



## Symmetry RDV3611 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 appliances 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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## Servicing

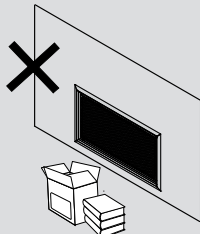
Gas fires, like cars, require regular maintenance and servicing. For reliable operation Rinnai gas fires should be serviced **every two years**, including inspection of the flue system.

# Safety

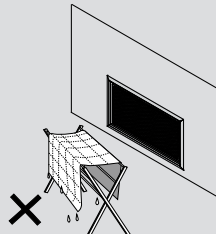
## Important

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.

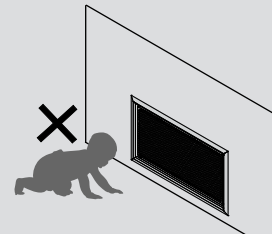
- The heater must not be used or operated if any part of the appliance is damaged
- Do not place articles on or against this appliance
- Do not use or store flammable materials near this appliance
- Do not spray aerosols in the vicinity of this appliance while it is in operation
- Do not modify this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



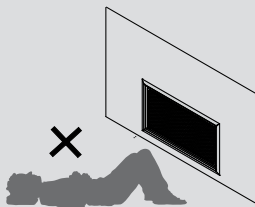
Do not restrict warm air discharge by placing articles in front of the appliance.



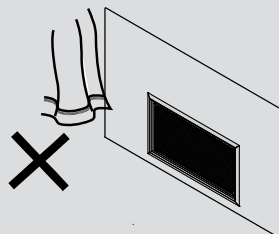
This appliance must not be used for any other purpose other than heating.



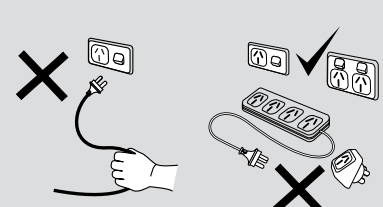
Children should be supervised at all times to ensure they do not play with the appliance. Hand or body contact with the appliance should be avoided.



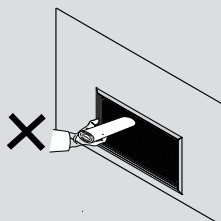
Do not allow anyone to sit, lean or sleep directly in front of the appliance.



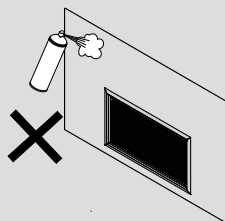
Do not allow curtains or other combustible materials to come into contact with the appliance.



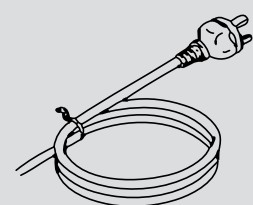
Do not unplug the appliance while it is operating. Do not use power boards or double adaptors to operate this appliance.



Do not allow anyone to post articles through into 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.



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

# About your Rinnai Symmetry gas fire

Congratulations on the purchase of your Rinnai gas fire. We hope you love this product as much as we do, and on the off chance that something does go wrong, or if you need help, we're only a phone call away.



7.5 kW heat output will warm up large areas

Ceramic liners provide additional radiant heat

Flueing can be installed vertically or horizontally

Wireless controller

Height - 140 mm  
Width - 80 mm  
Depth - 20 mm

Heat additional rooms with the heat transfer kit

Convection fan helps circulate heat more efficiently

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

## Position of your Rinnai gas fire on a wall

If installing the Symmetry up the wall in an elevated position, air from the convection fan, depending on the room configuration, could create drafts. This needs to be factored when determining the location of the fire.

### 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.



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

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. 16), and leave this guide with you.

## Safety devices

Your Rinnai Symmetry has the following safety devices; light to pilot, overheat safety switch, flame failure, and combustion chamber pressure relief.

## 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, PCB etc.



## Care and maintenance

All external surfaces of the Symmetry 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

# Symmetry operation

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



## Fan

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

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

## Modes of operation

Your Symmetry has three modes of operation; manual, automatic, and flame only mode. For more information refer to p.10.

