kaden

OWNER'S GUIDE

Ducted Gas Heaters



Safety Information
Owner's Information
Warranty

Models

Internal
KN315INT, KN320INT
KN325INT, KN330INT
KN420INT, KN430INT
KN521INT, KN530INT

External
KEX315C, KEX320C, KEX328C
KN420EXT, KN430EXT
KN521EXT, KN530EXT

This page is intentionally blank

kaden

TABLE OF CONTENTS

Warnings and Important Information 4

Regulatory / Installation / Safety 4
Models covered in this manual 4
Mandatory Inspection Prior To Installation 5

Ducted Heater Operation 6

How Does Ducted Heating Work? 6
Supplied Wall Controls Types 6
Operating Your Ducted Heater 6
Supply Cord 6
Notes on Heater Operation 6
Outlet Guide 7
Outlet Register Chart 7

Kaden Networker Wall Control 8

Zoned Systems 9
Setting the Time & Day 9
Automatic Operation 10
To Begin the Auto Program 10
Temporarily Overriding Auto-Program Settings 10
Permanently Changing Auto-Program Settings 11
Permanently Changing the Set Time, Temperature or Zone Settings 11
Manual Operation 12
Fan Only Operation 12
Coded Messages 13
Message Repeating 13
Service Notification Message 13
Error Codes 14
Resetting 14
Locking the Networker 15
Setting the PIN 15
To lock the Networker 15
To unlock the Networker 15
Dual Networker Operation 16
Operating Add-On Air Conditioners 16
Batteries 16

Kaden Manual Wall Control 17

Care & Maintenance 18

Customer Care Program 18
Save a Service Call 18

Service Maintenance Schedule 19

Installation Record 20

Installer Details 20
System Details 20

FAQ 21

Warranty 23

WARNINGS AND IMPORTANT INFORMATION

IMPORTANT

READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.

Failure to carefully read and follow all instructions in this manual can result in equipment malfunction, property damage, personal injury and/or death.

WARNINGS:	**WHEN IGNORED, CAN RESULT IN SERIOUS INJURY OR DEATH.**
CAUTIONS:	**WHEN IGNORED, CAN RESULT IN MINOR INJURY OR PRODUCT DAMAGE.**
SHALL / MUST/ IMPORTANT:	**INDICATES A MANDATORY REQUIREMENT OF THIS MANUAL.**
SHOULD:	**INDICATES A RECOMMENDED REQUIREMENT OF THIS MANUAL.** Any deviations from these instructions may void the warranty. As a result, the customer and/or installer may be charged a fee for product non-warranty related call outs. Also, note that failure to comply with these instructions may preclude servicing of the unit.
DISCLAIMER:	This document is a guide only. Laws, regulations and industry standards can vary between States and Territories. Accordingly, this guide **MUST BE** read in conjunction with, and subject to, all laws, regulations and industry standards applicable in the State or Territory in which the products are installed. You **MUST** ensure that the installation of the products will comply with those laws, regulations and standards, and that the products recommended to customers are fit for the purpose for which they are intended.

WARNING

REGULATORY / INSTALLATION / SAFETY

This appliance **SHALL BE** installed in accordance with:

Manufacturer's Installation Instructions and the Kaden Sizing Guide.

Current AS/NZS 5601 (Gas Installation Standard), Current AS/NZS 5141 (Residential Climate Control Systems), Current AS/NZS 3000 (Electrical Codes) and Local Gas / Electrical authority regulations.

Current AS 4254 Ductwork for air-handling systems in buildings, EPA guidelines and HB276-2004 "A Guide to Good Practice"

Local Regulations and Municipal Building Codes (BCA) including local OH&S requirements.

ALWAYS comply with the following precautions to avoid dangerous situations and to ensure optimum performance.

This appliance **MUST BE** installed, commissioned, maintained and removed by an Authorised Person.

DO NOT place any 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

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.

Children should be supervised to ensure that they **DO NOT** play with the appliance.

IMPORTANT

MODELS COVERED IN THIS MANUAL

Kaden	KN3	KN4	KN5	KEX3C

Product warranty excludes faults and failures caused by improper use and abuse; fair wear and tear; or failure to follow instructions regarding service and maintenance. It is very important that you maintain your ducted gas heater and have it serviced regularly. It is a condition of warranty that you adhere to the maintenance and service requirements as set out in this manual. Compliance with these requirements will prolong the useful life of your ducted gas heater and help ensure it operates efficiently. The "Service Maintenance Schedule" on page 19 details specific items to be performed at prescribed intervals by licensed qualified technicians. The schedule should also be fully completed and retained as a record of who carried out the service, the date and actions taken.

IMPORTANT: Failure to carry out the requisite maintenance, servicing and recording requirements may void your product warranty. Please refer to the "Terms of Warranty" document accompanying your ducted gas heater.

NOTE

The manufacturer cannot guarantee compatibility and support for anyone using 3rd party accessory/devices (device) on any of their appliances.

The suitability, compatibility or functional performance of any 3rd party device is entirely the responsibility of the device's supplier or installer.

Any 3rd party device, technical, installation, operation, performance or other enquiries need to be referred to the device's supplier or installer.

Any adverse effects of 3rd party devices on the operation, performance or reliability of this appliance is not covered by the manufacturer's product warranty.

WARNING

MANDATORY INSPECTION PRIOR TO INSTALLATION

Immediately report any damage or discrepancies to the Supplier of the appliance. This appliance was inspected and tested at the time of manufacture and packaging, and released for transportation without known damage. Upon receipt, inspect the exterior for evidence of rough handling in shipment. Ensure that the appliance is labelled correctly for the gas and electrical supply, and/or other services it is intended to be connected to.

For safety and warranty purposes, appliances that may be damaged or incorrect MUST NOT be installed or operated under any circumstances. Installation of damaged or incorrect appliances may contravene local government regulations. Kaden disclaims any liability or responsibility whatsoever in relation to the installation or operation of damaged or incorrect appliances.

DUCTED HEATER OPERATION

HOW DOES DUCTED HEATING WORK?

Your Kaden system consists of three major components; a heater, a ductwork system and a wall control.

The heater draws air out of the house through a large, centrally located return air duct into your heater where it is warmed. Once heated, the air is then distributed throughout your house via a network of smaller ducts and released into each room through floor or ceiling outlets. The entire process is controlled by your wall control, which is usually positioned in the living area on an internal wall and away from windows and doors if possible. We recommend that you use the following guidelines to get the best performance from your heater and maximise its efficiency:

- Making sure your home is well insulated such as wall-to-wall floor coverings, drapes, pelmets and even wall insulation can help reduce your energy consumption. Ceiling insulation is mandatory.
- By turning your heater off at night and on again in the morning, you'll save energy and lower your gas bill.
- Keep the temperature setting low if you are active in the house. Normal operating temperature should be around 17ºC to 21ºC.
- Do not leave external doors and windows open.
- Fumes from candles, fragrant oil burners, cooking or smoking may be drawn into the system (especially if the Return Air inlet is in the ceiling) and can cause staining around the heating outlets. Installing an Electronic Air Filter in the Return Air will help to avoid this problem.

Just follow these few guidelines and your Kaden Central Heating System is sure to provide you with many years of warmth and satisfaction.

SUPPLIED WALL CONTROLS TYPES

KN5 / KN4	Networker	KN3 / KEX3C	Manual

OPERATING YOUR DUCTED HEATER

- Ensure your wall control is set at the OFF position.
- Ensure that the gas supply tap, adjacent to the heater is turned ON.
- Turn ON the 240V power supply at the power point located near the heater, ensuring the plug is firmly located in the socket.
- Now go to the Wall Control and turn it ON, the heater may now be operated from the Wall Control.

If the heater has never been operated before, or has been shut down for an extended period of time or after any interruption to the gas supply, it may take several attempts to start the heater, as air may need to be purged from the gas pipe. All Natural Gas units will automatically perform up to four re-ignition attempts before locking out.

- Kaden KN5 & KN4 models will display a "busy" code at the top of the Networker display during these ignition re-attempts and if the heater locks out, a spanner will appear. Refer to section on "Coded Messages" on page 13. Reset may need to be pressed several times, depending on how long it takes to purge the air from the gas pipe.
- Kaden KN3 & KEX3C models that have not started to blow warm air after 30 minutes will require a reset. To do this, turn the Wall Control OFF, and then wait for 5 seconds before turning the Wall Control back ON. You need to do this 6 times in one minute to reset the heater.

