



Electric Luxury Fire Series (EL 1000, EL 1500) Operation and Installation Guide

Rinnai

Important

This appliance shall be installed in accordance with:

- Manufacturer's installation instructions

Current:

- AS/NZS 3000 Electrical Standards

Appliance must be installed, commissioned, serviced, and removed by an authorised person.

The EL Series of electric fires are suitable for domestic applications only.

Warning

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

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

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Contents

Warnings and important information.....	4
Operation.....	5
Remote control	6
Voice control	8
Cleaning	10
Troubleshooting.....	11
Ambient light kit.....	12

Installation

Before starting.....	14
Specification summary	15
Dimensions.....	16
Appliance location	17
Enclosure.....	18
Preparing the appliance.....	19
Installation type - aspect.....	20
Installation	21
Fuel bed setup - EL 1000	22
Fuel bed setup - EL 1500	26
Electrical.....	29
Check appliance operation	32
Install wall linings.....	32
Warranty	33

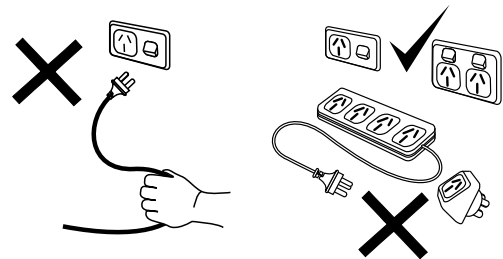
Warnings and important information

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 unit 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
- Do not locate the fire directly below a power socket outlet (potential fire hazard)

Electrical safety

The EL fires come with a 1.8 m power cord and 3-pin plug, on the right hand side (looking at the unit). The plug must remain accessible after the appliance is installed. **DO NOT** use power boards, double adapters, or extension leads. The cord and plug must not be modified. If the cord or plug are damaged, it must be replaced by genuine Rinnai replacement parts.



The connection of the appliance to a permanent electrical supply (hard-wiring) and the installation of any other electrical wiring, power outlets, and switches must be performed by an authorised person, such as a licensed electrician. The electric isolation switch must be accessible after the appliance has been installed.

DO NOT connect the appliance to mains power until it has been installed in its final location and adjusted to the position it will be used.

DO NOT handle any parts of the unit, including the plug and flexible cord, with wet or damp hands.

General safety

- **DO NOT** place containers of any liquid on the unit
- **DO NOT** sit on the unit
- **DO NOT** place items of clothing, hand towels or similar over the appliance to dry
- **DO NOT** leave the appliance unattended while in operation
- **DO NOT** use this appliance in areas where the presence of flammable dust particles can cause an explosion

When operating, the surface of this appliance will get **VERY HOT**.

Disposal guidelines



This appliance contains potentially hazardous materials. Do not dispose of this product as household waste.

Repairs

Repairs **MUST** be carried out by a authorised person such as an electrician.

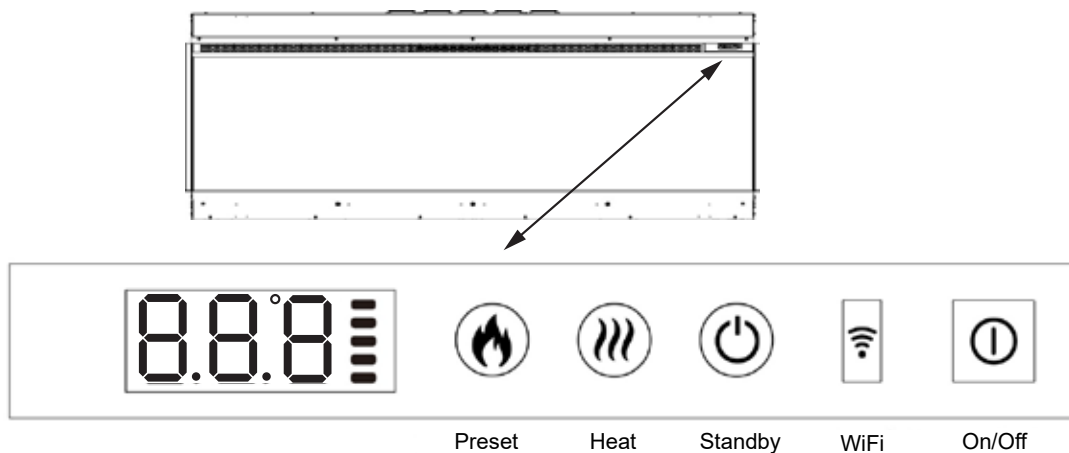
Operation

The EL electric fire range can be operated in four ways:

1. Manual control (buttons located to the top right of the unit)
2. Remote control
3. Wi-Fi¹
4. Voice command using Amazon Alexa / Google Assistant

Each time a button is pressed on the appliance, remote control or app, an audible beep is emitted. To turn off this feature hold the preset button on the appliance for three seconds.

Manual control



On/Off

Press to turn on power to the appliance, when the button is in the unit is on, when the button is out the unit is off.

Wi-Fi¹ On/Off

Press to turn the Wi-Fi on or off. An illuminated LED on the button indicates that Wi-Fi is turned on. Hold the button for three seconds to enter device pairing mode.

For further information on the app and setup, refer to the downloads section for the Electric Fires on the Rinnai website.

Standby

- Activates the appliance using the last used settings, but without any heat.
- Places appliance in standby with all features turned off.

Heat

1 press = cool fan, 2 presses = low heat, 3 presses = high heat, 4 presses = no heat.

Preset

Press repeatedly to cycle through the six fire preset modes (plus three user defined preset modes if programmed).

¹ The electric fire app is called the TUYA SMART APP. This is a third party app independent of Rinnai. For this app to run, the home's internet router must be running on 2.4 GHz.

Remote control

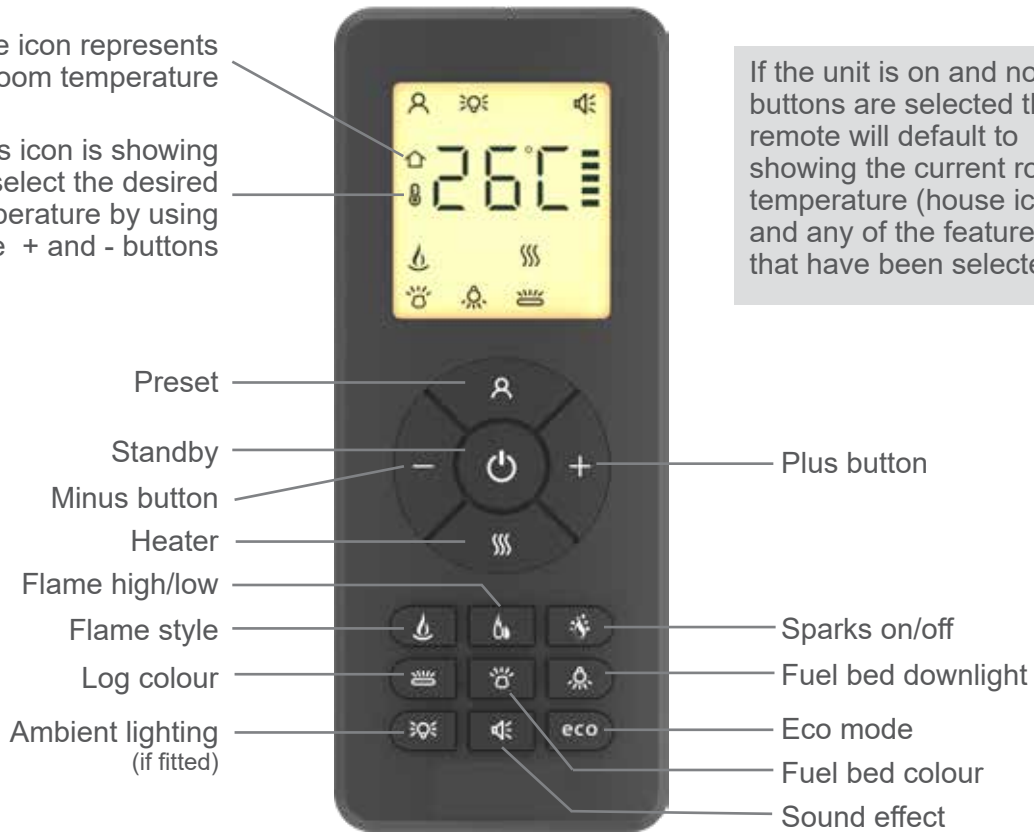


The remote control must be left in the same room as the appliance as it houses the thermostat that regulates the heat output.

House icon represents current room temperature

When this icon is showing you can select the desired set temperature by using the + and - buttons

If the unit is on and no buttons are selected the remote will default to showing the current room temperature (house icon) and any of the features that have been selected.



Remote control batteries



KEEP BATTERIES OUT OF REACH OF CHILDREN

DO NOT:

- Mix old and new batteries
- Mix different types of batteries
- Heat or expose to flame
- Take apart
- Attempt to recharge alkaline batteries
- Use damaged batteries

Dispose of used batteries safely.

To avoid damage from leaking batteries, remove batteries if controller is not going to be used for long periods.

Ensure that the two AAA batteries are inserted into the remote control. The battery power level is indicated by the column of bars to the right side of the temperature display when in standby mode. Five bars indicates the batteries are full.

Preset

Repeatedly press to cycle through the six preset fire modes (plus three user defined presets, if programmed).

Pr.1	Log burner	Pr.6	Glowing ember
Pr.2	Modern loft	Pr.7	User defined
Pr.3	Lazy glow	Pr.8	User defined
Pr.4	Neon romance	Pr.9	User defined
Pr.5	Campfire sparks		

User defined - personalised settings

Choose the flame colour¹, the fuel bed colour¹, and the fuel bed downlight colour¹. Once you have selected your desired combination:

- Press and hold the Preset button for three seconds until the LCD displays Pr.7.
- Press - and + buttons to select a user defined number between 7-9.
- Press and hold the Preset button for three seconds to confirm the preset.

