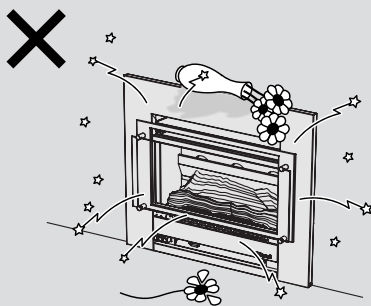
Do not post or allow children to post articles into the louvres of the heater.



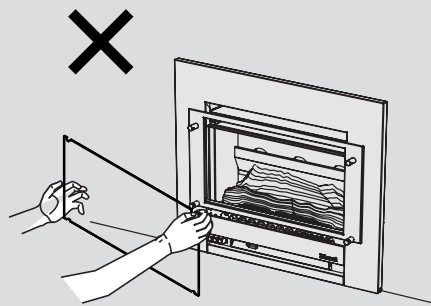
Do not spray aerosols while the appliance is operating. Most contain butane gas which can be a fire hazard if used near the appliance.



Do not place containers of liquid on top of the heater. Water spillage can cause extensive damage and create an electrocution hazard.



Do not remove the glass dress guard, it is fitted to reduce the risk of fire or injury from burns and no part of it should be removed.



## Safety devices

### Overheat switches

When the heater gets too hot during operation, for example when the air outlet louvres are blocked, or during a power outage, the overheat switches turn the gas off automatically and allow the heater to restart when cooled down.

### Electrical fuse

The electrical circuits are protected by a fuse.

### Flame failure sensing system

Automatically cuts off the gas supply in the event of a flame failure.

### Power failure

In the event of a power failure, while the heater is in operation the fan will stop, however the gas valves remain open and continue to heat the appliance. The overheat protection may then shut off the gas to protect the unit, however switching to its lowest setting may allow the fire to continue operating without overheating.

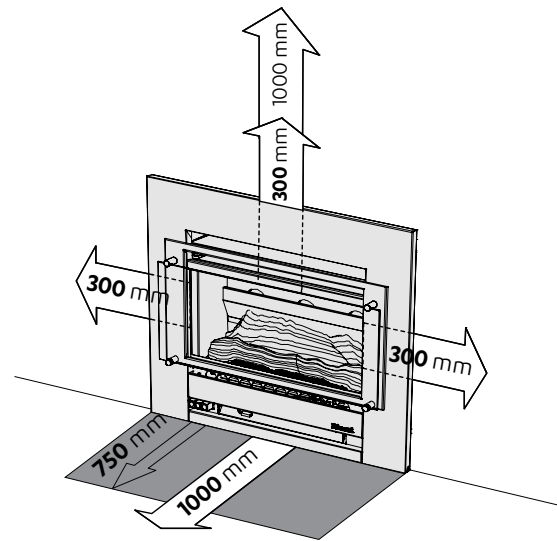


# Clearances

The clearances, measured from the **edge of the inner glass**, are minimum clearances unless otherwise stated.

## While the unit is operating

The fire must not be installed where curtains or other combustible materials could come into contact with the unit. The 1000 mm clearance shown is the clearance to the ceiling. The 300 mm side clearance includes side walls.



## Wall surface above the fire

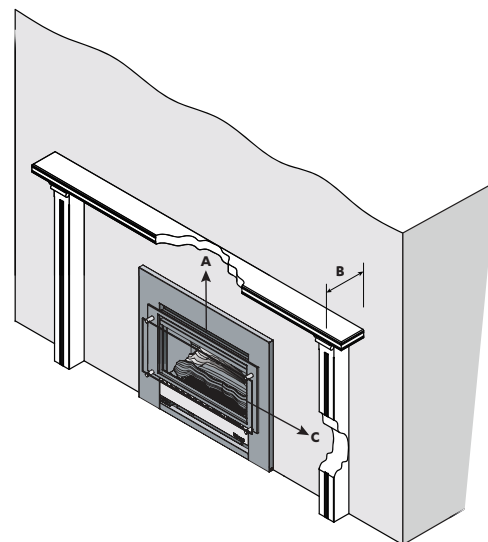
The temperature of the wall surface directly above the appliance may get warm and discolour paint finishes or distort wall coverings. For durability of surfaces, please contact the manufacturer for their specification. The finish needs to be able to withstand temperatures of up to 65 °C above ambient.

