OWNERS GUIDE &
INSTALLATION INSTRUCTIONS

743 SERIES UNDERBENCH BOILING WATER APPLIANCES

INSTALL A Rheem

Rheem

Underbench Boiling Water Appliance

This manual contains information on the installation, commissioning and operation of Rheem Underbench Boiling Water Appliances.

Models delivering Filtered, Boiling and Ambient or Chilled Water (3-in-1)

Models delivering Filtered, Boiling, Hot and Ambient or Chilled water (4-in-1)

Please note that the external design of tapware shown in this manual may differ from that in the package and depends on the model ordered. This does not affect the instructions given in this instruction manual.

Contents

Important information

Thank you for choosing a Rheem Underbench Boiling Water Appliance. Please take a few minutes to read this manual as it contains important information about the correct installation and operation of your appliance.

This manual applies to Rheem 3-in-1 and Rheem 4-in-1 Underbench Boiling Water Appliances and Dispensing Taps.

If the installation includes a Rheem Water Chiller, the separate Water Chiller Instruction Manual should be read in conjunction with these instructions.

This appliance is intended to be used in household and similar applications such as:

– staff kitchen areas in shops, offices and other working environments

– farm houses

– by clients in hotels, motels and other residential - type environments

– bed and breakfast - type environments.

⚠ WARNING

To ensure the safe operation of this appliance please observe the following;

This Boiling Water Appliance must be installed and serviced by a qualified/ licensed person in accordance with these installation instructions, national plumbing and electrical codes and local authority regulations.

Should the appliance (including electrical supply cord) become damaged, contact Rheem Service to arrange repair.

This appliance is only intended to be operated by persons who have the experience or the knowledge and the capabilities to do so. This appliance 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 Boiling Water Appliance.

Rheem recommend the use of the dispensing tap safety function requiring two finger operation.

Removal of the appliance's jacket will expose 230-240V wiring.

The jacket must only be removed by an authorised or qualified person after the appliance has been isolated.

- Power turned off and appliance plug removed from wall socket.
- Water supply isolated at supply inlet valve.

In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility. If timed operation is required, refer to the section "Setting up the Timer" on page 9.

For your protection and safety this appliance is fitted with a number of safety devices. Do not modify this appliance or associated dispensing tap. Doing so will void warranty and potentially cause a hazard. Avoid spillage on appliance connector.

This appliance contains electronic equipment and 500V insulation tests must only be conducted between active and earth, and between neutral and earth.

Protect from freezing. If the appliance is to be switched off for any length of time and freezing is a possibility, the water supply must be isolated and the appliance drained.

This appliance is suitable for most public water supplies, however, in some areas the water quality may have detrimental effects on the appliance and fittings. If you are in a known bad water area you must first read page 17: Water Supplies. If you are not sure, have your water quality checked against the conditions described on page 17.

Installation requirements

Services required

Electrical: 10A earthed 3 pin Socket Outlet sited in the cupboard where the appliance will be installed.

NOTE: Where a Rheem Chiller is installed, the Underbench Boiling Water Appliance supplies power to the chiller. The combined maximum current drawn is not more than 10 amp.

If a third-party chiller is installed, an additional socket outlet may be required.

Water supply: A potable water supply terminated with a stop tap with 15mm(½") threaded outlet.