¹ = plus brightness level



Standby

- Turns on the appliance to the last used settings without any heat.
- Places the appliance into standby mode with all features turned off.

Plus (+) and minus (-) buttons

Use to navigate the different on-screen menus.



Flame high/low

- One press - flame low
- Two presses - flame high



Flame style

Repeatedly press to cycle through the flame style menu.

FL.0	Flame off
FL.1	Flame type A (gas style), orange
FL.2	Flame type A (gas style), yellow
FL.3	Flame type A (gas style), white
FL.4	Flame type B (wood burning style), orange



Log colour

Repeatedly press to cycle through the log colour menu. While in the log colour menu, press the + or - buttons to increase or decrease the brightness, one bar is the lowest setting, five bars is the brightest setting.

Lc.0	Off	Lc.5	Light blue
Lc.1	Red	Lc.6	Dark blue
Lc.2	Orange	Lc.7	Violet
Lc.3	Yellow	Lc.8	White
Lc.4	Green	Lc.9	Multi-colour auto change



Ambient lighting (if fitted)

Repeatedly press to turn on ambient lighting and cycle through the different colour options.



Heater

Repeatedly press to cycle through the heat output options.

Co.A	Cool blow	H.HI	High heat
H.Lo	Low heat	no.H	No heat



Sparks

Press to activate or deactivate sparks and smoke feature.



Fuel bed downlight

Repeatedly press to cycle through the fuel bed downlight colour menu. While in the fuel bed downlight menu, press the + or - buttons to increase or decrease the fuel bed brightness, one bar is the lowest setting, five bars is the brightest setting.

dL.0	Light off
dL.1	Warm white
dL.2	Cool white

eco Eco

This mode will reduce the brightness of all lighting modes and limit the heat output to a low setting, resulting in reduced energy usage. To exit this mode, press the button a second time.



Fuel bed colour

Repeatedly press to cycle through the options.

Fb.0	Fuel bed off	Fb.5	Light blue
Fb.1	Red	Fb.6	Dark blue
Fb.2	Orange	Fb.7	Violet
Fb.3	Yellow	Fb.8	White
Fb.4	Green	Fb.9	Multi-colour auto change



Sound effect

Press the sound effect button:

- 1 press: S.on = Sound effect on
- 2 press: no.S = Sound effect off

While in the sound effect menu, press the - and + buttons to increase and decrease the volume, one bar is the quietest setting.



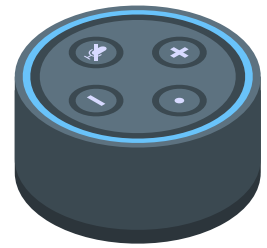
Desired room set temperature

When the unit is on use the + and - buttons to increase or decrease the room set temperature—the thermometer icon must be showing to do this. The temperature range is 5-40 °C. After approximately 15 seconds the remote will default back to showing the current room temperature (house icon).

To change from °C to °F press and hold the - and + buttons at the same time for three seconds.

Voice control

An Amazon Alexa or Google Assistant smart device is required to use the voice control system. After setting up your Rinnai unit with the Tuya app, connect it to your chosen smart device.



In the Tuya app, select your appliance, this will take you to the home page (stating 'Living Room' and showing the circular temperature dial). Tap the settings icon, depicted by a pen and lines in the top right hand corner of the screen. Next tap 'Third-party Control' and choose Alexa or Google Assistant. Finally click 'Link to Amazon Alexa' or 'Link to Google Assistant' and follow the on-screen instructions to complete the pairing setup.

Once paired the following voice commands can be used.

<my fireplace> refers to the name set for the Rinnai appliance within the smart device settings.

Google device

Function	Command
Fireplace on/off	OK Google, turn on/off <my fireplace>
Flame on/off	OK Google, turn on/off flame on <my fireplace>
Flame mode (auto/manual)	OK Google, set flame mode on <my fireplace> to auto OK Google, set flame mode on <my fireplace> to manual
Heater on/off	OK Google, turn on/off heater on <my fireplace>
Heater auto/low/high	OK Google, set heat mode on <my fireplace> to auto OK Google, set heat mode on <my fireplace> to low OK Google, set heat mode on <my fireplace> to high
My flame preset	OK Google, set my favourite flame on <my fireplace> to 1 (or 2-9)
Flame colour	OK Google, set my flame colour on <my fireplace> to 1 (or 2,3,4) OK Google, set my flame colour on <my fireplace> to off
Flame height	OK Google, set my flame height on <my fireplace> to low (or high)
Sparks on/off	OK Google, turn on/off sparks on <my fireplace>
Fuel bed colour	OK Google, set fuel bed colour on <my fireplace> to 1 (or 2-9) OK Google, set fuel bed colour on <my fireplace> to off
Glowing logs colour	OK Google, set glowing logs colour on <my fireplace> to 1 (or 2-9) OK Google, set glowing logs colour on <my fireplace> to off
Down light colour	OK Google, set downlight colour on <my fireplace> to orange OK Google, set downlight colour on <my fireplace> to white OK Google, set downlight colour on <my fireplace> to off
Mood light on/off ¹	OK Google, turn on/off mood light on <my fireplace>
Mood light colour ¹	OK Google, set mood light colour on <my fireplace> to 1 (or 2-14) OK Google, set mood light colour on <my fireplace> to off
Sound effect on/off	OK Google, turn on/off sound on <my fireplace>
Timer	OK Google, set timer on <my fireplace> to 30 minutes (1 hr, 2 hrs etc) OK Google, cancel timer on <my fireplace>
Set room temperature	OK Google, set <my fireplace> temperature to N Celsius (N = 5-40) OK Google, set <my fireplace> temperature to N Fahrenheit (N = 41-104)

¹ For fires that have the Ambient Light Kit fitted

Alexa device

Function	Command
Fireplace on/off	Alexa, turn on/off <my fireplace>
Flame on/off	Alexa, turn on/off flame on <my fireplace>
Flame mode (auto/manual)	Alexa, set flame mode on <my fireplace> to auto Alexa, set flame mode on <my fireplace> to manual
Heater on/off	Alexa, turn on/off heater on <my fireplace>
Heater auto/low/high	Alexa, set heat mode on <my fireplace> to auto Alexa, set heat mode on <my fireplace> to low Alexa, set heat mode on <my fireplace> to high
My flame preset	Alexa, set my favourite flame on <my fireplace> to 1 (or 2-9)
Flame colour	Alexa, set my flame colour on <my fireplace> to 1 (or 2,3,4) Alexa, set my flame colour on <my fireplace> to off
Flame height	Alexa, set my flame height on <my fireplace> to low (or high)
Sparks on/off	Alexa, turn on/off sparks on <my fireplace>
Fuel bed colour	Alexa, set fuel bed colour on <my fireplace> to 1 (or 2-9) Alexa, set fuel bed colour on <my fireplace> to off
Glowing logs colour	Alexa, set glowing logs colour on <my fireplace> to 1 (or 2-9) Alexa, set glowing logs colour on <my fireplace> to off
Down light colour	Alexa, set downlight colour on <my fireplace> to white Alexa, set downlight colour on <my fireplace> to white Alexa, set downlight colour on <my fireplace> to off
Mood light on/off ¹	Alexa, turn on/off mood light on <my fireplace>
Mood light colour ¹	Alexa, set mood light colour on <my fireplace> to 1 (or 2-14) Alexa, set mood light colour on <my fireplace> to off
Sound effect on/off	Alexa, turn on/off sound on <my fireplace>
Volume	Alexa, turn up volume on <my fireplace> Alexa, turn down volume on <my fireplace>
Timer	Alexa, set timer on <my fireplace> to 30 minutes (1 hr, 2 hrs etc) Alexa, cancel timer on <my fireplace>
Set room temperature	Alexa, set <my fireplace> temperature to 5-104 Alexa, make it warmer in here Alexa, make it cooler in here

¹ For fires that have the Ambient Light Kit fitted

Cleaning



Always disconnect the appliance from the power supply and allow to cool before cleaning.

Your appliance needs very little maintenance, however it should be regularly cleaned using a dry cloth. Do not use detergents, abrasive cleaners or furniture polish. To clean the glass, use a damp cloth and ensure any moisture is dried fully using a lint free cloth.

Ensure the unit vent, at the top of the unit, is kept dust free by regularly (monthly or more frequently) vacuuming the vent area with a brush attachment. This will keep it working efficiently.



Troubleshooting

Electronic Safety Control

The appliance is fitted with an Electronic Safety Control (ESC). This is a safety device which switches off the fire if the appliance overheats. If the unit stops operating but the flame effect continues this indicates that the ESC is in operation. The ESC can only be reset after the appliance has cooled down. Resetting the ESC is as follows:

1. Switch off the appliance (manual on/off switch) and wait for approximately 10-15 minutes.
2. Switch the power off at the wall.
3. Remove any obstruction to the fan unit outlet.
4. Re-connect the power supply, and switch on the appliance, the ESC will be reset.
5. Ensure that the appliance is functioning correctly. If the ESC operates again this could indicate a fault with the unit, the appliance and wiring should be checked by an authorised electrician.

Use the information below to help determine if a service call is required. If you are unsure about the way your unit is operating, or if you have any other faults or problems, please contact your installer or Rinnai (0800 746 624).

Problem	Possible cause	Suggested action
Appliance won't turn on	Problem with power supply	Check that the appliance is plugged into the power supply and is switched on. Check that the main switch on the appliance is turned on.
	Remote control doesn't work	Replace batteries.
Remote control doesn't work	Flat batteries	Replace batteries.
	Remote has not paired / synced with the appliance	If the remote control screen is illuminated but becomes unresponsive it may need pairing with the unit. To do this: <ul style="list-style-type: none"> • Press and hold the Standby button on the unit until you hear two beeps. • The press and hold the Standby button on the remote control until you hear one beep. The remote should now be synced with the appliance.
No heat	Incorrect thermostat setting	Increase the desired temperature higher than the current room temperature.
	ESC may have activated	Reset ESC, refer procedure above.
Appliance turns off before desired temperature is reached	Open window detection may have activated.	Check if any windows in the room are open.
	Remote control is in an another room	Relocate the remote control to the same room as the appliance.

