

# ***Owners Guide and Installation Instructions***



## ***Rheem Underbench Pumped Water Chiller***

***290254/290255 Models***



***Install a Rheem***

*This product must be installed and serviced by an authorised person.  
Please leave this guide with the owner/householder.*

### **Australia Only**

Notice to Victorian Customers from the  
Victorian Plumbing Industry Commission.

This Rheem Underbench Pumped Water Chiller (Chiller) must be installed by a licensed person as required by the Victorian Building Act 1993.

Only a licensed person will give you a Compliance Certificate, showing that the work complies with all the relevant standards. Only a licensed person will have insurance protecting their workmanship for 6 years. Make sure you use a licensed person to install this Chiller and ask for your Compliance Certificate.

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# CONTENTS

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**OWNER/HOUSEHOLDER – We recommend reading pages 4 to 12.**

The other pages are intended for the installer but may be of interest.

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# ABOUT YOUR CHILLER

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## INTRODUCTION

Thank you for choosing our Rheem Underbench Pumped Water Chiller (Chiller). Please take a few minutes to read this booklet because it contains important information about the correct installation and operation of your Chiller.

The Chiller is designed to be installed indoors, under sinks and in cupboards. It supplies chilled water to purpose built Rheem On-Tap Aqua™ and Azure™ Tapware (Taps) and is controlled by a Rheem Underbench Boiling Water Unit (Boiling Water Unit).

### **WARNING**

This Chiller is only intended to be operated by persons who have the experience or the knowledge and the capabilities to do so. This Chiller is not intended to be operated by persons with reduced physical, sensory or mental capabilities i.e. the infirm, or by children. Children should be supervised to ensure they do not interfere with the Chiller.

This Chiller uses 230-240 V AC electrical power for operation of the control systems and the electrically operated components. The removal of the access cover(s) will expose 230-240 V wiring. They must only be removed by a qualified person and must be reinstalled after service work.

## SAFETY

If the electrical supply cords to the Chiller are damaged, they must be replaced by an authorised person in order to avoid becoming a hazard. Phone your nearest Rheem Service Department or Accredited Service Agent to arrange for an inspection. For extra electrical protection against power surges and spikes it is recommended that the user install a surge protector prior to the Boiling Water Unit.

### **WARNING**

The Rheem warranty may not cover faults if any of the installed safety devices are tampered with or if the installation is not in accordance with these instructions.

## HOW COLD SHOULD THE WATER BE?

The system controls will operate to maintain a water temperature of between 5 and 15°C within the Chiller, depending on what temperature the unit was set to operate at.

## TO TURN OFF THE CHILLER

This Chiller is designed to be controlled from your Boiling Water Unit. All functionality is displayed through the unit's integrated display and touch pad. We recommend the use of the 7 day timer function to conserve energy.

If it is necessary to turn off the Boiling Water Unit:

- Switch off the electrical supply at the isolating switch to the Boiling Water Unit
- Close the cold water isolation valve at the inlet to the Boiling Water Unit.

# ABOUT YOUR CHILLER

## TO TURN ON THE CHILLER

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- Open the cold water isolation valve fully on the cold water line to the Boiling Water Unit.
- Ensure that the water lines supplying the Chiller, and going from the Chiller to the tap are connected prior to turning on.
- Ensure the communications line and power supply lines to the Chiller are connected
- Switch on the electrical supply at the isolating switch to the Boiling Water Unit.

**Note:** On initial start up, this Chiller automatically runs through a set-up cycle that fills the unit with water prior to the refrigeration cycle commencing. This set-up cycle will take up to 6 minutes, and when completed the unit will commence chilling the water.

## IS THIS CHILLER INSTALLED CORRECTLY?

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The Chiller must be installed:

- by a qualified person, and
- in accordance with the installation instructions, and
- in compliance with Standards AS/NZS 3500.4, AS/NZS 3000 and all local codes and regulatory requirements.

In New Zealand, the installation must also conform to Clause G12 of the New Zealand Building Code.

## DOES THE WATER QUALITY AFFECT THE CHILLER?

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The Chiller is suitable for most public water supplies, however some water qualities may have detrimental effects on the Chiller, its components and fittings. **If you are in a known harsh water area you must first read “Water Supplies” on page 23.** If you are not sure, have your water quality checked against the conditions described on page 23.

## HOW LONG WILL THE CHILLER LAST?

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There are a number of factors that will affect the length of service the Chiller will provide. These include but are not limited to the water quality, the water usage pattern etc (refer to “Precautions” below). However, your Chiller is supported by a comprehensive Rheem Warranty (refer “Rheem Warranty” on page 24).

## PRECAUTIONS

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The Chiller must be maintained in accordance with the Owner’s Guide and Installation Instructions.

If this Chiller is to be used where an uninterrupted supply of chilled water is necessary for your application or business you should ensure that you have back up redundancy within the building. This should ensure the continuity of chilled water in the event this Chiller were to become inoperable for any reason. We recommend you seek advice from your plumber or specifier about your needs and building back up redundancy.

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# HOW YOUR CHILLER WORKS

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## **RHEEM BOILING WATER UNIT**

This Chiller is designed to be controlled by your Boiling Water Unit. The recommended minimum water pressure is 250kPa and maximum water pressure of 1,000kPa to the Boiling Water Unit. An absolute minimum water pressure as low as 100kPa can be used, however, refill rate may be reduced.

## **CHILLED WATER**

The Chiller is electronically controlled to obtain the maximum performance.

## **ELECTRONIC CONTROLLER, DISPLAY & TOUCH PAD**

Your Chiller incorporates smart chilling software and an electronic timer to obtain the best efficiency for the energy used. The electronic timer allows the user to program when the unit is on or off and when the sleep mode activates to save energy. Also, the operator has the availability to indicate and diagnose any system faults that occur without the need to unnecessarily call for a service agent. (Refer "Setting the Timer" on page 7)

## **ENVIRONMENT**

At the end of the service life and prior to the Chiller being disposed of, a person qualified to work with refrigerants must recover the refrigerant from within the sealed system. The refrigerant must not be vented to atmosphere. Phone your nearest Rheem Service Department or Accredited Service Agent to arrange for an inspection.