## Floor protection

Heat from this fire may 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 the fire, extending at least 750 mm in front.

## Mantels and surrounds

Mantels and surrounds, made of combustible materials such as wood, 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. A hearth must not obscure the front face of the fire or obstruct the fire in any way (including the frame around the fire).

## TV installation above the fire

Installing a TV directly above the Compact 2 **is not recommended** due to the heat being emitted directly above the fire and also heat being generated from the flue components.

<b>A</b>	Mantel needs to be a min. of 300 mm away from the edge of the inner glass
<b>B</b>	Max. mantel depth at 300 mm (A) is 150 mm
<b>C</b>	Surround needs to be a min. of 300 mm away from the edge of the inner glass

For every 50 mm of added mantel depth, there must be an additional 100 mm of clearance from the edge of the glass. For example:

Mantel depth	A: Clearance required
200 mm	400 mm
250 mm	500 mm
300 mm	600 mm

# General information

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

## Electrical connection

The Compact 2 comes with a 1.5 m power cord and a 3-pin plug. The electrical connection can exit the unit from the lower left or right hand side, or from the rear of the fire.

If the supply cord is damaged it must be replaced by a licensed tradesperson. This must be a genuine replacement part available from Rinnai.

The connection is either direct wired<sup>1</sup> or connected to a power point within the cavity. This must be connected to a dedicated earthed power point. The electric isolation switch must be accessible after the appliance has been installed.

## Installation by a licensed tradesperson

Only a licensed tradesperson can install, adjust, maintain, and service this gas fire. Any work carried out by a non-licensed tradesperson is illegal and will void any warranty.

## Installer handover

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 installation checklist and installer details (p. 11), and leave this guide with you.

## Soot deposits

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

## Environmental

Your Rinnai gas fire is manufactured from a number of recyclable materials. At the end of its useful life please consider what parts could be recycled, for example scrap metal.



## Care and maintenance

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

## Servicing

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.



Servicing and repair should only be carried out by authorised personnel, please call Rinnai (0800 746 624).

For reliable operation Rinnai gas fireplaces 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 and servicing is not covered by the Rinnai warranty.

<sup>1</sup> Consult a qualified electrician if direct wiring is required as it must comply with AS/NZS 5601 and AS/NZS 3000 and other relevant local regulations

# Operating your Compact 2

Your Compact 2 is operated by manual push button control, located on the left hand side of the appliance.

## Ignition

Firmly press the IGN button for ten seconds and release. This operates the built-in safety device and starts the electronic spark—lights to pilot.

## Adjusting the heat

Press the buttons from LOW to HIGH. This will ignite the additional burners.

## Turning off

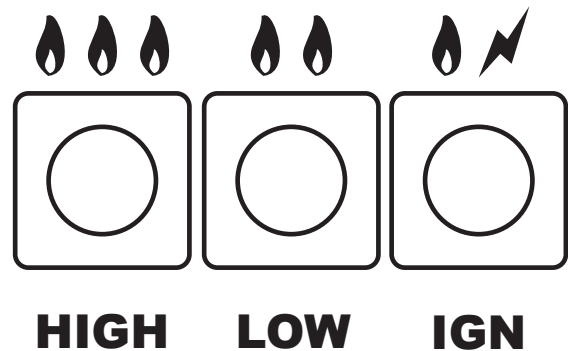
Press and release the buttons from HIGH to IGN until they are in the off position. The fan will stop when the unit cools down.

## Fan operation

The fan will operate automatically when the fire warms up (this is to reduce the amount of cold air being pushed out into the room), and will stop when it cools down. When the fire is on the LOW setting, the fan may turn off as the unit cools. The fan will restart again once the unit warms up.

## In the event of a power failure

If there is a power failure, turning the fire to the LOW setting may allow it to continue to operate without overheating. Remaining on the HIGH setting will cause the overheat protection switch to activate. This will shut down the appliance.