Normal operation

• Operating noise

It is normal to hear some sounds coming from the fire as the various components expand and contract during heating and cooling. The fan will also make a steady whirring or humming noise as it circulates air. The noise can vary depending on the settings.

• Odours

When the unit is operated for the first time, or after a period of non-use, there may be an odour due to dust settling on the heating element. This smell should dissipate with use.

Ambient light kit



The kit must be installed on the appliance during the build. The LED kit is not a retrofit option as the connection for the kit is above the mains connection, behind the unit, which will typically be inaccessible once the appliance is installed.



A maximum of 6 m of LED strip (two kits) may be used. The LED kit is supplied as a 3 m LED strip with adhesive tape backing, a 2 m extension cable (not illuminated) and a 2-way splitter¹.

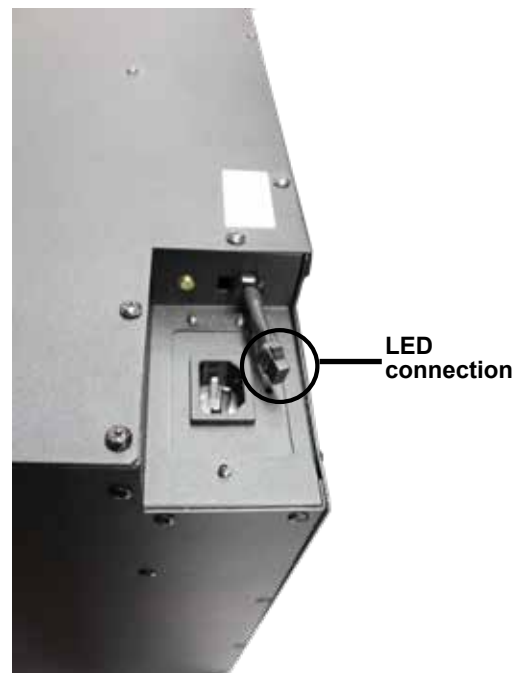
This appliance can only be used with the Rinnai LED lighting kit. Other LED kits must not be used as they can damage the appliance and invalidate the warranty.

The LED kit must only be used when connected directly to the appliance using the pre-fitted connecting adapter, this can be found in the top right hand corner of the appliance by the mains plug.

The LED kit must not be adapted to be operated independently of the appliance, such as modifying it to run on an independent 230 V supply.

Connection of the LED is usually completed when the appliance is installed into the purpose built base/ enclosure. The appliance should then be fixed to the wall or framework, ready for the remainder of the installation.

The LED strip can be routed to its designated area, with care not to damage the strip or cable during this process. Damage can occur if the strip or cable is stretched or snagged. If the cable is damaged it will need to be completely replaced. Do not install a damaged kit as this will invalidate any warranty.

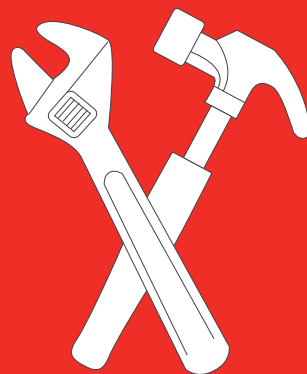


Check the LED light kit is working correctly with the controls on the remote before installing any wall linings.

¹ 2-way splitter is used to attach two separate kits to the same appliance, allowing each kit to be routed to different directions/locations.

Installation

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

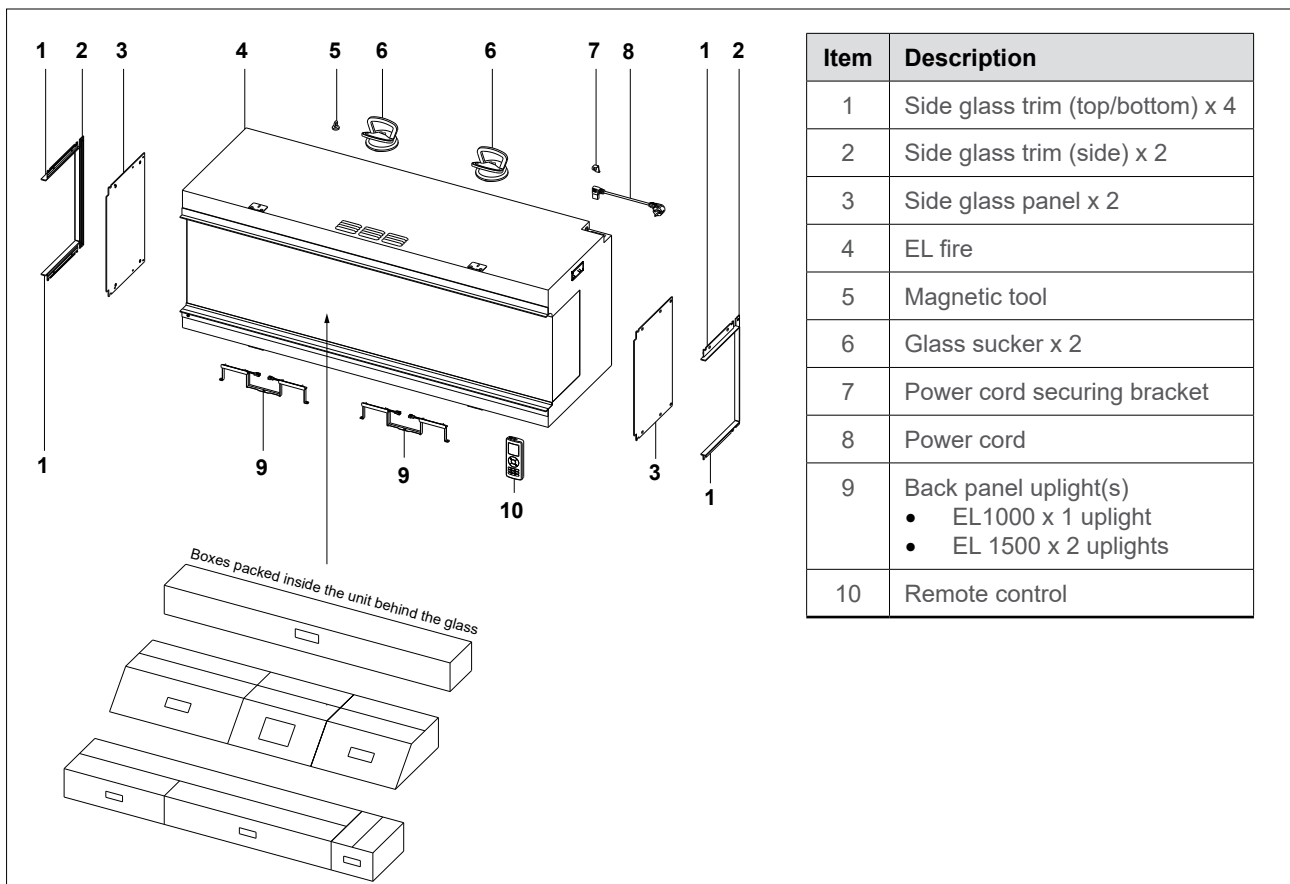


Before starting

Unpack the appliance and components, and remove all transit packaging. Check for damage. DO NOT install any damaged items. If the mains power supply lead is damaged in any way, it MUST be replaced by a genuine Rinnai replacement part. Check all components have been supplied.

Read these instructions to get an overview of the steps required before starting the installation. Failure to follow these instructions could cause a malfunction of the appliance. This could result in serious injury and/or property damage.

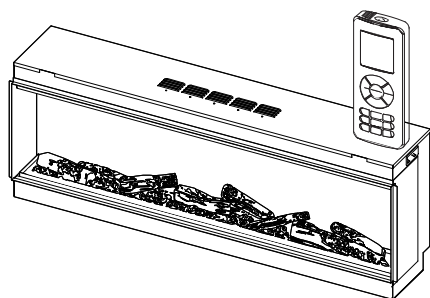
Included with the appliance are several boxes, each labeled with a contents list. The boxes are located behind the glass panels. The side trims and back panel upright(s) are also packaged in a separate box. **The number and configuration of the boxes inside the fire will vary depending on the model.** Two glass suction cups, and one magnet tool come packaged on top of the fire.



Included in boxes with each unit (each with a contents list label):

- Power cord and bracket
- Remote control
- Batteries
- Screw pack
- User manual
- Log pieces (EL 1000 - 11, EL 1500 - 15)
- Clear resin embers
- Black resin embers
- Black glass embers
- Small logs and bark pieces
- Grey and black slate chips

Specification summary



Electric flame effect fires featuring an ultra realistic flame. Innovative technology creates authentic moving flames, ultra realistic glowing logs and authentic sound effects to produce an illusion of a burning fire.

The fires feature a uniquely designed log arrangement, produced to specifically work in conjunction with an intricately created flame pattern that maps the contour of the logs. Each appliance comes with the option to install in a front, corner, or panoramic aspect.

Can be conveniently controlled in four ways; manually on the appliance, with the remote control, through a smart device using wireless connectivity, and through voice control.

Two models to choose from: EL 1000 and EL 1500.

Suitable for indoor domestic applications only. Do not install near a wet area such as a bath, shower, or swimming pool.