	Max	Min
3-in-1	500 kPa	250 kPa
4-in-1	500 kPa	300 kPa

Supply Pressure

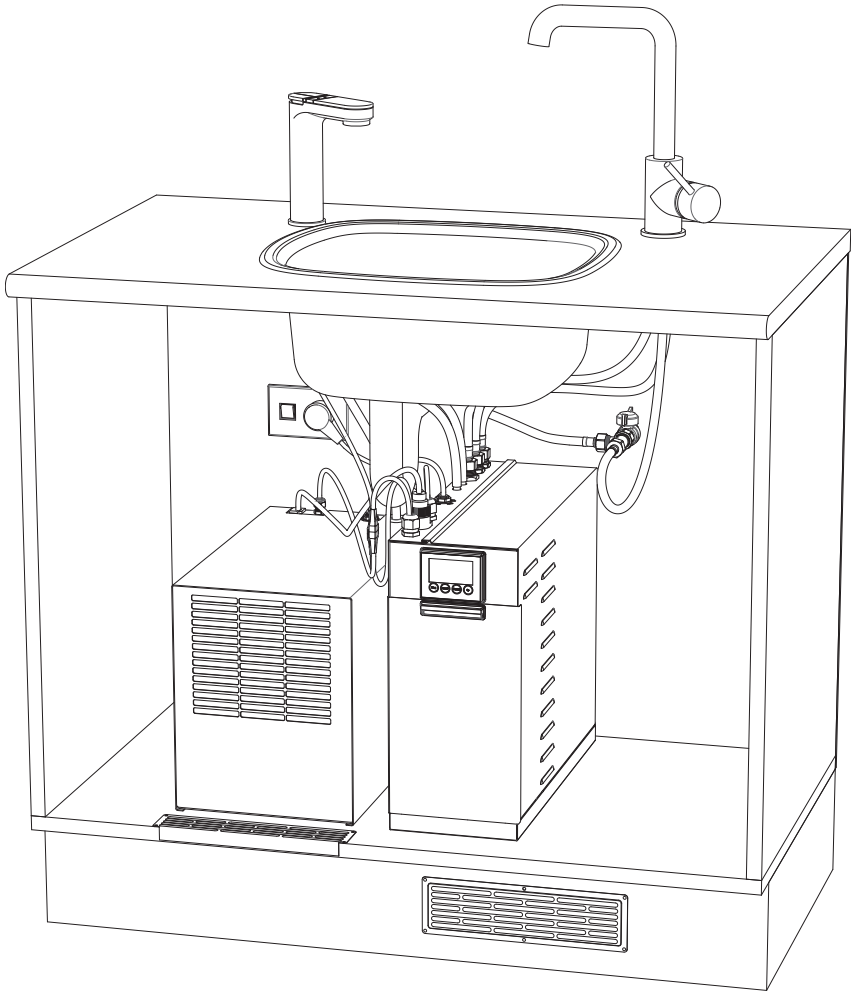
AS/NZS 3500.1 requires a maximum supply pressure of 500 kPa. Where the mains water supply pressure exceeds this, a pressure limiting valve should be installed.

For optimum performance, observe the pressure ranges stated in the above table for your appliance.

A 3-in-1 appliance will operate at pressures lower than 250 kPa but delivery will be affected.

The mixing tap in a 4-in-1 appliance requires a minimum supply pressure of 300 kPa (250 kPa dynamic pressure).

Where a pumped supply is connected to the appliance, care must be taken to prevent water hammer. Damage from water hammer will void warranty.



Location and setout

This Underbench Boiling Water Appliance, hereafter referred to as "Appliance", is only suitable for indoor installation.

The appliance should be placed in the cupboard beneath the bench the dispensing tap is to be mounted on.

Before installation commences, plan the setout.

When the installation includes a chiller, there are additional ventilation requirements. Please refer to the chiller installation manual before proceeding.

Tapware should be positioned for the convenience of users. Allow sufficient clearance around tapware for operation.

In a 3-in-1 installation, a single dispensing tap is installed. In a 4-in-1 installation, an additional mixing tap will be installed.

The dispensing tap outlet must be over a sink or drained outlet. Where the dispensing tap cannot be positioned over a sink, a sink-free option is available.

In a 4-in-1 installation, the mixing tap outlet must discharge into a sink.

Please refer to pages 4 and 5 for tapware installation and dimensions.

Ensure that the air vents on the appliance are clear of obstructions at all times. Leave at least 50mm clearance around the vents to allow air flow.

The appliance must be positioned in the cupboard within reach of the connections to the tapware.

Installing the Dispensing Tap

The design of the Dispensing Tap will vary depending on the model purchased.

The tap must be positioned on the benchtop with the outlet over a sink.

All Dispensing Taps are mounted through a Ø35mm hole drilled in the benchtop.

Before drilling the mounting hole ensure that there is sufficient clearance beneath the bench to fix the Mounting Washer and Clamp Plate.

The Washer has a self-adhesive gasket on one face. Remove the backing paper and position the Washer against the underside of the bench aligned concentric to the drilled hole.