## **IMPORTANT**

Rheem highly recommends that regular water filter cartridge changes are carried out to ensure the system is performing to a high standard. If the water filter is not replaced at the recommended intervals, the water filter cartridge will block with trapped impurities causing bacterial growth in the filter media, reducing filtered water flow rate which will affect the operation of the Chiller. For more information, please call the Rheem Service Department.

# HOW YOUR CHILLER WORKS

## SETTING THE TIMER

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Your Boiling Water Unit is supplied with a programmable 7 day timer which allows the unit to operate in the most efficient manner to suit your needs. The timer also incorporates a sleep mode which can be set to automatically shut the system down after a set period of time of no use, e.g. after 6 hours. If a Chiller is included, the timer will also control the Chiller functions. The Taps includes a safety lock to limit access to boiling water if required.

### Timer Functions

- A) Setting the Clock
- B) Timer STD/AUTO
- C) Set ON/OFF Times\*
- D) Set Sleep Delay Time\*
- E) Service Menu
- F) Chiller Selection
- G) Chiller Temp
- H) Cold Tap Time
- I) Key Lock

\* ON/OFF and Sleep Delay times operate in AUTO Mode.

### To select a Timer Mode

Press the **(Prog)** button until the desired mode is displayed on the screen. Press the **(Accept)** button to confirm selection. Pressing **(Cancel)** button at any time returns the unit to the main menu. Any functions previously accepted will be retained.

Note: The display will revert back to main menu from any mode if a button has not been pressed for 1 minute.

## A) SETTING THE CLOCK

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Select the clock mode

(Prog>Clock>Accept)

**Display Shows:** "Set Clock Day".

Press the **(UP)** button until the desired day appears on the screen and press the **(Accept)** button to confirm selection.

**Display Shows:** "Set Clock HOUR"

Press the **(UP)** button until the desired hour (24 Hour Time) appears flashing on the screen and press the **(Accept)** button to confirm selection.

**Display Shows:** "Set Clock MIN"

Press the **(UP)** button until the desired minute appears flashing on the screen. Press the **(Accept)** button to confirm selection and the display reverts to the main menu.

# HOW YOUR CHILLER WORKS

## B) SET TIMER TO STD/AUTO MODE

Select the Timer STD/AUTO mode (Prog>Timer STD/AUTO>Accept)

**Display Shows:** "STD"

Pressing the (UP) button alternates the "STD"/"AUTO" icons. STD operation means that the unit operates **24 hours** a day, Auto mode reverts the unit to operate at the pre set times on the timer. Press the (**Accept**) button to confirm selection and the display reverts to the main menu. If the timer is in AUTO mode, pushing any Timer key or lever on the tap will reactivate the unit. The unit will operate normally until the next programmed "Off" time.

## C) TO SET ON/OFF TIMES

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Select the Timer ON/OFF mode

(Prog>Set ON/OFF times>Accept)

Note: to set the unit to be in off mode for an entire day, set the "on" and "off" times to be the same eg: On = 0:00 Off = 0:00

**Display Shows:** "SUN" "7:00 – 7:00" "Set ON hour".

Press the (UP) button until the desired hour appears on the screen and press the (**Accept**) button to confirm selection.

**Display Shows:** "SUN" "7:00 – 7:00" "Set ON minute".

Press the (UP) button until the desired minute appears on the screen and press the (**Accept**) button to confirm selection.

**Display Shows:** "SUN" "7:00 – 7:00" "Set OFF hour".

Press the (UP) button until the desired hour appears on the screen and press the (**Accept**) button to confirm selection.

**Display Shows:** "SUN" "7:00 – 7:00" "Set OFF Minute".

Press the (UP) button until the desired minute appears on the screen and press the (**Accept**) button to confirm selection and advance to the next day.

**Display Shows:** "MON" "7:30 – 15:30" "Set ON hour".

**Note:** Continue with same procedure for Monday through to Saturday.

## D) TO SET SLEEP DELAY TIME.

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Select the Sleep on/off mode (Prog>Sleep DelayTime>Accept)

**Display Shows:** "Sleep DelayTime" "OFF".

The sleep function puts the unit in a standby mode after a user defined period. The Sleep Delay will be factory set to **OFF** as the default setting. Pressing the (UP) button increases the delay time up to 6 hours. Press the (**Accept**) button to confirm selection and the display reverts to the main menu. The unit will go into "Sleep" mode if it has not been used for the "Sleep Delay Time" period. To exit "Sleep", push any Timer key or lever on the Tap. If you activate the "Sleep Delay Time" we recommend that you also activate the "Temp Show On/Off" function.



# HOW YOUR CHILLER WORKS

## E) SERVICE MENU

---

Select Appropriate Service Mode (Prog>Service>Accept)

### 1) Error Codes

2) Chiller Temp\* (only shown when Chiller is attached)

### 3) Software Version

### 4) Temp Show ON/OFF

#### 1) Product Error Codes

(Prog>Service>Accept>Error Codes)

This function allows easy identification of problems occurring with the unit by service technicians.

Error	Code	Error	Code
Cold Thermistor O/C, S/C	B	Compressor Fault	K
Leak Detected	D	Water Heating Fault	L
Expired Filter	E	Internal software reset. No action required	M

#### 2) For Chiller Display Temp mode

(Prog>Service>Accept>Chiller Temp)

**Display Shows:** "XXX °C"

This function displays the current chilled water temperature.

Press the (**Cancel**) button to revert back to the main menu.

#### 3) To Display the Software Version

(Prog>Service>Accept>Software Version>Accept)

This displays both the Timer and Controller software versions. The top digits pertain to the timer software version and the lower digits pertain to the controller software version.