SUPPLY CORD

If the supply cord is damaged, it MUST BE replaced by the manufacturer, an authorised service agent or an electrically qualified technician, in order to avoid a hazard.

NOTES ON HEATER OPERATION

When the heater is first turned ON, there will be a delay before warm air is delivered from the duct outlets. Allow approximately one minute for the burners to generate heat, before waiting for the fan to start. This process ensures that the air delivered into the house is warm. With any ducted heating system it is not unusual to see vapour discharging from the flue terminal when the heater is in operation. The flue terminal may be hot during operation. Kaden has pre-set and tested your unit on a typical system setting, however your Installer may have varied the fan speed settings to suit your installation. Please consult your installer to set the heater to suit your individual needs. The KN5 Networker control board automatically adapts the heaters output to suit the number of outlets that are open. Check the Outlet Guide for the appropriate number of outlets you must have open for best performance.

OUTLET GUIDE

The 'Outlet Register Chart' at the bottom of this page is a guide only and the system's minimum airflow requirements shall be met to ensure reliable operation. The figures are based on using the Kaden Sizing Guide or a system designed using accepted design principles. These figures also relate to typical size registers and diffusers used on domestic heating systems i.e. 300 mm x 100 mm floor registers and 150 mm round ceiling diffusers, with 150 mm ductwork connection.

For all systems, a minimum number of outlets (columns B & C) **MUST** remain fully open (this includes both the outlet grille and the damper in the duct) to achieve the optimum turn down performance and system reliability without overheating. Similarly, ceiling outlet systems have a maximum number of outlets that can remain fully open, to ensure that the velocity through each outlet is sufficient. These maximum ceiling outlet figures relate to fully open outlets, however, the system will operate efficiently with more outlets open, if it's been properly balanced.

The outlet chart has been divided up into three columns as follows:

A) The maximum number of outlets that should remain fully open for a ceiling outlet system.

B) The minimum number of outlets that should remain fully open for floor/ceiling systems where the system does not have zone dampers installed or, where there are zone dampers but these zones are not operated from a Networker wall control (e.g. wall switches).

C) The minimum number of outlets that should be fully open for floor/ceiling systems where the system has zone dampers installed, and these zones are being operated from a Networker wall control using the heater's on-board zone relays or a zone module. Systems fitting this description are deemed to have Adaptive Zoning active, hence minimum outlet numbers are reduced. Where it shows half figures such as 1.5, it is possible to operate with 1 outlet fully open, and another outlet half closed (such as a bathroom).

NOTE

Column C only applies to Kaden KUN4 & KUN5 heaters and should not be used unless the Networker has been configured for Zoning. Refer to Column B instead.

If you wish to fit air filters then consult your qualified installer to ensure compatibility with airflow requirements. Ensure that these filters are regularly cleaned and maintained.

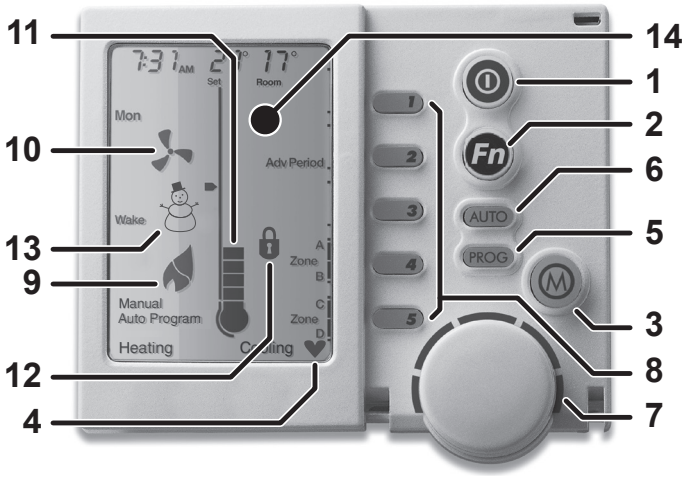
Outlet Register Chart

System Model	Airflow Rate (L/s)	A Maximum No. Ceiling Outlets	B Minimum No. Floor/ Ceiling Outlets	C (Adaptive Zoning) Minimum No. Floor/Ceiling Outlets
KN5 Heaters				
KN521INT	785	12	5	2
KN530INT	1080	17	7	2
KN521EXT	700	12	5	2
KN530EXT	960	16	7	2
KN4 Heaters				
KN420INT	785	13	6	2
KN430INT	1080	18	9	2
KN420EXT	710	12	6	2
KN430EXT	900	15	7	2
KN3 Heaters				
KN315INT	540	10	9	5
KN320INT	540	10	9	5
KN325INT	680	12	10	7
KN330INT	920	13	16	8
KEX315C (300mm)**	498	8	4	-
KEX320C (300mm)**	581	11	5	-
KEX320C (350mm)**	622	11	5	-
KEX328C (350mm)**	819	16	8	-
KEX328C (400mm)**	921	16	8	-

*** Model and base-box duct size*

KADEN NETWORKER WALL CONTROL

The Kaden Networker wall control operates the complete heating system, communicating key information and sensing the temperature. It is an important part of the unit and the following text will explain its operation.



1. **On/Off Button**
   This is the button to turn the Networker ON or OFF.

2. **Function (Fn) Button**
   The function button, when used in conjunction with keys 1 & 2 allows the user to perform specialised functions such as message repeating & Networker locking. The Fn button also activates the LED backlight.

3. **Mode (M) Button**
   If a Kaden Heater and Cooler are connected to the Networker this key allows you to switch between them. When an appliance is selected, the mode of the appliance will appear at the bottom of the screen e.g. "Heating".

4. **Heartbeat Symbol**
   A flashing heart icon in the bottom right hand corner indicates that the room temperature is being sensed from this Networker.

5. **Program (PROG) Button**
   This button is used to set the Networkers automatic program.

6. **Auto (AUTO) Button**
   This button allows the user to switch between the Auto Program and the Manual Operation.

7. **Rotary Dial**
   This Dial is used to change the Heater settings.

8. **Variable Keys**
   The keys numbered 1 to 5 (15 to19) vary their function depending on the program or mode displayed. They will only have a function if text appears on the screen beside the key and in some cases a black rectangular box. (Keys used for zoning function may also display an arrow)

9. **Flame Symbol**
   The flame symbol will appear on the display when the heater is switched on. This symbol will flash during preheating at the end of the heating cycle.

10. **Fan Symbol**
    The fan symbol will appear on the display when the heater is switched on. This symbol will flash during preheating at the end of the heating cycle.

11. **Thermometer / Fan Speed Bar**
    The thermometer on the display registers the current room temperature. Beside it is a small marker which indicates the temperature that the heater is currently set to maintain.

12. **Padlock Symbol**
    The padlock symbol indicates the child proof lock has been set. For more information refer to the section "Locking the Networker" on page 15.

13. **Snowman Symbol**
    The snowman symbol indicates the add-on air-conditioning refrigeration compressor is running (where installed). A flashing snowman indicates the compressor is in a safeguard time off period.

14. **Digital Display (LCD screen)**
    Provides you with information about the system. The display shows the current time via a Digital Clock in the top left corner, the Day of the Week on the left-hand side, and the type of Appliance selected at the bottom.

    The display will also show scrolling messages across the top of the screen, which can display some of the heater's operational states.