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



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

If you want your fire to operate regardless of room temperature, adjust the controller to flame controller mode only.

## Start-up

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

## Over temperature automatic shutoff

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

## Power cut or power disruption

In the event of a power failure or disruption, the Symmetry will turn off and will need to be manually turned on again when power is restored—this is a safety feature.



To reset the fire, press the ON/OFF button on the control panel, to turn the fire back on.

# Wireless controller

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



## How it operates

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

The controller needs to be positioned in the same room as the fire and area that needs heating—a place without temperature fluctuations. For example, if placed near a door subject to cold drafts, the controller will sense the room temperature is colder than it is and the fire will keep heating the room, when in reality the set temperature has been reached.

## Controller position

The ideal position for the controller is:

- Away from possible drafts in the room
- Away from direct sunlight
- A suitable distance away from the fire, approx. 2-10 m
- Ideally 1.5 m from the floor (approx. chest height when standing)

## Battery

Type: 2 x AA batteries

Life: Approx. 12 months



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

## Handy tips

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

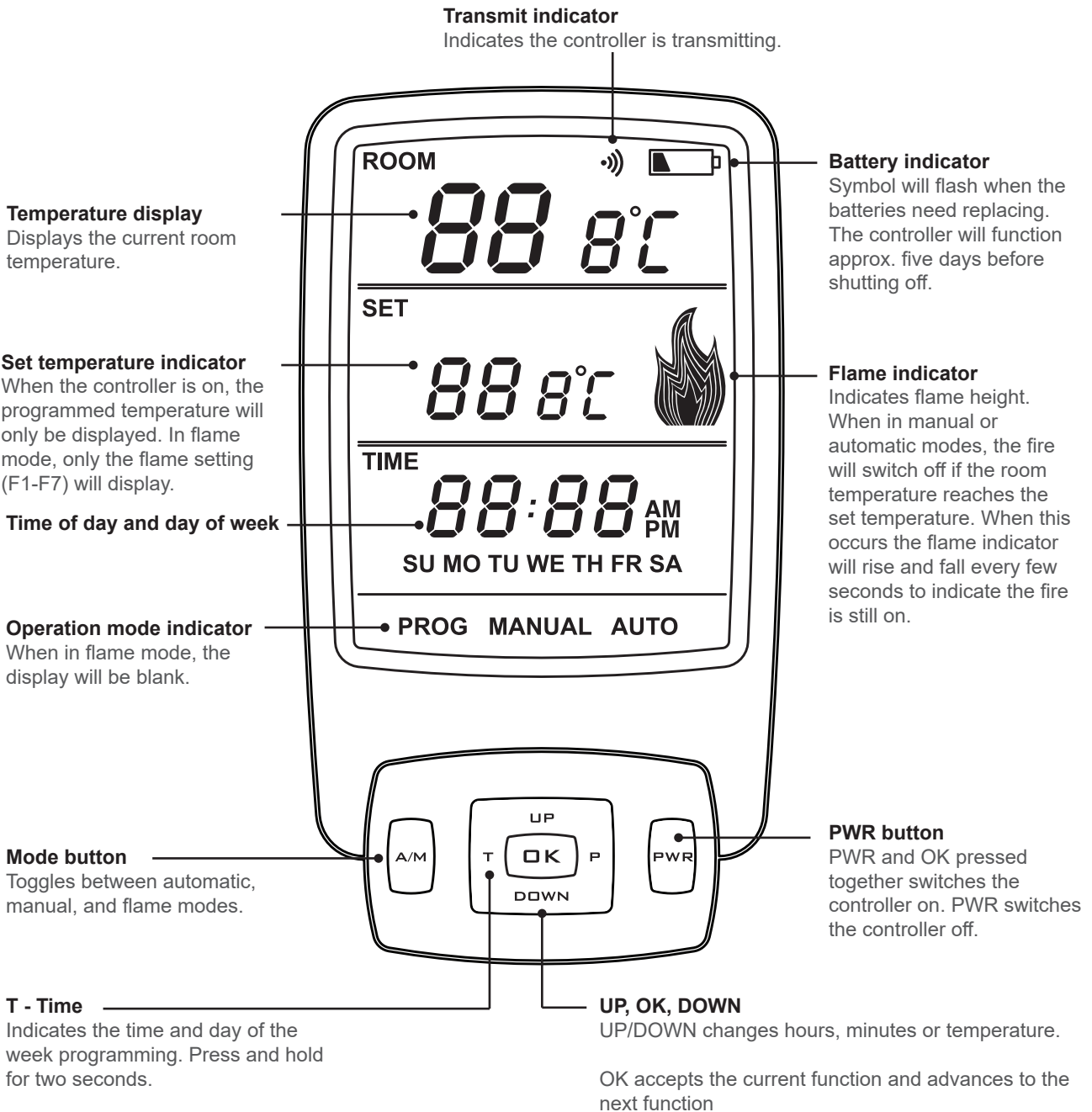
If you turn the appliance off using the control panel, you will need to turn it on again using the control panel—you won't be able to turn it on with the controller.