#### 4) Temp Show On/Off

(Prog>Service>Accept>TempShow ON/OFF)

**Display Shows:** "Hot xxx°C" if no Chiller, "Hotxxx Coldxx" if Chiller attached.

This function allows the temperature of the water within the Boiling Water Unit (and Chiller if attached) to be displayed permanently on the screen. Press the (**UP**) button to switch modes between ON and OFF.

Press (**Accept**) to confirm and the display reverts back to the service menu.

## F) CHILLER SELECTION

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Select Appropriate Chiller Mode (Prog>Chiller Selection>Accept)

i. Auto

ii. No Chiller

iii. Push Thru. Chil

iv. Pumped Chiller

# HOW YOUR CHILLER WORKS

## i) To select Auto mode

(Prog>Chiller Selection>Accept>Auto)

This is the automatic default option and allows the Boiling Water Unit to automatically detect if any Chiller is attached to the unit.

Press (**Accept**) to confirm and the display reverts back to the service menu.

## ii) To select No Chiller mode (Not required for models 290254/290255)

(Prog>Chiller Selection>Accept>No Chiller)

This allows the user to attach a standalone Chiller to the Boiling Water Unit. By activating the No Chiller mode, the filter count is updated to include chilled water volume.

Press (**Accept**) to confirm and the display reverts back to the service menu.

## iii) To select Push Thru. Chil mode (Not required for models 290254/290255)

(Prog>Chiller Selection>Accept>Push Thru. Chil)

If the Boiling Water Unit incorrectly senses the appropriate Chiller, the user can manually set the Boiling Water Unit to default to a Push Through Chiller.

Press (**Accept**) to confirm and the display reverts back to the service menu.

## iv) To select Pumped Chiller mode

(Prog>Chiller Selection>Accept>Pumped Chiller)

If the Boiling Water Unit incorrectly senses the appropriate Chiller, the user can manually set the Boiling Water Unit to default to a Pumped Chiller.

Press (**Accept**) to confirm and the display reverts back to the service menu.

## G) CHILLER TEMP

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Select appropriate Chiller temperature (Prog>Chiller temp>Accept)

**Display Shows:** "XX °C"

Press the (**UP**) button to scroll from 5°C to 15°C.

Press (**Accept**) to confirm and the display reverts back to the service menu.

## H) COLD TAP TIME

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Select appropriate cold Tap time (Prog>Cold Tap Time>Accept)

**Display Shows:** "XXs"

This allows the user to define the maximum volume of water that can be drawn off the unit in one pour. Press the (**UP**) button to scroll from 5s to 60s.

Press (**Accept**) to confirm and the display reverts back to the service menu.

## I) KEY LOCK

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Select Key Lock (Prog>Key Lock)

**Display Shows:** "Key Lock"

This allows the user to lock the timer keys to prevent tampering.

Press the (**Accept**) button to confirm selection and the display will now show "Key Lock Enable" Press the (**Accept**) button again to reconfirm selection and the display will revert to the main menu.

To unlock the Key Lock function, the "**Prog**" and "**Up**" buttons must be pushed simultaneously for 10 seconds.

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# OPERATING THE TAP

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The Rheem On-Tap Aqua™ and Azure™ Tapware (Taps) are used to dispense filtered, boiling and chilled water. The Taps contain 2 lever switches (hot and cold), a safety lock button (child safety lock) and 2 LED's (orange and green). When operating the cold tap, every 5 to 60 seconds (user definable, see page 10 section H) the cold water will stop. This is to prevent the tap being turned on permanently.

## TAP LEVERS

The Taps house two levers. The hot lever has a red insert, the cold has a blue insert.

To operate the levers you can,

- a) Pull the lever up to allow for hands free filling of large containers, or
- b) Push and hold the lever down for quick cup fills.

## SAFETY LOCK BUTTON

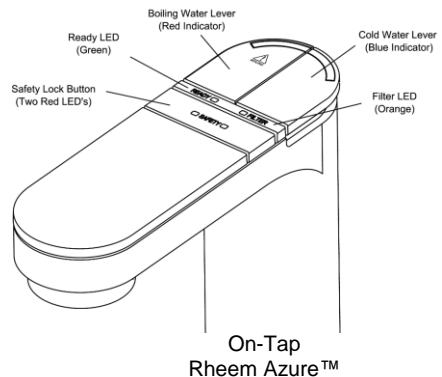
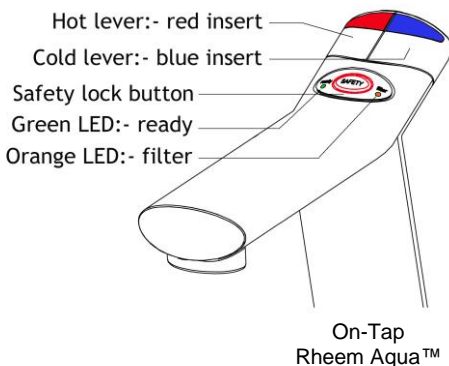
The Taps also incorporate a safety lock button to prevent accidental boiling water dispensing. To activate and de-activate the button you must push it for 10 seconds. When the safety lock is activated, a red indication is given on the top of the Tap. To operate the Tap when the safety lock is on, press and hold the safety button whilst activating the boiling water lever.

## TAP LED'S

The Taps contain 2 LED's on the top (where the safety lock button is positioned).

**The green LED (Ready)** indicates the status of the Boiling Water Unit temperature and Chiller temperature. If the green LED is flashing, the boiling water is below the set operating temperature or the chilled water is above the set operating temperature. Wait until the green LED stops flashing, or you may get a cup of water outside the optimum temperature.

**The orange LED (Filter)** if flashing, indicates the water filter should be replaced.



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# INSTALLATION

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## THIS CHILLER IS FOR INDOOR INSTALLATION ONLY.

### CHILLER LOCATION

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The Chiller should be installed close to the Tap, and its position chosen with noise, safety and service in mind. Ensure that the air vents are clear of obstructions at all times.