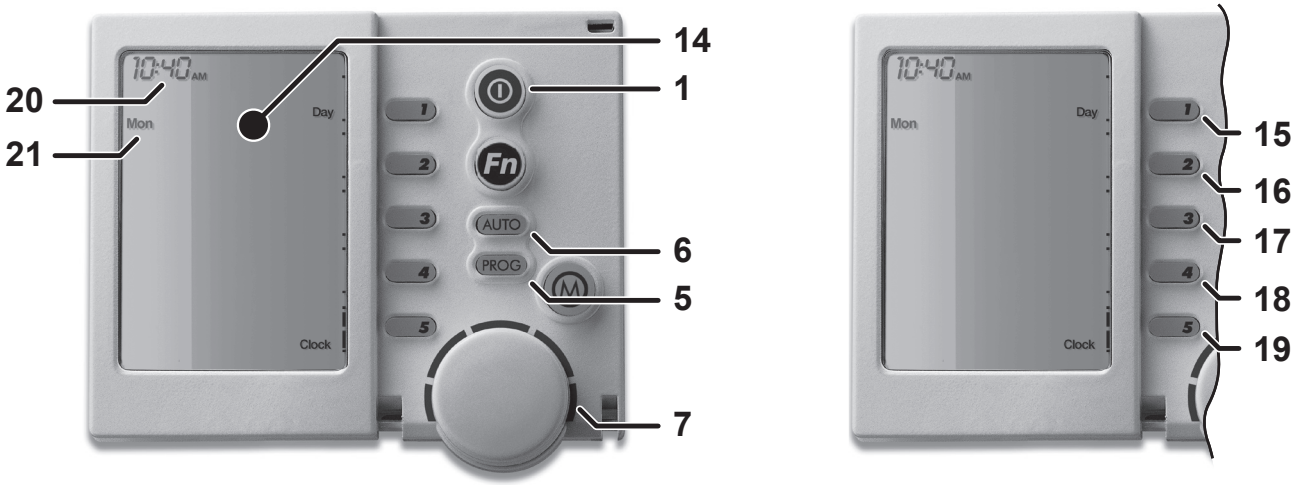
ZONED SYSTEMS

An option for systems installed with a KUN4 or KUN5 heater is to divide the home into different zones. This can be done by using multiple heaters, or by using zone dampers that switch between different zones. These zone features (where installed) will have been set up and explained by the installer and can be operated in either "Manual" or "Auto" modes. Only the zones that have been installed and configured by the installer will be displayed and they will be labelled in order from Zone A to Zone D. Zones A & B are both operated by key number 4, while Zones C & D are operated by key number 5. Zones can be selected or deselected by pushing the corresponding key.

Zone operation is displayed by the use of symbols.

- If an arrow is beside a particular zone, then this zone has been selected for use.
- If no arrow appears beside a zone, then this zone has not been selected for use.
- If the arrow is solid, then this zone is open and receiving heating from the unit.
- If the arrow is flashing, then this zone has reached the desired temperature and has been closed.

SETTING THE TIME & DAY



1. Ensure the Networker is turned OFF using the ON/OFF button (1).
2. Press Key 5 (19 - Clock) and the screen will display the message *"Clock setting mode"*, and then the Digital Clock (20) will flash.
3. Use the Rotary Dial (7) to select the right time.
4. Press Key 1 (15 -Day) until the correct day appears e.g. Mon (21).
5. Press Key 5 (19 - Clock) again to save the changes.

AUTOMATIC OPERATION

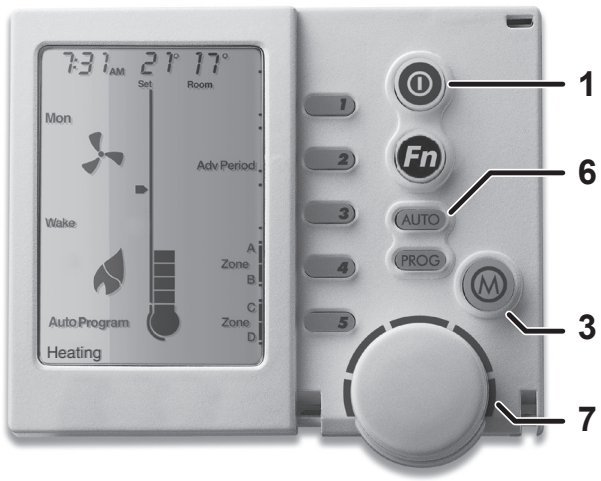
In Auto mode the Networker allows you to pre-set your heater to turn On and Off when you wake, leave, return and just before you sleep.

The first time you go into "Auto", just follow these steps:

1. Turn the Networker on using ON/OFF button (1).
2. Press the Auto button (6) until "Auto Program" appears on the screen.

In "Auto" mode the Networker has a pre-set Auto-Program, which is already entered into its memory.

This Auto-Program covers the entire week. It is based on average operation and has the following combination of pre-programmed time periods and settings. Zoning options will also appear where zone features have been installed.



Period	Time	Heating	
Wake	6:00am	20	Set a time and temperature to start the system and pre-warm the house before you get up in the morning.
Leave	9:00am	— —	Set a time and temperature to turn your heater down or off, when you leave for the day.
Return	4:00pm	20	Set a time and temperature to switch the system on just before you reach home.
Pre-sleep	9:30pm	20	This feature can be used to slightly increase, or decrease the set temperature, at the same time every night. If you have zoning options, "Pre-sleep" can be used to switch Heating in selected zones ON or OFF, e.g. to pre-warm the bedrooms before going to sleep.
Sleep	10:00pm	— —	Sets a time and temperature for the night, when everyone is asleep. It is recommended that the system be set to turn OFF (- -) overnight, to save energy and reduce your gas bill.

TO BEGIN THE AUTO PROGRAM

If the pre-set Auto-Program settings suit your lifestyle, then all you need to do is run the system in automatic operation by following these simple steps:

1. If you have more than one type of appliance, turn OFF the Networker.
2. Press the MODE button (3) until the word "Heating" appears at the bottom of the LCD screen (14).
   If the Networker is ON while switching between appliances you could start the wrong one inadvertently.
3. Now turn the Networker back ON and press the Auto button (6) until "Auto Program" appears on the bottom left of the LCD screen (14).

TEMPORARILY OVERRIDING AUTO-PROGRAM SETTINGS

If these pre-set Auto-Program settings do not suit your lifestyle, you may want to temporarily override them. To temporarily override the Auto Program complete the following steps:

1. Use the Rotary Dial (7) to increase or decrease the current temperature setting.
2. The word "Temporary" will flash at the bottom of the LCD screen (14) until the current period ends, Key 2 (16) has now become the "Cancel" key. Press it to return to the Auto Program.
3. If you have zoning options, altering the zone settings will also result in a "Temporary" change.

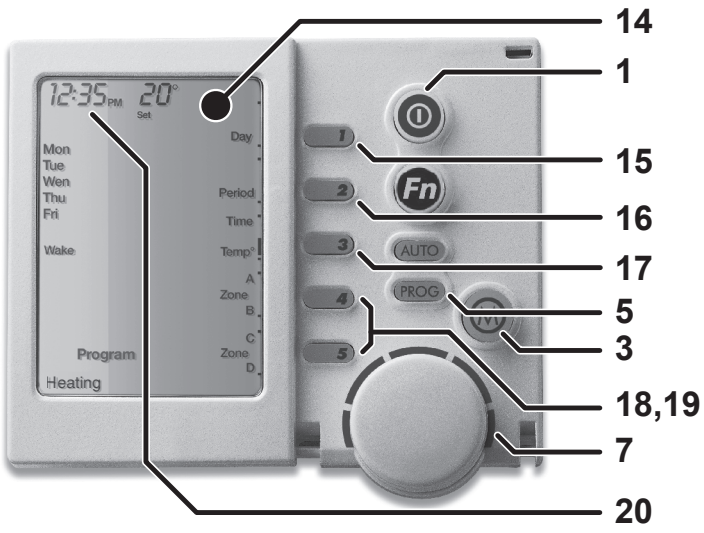
NOTE **The Networker will revert to Auto program after the current period ends.**

You may wish to skip to the next period i.e. Wake to Leave. This can be done by completing the following steps:

1. Press Key 2 (16) "Adv Period", Key 2 will now become "Cancel Adv Period".
2. To return to the original program press Key 2 (16) "Cancel Adv Period".

PERMANENTLY CHANGING AUTO-PROGRAM SETTINGS

If your lifestyle doesn't match the pre-set Auto Program, you can change the settings to suit your requirements.