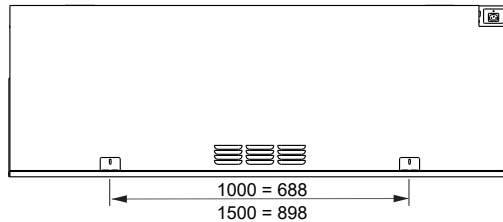
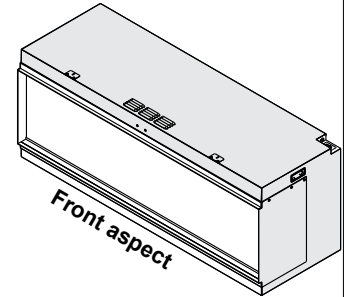
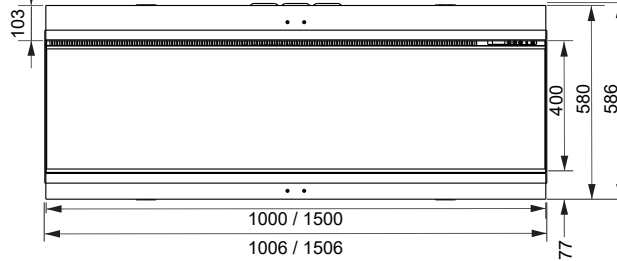
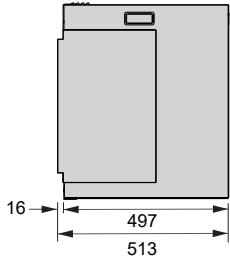
	EL 1000	EL 1500
Heat output (min. - max.)	1-2 kW	1.5-3 kW
Heating modes	Three heating modes and a cool blow function	
Data plate position	Left hand side on the underside of the appliance	
Electrical supply	230-240 V AC, 50 Hz Ensure voltage and frequency of the power supply correspond to the ratings on the data plate of appliance.	
3-pin plug type	EL 1000 - 10 A, EL 1500 - 15 A Power cord 1.8 m (right-hand side, looking at the unit)	
Standby power consumption	3 W	3 W
Power for flame effect	45 W	75 W
Power for ambient light kit	9.6 W	9.6 W
Weights net / gross	64.6 / 84.4 kg	89.2 / 115 kg

Dimensions (mm)



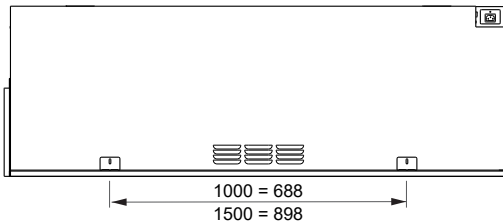
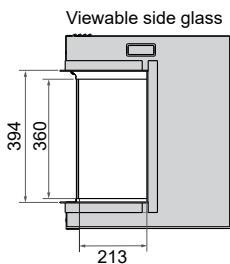
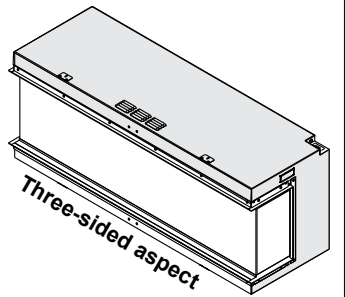
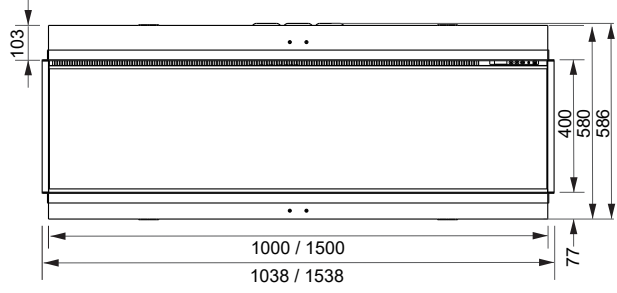
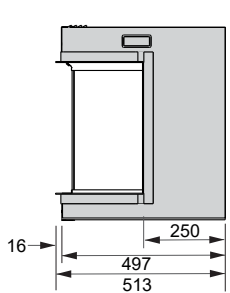
Unit dimensions only, these are NOT the enclosure/framing dimensions.

EL 1000 / EL 1500 - front aspect



Viewable glass dimensions
 EL 1500 1500 x 360 mm
 EL 1000 1000 x 360 mm

EL 1000 / EL 1500 - three sided aspect

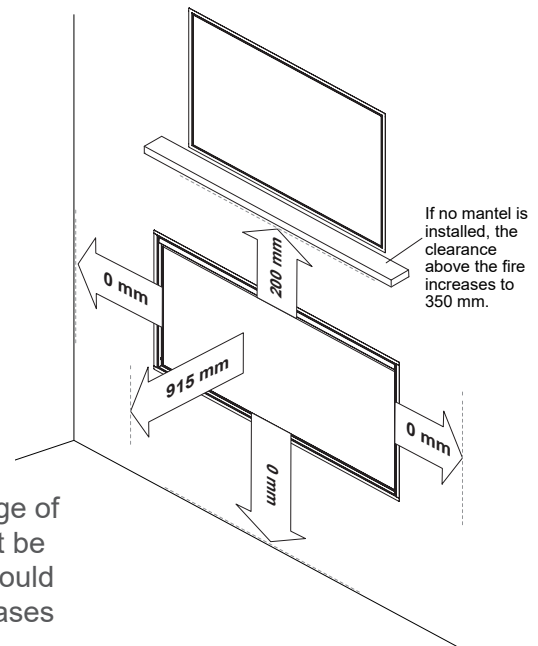


Viewable glass dimensions
 EL 1500 1500 x 360 mm
 EL 1000 1000 x 360 mm

Appliance location

The main considerations when positioning the unit are:

- Ensuring all minimum clearance requirements, as shown, are met.
- Allowing sufficient access for ease of operation, servicing, and removal of the appliance.
- Ensuring the 3-pin plug is accessible and connected to a dedicated 230 V, 50 Hz, 10 A (EL 1000), 15 A (EL 1500), earthed power point supplied from mains electricity.



Clearances to combustibles

The minimum clearances shown (measured from the edge of the glass) **MUST** be maintained. This appliance must not be installed where curtains or other combustible materials could come into contact or in close proximity with it. In some cases curtains may need restraining.

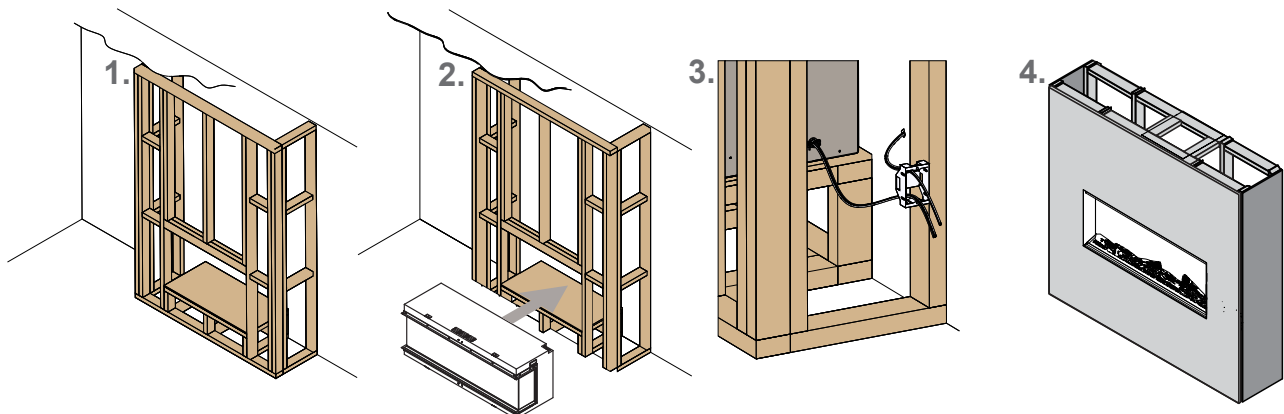
Installation overview



During installation ensure the top vents of the fire, as pictured below, are protected from building debris and dust. If this enters the appliance it will cause operational issues with the fan.



1. Create the cavity/enclosure for the fire, refer dimensions on next page.
2. Install the fire (and LED light kit if purchased).
3. Create and install electrical connections.
4. Complete installation, check appliance operation, and install wall linings.



Enclosure

The EL fires must be positioned within the enclosure on a level surface. The enclosure must be capable of supporting 1.5 times the weight of the unit.

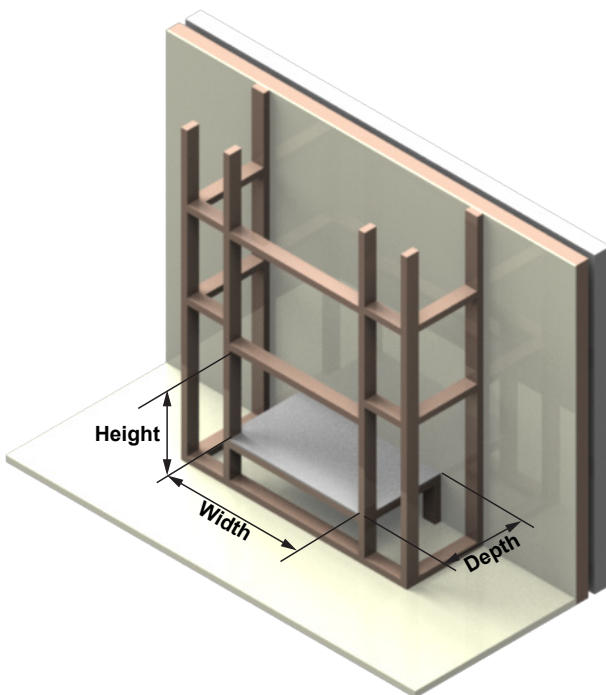
If the appliance or any structure linked to the appliance is to be fitted to a wall with a timber frame construction, adequate wooden supporting members must be fitted using appropriate fixings. If this is not possible then steps must be taken to strengthen the wall before installation.

When creating a timber framework, a minimum thickness of 50 mm timber must be used.



When building the frame factor the wall lining thickness to enable the lining edge to be fitted against the lips of the fire. If creating a recessed installation then non-combustible linings above the fire must be used.