This Chiller is designed to fit under a standard sink (internal cupboard depth of 550mm).

Clearance must be allowed for servicing of the Chiller. The installer must leave the following clearances to allow adequate ventilation;

- a) at least 30mm clearance on front of the unit
- b) at least 50mm clearance on one side or the back of the unit.

You must be able to read the information on the rating plate. Remember you may have to remove the entire Chiller for servicing.

### INSTALLATION STANDARDS

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The Chiller must be installed:

- by a qualified person, and
- in accordance with the installation instructions, and
- in compliance with Standards AS/NZS 3500.4, AS/NZS 3000 and all local codes and regulatory authority requirements.

In New Zealand, the installation must also conform with Clause G12 of the New Zealand Building Code.

### CHILLER APPLICATION

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If this Chiller is to be used where an uninterrupted supply of chilled water is necessary for the application or business, then there should be redundancy within the building. This should ensure the continuity of chilled water in the event this Chiller was to become inoperable for any reason. We recommend you provide advice to the system owner about their needs and the buildings backup redundancy.

The Chiller must not be installed in an area with a corrosive atmosphere where chemicals are stored or where aerosol propellants are released. Remember the air may be safe to breathe, but the chemicals may attack the materials used in the construction of the Chiller, or adversely affect the operation of the Chiller.

# INSTALLATION

## TYPICAL UNDERSINK INSTALLATION

### Step 1: Check Unit Compatibility

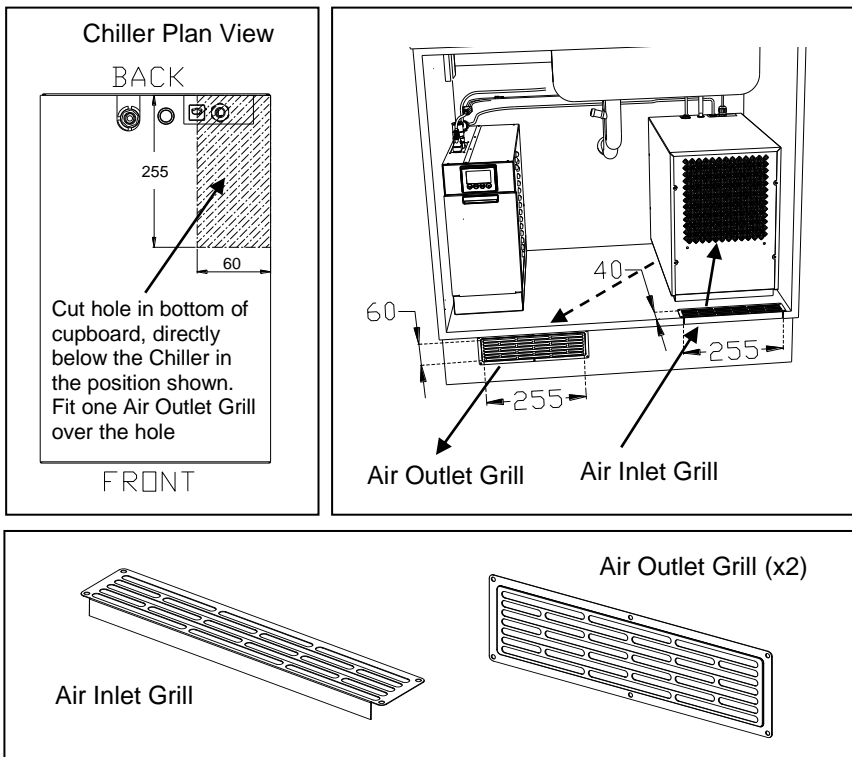
Check the timer on the Boiling Water Unit to determine if it can run the Chiller. This is done by completing the following steps,

- If the timer keypad is locked see page 10, section I for unlocking
- Press the “**Prog**” button on the timer until the menu “**Chiller Select**” appears. If this menu is present, the Boiling Water Unit is capable of running the pumped Chiller. If this menu is not present, contact your local Rheem Service Agent and they will advise you on the required upgrades to make your Boiling Water Unit pumped Chiller compatible.

### Step 2: Cupboard Ventilation

The Chiller is designed to work in ambient temperatures from 5 to 40°C. The environment and usage of the Chiller will determine the amount of ventilation required for efficient trouble free operation.

### Standard Installation – Integral Forced Ventilation

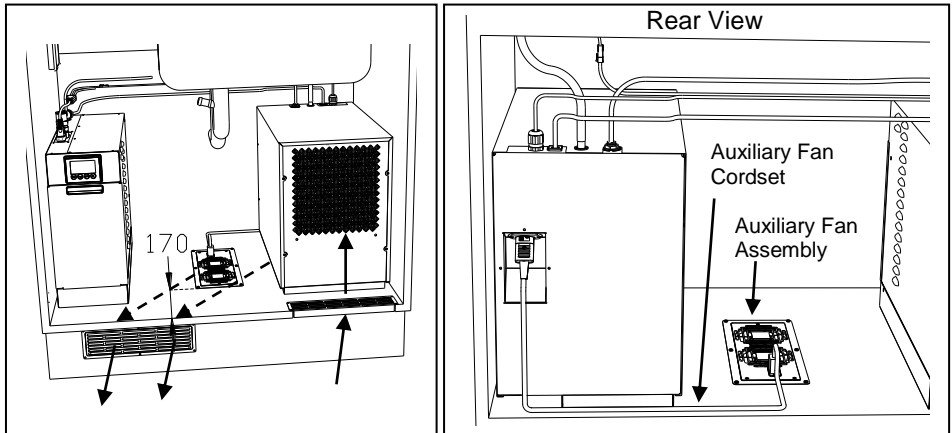


## INSTALLATION

1. The white powder coated Air Inlet Grill is to be installed directly in front of the Chiller and is installed by cutting a portion of the base of the cupboard at the front 255mm wide and 40mm deep. The Air Inlet Grill must provide a flow path for cool air to be drawn from the room outside the cupboard, into the cupboard and through the condenser on the front of the Chiller.
2. Install one stainless steel Air Outlet Grill in the kickplate below where the boiling unit is. Cut a hole in the kickplate 60mm high x 255mm wide. It is important to keep this Air Outlet Grill and the Air Inlet Grill apart as much as possible.
3. Install the second Air Outlet Grill to cover the hole created beneath the Chiller as described in the previous diagram. This Air Outlet Grill provides a flow path for warm air to be drawn from the ventilation outlet in the base of the Chiller, into the space beneath the cupboard floor and out the kickplate Air Outlet Grill.