1. Turn the Networker OFF (1) and check that you are in heating mode. If you are not, press the MODE button (3) until the word "Heating" appears at the bottom of the LCD screen (14).
2. Press the PROG button (5) and you"ll notice that the word "Program" at the lower left of the LCD screen (14) will begin to flash as will the Digital Clock (20) at the top of the screen. The PROG button enables you to change the time or the temperature for any period.
3. When changing the settings, the Networker combines all the weekdays into one block and both days of the weekend into another block. These are listed on the left of the screen. To select the block that you want to change the settings for, press Key 1 (15). This selects either the weekday block or the weekend block.
4. To select the time period you want to change the settings for, press Key 2 (16) "Period" until the required period is displayed.
5. From here, you can change the Set Time, Set Temperature or change the zone settings (if you have zone features installed) for a particular time period.

PERMANENTLY CHANGING THE SET TIME, TEMPERATURE OR ZONE SETTINGS

Before starting this operation, you should have completed steps in "Temporarily Overriding Auto-Program Settings" on page 10

1. To change the set time, press Key 3 (17) "Time/Temp" until "Time" is selected, and the digital clock (20) begins to flash. Turn the Rotary Dial (7) until the digital clock (20) shows the set time you require for the period of the day selected.
2. To change the set temperature, press Key 3 (17) "Time/Temp" until "Temp" is selected the temperature (20) will begin to flash. Turn the Rotary Dial (7) until the temperature (20) shows the temperature you require for the period of the day selected.

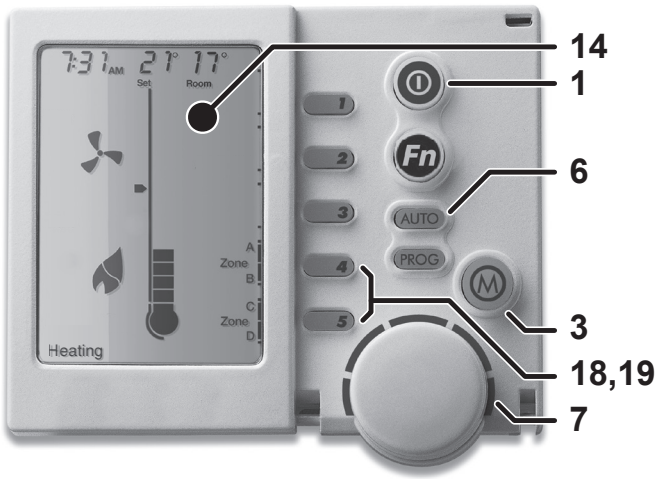
NOTE **Selecting a Set Temperature of (- -) will turn the heater OFF for that period. To change the zone settings (if zones are fitted), use the Keys 4 & 5 (18 & 19) "Zone" to select the zones you wish to operate for that period.**

3. To change the set time or temperature in the other periods, press Key 2 (16) "period" until the required period is displayed, then select the function you want to set (time or temperature) and use the Rotary Dial (7) to make these settings. To change the Zone settings, use the Keys 4 & 5 (18 & 19) "Zone" to select the zones you wish to operate for each period.
4. Press Key 1 (15) "Day" to select the second block of days you want to change the settings for and repeat the previous steps.
5. To save the new settings, press the PROG button (5).
6. If you want to review your new settings, press PROG button (5) again. The new settings should be the ones you have just saved.
7. Press PROG button (5) again to end your review.

MANUAL OPERATION

Manual operation enables you to control the fan speed and to set the temperature manually.

1. If you have more than one type of appliance, turn OFF the Networker.
2. Press the MODE button (3) until the word "Heating" appears at the bottom of the LCD screen (14).*If you have the Networker is ON while switching between appliances you could start the wrong one inadvertently.*
3. Now turn the Networker back ON and press the AUTO button (6) until "Manual" appears on the bottom left of the LCD screen (14). The heater's Set Temperature will now appear at the top of the LCD screen (14). The current Room Temperature is still visible in the top right hand corner of the screen.
4. This Set Temperature is the temperature the heater is set to maintain. To change it, use the Rotary Dial (7) to select the temperature you require.
5. To change the Zone settings, use the Keys 4 & 5 (18 & 19) "Zone" to select the zones you wish to operate.
6. To turn the system OFF, press the On/Off button (1).



NOTE

If the temperature in the room is already warmer than the temperature that you have just set the heater to maintain, it will not switch on until the room temperature falls below the set temperature.

If you have zone features installed, Keys 4 & 5 (18 & 19) "Zone" will also appear on the lower right hand side of the LCD screen (14).

The Networker remembers your last settings, and goes back to them the next time you select manual operation.

FAN ONLY OPERATION

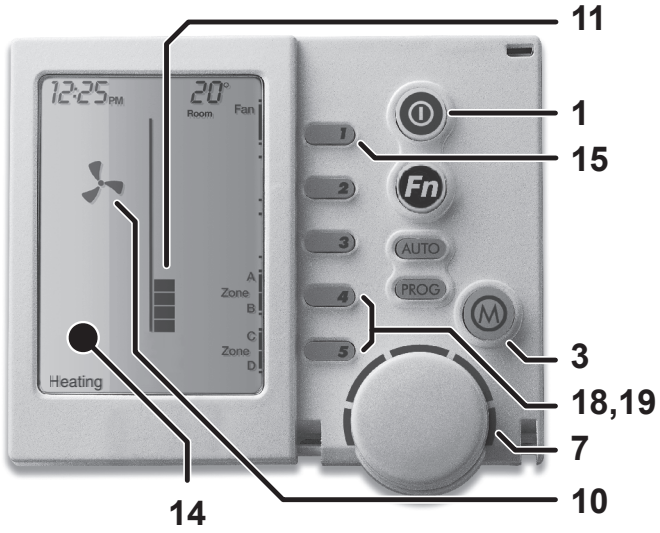
Another benefit of a central heating system is that its fan and ductwork system allow you to improve the quality of the air in your home. For example, in homes where there are asthma sufferers, air quality devices such as Electronic Air Filters can be fitted to clean the air. To use them, or to simply circulate the air in the house, the fan can be made to run continuously. (This feature needs to be set up during installation)**.**

If the Networker is OFF:

1. Press the MODE button (3) until the word "Heating" appears at the bottom of the LCD screen (14).
2. Press Key 1 (15) "Fan". A small rotating Fan Symbol (10) is displayed on the LCD screen (14) and the Thermometer display (11) becomes a Column display to indicate the set fan speed.
3. Use the Rotary dial (7) to increase or decrease the fan speed as desired.

If the Networker is ON and already in heating mode:
(Continuous Fan Operation, KUN4 & KUN5 models only)

1. Press Key 1 (15) "Fan" and the fan will operate continuously.
2. To turn the fan OFF, press Key 1 (15) "Fan" again.



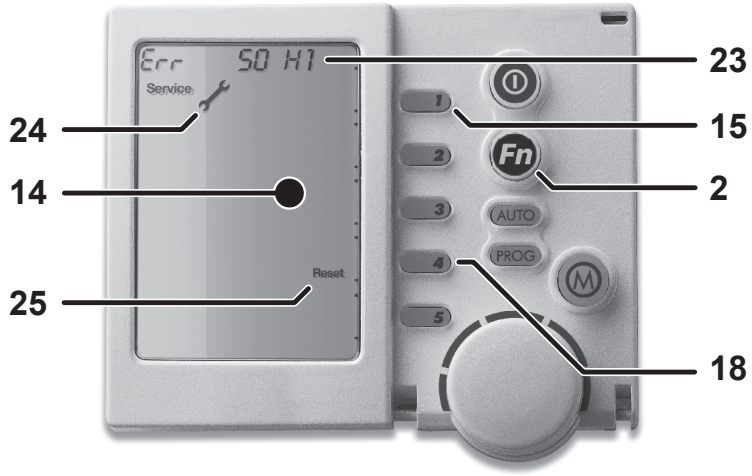
NOTE

In this mode, the fan continues to operate between heating cycles, but its output is controlled by the heater. The fan speed will be low and constant, and can only be adjusted by a Kaden Service Technician, or your installer.

If you have zone features installed, Keys 4 & 5 (18 & 19) "Zone" will also appear on the lower right hand side of the LCD screen (14) and the zone settings can also be altered at this point.

CODED MESSAGES

While the Networker is operating your system, it is also monitoring and controlling every aspect of the system's performance.



If anything unusual occurs, the Networker will display an error message (23), and or a spanner symbol (24).

- Push the FUNCTION button (2) then Key 1 (15) "Reset" immediately after to repeat a message stating *“Heater Fault - H01 Code #?? For assistance call for service”* will scroll across the top of the Screen.