Enclosure dimensions

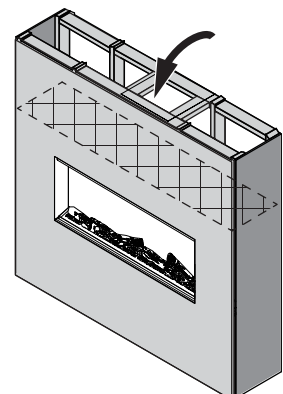


	EL 1000	EL 1500
Width	1010 mm min.	1510 mm min.
Height	590-600 mm	590-600 mm
Depth	525 mm min.	525 mm min.
Framing 50 mm min.		

Cavity above fire

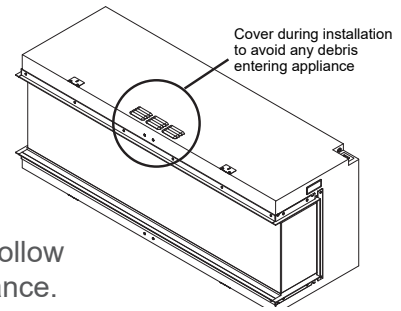
Any wall cavities above the fire needs to be blocked off to avoid heat loss and poor heating performance.

If installing into an existing fireplace, chimney, or wall cavity, always block off space above (approximately 40 mm above the firebox) and around the unit to prevent heat loss and drafts. Failing to do this may cause the appliance to cut out.



Preparing the appliance

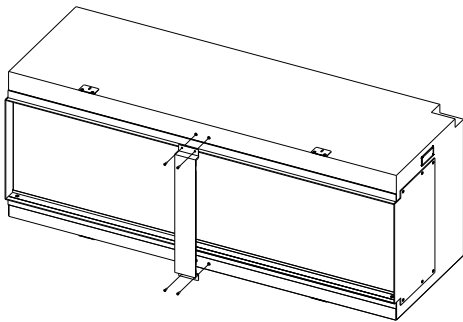
During installation ensure the top vents of the fire are protected from any building debris or dust entering the appliance. Any debris entering the appliance will cause operational issues with the fan.



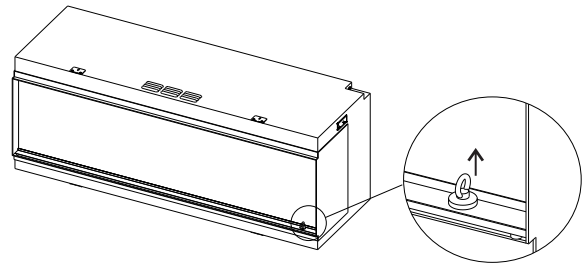
Glass removal and accessing the parts

To gain access to the various components required for installation follow the below steps to remove the glass panel on the front of the appliance.

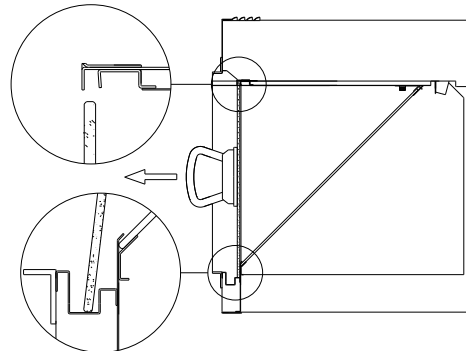
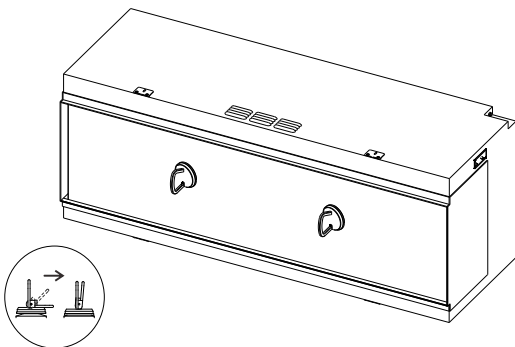
1. Remove the transit bar from the front of the appliance. Refit the screws to the appliance and discard the transit bar.



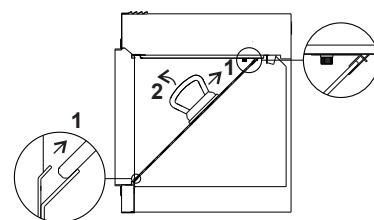
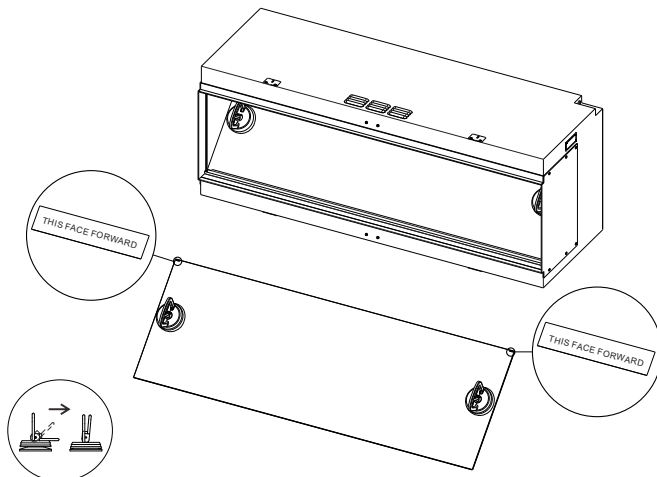
2. Using the magnetic tool, attach to the glass retaining bar positioned in front of the glass panel and lift up to reveal the channel.



3. Using the glass suckers provided, lift the glass outwards and carefully guide the bottom edge into the channel. Angle the top edge glass away from the unit and lift out. Place aside.



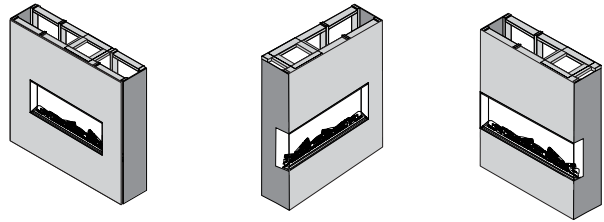
4. To remove the angled glass panel, locate the two steel plate brackets that are secured using a thumbscrew; one at each top corner of the glass. Turn the thumb screws anti-clockwise and remove the brackets. Using the two glass suckers provided, first lift the glass upwards, then carefully guide the bottom edge upwards and out of the appliance. Place aside.



Installation type - aspect

The appliance can be configured in three ways:

- Front (one glass panel)
- Corner (two glass panels)
- Three-sided (three glass panels)



Front

The EL models will arrive in a single-sided (front only) aspect with the metal side panels already fitted.

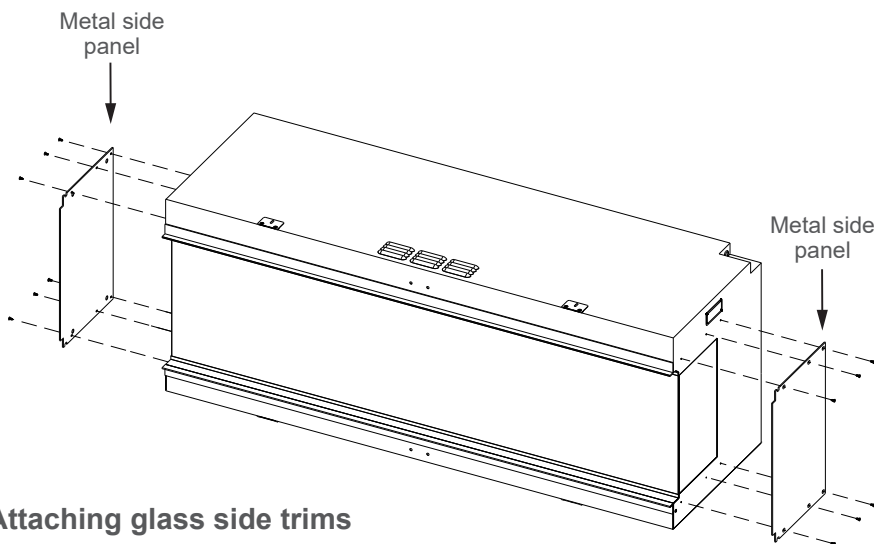
Two-sided (corner configuration)

For a two sided (corner) aspect, choose which side you want to feature the side glass panel and remove the six screws that secure the metal side panel to the appliance. Carefully remove the panels and keep the screws in a safe place. Using the removed screws, take the three edge trims and screw them to the appliance as shown below.

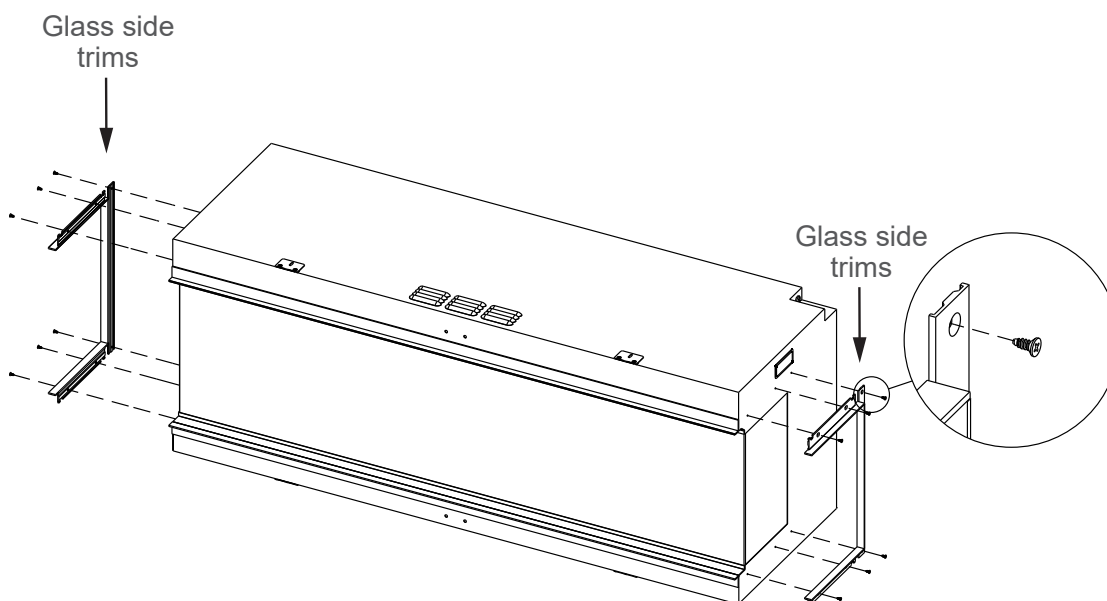
Three-sided (panoramic configuration)

For a three sided configuration, repeat the two-sided procedure but attach the additional side trims on the other side of the unit.