### ***Non-standard Installation – Auxiliary Forced Ventilation***

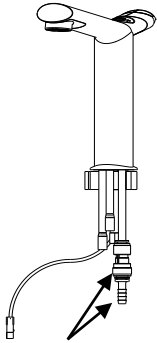
For situations where the standard installation is insufficient to provide adequate ventilation, increased ventilation is possible by utilising the optional Auxiliary Fan Kit. This may be required in situations of heavy use, high ambient temperatures or where creating a flow path from the hole beneath the Chiller to the Air Outlet Grill in the kickplate is not possible.



1. Cut a hole for the Fan Assembly 255mm x 100mm wide with the front edge of the hole no less than 170mm from the front lip of the cupboard floor. The hole needs to be positioned so that it provides a flow path for warm air to be drawn from the cupboard, into the space beneath the cupboard floor and out the kickplate Air Outlet Grill.
2. Plug the Auxiliary Fan Cordset between the socket at the back of the Chiller and the Fan Assembly.

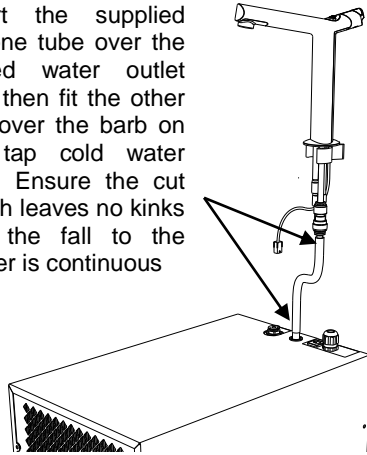
# INSTALLATION

## Step 3: Chiller Tap Water Connection



Insert the supplied Quick Connect fitting and hose barb onto tap cold water tube

Insert the supplied silicone tube over the chilled water outlet pipe then fit the other end over the barb on the tap cold water tube. Ensure the cut length leaves no kinks and the fall to the Chiller is continuous



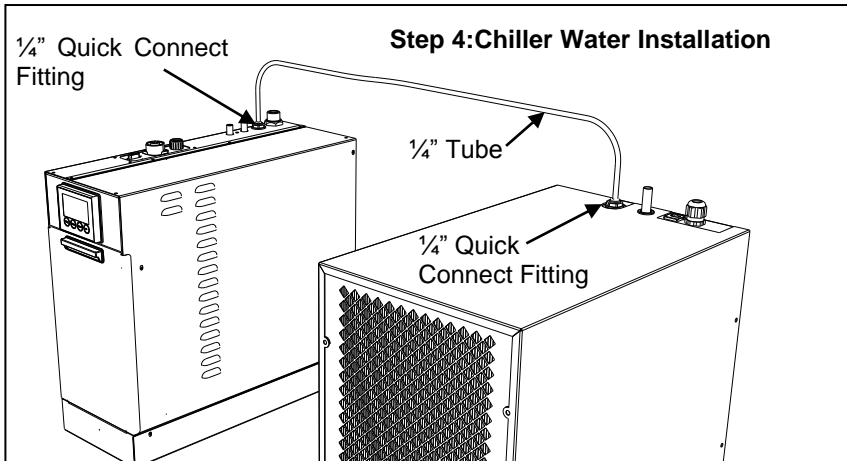
# INSTALLATION

## CHILLED WATER INSTALLATION

Remove the plug from the  $\frac{1}{4}$ " Quick Connect fitting marked Filtered Outlet on the Boiling Water Unit and insert the supplied  $\frac{1}{4}$ " tube to the  $\frac{1}{4}$ " Quick Connect Fitting. Then run the supplied  $\frac{1}{4}$ " tubing to the  $\frac{1}{4}$ " Quick Connect fitting on the Chiller marked Inlet. Ensure that all tubing is inserted fully into the fittings.

### WARNING

Ensure that all tubes are cut to minimum length and installed without kinks or tight bends. The silicon outlet tube must have continuous fall. Failure to do so may cause a detrimental effect on the performance of the unit and render the Rheem Warranty void.





# INSTALLATION

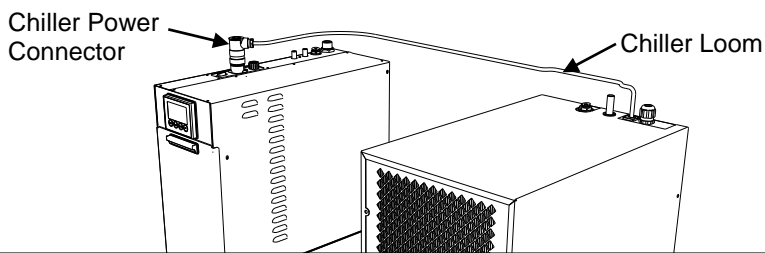
## CHILLER POWER CONNECTION

The Chiller is specifically designed to plug directly into the Boiling Water Unit at the Chiller power supply plug. The Chiller operates at 230-240 V AC 50Hz, and only a Rheem Authorised Service Agent can service the unit.

### WARNING:

When the Chiller is first attached to the Boiling Water Unit it will automatically fill for up to 6 minutes. Ensure that all water lines are connected to the Chiller prior to attaching the Chiller comms loom at step 6. Failure to do so could result in water being discharged into the cupboard.