NOTE **The message will vary depending on the problem.**

- Whenever such a message appears, it is a good idea to write it down before doing anything else. This code contains information that will enable the service provider to deal quickly and easily with anything that requires their attention. In this instance contact ***1300 4KADEN (1300 452 336)*** and pass on the message, the model and the type of appliance (refer to the error codes on page 14).

MESSAGE REPEATING

1. Push the FUNCTION button (2) then Key 1 (15) immediately after to repeat a message.

NOTE **If no message repeats, then either the button combination used was incorrect or the event has passed. The message that displayed could be advising of appliance operations or faults.**

SERVICE NOTIFICATION MESSAGE

When the operating hours logged for an appliance exceeds the predetermined period, the Networker will display a service notification message.

- A message (23) stating *"Fan run hours indicate it is time for a service call"* will scroll across the top of the LCD screen (14). Note that the message will vary depending on the problem.
- The Spanner Icon (24) will flash once every second on the Networker wall control display.

You may book a service call by calling 1300 4KADEN (1300 452 336) or clear the spanner icon notification by pressing Key 4 (18) on the Master Controller.

ERROR CODES

The following is a list of faults customers may rectify safely. If the faults continue it is advisable that you contact 1300 4KADEN (1300 452 336) for service.

Code	Error Description	Action Checklist
40 **41** **42** **43**	These errors indicate an overheat condition has occurred. The heater's fan will be forced to operate at maximum speed.	• Check there are sufficient outlets open on the duct system. • Check that the floor/ceiling register and baffle is fully open and not restricting air movement. • Check the return air filter (if fitted) is sized correctly and is clean and no obstructions have been placed in front of the return air intake.
46 **47** **55**	Indicate that the heater has failed to light within the specified time.	• Check the gas supply is turned ON at the meter, and at the appliance. • Check if other gas appliances are operating such as Gas Cooker, Hot Water, etc. • Check that there is gas supply to your home. Contact your gas provider to confirm this, as there may be works in the area or a problem with the supply. • The heater may require a general service.
50	Indicates the heater has locked out after 4 ignition attempts. This error can be reset by using the reset button to restart the heater, but the unit will probably lockout again if the condition has not been rectified.	• Refer to checklist for error 46, 47 & 55.
56	Indicates a lockout has occurred on the pressure switch, usually caused by too much restriction on the flue pipe.	• The flue pipe should be checked for blockages by an authorised person.

IMPORTANT

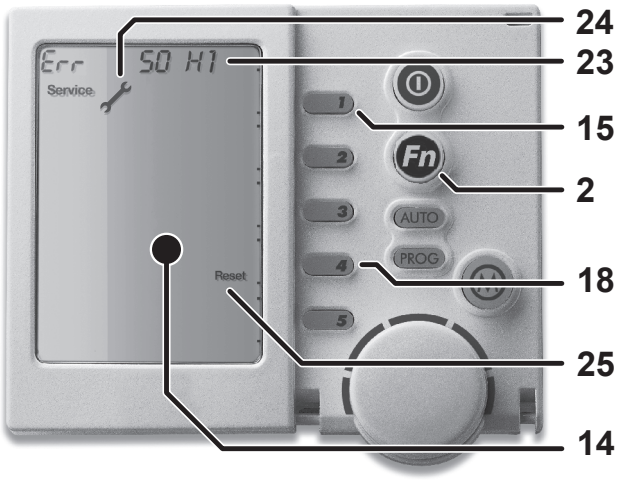
Any other Error Codes that appear on the screen could indicate the heater is not operating due to a malfunction or fault with the electronic control module. This error may be reset at the power supply. If the error continues to appear, contact 1300 4 KADEN (1300 452 336) for Service.

RESETTING

If something has interrupted the heaters operation, the word "Reset" (25) may appear beside Key 4 (18) while a message is scrolling across the top of the screen. Press Key 4 (18) to re-start the heater. If the heater does not resume normal operation, or an error message re-appears, please contact ***1300 4KADEN (1300 452 336)*** for service.

If the heater is still operating but the Networker is showing an error message try pushing Key 4 (18) "Reset" to clear the fault. If any other message or if the fault persists contact ***1300 4KADEN (1300 452 336)*** for service.

If the word "Reset" is not visible next to Key 4 (18), press the FUNCTION button (2) then Key 1 (15) immediately. The error message will scroll across the top of the screen and word "Reset" (25) will now appear beside Key 4 (18).



If the fault persists, use the ON/OFF button (1) to turn the Networker OFF, wait for 2 minutes before turning the Networker back ON. This may reset the heater and restore it back to normal operation.

If the fault still persists, you can try turning OFF the power supply to the unit at the power point located adjacent to the heater. Leave this off for approximately 1 minute and then turn the power back ON. If normal operation still does not resume, contact ***1300 4KADEN (1300 452 336)*** for Service and inform them about the nature of your problem, the model and the type of appliance.

LOCKING THE NETWORKER

To prevent any unwanted alterations being made to the settings, the Networker can be locked via a 4- digit PIN code.

Setting the PIN



1. Press the FUNCTION button (2), followed immediately by Key 2 (16).
   The screen will then display *"Enter Your PIN number to lock the system"*.

   DO NOT ENTER NUMBERS AT THIS STAGE AND CONTINUE TO THE NEXT STEP.
2. Push the MODE button (3).
   The screen will now display *"User PIN reset – Enter master PIN"*.

   DO NOT ENTER NUMBERS AT THIS STAGE AND CONTINUE TO THE NEXT STEP.
3. Push the MODE button (3).
   The screen will now display the message "*User PIN number 1 alteration - Enter current PIN"*.
   - If this is the first time for setting the PIN, the current PIN will be "**1111**".
   - If the PIN has been previously altered then enter your current PIN.

   The screen will then display the message, *"Enter the new PIN"*.
4. Enter your new 4-digit PIN number using a combination of Keys 1 to 5 (15 to 19).
   The screen will now display, *"Repeat the entry of the new PIN"*.
   Providing that you re-enter the new PIN correctly, the screen will now display *"Valid PIN - PIN altered"*.
5. If an incorrect number is entered press the AUTO key (6) to clear all digits, then re-enter your user PIN.
6. To exit this area at any time, just push the ON/OFF key (1).

To lock the Networker

1. Press the FUNCTION button (2), followed immediately by Key 2 (16).
   The screen will then display *"Enter Your PIN number to lock the system"*.
2. Enter your current user PIN to lock the Networker.
   The screen will now display *"System locked out!"*
3. If an incorrect number is entered press the AUTO key (6) to clear all digits, then re-enter your user PIN.

NOTE

If an invalid PIN is entered, the message *"Invalid PIN entered - Try again"* will scroll across the screen. The user has three attempts at entering a valid PIN. On the third failed attempt the message *"Invalid PIN entered!"* will be displayed. At this point the Networker will abort the PIN entry screen, and return to its original state. You will then need to repeat the process.

A flashing Padlock icon (12) indicates that the Networker is locked.

To unlock the Networker

1. Press the FUNCTION button (2), followed immediately by Key 2 (16).
   The screen will then display *"Enter Your PIN number to unlock the system"*.
2. Enter your current user PIN to lock the Networker.
   The screen will now display *"System unlocked!"*
3. If an incorrect number is entered press the AUTO key (6) to clear all digits, then re-enter your user PIN.

NOTE

If an invalid PIN is entered, the message *"Invalid PIN entered - Try again"* will scroll across the screen. The user has three attempts at entering a valid PIN. On the third failed attempt the message *"Invalid PIN entered!"* will be displayed. At this point the Networker will abort the PIN entry screen, and return to its original state. You will then need to repeat the process.