The words HIGH, LOW, and IGN are not part of the control panel. They have been displayed to highlight what each of the different settings mean





# 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 Compact 2 is fitted with an overheat safety switch. Under overheat conditions this switch will shut off the fire. If the unit shuts off repeatedly servicing may be required.

Symptom	Cause	Solution
Burner will not light	No power present No gas present Power cut Air in gas pipe Ignition failure	Ensure power cord is plugged in and turned on. Ensure gas supply is turned on. Re-ignite after power is restored. Purge air (installer to do). 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.
Streaky lines on glass	Normal operation	No action required.
Fan not working	Heat switch is not activated No power present	Allow heater to run on high for approx. 10 mins. Ensure power cord is plugged in and turned on.

# Abnormal flame pattern

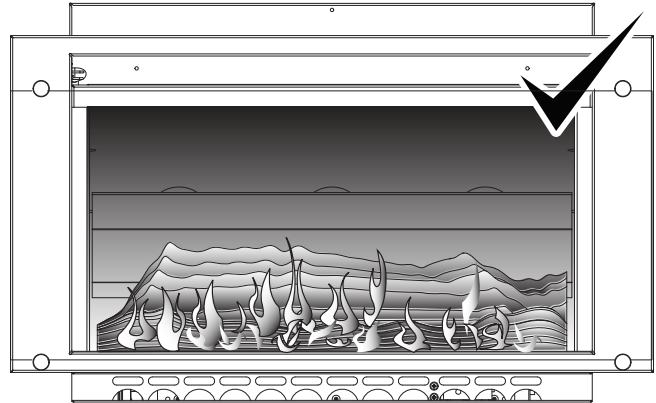
Each Rinnai flame fire has a distinct flame pattern. This should look the same every time you start your fire, after an initial warm up period of approximately 20 minutes.

Abnormal flame performance and/or pattern can indicate a problem with your fire, such as blocked gas injectors, or shifting of burn media.

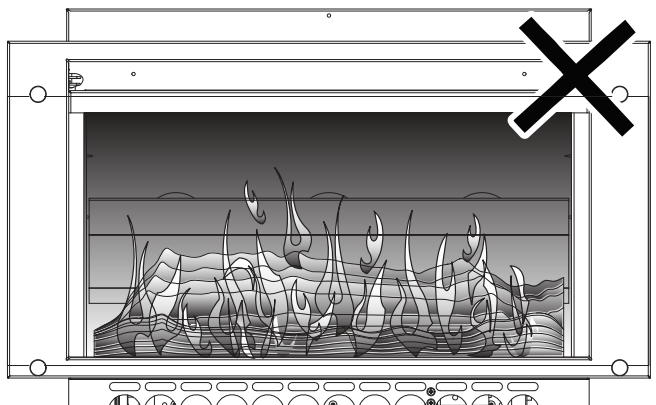
There are some warning signs that could indicate a problem.

- Unusual smell from the appliance
- Continued difficulty or delay in establishing a flame
- Either very short or very long flames
- Flame only burns part way across the burner
- Severe soot building up on the inside of the glass<sup>1</sup>.

If any of the above signs occur, please contact Rinnai.



Normal flame pattern



Abnormal flame pattern

# Installation checklist

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

## Checklist

- Appliance positioned in a suitable location (clearances, mantels, surrounds etc.).
- Rinnai flue system installed and tested to ensure effective draw.
- Gas pressure checked and set according to the data plate.
- 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.
- Customer advised to service the heater every two years.

## Installer details

Company name:

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Installer name:

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Address:

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Phone:

Mobile:

Certificate of compliance number for installation:

Signed:

Date:

# Limited Warranty

Rinnai brings you peace of mind with a:

## 5-year firebox warranty



This warranty is applicable to all Rinnai gas fires manufactured from 01 May 2019. All terms of the warranty, subject to the conditions below, are effective from the date of first installation. The attending service person reserves the right to verify this by requesting a copy of the gas certificate of compliance prior to commencement of any warranty work. Proof of purchase and installation date will be required at the time of any warranty claim. This warranty is only valid within the country of purchase.