If the fire is not going and the LED on the control panel is permanently on, push the On/Off button next to the LED twice to get the appliance to reignite.

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



# Wireless controller display



# Controller modes of operation

## Manual

Just set the desired temperature. The fire will modulate the burner settings to achieve the set temperature and switch off once the set temperature has been reached. The fire will come on again once the room temperature falls below the set temperature.

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

## Automatic

Works on programmed time periods and timers—refer next page.

## Flame control

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

To activate the flame mode:

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

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



## Flame setting

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

## Flame mode

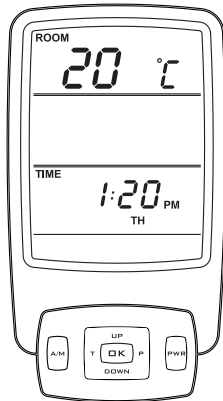
Nothing will be displayed in this window when operating in flame mode.

# Programming your controller

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

## Setting the clock

1. With the controller off, press 'T' for two seconds.
2. Using the UP and DOWN buttons adjust to the correct time. Ensure you have the correct time of day ((AM/PM). Press OK to accept.
3. Repeat the process to adjust the minutes and day of the week.



## Week settings available

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

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

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

\* If the room temperature falls below 15 °C, the unit will turn on and stay on until the room temp. increases above 15 °C.

To revert back to the default settings, press the following sequence of buttons:  
P > T > T > DOWN

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

## To begin programming

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

## Setting the day of the week

1. Press and release the UP or DOWN button to change the day the week.
2. To accept the selected day(s) of the week press OK.

## Setting the period starting time

1. After setting the day the AM/PM setting will flash. To set the P1 starting time, press and release the UP or DOWN button for the hour setting. Ensure that the AM/PM is set correctly.
2. To accept, press OK. The minute setting will flash as in step 1, press OK to accept.

## Setting the temperature

1. After setting the time period the temperature will flash. Press and release the UP or DOWN buttons for two seconds to adjust.
2. To accept press OK. P1 is now set for the chosen day(s) of the week. P2 will now be displayed, this can be setup for the same day(s) of the week.
3. Repeat the programming process for the remaining periods.

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

# Operation using the controller

The controller is factory set so synchronising will only be necessary if there is an error, or if the controller has been purchased separately. Synchronising involves the controller sending a signal to the fire so it can memorise the certified frequency that it operates on.

## If the controller is not synchronised

Only perform if the controller is NOT synchronised—fire will not operate when any of the functions are selected on the controller.

1. Turn the power off at the power point for a minimum of 30 seconds.
2. Ensure the controller is turned off, to turn off press and release the PWR button once.
3. Turn the power on at the power point, the power operation indicator on the control panel will flash once. The controller can now be synchronised with the fire.

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

4. On the controller in quick succession press the following sequence of buttons:

P > T > T > UP

The controller display will show L/C (Learn Code) for two seconds, then return to the normal OFF state display. The power operation indicator on the control panel will flash once to indicate that synchronisation has been accepted.

## Turning on and off

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

The fire first lights to pilot, then after a period switches to the high setting.

To turn off, press and release the PWR button.

## Changing the temperature

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

The temperature control range is 7-32 °C. There is also a setting before 7 °C that is --°C. This means no set temperature has been programmed.