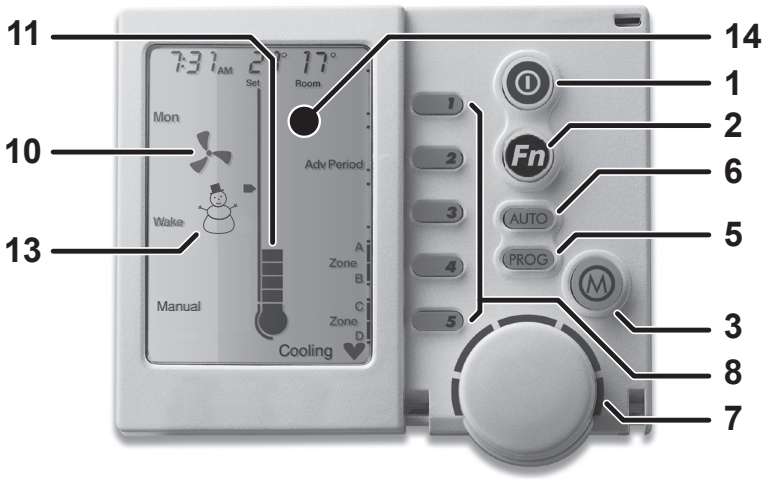
DUAL NETWORKER OPERATION

It is possible to have two Networkers connected to the system. The two Networkers will operate together, one will be configured as a Master and the other a Slave, and the settings for the Heater will be common on both controllers.

- The benefit of having two controllers is the convenience of making adjustments to the Heater settings. If an adjustment is made on one of the Networkers it is immediately reflected on the other Networker.
- When locking one of the Networkers the other one will also be locked, and the system can be unlocked at either Networker.
- The Networkers can be set up as remote temperature sensors when used with zoning. Ask your installer for more information.

NOTE **If you have dual Networkers installed, only the Master control has the ability to set the clock time and adjust program settings. Look for the word "clock" beside Key 5, while both the Networkers are in the off position to identify which of the controllers is assigned as the Master control.**

OPERATING ADD-ON AIR CONDITIONERS



If your Kaden central heating system has an add-on air conditioning unit attached, the Networker operates in exactly the same way for the air conditioning as it does for central heating. To operate add-on air conditioning, just follow the preceding heating instructions and note these few points of difference:

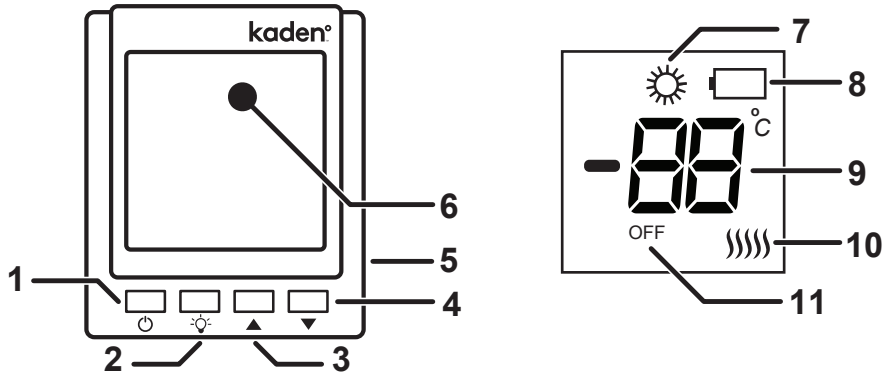
- When selecting the operation mode, use the MODE button (3) to select 'Cooling'.
- When the air conditioning system is in operation a Snowman symbol (13) is used to indicate that the refrigeration unit is operating and the Fan symbol (10) indicates that the fan is operating. If the Snowman is flashing this means the refrigeration unit is in a delay period and will commence shortly.
- To operate the fan only, follow the same steps as mentioned previously but use the MODE button (3) to select 'Cooling'.
- To operate the Auto Program, follow the same steps as previously mentioned but use the MODE button (3) to select 'Cooling'.
- The relationship between Room Temperature and the Set Temperature is reversed. The air conditioner will operate to bring the room temperature down to the temperature you have set, not up to it.

BATTERIES

The Networker requires no batteries. If the Networker has no screen, check your 240 volt power supply or check control cable.

KADEN MANUAL WALL CONTROL

IMPORTANT **Please refer to the instructions provided with the manual wall control for full operational instructions and other important information regarding its use.**



1. **ON / OFF Button**
   Switches the system ON or OFF
2. **Backlight**
   Enables the backlight on the digital display
3. **Up Button**
   Raises temperature setting.
4. **Down Button**
   Lowers temperature setting.
5. **Reset**
   Reset button is located on the back of the thermostat. Press button to restore to factory defaults.
6. **Digital Display (LCD screen)**
   Provides information about the current system status and temperatures.
7. **Heating Mode**
   Displayed when the system is set to heating operation.
8. **Battery Status**
   Displayed when the 2 “AAA” batteries are low and should be replaced (when this happens no other information will be displayed).
9. **Current Temperature**
   Displays current room temperature (displays when the System Switch is in HEAT or OFF position).
10. **Status Indicator**
    This symbol is displayed when the thermostat is heating.
11. **Power Indicator**
    Displays when system is ON or OFF.

CARE & MAINTENANCE

CUSTOMER CARE PROGRAM

Please ensure you register your product warranty on line at **www.kadenwarranty.com**. Service and maintenance in accordance with the Service Maintenance Schedule on page 19 is essential in ensuring the prolonged useful life of your Ducted Gas Heater, and helps to ensure it operates at optimum efficiency.

Where fitted, the return air filter must be cleaned at least every two weeks during the heating season. A dirty air filter will reduce the efficiency, effectiveness and air quality of your system. The filter is usually located in the return air grille in either a wall or the ceiling within the home. To clean washable filters, remove the filter and clean with a vacuum cleaner. It may also be washed with warm soapy water. Ensure it is completely dry before replacing. Never operate the system without the filter in place.

If the heater is installed externally, periodic inspection is required to ensure vegetation has not grown around the unit (plants, weeds, etc.) The cabinet should be kept clean and have the recommended clearances maintained. Ensure there is no water build up (including from condense drain) on or around the unit.



Service maintenance is not covered under warranty and is a chargeable service. All heaters must have safe and reasonable access and be installed in compliance with the installation instructions supplied with the unit. Some installations may require two service personnel to attend, in accordance with Health & Safety requirements.

SAVE A SERVICE CALL

Service calls can often be avoided! If you feel your heater is not operating property, please check these possible causes first:

General Troubleshooting
On Kaden KEXC & KUN model heaters installed externally ensure that:
- The flue terminal is in place whenever the unit is operating.
- The air intake (located along the sides of the heater) and flue terminal, are clear of leaves or obstructions.

An error message is appearing on the Networker wall control
- Refer to the section "Coded Messages" on page 13 and follow the checks.

The Networker wall control display is blank
- Check the power point is plugged in and turned on to the heater.
- Check there is power to the power point with another appliance.

The unit is turning on and or off when I don't want it to
- Check the automatic settings in the Networker wall control, re-program if necessary or change to manual mode.

The heater will not turn on
- Check the circuit breaker has not been tripped - if so, reset it.
- Reset the heater at the power supply.
- Check the gas supply is turned on at the heater and the meter.
- Is the set temperature higher than the room temperature?

There is a whistling noise
- Check the return air and or filter has been cleaned.

The fan is running continuously
- Check that the fan only option has not been selected on the Networker wall control.
- Check that sufficient vents are open.
- Check the return air and or filter has been cleaned.
- Check the ductwork has not been crushed and or collapsed, if so contact your installer.

There is no air coming out of some vents
- It is highly probable that this is an installation issue, especially if you have zoning. Please contact your installer in the first instance.

The padlock is appearing on the screen
- This indicates that the child proof lock has been activated. Refer to the section on "Locking the Networker" on page 15.

SERVICE MAINTENANCE SCHEDULE

Your **DUCTED GAS HEATER** should be serviced at two-year intervals after the date of installation by a qualified licensed technician in accordance with the Schedule below. Failure to do so during the product warranty period may void your warranty. This periodic service and maintenance will prolong the useful life of the unit, and help keep it running safely and at optimum efficiency.