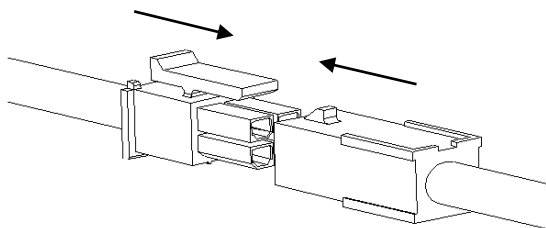
### Step 5: Chiller Electrical Power Connection



## CHILLER COMMS CONNECTION

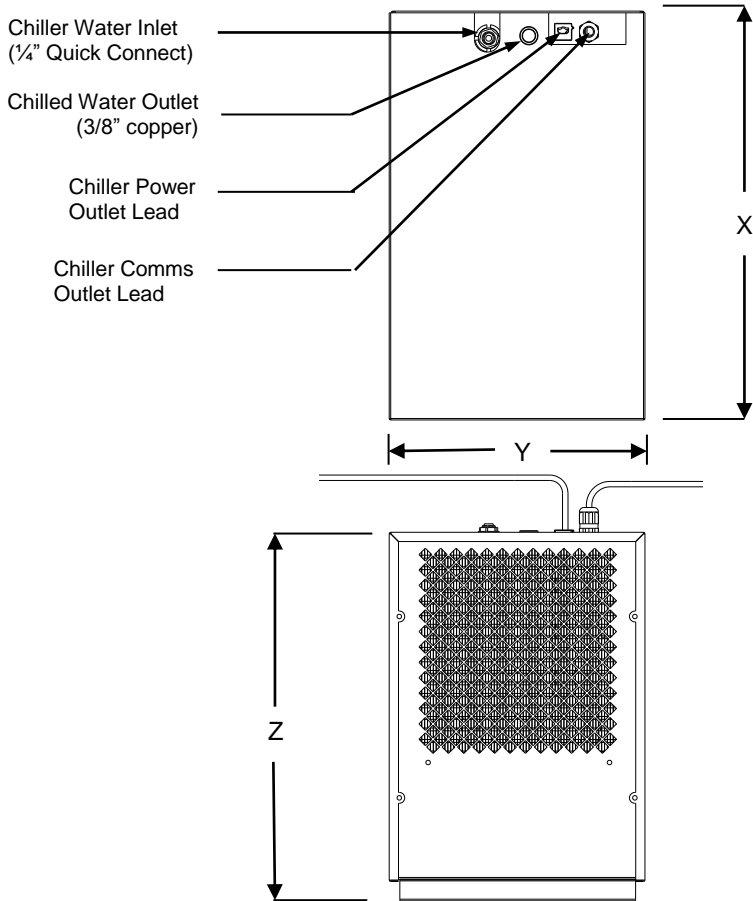
The final installation step is to connect the Chiller comms loom to the Boiling Water Unit comms loom via the 4-pin connector.

### STEP 6: Chiller Comms Connection



# INSTALLATION

## DIMENSIONS AND TECHNICAL DATA



	290254 (3L CHILLER)	290255 (6L CHILLER)
Product Depth (X)mm	430	450
Product Width (Y)mm	282	282
Product Height (Z)mm	360	405
Product Weight Empty (kg)	22	31
Product Weight Full (kg)	25	37

\*Specifications are subject to change with ongoing product improvements.

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# COMMISSIONING

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## TO TURN ON AND FILL THE CHILLER

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- Switch on the electrical supply at the isolating switch to the Boiling Water Unit.
- The Boiling Water Unit will begin filling (check for external leaks).

On initial start up, the Boiling Water Unit automatically runs through a set-up cycle to detect any internal faults with the installation and fills the Chiller with water for 6 minutes. If a Boiling Water Unit is being commissioned for the first time at the same time as the Chiller, during this cycle, steam may discharge from the vent pipe for a short time. It is important NOT to operate the Tap during the set-up cycle because it may affect the operating temperature of the unit.

Explain to the householder or owner the functions and operation of the Chiller. Upon completion of the installation and commissioning of the Chiller, leave this guide with the householder or owner.

## TO TURN OFF THE CHILLER

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If it is necessary to turn off the Chiller on completion of the installation, such as on a building site or where the premises are vacant, then:

- Switch off the electrical supply at the isolating switch to the Boiling Water Unit.
- Close the cold water isolation valve at the inlet to the Boiling Water Unit

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## SAVE A SERVICE CALL

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Check the items below before making a service call. You will be charged for attending to any condition or fault that is not related to manufacture or failure of a part.

### NOT ENOUGH (OR NO) CHILLED WATER

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- **Is the electricity switched on?**

Inspect the wall power socket to see if it is switched on. Also check the fuse or circuit breaker at the switchboard to see if it is tripped.

- **Is the timer in the off period?**

If the timer has been set to turn off and the chiller water is above the optimum delivery temperature, the green LED will flash. Press any lever on the Tap and the unit will re-activate. Wait a couple of minutes to allow the chilled water to reach operating temperature (green LED on the Tap will change to be continuously on)

- **Is the leak sensor picking up there is a fault with the unit?**

There is a leak sensor integrated within the Chiller that detects if there is a water leak (error code D displayed on the timer screen) within the Chiller. Phone your nearest Rheem Service Department or Accredited Service Agent to arrange for an inspection.

If there is a fault with the system an error code will be displayed on the front of the Boiling Water Unit (see page 9 Section E, 1). If this occurs phone your nearest Rheem Service Department or Accredited Service Agent to resolve any problems with the unit.

### WATER NOT COLD ENOUGH?

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- **Heavy usage**

You may find that due to heavy chilled water usage the water temperature may be higher than normally expected due to insufficient cooling time being allowed.

- **Wrong temperature setting**

The Chiller has selectable water temperature settings from 5 to 15°C. If you find that the water temperature is too warm, this setting may be too high (see page 10 section “G” to adjust the setting to your required temperature).