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

## Changing between modes

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

## Changing between °C and °F

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

With the thermostat off, press the following sequence:

P > T > T > A/M

## Restoring factory default

To restore the factory default settings, with the controller off, press the following sequence:

P > T > T > DOWN

# Operation without the controller

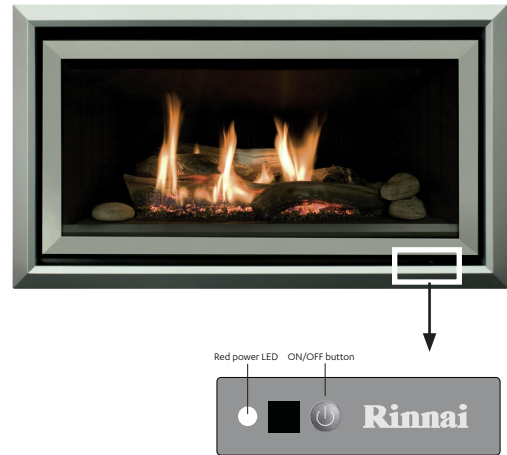
If you lose your controller, or the batteries go flat, you can still operate your fire using the control panel on the unit.

## Models with the control panel on the lower right hand side

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

Under gas failure conditions, the appliance will go into lock out after sparking for one minute. Under lock out the power LED will remain on. To start the unit again, press and release the On/Off button twice after the gas supply resumes.

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



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

### Turning the fire on

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

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

### Turning the fire off

Press the On/Off button once. The LED power indicator will turn off.

### LED indicators

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



# Troubleshooting

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

The Symmetry 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.
Fire comes on at the wrong time	Program not set correctly	Check program periods and AM/PM is correctly set on controller.
Controller display blank	Flat batteries	Check batteries or replace with new batteries.
Heater keeps turning itself off	Set room temperature has been reached	Normal operation. Fire has turned off as the set temperature has been reached. If you wish to override this and have the fire continually on, revert to flame mode or increase the set temperature.
Power LED is on but the fire isn't going and the controller doesn't work	Indicates fault mode	Press the On/Off button on the control panel once, the LED will flash, press again the LED will stay on and the fire will attempt to re-ignite. The controller should work now.



# Abnormal flame pattern

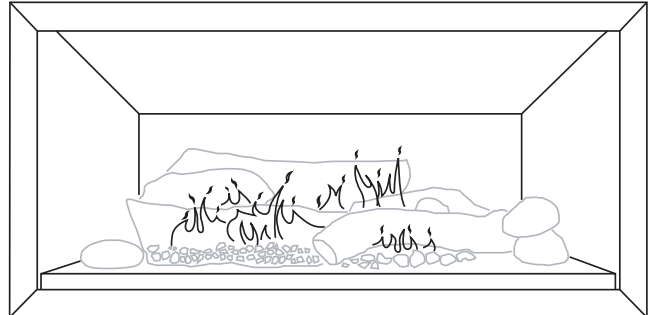
Each Rinnai flame fire has a distinct flame pattern. This should look the same every time you start your fire, after an initial warm up period of approximately 20 minutes.

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

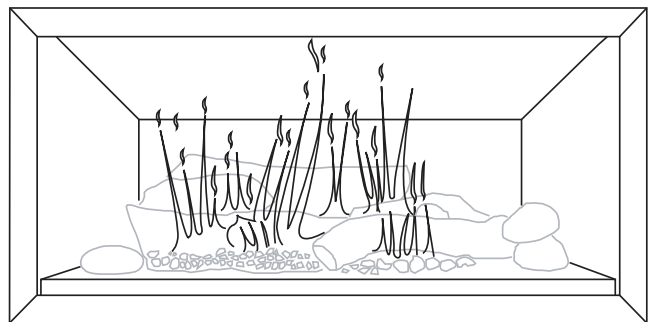
There are some warning signs that could indicate a problem.

- 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

<sup>1</sup> Appliances incorporating a live fuel effect, and designed to operate with luminous flames, may exhibit slight carbon deposits—this is normal.

# 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:

## 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 Symmetry 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).

# 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.

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

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

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

Serial number