Date of Installation	/ /	**Installed By:**				
YEAR OF SERVICE	**2**	**4**	**6**	**8**	**10**	**12**
Service Date	/ /	/ /	/ /	/ /	/ /	/ /
Service Company / Technician						
ELECTRICAL						
Wiring						
Supply Air Fan Motor						
Supply Air Fan Capacitor						
Combustion Fan Motor (if applic)						
Over Heat Switches						
Printed circuit boards						
HEATING ASSEMBLY						
Burners and Injectors						
Ignition system						
Flame sensor						
Thermistor Set Point	°C	°C	°C	°C	°C	°C
Gas inlet pressure - Flowing	kPa	kPa	kPa	kPa	kPa	kPa
Burner Pressure (High rate)	kPa	kPa	kPa	kPa	kPa	kPa
Burner Pressure (Low rate if applic)	kPa	kPa	kPa	kPa	kPa	kPa
Combustion Pressure (if applic)	kPa	kPa	kPa	kPa	kPa	kPa
Condensate Pressure (if applic)	kPa	kPa	kPa	kPa	kPa	kPa
CO level	PPM	PPM	PPM	PPM	PPM	PPM
MAJOR COMPONENTS						
Heat exchanger						
Cabinet						
Combustion air intakes						
CONTROLS						
Thermostat(s)						
Zone Controls (If Applic)						
SYSTEM OPERATION						
Sequence of operation						
Return Air Temp	°C	°C	°C	°C	°C	°C
Outlet Air Temp (closest register to heater)	°C	°C	°C	°C	°C	°C
Thermistor Temp (If Applic)	°C	°C	°C	°C	°C	°C
Zone Operation (If Applic)						
GENERAL INSTALLATION-RELATED AND 3rd PARTY COMPONENTS (NOT KADEN PRODUCTS) *						
Return Air grille & filters						
Flue system						
Ducting						
Flue termination / cowl						
Gas connection						
Condensate drain (if applic)						
Zone motors						
CONSUMABLES **						
Fan Capacitor						
Ignitor						
Flame Sensor						

* Installation and other field-supplied components are not covered by Kaden Product Warranty. These include, but are not limited to, control wiring, ducting, return air filter(s) grille, register, diffuser, zone motors, controls/thermostats, pipework, fabricated or added components and gas and electrical connections to the appliance. These should be inspected as they can affect the performance, reliability and safety of the heater.
** Units contain consumable items that may require periodic replacement and are not covered by Kaden product warranty (e.g. capacitors, flame sensors, igniters, filters, batteries)

ACTION CODES					
Inspected - Working Correctly - No Action Required	**Adjusted Part**	**Cleaned Part**	**Replaced Part**	**Repaired Part**	**Referred to Installer**
✓	**A**	**C**	**R**	**RP**	**RI**

INSTALLATION RECORD

INSTALLER DETAILS

Company Name: _____

Company Address: _____

_____

_____

Telephone: _____

Mobile Phone: _____

Email: _____

Certificate of Compliance / Certification Number: _____

Authorised Persons - Licence Number: _____

Installers Name: _____

Installers Signature: _____

Installation Date: _____

SYSTEM DETAILS

Model Number: _____

Serial Number: _____

Installation Address: _____

_____

_____

FAQ

Q. ***How often should the heater be serviced?***

A. It is recommend that the heater is serviced every 2 years at a minimum to ensure it operates at peak efficiency.



Please Note: Due to environmental conditions the heater may need to be serviced every year.

Q. ***What is done in a service?***

A. Our comprehensive service plan designed to maintain your heater includes:

- Clean burners.
- Check/adjust the ignition system.
- Check/clean the fan assembly.
- Check/clean the heat exchanger.
- Check the gas supply flow and lock-up pressure.
- For more information refer to the "Service Maintenance Schedule" on page 19



Please note that to maintain your warranty, the above servicing needs to be conducted by an authorised person trained in the service of Kaden Heaters.

Q. ***How much does it cost to run my heater?***

A. The cost of running a heater varies depending on the design of your house, i.e. window coverings, insulation, floor coverings, ceiling height, outlet/return air location, running time, other gas appliances. Also the cost of electricity and gas varies depending on the supplier and type of gas (NG / LPG), hence we cannot advise on the running cost of the heater.

Q. ***How can I reduce the running cost of my heater?***

A. You could reduce the running cost in the following ways:

- Turn the heater off when you go to sleep and any other time heating is not required.
- Install insulation in the ceiling and walls.
- Seal gaps around doorways and windows.
- Make sure the return air and optional filter are clean.
- Reduce the “set” temperature.

Q. ***Does my heater have a pilot light which needs to be lit?***

A. No, Kaden KEXC & KN heaters have a direct spark electronic ignition.

Q. ***Can I have zoning on my heater?***

A. Yes, Kaden KN4 & KN5 models can have zoning which operates through the Networker wall control, please consult your installer.

Q. ***Can I run cooling through the same ductwork as my heater?***

A. Add-on refrigerative air conditioning can run through the same ductwork as the heater. It uses the fan of the heater and the Networker wall control.



The ductwork may need to be upgraded to a larger size due to the increased airflow required. Contact your installer for more information

Q. ***There is no air coming out of some of the vents.***

A. It is highly probable that this is an installation issue, especially if you have zoning. Please contact your installer in the first instance.

Q. ***How often does my return air filter need to be cleaned?***

A. If a return air filter is fitted in the return air grille, it requires regular cleaning, and should be checked every fortnight. A blocked filter will seriously affect the heater's performance and economical operation.

Q. ***Can a filter be fitted to my return air?***

A. If you wish to fit a return air filter consult your installer to ensure compatibility with airflow requirements. Ensure that the filter is cleaned and maintained.

Q. ***What does duct cleaning entail?***

A. Like any other part of your home dirt, dust and other foreign particles can accumulate and breed in the ductwork and on system diffusers.

- Remove dust from your heating system.
- Kill any potential dust mites living & breeding throughout your heating system.
- Remove odours from your heating system.
- Remove pet hair from your heating system.
- Help improve indoor air quality.
- Allergy sufferers may benefit from clean ducts.
- Assess if return air filter is installed (if installed, clean).
- Clean return air grill & duct.
- Clean the heater's fan and assembly.
- Clean the supply air register and boots.

Q. ***How is the LED screen backlight activated without changing any of the settings? Is there one key to press that activates the backlight without affecting the current controller function?***

A. A. The LED backlit screen can be activated by pressing the Function key (Fn button).

WARRANTY

KADEN DUCTED HEATER ("UNIT") WARRANTY

Manufactured by Rinnai Australia Pty. Ltd. 100 Atlantic Drive, Keysborough, Vic 3173.

1. DEFINITIONS

The terms listed below shall have the following meanings:

1.1 "Authorised Service Representative" means an independent service contractor authorised by Rinnai or Rinnai service personnel.

1.2 "Rinnai" means Rinnai Australia Pty. Ltd. ABN 74 005 138 764 and any related company.

1.3 "Certificate(s) of Compliance" means certificate(s) issued by licensed personnel including plumbers, refrigeration mechanics, electricians or other relevant trades people to certify that any prescribed works comply with applicable regulatory requirements.

1.4 "Certificate(s) of Occupancy" means certificate(s) issued by the local council which certifies that a home can be occupied.

1.5 "Installation Site" means the site at which the Product is originally installed.

1.6 "Normal Business Hours" means 8:30am to 5:00pm week days excluding public holidays.

1.7 "Operating Instructions" means the user manual or other documentation which provides detailed instructions on the proper operation and maintenance of the Product.

1.8 "Other Applications" means any Product used for non-Residential and Light Commercial Applications. Other Applications may include but are not limited to factory, IT/Server room, telephone exchange, processing area (e.g. bakery, kitchen, warehouse, swimming pool, agricultural facilities such as a nursery) and any Product which has been installed, for whatever purpose as a retrofit component to an existing system.

1.9 "Purchaser" means the end user of the Product, the person named as owner in the Warranty certificate, the holder of the Proof of Purchase or the holder of a property transfer document where the Product is included as part of the chattels.

1.10 "Product" means the equipment purchased by the Purchaser and described in Section 2 of this document.

1.11 "Proof of Purchase" means a Tax Invoice or Receipt in respect of the Product. In the case of new constructions, a Certificate of Occupancy or a Certificate of Compliance that details the date of installation or commissioning will suffice.

1.12 "Qualified Installer" means the qualified installation contractor who is responsible for performing the installation work in the manner prescribed by local and statutory regulations, including compliance with any relevant Australian Standards, and to Rinnai specification.