- **Inadequate ventilation**

The installed position of the Chiller may have inadequate ventilation thereby inhibiting the performance of the Chiller. See “**Installation**” section on page 14 for Auxiliary Fan Kit option.

## **HIGH ELECTRICITY BILLS**

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Should you at any time, feel your electricity account is too high, we suggest you check the following points:

- This Chiller is designed to operate in conjunction with the programmable timer and sleep mode on the Boiling Water Unit. Check to see if these features have been activated. Refer “Setting the Timer” on page 7.

## **UNIT WILL NOT SWITCH OFF**

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The electronic timer will only switch the unit on or off when it is in “Auto” mode (See section B on page 8) otherwise the unit will operate 24 hours a day 7 days a week.

## **NO WATER COMING OUT OF THE TAP**

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There may have been a large draw off prior. Wait a minute for the unit to fill enough for you to get water out. If water will still not come out of the tap check the timer screen on the Boiling Water Unit to see if there is an error message and call your nearest Rheem Service Department or Accredited Service Agent to resolve any problems with the unit. Alternatively the water supply may have been turned off, or the water filter incorporated into the Boiling Water Unit may have become blocked.

The electronic timer incorporates a filter life counter. The tap will indicate when the filter should be changed by flashing the orange LED on the tap.

## **LOW CHILLED WATER FLOW**

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The chilled water hose from the Chiller to the tap may have become kinked.



### **IMPORTANT**

If you have checked all the aforementioned and still believe you need assistance, call your nearest Rheem Service Department or Accredited Service Agent.

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## REGULAR CARE

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### MINOR SIX MONTH MAINTENANCE

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It is recommended minor maintenance be performed every six months by the dwelling occupant.

The minor maintenance includes:

- Check and replace the water filter on the Boiling Water Unit
- Check and clean the dust and residue off the condenser

### MAJOR FIVE YEAR SERVICE

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It is recommended a major five year service be conducted on the water heater. The service must be conducted by a qualified person. Phone Rheem Service or their nearest Accredited Service Agent.

**Note:** The five (5) year service and routine replacement of any components are not included in Rheem's warranty. A charge will be made for this work.

The major service includes:

- Check and inspect the refrigeration module for operation.
- Visually check the unit for any potential problems.
- Inspect all connections.

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## DRAINING THE WATER CHILLER

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To drain the Chiller:

- Firstly, turn off the water supply to the Boiling Water Unit (this will stop water feeding into the Chiller);
- Secondly, operate the Tap until no chilled water pumps out of the unit, then;
- Remove all electrical and water connections to the Chiller;
- Remove the Chiller from the cupboard.

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## WATER SUPPLIES

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Your Chiller is manufactured to suit the water conditions of most Australian and New Zealand metropolitan water supplies. However, there are some known water supplies which can have detrimental effects on the Chiller and its operation and/or life expectancy. If you are unsure of your water quality, you can obtain information from your local water supply authority. The Chiller should only be connected to a potable water supply.

### CHLORIDE AND PH

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In a high chloride water supply, the water can corrode stainless steel parts and cause them to fail. Where the chloride level exceeds 250 mg/L warranty does not apply to the Chiller.

The pH is used as a measure of the water's alkalinity and acidity. In an acidic water supply, the water can attack stainless steel parts and cause them to fail. Where the pH is less than 6.5, the water is acidic and Rheem warranty does not apply to the Chiller.



#### WARNING

Chillers not installed in accordance with the above advice will not be covered by the Rheem warranty.
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## END OF LIFE CHILLER DISPOSAL

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### DISPOSAL

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At the end of the service life and prior to the Chiller being disposed of, a person qualified to work with refrigerants must recover the refrigerant from within the sealed system. The refrigerant must not be vented to atmosphere. Phone your nearest Rheem Service Department or Accredited Service Agent to arrange for an inspection

Your Rheem Underbench Pumped Water Chiller is mostly made from recyclable material. Contact your nearest Rheem Service Department or Accredited Service Agent to arrange for disposal of your old Chiller.

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# **RHEEM WARRANTY**

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## **Rheem Underbench Pumped Water Chiller (Chiller) Warranty New Zealand & Australia**

In addition to your legal rights, Rheem New Zealand Limited makes the following promise to the owner. We will repair or, if necessary, replace a defective Chiller or part of it, which has failed due to faulty manufacture on the following terms and conditions:

### **1. THE RHEEM WARRANTY – GENERAL**

- 1.1 This warranty is given by Rheem Australia Pty Limited ABN 21 098 823 511 of 1 Alan Street, Rydalmere New South Wales or Rheem New Zealand Limited of 475 Rosebank Road, Avondale, Auckland as applicable.
- 1.2 Rheem offer a trained and qualified national service network who will repair or replace components at the address of the Chiller subject to the terms of the Rheem warranty. Australia Only:- Rheem Service, in addition can provide preventative maintenance and advice on the operation of your boiling water unit. The Rheem Service contact number is available 7 days a week on Australia 131 031 with Service personnel available to take your call from 8am to 8pm daily (hours subject to change).
- 1.3 For details about this warranty you can contact us on Australia 131 031 or New Zealand 0800 657 335 or in Australia, by email at [warrantyenquiry@rheem.com.au](mailto:warrantyenquiry@rheem.com.au) (not for service bookings), or at [rheem@rheem.co.nz](mailto:rheem@rheem.co.nz) in New Zealand.
- 1.4 The terms of this warranty are set out in section 2 and apply to Chillers manufactured after 1<sup>st</sup> January 2012.
- 1.5 If a subsequent version of this warranty is published, the terms of that warranty will apply to Chillers manufactured after the date specified in the subsequent version.