Removing metal side panels



Attaching glass side trims



Installation

Acoustic cushioning¹



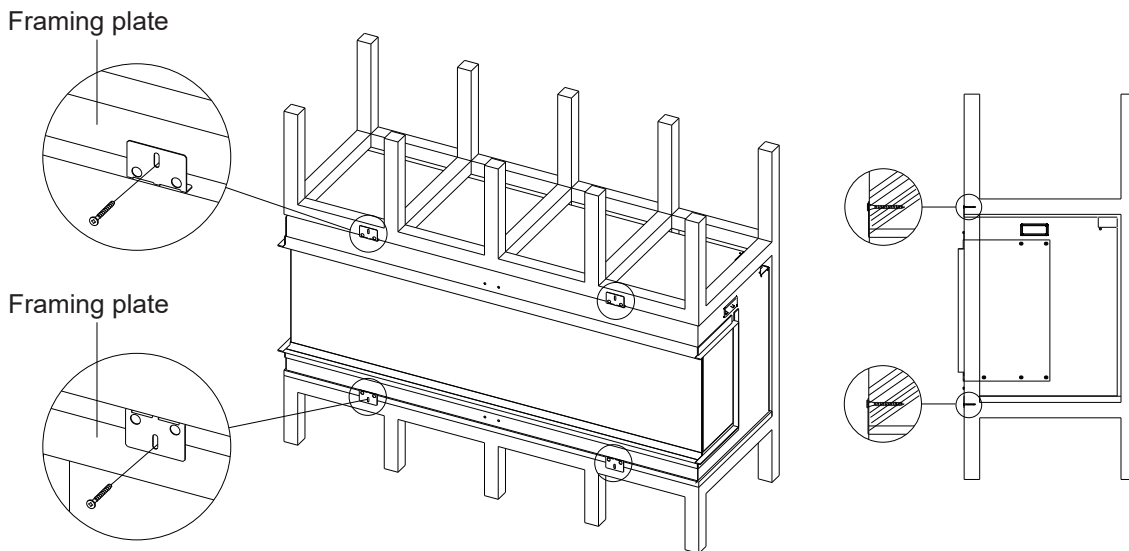
During installation of the appliance onto a wooden frame or hardened surface, it is recommended to apply anti-vibration material such as self adhesive cushion foam tape to mitigate vibrational noise generated by the motors. The material should be strategically positioned on the unit's support base, and at each point where the unit is supported—ensure that appliance is still level after application of the material.

The application of material can be applied as a comprehensive gasket or in separate sections. Neglecting to apply anti-vibration material could lead to elevated noise levels when the unit is operating.

¹ For example Jack adhesive foam rubber roll 50 x 5 mm available from Bunnings

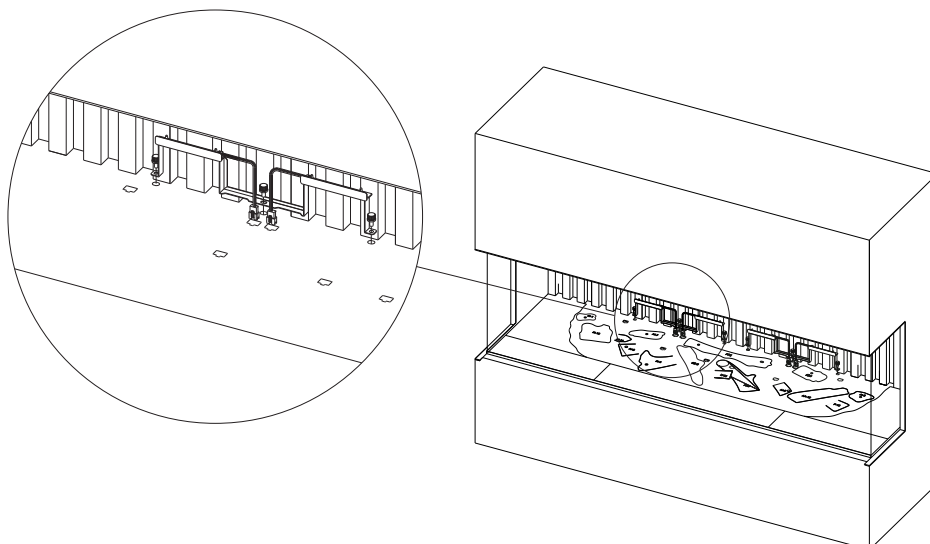
Securing the fire to the frame

There are four framing plates fixed to the appliance, two along the top edge and two along the bottom front edge. Bend these 90 degrees to the appliance, then secure the timber framework using the four timber screws provided.



Fuel bed uprights

With the front and angled glass panels removed, take the two fuel bed uprights and secure in place on the fuel bed using the thumbscrews provided.



Fuel bed setup: EL 1000

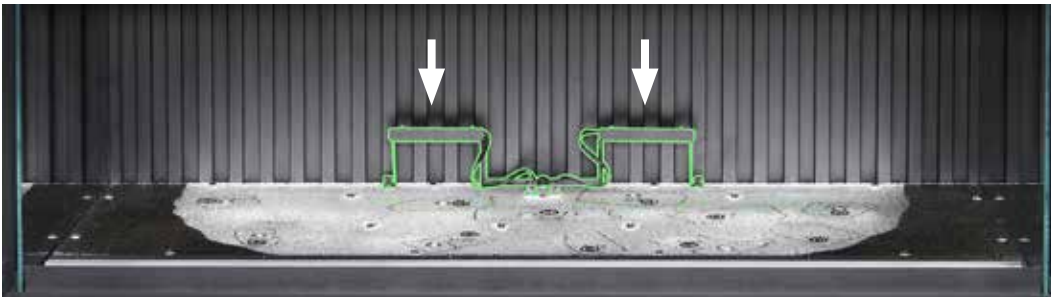


The fuel bed components provided with the appliance must be installed in the exact locations and positions described in this guide. Failure to install the logs correctly will result in an impaired flame effect and the flames will appear to be hanging in mid-air.

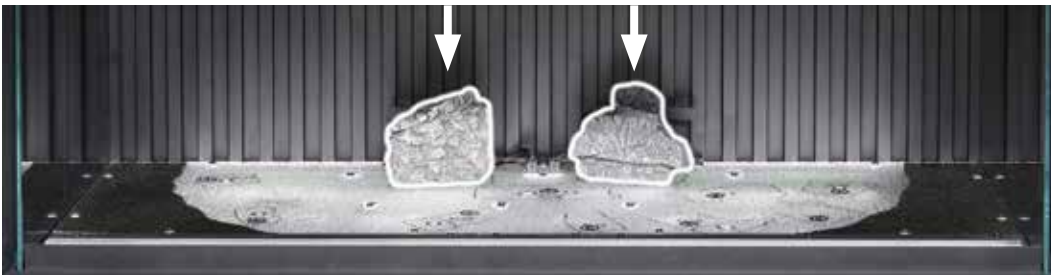
Experience has shown that the majority of performance problems are caused by burn media being installed incorrectly. Please take the time to read and follow the instructions as malfunctioning due to incorrect burn media placement is not covered by warranty.

All the main fuel bed components are marked with an individual code. The fuel bed is also marked with the corresponding code and a stenciled outline. The main logs have a small peg underneath that will slot into the corresponding hole on the fuel bed.

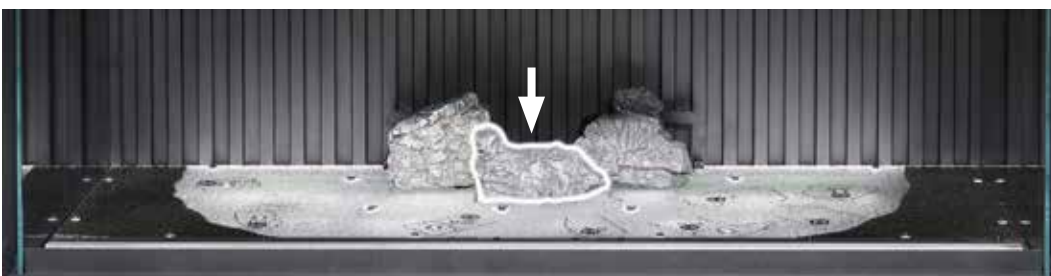
Some of the logs feature internal LED illumination. These will need to be connected into the ports located on the fuel bed. Take care not to damage the connector pins as it may result in a malfunction. Follow the steps shown, or for further assistance, scan the QR code to access a video guide.



1. Ensure back panel up-lights are installed and connected. Use the thumbscrews supplied to secure the lights, and ensure the cables are plugged into the connectors on the fuel bed.



2. Position logs AI-7 and AI-8 onto the stencil outline on the fuel bed, ensuring the pins underneath slot into the corresponding holes in the fuel bed.



3. Position log AI-30 onto the stencil outline on the fuel bed, ensuring the pin underneath slots into the corresponding hole in the fuel bed.