1.13 "Residential & Light Commercial Applications" means any Product for use in both residential and light commercial applications. For example, homes, offices, hotels, apartments, nursing homes, hospitals, health care premises, shopping centres, retail stores where the Product is solely used for purpose of human comfort under standard operating conditions.

1.14 Kaden ® is a registered trademark of Reece Australia Pty Ltd.

2. TERMS OF WARRANTY

2.1 Subject to the Terms of Warranty set out in this document, effective from the date of purchase by the Purchaser, the Product is warranted to be free from defects in materials and factory workmanship for the period set out in the table below:

<table>
<tr><td rowspan="3">Residential
& Light
Commercial</td><td>Kaden ® Product Group</td><td>Parts</td><td>Labour</td></tr>
<tr><td>Evaporative Coolers & Ducted Gas Heaters</td><td>5 Years
2 Years Extended Option</td><td>5 Years
2 Years Extended Option</td></tr>
<tr><td>Ducted Gas Heaters - Heat Exchangers & Burners
Evaporative Coolers - Structural components only</td><td>10 Years</td><td>N/A</td></tr>
<tr><td>Other Applications</td><td>All Product Groups</td><td>1 Year</td><td>1 Year</td></tr>
<tr><td>Extended
Warranty
Option</td><td colspan="3">The extended warranty has terms and conditions, including the requirement for regular servicing of the product in accordance with the owner's manual. To be eligible for the extended two year warranty option you must:
• Register your Kaden product online at www.kadenwarranty.com within the first 12 months of the product being installed, and
• In the fourth year, the service must be performed by Rinnai or its appointed nominee.</td></tr>
</table>

Rinnai will determine in its sole discretion, which classification the Product fits into and the corresponding Warranty that shall apply.

2.2 An Authorised Service Representative will repair or replace, at its option, the Product or any part of the Product that its examination shows to be defective. The repair or replacement shall be performed during Normal Business Hours by an Authorised Service Representative. Repair by persons other than an Authorised Service Representative may void the Warranty.

2.3 The Warranty of the Product requires that, in addition to all other conditions, the Purchaser conducts regular and/or preventative maintenance as may be specified by Rinnai (e.g. Operating Instructions) and required by the level of usage and the usage environment, including the use of correct and uncontaminated refrigerants and lubricants.

3. CONDITIONS OF WARRANTY

3.1 The Purchaser may only obtain the benefit of the Warranty if the Purchaser:

a) maintains and services the Product in accordance with the instructions set out in the service section of the relevant Service or Owner's Manual; b) complies with clause 7 below (titled "Purchaser's Responsibilities");

b) notifies Rinnai within 30 days of a defect developing, that a claim is being made under this Warranty; and

c) provides, in support of the claim made under this Warranty, a Proof of Purchase.

3.2 This document represents the only Warranty given by Rinnai and no other person or organisation is authorised by Rinnai to offer any alternative.

4. EXCLUSIONS

4.1 This Warranty does NOT cover:

a) damage, problems or failure resulting from improper operation and/or inadequate maintenance by the Purchaser (refer Purchaser's Responsibilities section below);

b) damage, problems or failure resulting from improper or faulty installation. The Product must be installed by a Qualified Installer in accordance with applicable regulations. Where applicable, Certificate(s) of Compliance must be obtained by the purchaser from Qualified Installer and present it to the Authorised Service Representative;

c) damage, problems or failure caused by factors external to the Product including, but not limited to, faulty or poor external electrical wiring, incorrect or faulty power supply, voltage fluctuations, over voltage transients or electromagnetic interference,inadequate or faulty gas, drainage services, or water services, including water pressure, and non potable water;

d) damage, problems or failure caused by acts of God, fire, wind, lightning, flood, storm, vandalism, earthquake, war, civil insurrection, misuse, abuse, negligence, accident, pests, animals, pets, vermin, insects, spiders or entry of foreign objects or matter into the Product such as dirt, debris, soot or moisture;

e) damage, problems or failure caused by weather including, but not limited to, hail, salt or other corrosive substances;

f) Product which has been installed in a portable or mobile building, structure or application including, but not limited to, a caravan or boat;

g) Product which is being re-installed at a location other than the original site;

h) any consumable item supplied with the Product including, but not limited to, an air filter, battery, fan belt, igniter or cooler pad;

i) installation of third-party components that may be attached to the Product. These include, but are not limited to, control wiring, ducting, return air filter(s) grille, register, diffuser, zone motors, controls/ thermostats, pipe work and fabricated or added components. These items remain solely the responsibility of the Qualified Installer;

j) installations where electrics/electronics may be subjected to moisture/chemicals (e.g. swimming pools or nurseries);

k) any repair, which is needed as a result of an accident, misuse, abuse or negligence;

l) Product that is utilised in an environment (indoor and outdoor) outside its specified operating range; and

m) fair wear and tear to the Product.

5. LIMITATIONS

5.1 Product fitness for purpose and overall system design, sizing and application are not the responsibility of Rinnai. This includes but is not limited to the heat load calculations, airflow and system balancing.

5.2 This Warranty does not apply to any Product installed at an Installation Site which is outside Australia.

5.3 Except where inconsistent with the purchaser's statutory rights and the rights given by this Warranty, all of the warranties and all liabilities of Rinnai for any direct, special, indirect or consequential loss or damage, any damage or expense for personal injury or any loss or destruction of property arising directly or indirectly from the use or inability to use the Product or any of its parts and servicing the Product, are expressly excluded.

6. TRAVEL, TRANSPORT & ACCESS COSTS

6.1 The Purchaser must pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements under this Warranty, that are required to be performed 100km or more from the nearest Rinnai branch or Authorised Service Representative.

6.2 Subject to clause 6.3, Rinnai will pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements that are required to be performed less than 100km from the nearest Rinnai branch or Authorised Service Representative. In this circumstance:

a) Rinnai will arrange for such repairs/replacements and make any payment directly to the third party to provide the freight, in-transit insurance or travel services; or

b) if Rinnai considers appropriate, it will authorise the Purchaser in writing to pay for the relevant freight charges, in-transit insurance expenses or travelling costs and then, upon provision by the Purchaser to Rinnai of a tax invoice showing those costs have been incurred, reimburse the Purchaser for such costs which are within the terms of the authorisation. If the Purchaser pays for the relevant freight charges, in-transit insurance expenses or travelling costs without written authorisation from Rinnai, Rinnai will not reimburse the Purchaser for such costs.

6.3 The Purchaser must pay all costs and expenses in respect of:

a) making the Product accessible for service. For example, restricted access or working at heights, or the labour cost for an additional person due to OHS requirements;

b) providing a safe working environment for installation, service, maintenance or repair of the product;

c) any surcharge applicable in respect of supplying replacement parts outside Normal Business Hours; and

d) any other costs and expenses in relation to claiming the Warranty that is not covered by clause 6.2.

7. PURCHASER'S RESPONSIBILITIES

7.1 The Purchaser must operate and maintain the Product in accordance with the Operating Instructions and service maintenance schedule, including conducting an appropriate number of services to the unit during the Warranty period, based on usage and the usage environment including but not limited to;

a) regularly cleaning the air filter(s) and replacing them where necessary;

b) replacing expired batteries or other consumables as required;

c) ensuring that the condensate drain is kept clean and clear of obstructions;

d) ensuring that outdoor units have unrestricted airflow and adequate clearances;

e) ensuring that additional corrosion protection is applied to the Product if it is installed in a corrosive environment, for example,close to the sea.

8. STATUTORY RIGHTS

8.1 The benefits given by this Warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the Warranty relates.

8.2 Australian purchasers have their benefit of statutory rights and nothing in these terms of Warranty has the effect of excluding,restricting or modifying those rights. 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 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.

9. REGISTRATION / SERVICE

To register your product please visit **www.kadenwarranty.com**

To book a service call please call **1300 4KADEN** (**1300 452 336**)



The PURCHASER WILL BE CHARGED for work done or a service call if:-

- the problem is not covered by these Terms of Warranty;
- there is nothing wrong with the product (e.g. instructing Purchaser on the operation of the Product and/or controls)
- the Purchaser is unable to provide Proof of Purchase validating that the Product is within the Warranty period.

We recommend that you read the operating instructions, and in particular the troubleshooting section of the Operating Instructions, before you make a Warranty service call.

NOTES



B065801 Issue A December 2024