### **2. TERMS OF THE RHEEM WARRANTY AND EXCLUSIONS TO IT**

- 2.1 The decision of whether to repair or replace a faulty component is at Rheem's sole discretion.
- 2.2 Where a failed component or tank is replaced under this warranty, the balance of the original warranty period will remain effective. The replacement does not carry a new Rheem warranty.
- 2.3 Where the Chiller is installed outside the boundaries of a metropolitan area as defined by Rheem or further than 25 km from either a regional Rheem Branch Office or an Accredited Rheem Service Agent's office (Australia only) or a Rheem Service Centre (New Zealand only), the cost of transport, insurance and travelling between the nearest Rheem Branch Office or Accredited Rheem Service Agent's office, or a Rheem Service Centre and the installed site shall be the owner's responsibility.
- 2.4 Where the Chiller is installed in a position that does not allow safe or ready access, the cost of that access, including the cost of additional materials handling and/or safety equipment, shall be the owner's responsibility. In other words, the cost of dismantling or removing cupboards, doors or walls and the cost of any special equipment to bring the Chiller to floor or ground level or to a serviceable position is not covered by this warranty.
- 2.5 This warranty only applies to the original and genuine Rheem Chiller in its original installed location and any genuine Rheem replacement parts.



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# **RHEEM WARRANTY**

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## **Rheem Underbench Pumped Water Chiller (Chiller) Warranty New Zealand & Australia**

- 2.6 If the Chiller is not sized to supply the chilled water demand in accordance with the guidelines in Rheem's Chiller literature, any resultant fault will not be covered by Rheem's warranty.
- 2.7 The Rheem warranty does not cover faults that are a result of:
- a) Accidental damage to the Chiller or any component (for example: (i) Acts of God such as floods, storms, fires, lightning strikes and the like; and (ii) third party acts or omissions).
  - b) Misuse or abnormal use of the Chiller.
  - c) Installation not in accordance with the Owner's Guide and Installation Instructions or with relevant statutory and local requirements in the State or Territory in which the Chiller is installed.
  - d) Connection at any time to a water supply that does not comply with the water supply guidelines as outlined in the Owner's Guide and Installation Instructions.
  - e) Repairs, attempts to repair or modifications to the Chiller by a person other than Rheem Service or a Rheem Accredited Service Technician.
  - f) Faulty plumbing or faulty power supply.
  - g) Failure to maintain the Chiller in accordance with the Owner's Guide and Installation Instructions.
  - h) Transport damage.
  - i) Fair wear and tear from adverse conditions (for example, corrosion).
  - j) Cosmetic defects.
- 2.8 If you require a call out and we find that the fault is not covered by the Rheem warranty, you are responsible for:
- Australia only - our standard call out charge.
  - New Zealand only - the cost of the call out charge.
- If you wish to have the relevant component repaired or replaced by Rheem that service will be at your cost.
- 2.9 Subject to any statutory provisions to the contrary, this warranty excludes any and all claims for damage to furniture, carpet, walls, foundations or any other consequential loss either directly or indirectly due to leakage from the Chiller, or due to leakage from fittings and/or pipe work of metal, plastic or other materials caused by water temperature, workmanship or other modes of failure.

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## RHEEM WARRANTY

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### Rheem Underbench Pumped Water Chiller (Chiller) Warranty New Zealand & Australia

#### 3. WHAT IS COVERED BY THE RHEEM WARRANTY FOR THE CHILLER DETAILED IN THIS DOCUMENT

- 3.1 Rheem will repair or replace a faulty component of your boiling water unit if it fails to operate in accordance with its specifications as follows:

<b>This Rheem warranty covers commercial and industrial installations.</b>	<b>Warranty Period</b>	<b>Warranty Cover</b>
<b>What components are covered</b>	<b>The period in which the fault must appear in order to be covered</b>	<b>What coverage you receive</b>

#### Years

All components	2	New component or Chiller (at Rheem's sole discretion), free of charge, including labour**.
Inner tank only	5	Tank only, not including labour**.

#### 4. ENTITLEMENT TO MAKE A CLAIM UNDER THIS WARRANTY

- 4.1 To be entitled to make a claim under this warranty you need to:
- Be the owner of the Chiller or have consent of the owner to act on their behalf.
  - Contact Rheem Service without undue delay after detection of the defect and, in any event, within the applicable warranty period.
- 4.2 You are **not** entitled to make a claim under this warranty if your Chiller:
- Does not have its original serial numbers or rating labels.
  - Is not installed in Australia or New Zealand.

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# RHEEM WARRANTY

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## Rheem Underbench Pumped Water Chiller (Chiller) Warranty New Zealand & Australia

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### 5. HOW TO MAKE A CLAIM UNDER THIS WARRANTY

- 5.1 If you wish to make a claim under this warranty, you need to:
- a) Contact Rheem Australia on 131 031 or Rheem New Zealand on 0800 657 335 and provide owner's details, address of the Chiller, a contact number and date of installation of the Chiller, or if that's unavailable, the date of manufacture and serial number (from the rating label on the Chiller).
  - b) (Australia only) Rheem will arrange for the Chiller to be tested and assessed on-site.
  - c) (New Zealand only) A Rheem Service Centre will arrange for the Chiller to be tested and assessed on-site.
  - d) If Rheem determines that you have a valid warranty claim, Rheem will repair or replace the Chiller in accordance with this warranty.
- 5.2 Any expenses incurred in the making of a claim under this warranty will be borne by you.

### 6. THE AUSTRALIAN CONSUMER LAW (AUSTRALIA ONLY)

- 6.1 Our goods come with guarantees that cannot be excluded under the *Australian Consumer Law*. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- 6.2 The Rheem warranty (set out above) is in addition to any rights and remedies that you may have under the *Australian Consumer Law*.

**RHEEM**  
**[www.rheem.com.au](http://www.rheem.com.au)**  
**[www.rheem.co.nz](http://www.rheem.co.nz)**

FOR SERVICE TELEPHONE  
**131 031 AUSTRALIA**  
**0800 657 335 NEW ZEALAND**  
or refer to your local Yellow Pages

Note: Every care has been taken to ensure accuracy in preparation of this publication. No liability can be accepted for any consequences, which may arise as a result of its application.