FIREBOX <sup>1</sup>		ALL OTHER PARTS	
Parts	Labour	Parts	Labour
5 years <sup>2</sup>	2 years <sup>2</sup>	2 years <sup>2</sup>	2 years <sup>2</sup>

<sup>1</sup> The firebox is the metal outer casing that surrounds the fire. All other parts of the fire will be covered by a two year limited warranty

<sup>2</sup> From date of first installation

### General warranty terms

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.

For the purposes of the Consumer Guarantees Act 1993, Rinnai only guarantees the availability of repair facilities and spare parts for the express warranty period recorded in the table above.

This warranty does not limit any consumer rights or guarantees that may apply under the Consumer Guarantees Act 1993. If the product is acquired for the purposes of a business, the provisions of the Consumer Guarantees Act 1993 do not apply and no other warranties (either express or implied by law) apart from those stated in the warranty will apply.

### Warranty terms and conditions

1. All terms of this warranty are effective from the date of first installation. The attending service person reserves the right to verify this by requesting a copy of the gas certificate of compliance prior to commencement of any warranty work. The installer must issue a certificate of compliance by law in New Zealand. Warranty claims may be invalid if not accompanied by details of the installing or supervising gas fitter's registration number and the gas certification number.
2. All Rinnai appliances must be installed, commissioned, serviced, repaired and removed in accordance with the manufacturer's installation instructions, local regulations, and building codes by persons authorised by local regulations to do so.
3. All appliances must be operated and maintained in accordance with the manufacturer's operating instructions. Rinnai recommends that gas fires are serviced every two years, including inspection of the flue system.

### **Warranty terms and conditions continued**

4. Servicing of the product is to be carried out by a Rinnai authorised service centre.
5. The warranty applies only to the components supplied by Rinnai. It does not apply to components supplied by others, such as electrical switches, electrical cables, fuses and where applicable flue systems, but is not limited to these.
6. Where a failed component is replaced under warranty, the balance of the original warranty will remain effective.
7. Rinnai reserves the right to transfer functional components from defective appliances if they are suitable.
8. Rinnai reserves the right to have installed product returned to the factory for inspection.
9. Where the gas fire is installed outside the metropolitan area or further than 40 km from a Rinnai authorised service centre, travel costs shall be the owner's responsibility.


### **Warranty exclusions**

The following exclusions may cause the warranty to become void and will result in a service charge and cost of parts (if required).

1. Accidental damage and acts of God.
2. Failure due to abuse or misuse, improper maintenance or improper storage.
3. Failure due to incorrect or unauthorised installations including but not limited to the use of products, including flue systems, that are not specified by Rinnai, damage caused by installation of indoor fires outdoors and outdoor fires indoors.
4. Failure or damage caused by alterations, service or repair work carried out by persons other than Rinnai service persons or service centres.
5. Where it is found that there is no fault with the appliance and the issue is related to the installation or is due to the failure of electric or gas supplies.
6. Noise caused by minor contraction, movement or expansion of certain parts.
7. Cost of building work to access parts that need repair or replacement, or the costs of building repairs afterwards.
8. Subjective issues such as noise or smell that Rinnai have investigated (or a Rinnai service agent has investigated) and are established to be within normal operating parameters.
9. Variances in fireplace appearance, including flame picture, from Rinnai promotional images that are due to gas type, printing confines, and on-screen display variances.

## Purchase details

Record your purchase details below

	ATTACH YOUR PROOF OF PURCHASE HERE: 
Retailer:	_____
Retailer address:	_____ _____
Date of purchase:	_____
Product details:	_____ _____ _____
Please keep these details in a safe place for future reference.	

## Register your Compact 2 online

Register your fire online at [www.rinnai.co.nz/register/](http://www.rinnai.co.nz/register/). You'll need to know the model, and also the serial number—shown on the sticker on the back page of this guide.

## Warranty claim

To make a warranty claim, contact Rinnai on 0800 RINNAI (0800 746 624) or email [info@rinnai.co.nz](mailto:info@rinnai.co.nz).



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**Rinnai.co.nz | 0800 746 624**

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

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

Serial number