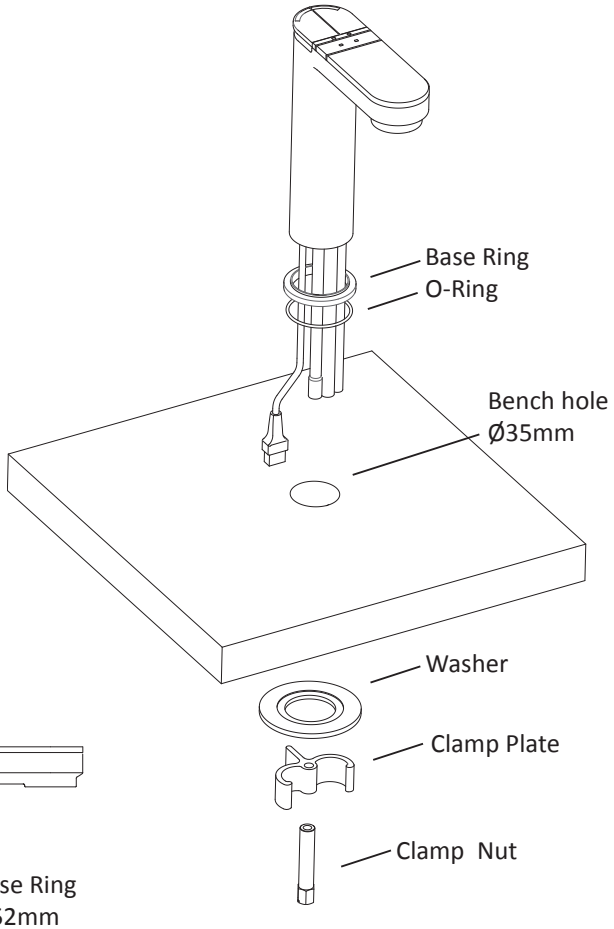
Fit the Base Ring and sealing O-Ring to the tap as shown.

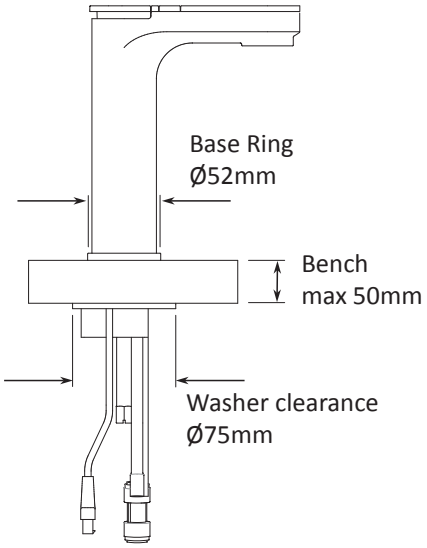
Pass the tap communications cable through the bench hole and mount the tap in position on bench ensuring the sealing O-Ring is sitting in the groove of the Base Ring.

Fit the Clamp Plate on to the tap stud and screw the Clamp Nut onto the stud to secure the tap to the bench.

In tightening the Clamp Nut, ensure that the communications cable is free and not pinched.

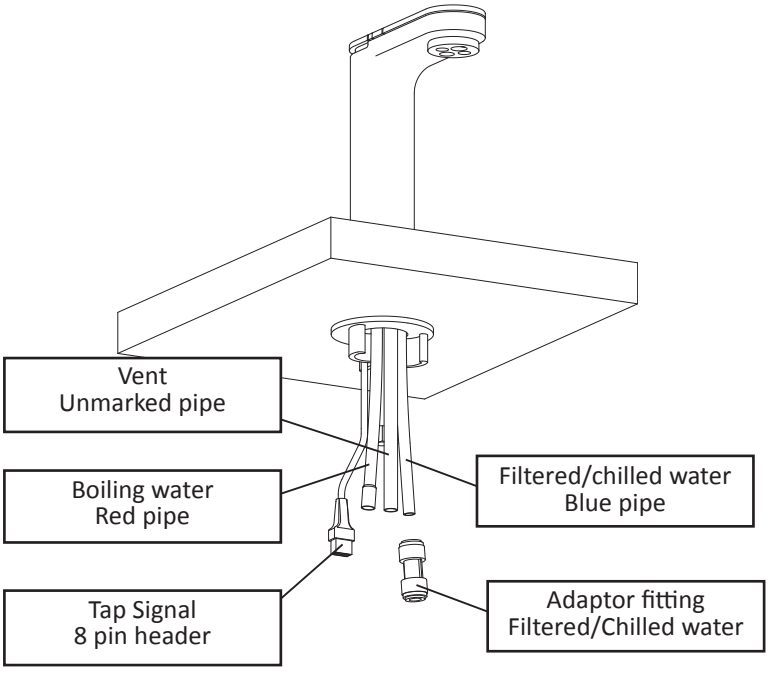
Refer to page 7 for the connections between the Dispensing Tap and Underbench Appliance.