4. Position log AI-21 onto the stencil outline on the fuel bed, ensuring the pin underneath slots into the corresponding hole in the fuel bed. Then plug the cable into the fuel bed connector.



5. Position log AI-23 onto the stencil outline on the fuel bed, ensuring the pin underneath slots into the corresponding hole in the fuel bed. Then plug the cable into the fuel bed connector.



6. Position log AI-27 onto the stencil outline on the fuel bed, ensuring the pin underneath slots into the corresponding hole in the fuel bed. Then plug the cable into the fuel bed connector.



7. Position log G-2 onto the stencil outline on the fuel bed.



8. Position log P-10 onto the stencil outline on the fuel bed.



9. Position log AI-29 and P-15 onto the stencil outline on the fuel bed, ensuring the pins underneath slot into the corresponding hole in the fuel bed. Then plug the AI-29 cable into the fuel bed connector.



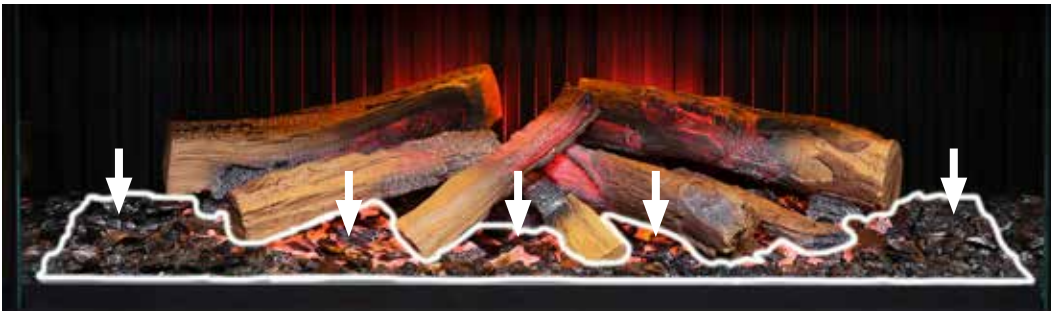
10. Position log AI-28 onto the stencil outline on the fuel bed, ensuring the pin underneath slots into the corresponding hole in the fuel bed. Then plug the cable into the fuel bed connector.



11. Distribute the **clear** resin embers around the base of the logs, placing them inside the **clear** area of the fuel bed. Ensure good coverage, including areas underneath the raised logs.



12. Distribute the **black** resin embers around the base of the logs, placing them inside the **black** area of the fuel bed. Ensure good coverage.



13. Distribute the black glass embers around the entire fuel bed, placing them over the clear and black resin embers. You do not need to use all of the glass embers provided. At this stage it may be helpful to turn on the appliance to illuminate the fuel bed and review the coverage of the embers.



14. Take the remaining small logs and bark pieces and arrange them randomly around the fuel bed, pressing them down into the embers. The small pieces of bark can be used to conceal any visible wires.



15. Distribute the grey and black slate chips around the fuel bed. Finally, re-fit the flame screen ensuring the correct surface is forward and check for proper alignment of flames on the logs.

When the unit is turned on for the first time, the fuel bed will flash orange for a short time. This indicates that the appliance is warming up. The flashing will cease after approximately ten seconds and the flame effect will activate. Before refitting the glass, step away from the unit and observe from a distance to ensure the flame effect appears as intended.

Complete the setup by carefully re-fitting the front glass using the suckers provided, then refit the glass retaining bar.

Fuel bed setup: EL 1500



The fuel bed components provided with the appliance must be installed in the exact locations and positions described in this guide. Failure to install the logs correctly will result in an impaired flame effect and the flames will appear to be hanging in mid-air.

Experience has shown that the majority of performance problems are caused by burn media being installed incorrectly. Please take the time to read and follow the instructions as malfunctioning due to incorrect burn media placement is not covered by warranty.

All the main fuel bed components are marked with an individual code. The fuel bed is also marked with the corresponding code and a stenciled outline. The main logs have a small peg underneath that will slot into the corresponding hole on the fuel bed.

Six of the logs feature internal LED illumination. These will need to be connected into the ports located on the fuel bed. Take care not to damage the connector pins as it may result in a malfunction.

Follow the steps shown, or for further assistance, scan the QR code to access a video guide.



1. Ensure both back panel up-lights are installed and connected. Use the thumbscrews supplied to secure the lights, and ensure the cables are plugged into the connectors on the fuel bed.



2. Position log AI-2 onto the stencil outline on the fuel bed, ensuring the pin underneath slots into the corresponding hole in the fuel bed.



3. Position log AI-7 onto the stencil outline on the fuel bed, ensuring the pin underneath slots into the corresponding hole in the fuel bed.



4. Position log AI-8 onto the stencil outline on the fuel bed, ensuring the pin underneath slots into the corresponding hole in the fuel bed.



5. Position log AI-1 onto the stencil outline on the fuel bed, ensuring the pin underneath slots into the corresponding hole in the fuel bed. Then, plug the cable into the fuel bed connector.



6. Position log AI-3 onto the stencil outline on the fuel bed, ensuring the pin underneath slots into the corresponding hole in the fuel bed. Then, plug the cable into the fuel bed connector.



7. Position log AI-9 onto the stencil outline on the fuel bed, ensuring the pin underneath slots into the corresponding hole in the fuel bed. Then, plug the cable into the fuel bed connector.



8. Position log AI-10 onto the stencil outline on the fuel bed.



9. Position log AI-11 onto the stencil outline on the fuel bed.



10. Position log AI-6 onto the stencil outline on the fuel bed, ensuring the pin underneath slots into the corresponding hole in the fuel bed. Then, plug the cable into the fuel bed connector.



11. Position log AA-16 onto the stencil outline on the fuel bed.



12. Position log P-10 onto the stencil outline on the fuel bed.



13. Position the log AI-4 onto the stencil outline on the fuel bed, ensuring the pin underneath slots into the corresponding hole in the fuel bed. Then, plug the cable into the fuel bed connector.



14. Position the log AI-5 onto the stencil outline on the fuel bed, ensuring the pin underneath slots into the corresponding hole in the fuel bed. Then, plug the cable into the fuel bed connector.



15. Position log AD-8 onto the stencil outline on the fuel bed.



16. Position log X-14 onto the stencil outline on the fuel bed.



17. Distribute the clear resin embers around the base of the logs, placing them inside the clear area of the fuel bed. Ensure good coverage, including areas underneath the raised logs.



18. Distribute the black resin embers around the base of the logs, placing them inside the black area of the fuel bed. Ensure good coverage.



19. Distribute the black glass embers around the entire fuel bed, placing them over the clear and black resin embers. You do not need to use all of the glass embers provided.



20. Turn on the unit to illuminate the fuel bed and assess the coverage of the embers. Adjust as necessary to get the best flame picture.



21. Take the remaining small logs and bark pieces and arrange them randomly around the fuel bed, pressing them down into the embers. The small bark pieces can be used to conceal any visible wires.



22. Distribute the grey and black slate chips around the fuel bed. Re-fit the flame screen (ensuring the correct surface is forward) and check proper alignment of flames on the logs.

When the unit is turned on for the first time, the fuel bed will flash orange for a short time. This indicates that the appliance is warming up. The flashing will cease after approximately ten seconds and the flame effect will activate. Before refitting the glass, step away from the unit and observe from a distance to ensure the flame effect appears as intended.

Complete the setup by carefully re-fitting the front glass using the suckers provided, then refit the glass retaining bar.



Electrical



- The power cord needs to be secured, if not the connection can become loose which may present a hazard (sparking etc).
- Ensure the power cord is not squashed, kinked, or in contact with hot or sharp surfaces.
- Do not route the power cord in front of the appliance.
- Do not place the fireplace directly below an electric socket or junction box.

The EL models have a 1.8 m power cord with a three pin plug supplied. The power cord passes through a slot in the right hand side of the appliance. The unit needs to be connected to a dedicated 230 V, 10 A (EL 1000), 15 A (EL 1500) earthed power point. Once connected secure the power cord in place using the securing bracket and ST4*8 screw provided.



The power cord connections differ between models. As the EL 1500 is a 15 A appliance there is an option to directly hard wire the unit, or connect via the power cord underneath the electrical plate, refer images and steps below.

Alternatively the appliance can be direct wired. The electric isolation switch must be accessible after the appliance has been installed. The connection of the appliance to a permanent electricity supply (hard-wiring) and the installation of any other electrical wiring, power outlets, and switches **MUST** be performed by a licensed electrician.

EL 1000



EL 1500



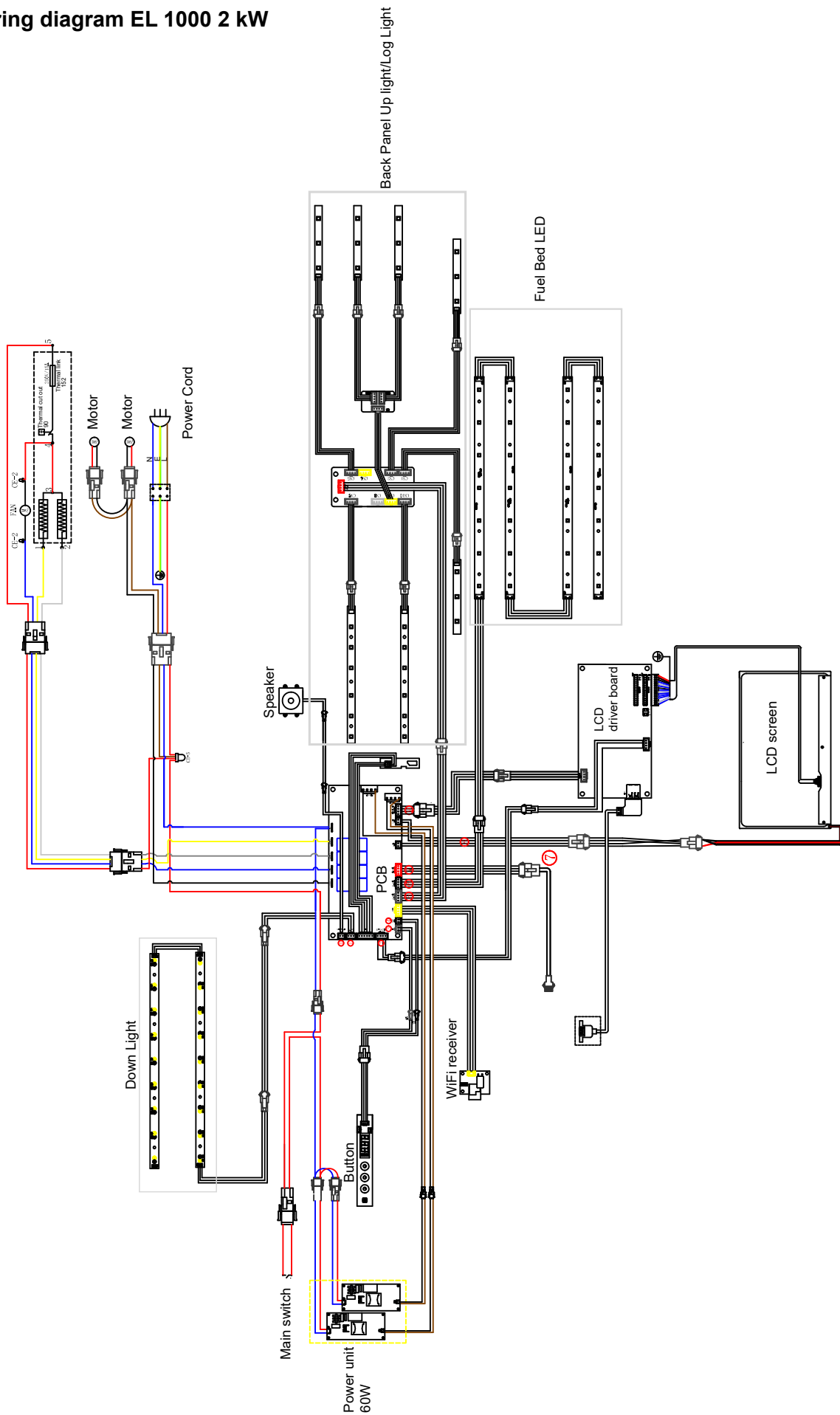
Undo the two screws (circled) either end of the electrical plate. There is a terminal block that is already connected.

If using the power cord disconnect the terminal block and replace with power cord connection and plate—screw back in place.

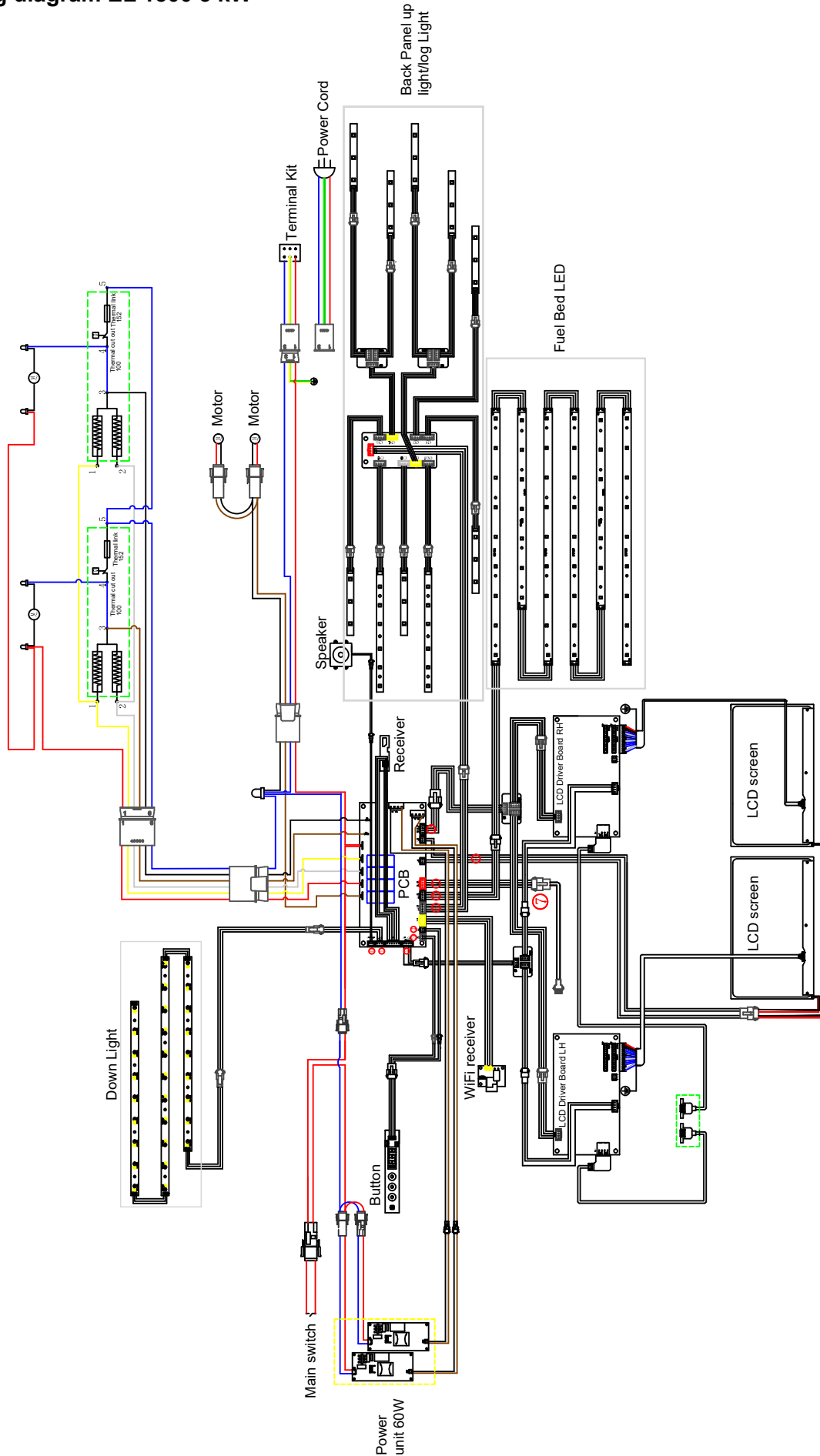


1. Electrical connector inside unit.
2. Terminal block for hard wiring.
3. Power cord, electrical plate, and connector.

Wiring diagram EL 1000 2 kW



Wiring diagram EL 1500 3 kW

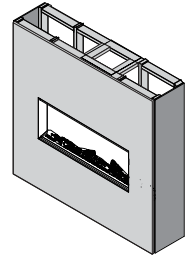


Check appliance operation

Test the appliance using the remote to ensure all operational modes work as they should and that the fuel bed setup is correct. If the appliance cannot be made to perform correctly please contact Rinnai.

Install wall linings

The framing for the fire enclosure should factor the thickness of any wall linings, which will enable the cladding edge to be fitted flush against the lips of the fire, refer image below.



With plasterboard and other cladding material this can be problematic and look untidy. There is a 14 mm trim option that can be fitted after the wall lining has been installed to ensure a smooth look finish, codes:

- EL 1000: R2650
- EL 1500: R2651



Trims cannot be installed if the installation has a hearth as the trim extends down below the fire.

Wall lining installed flush with lips (depending on lining used, a clean edge can be difficult to achieve)



Installation with a 14 mm finishing trim (achieve a smooth edge finish without plastering against the unit)



Recessed installations

If the fire is to be recessed into a cavity with a return created, like that shown below, any material above the fire must be non-combustible material.



Limited Warranty

Rinnai brings you peace of mind with a:



5-year firebox warranty

Rinnai Electric Fires warranty summary

FIREBOX ¹		ALL OTHER PARTS	
Parts	Labour	Parts	Labour
5 years	2 years	2 years	2 years

All terms of the warranty, subject to the conditions below, are effective from the date of first purchase from an authorised Rinnai dealer and/or date of first installation, which can be found on the electrical compliance certificate left by the installer. Proof of purchase will be required at the time of any warranty claim. This warranty is only valid within the country of purchase. Any warranty claim must be made within a reasonable time of discovery of the potential fault or defect.

¹ 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.

General warranty terms

All Rinnai appliances meet or exceed the safety standards required by New Zealand Electricity (Safety) 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 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 to do so.
2. All appliances must be operated and maintained in accordance with the manufacturer's operating instructions.
3. Servicing / repair of the product is to be carried out by a qualified / licensed electrician.
4. 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, but is not limited to these.
5. Where a failed component is replaced under warranty, the balance of the original warranty will remain effective.
6. Rinnai reserves the right to transfer functional components from defective appliances if they are suitable.

7. Rinnai reserves the right to have installed product returned to the factory for inspection.
8. Where the Electric Fire is installed outside the metropolitan area or further than 40 km from an authorised repairer, 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, defects or failure caused by acts of nature (fire, wind, lightning, flood, storm, hail storm fallout), vandalism, earthquake, war, civil unrest, pests, animals, insects, or entry of foreign objects or matter into the product such as dirt, debris or moisture.
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 that are not specified by Rinnai, and damage caused by installation of indoor fires outdoors.
4. Failure or damage caused by alterations, service or repair work carried out by unauthorised personnel.
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 electricity 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 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 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 unit online: www.rinnai.co.nz/register/ for service reminders, product updates, and special offers. You can unsubscribe at any time.

Installer details

Company name: _____	
Installer name: _____	
Address: _____ _____	
Phone: _____	Mobile: _____
Signed: _____	
Date: _____	

Rinnai.co.nz

Tel: 0800 746 624

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

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Rinnai Electric EL Fires operation & installation guide 15348-C