Sink-Free & Extended Taps

If a Sink Free or Extended Tap Kit has been supplied for installation, refer to the separate installation instructions supplied with the kit.



Installing the Mixing Tap

The instructions on this page and the following page apply to 4n1 installations with a mixing tap. If your installation is a 3n1 this section does not apply. Please turn to page 7.

To ensure optimum performance of the mixing tap and customer satisfaction, please read these instructions.

This Mixing Tap is designed solely for connection to the Boiling Water Appliance it is supplied with.

The Mixing Tap must not be modified in any way. Doing so will possibly make the product inoperable and will void warranty.

Before drilling into the benchtop, consider the set-out and positioning of the Mixing Tap and Boiling Water Tap. Refer to page 3 on setout.

A suitable isolation valve is required on the inlet water supply.

In accordance with good plumbing practice, a line strainer should be fitted to the supply to eliminate damage to the Mixing Tap's ceramic cartridge from suspended solids.

AS/NZS 3500.1 specifies a maximum static pressure within buildings of 500 kPa at any outlet and notes that pressures above 500 kPa can cause damage from water hammer, reduce the life of appliances, taps and fittings, and cause excessive noise in the system.

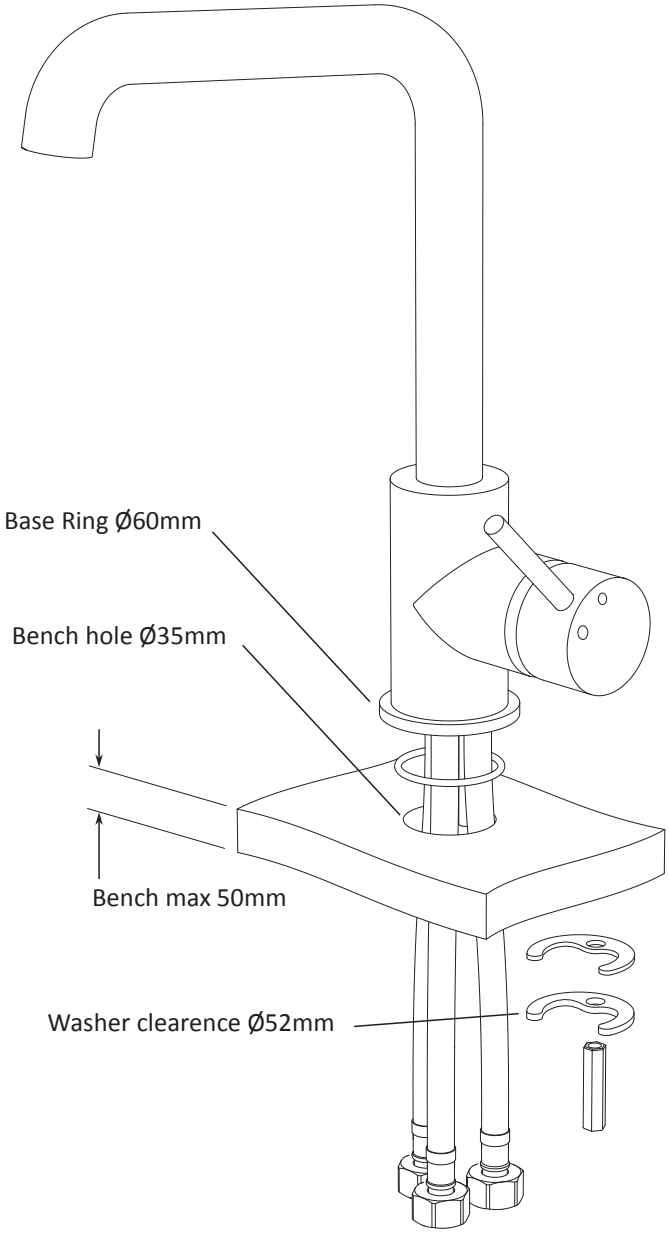
Rheem recommends the installation of a 500 kPa pressure limiting valve in the supply to the mixing tap if the static supply pressure is greater than 500 kPa.

Flush out all pipe work prior to installation.

Do not kink or twist flexible connectors.

Before starting any installation, please consider the following:

- Before drilling, check that there are no hidden electrical wires, cables or water supply pipes and that there is sufficient clearance for the Clamp Plate beneath the benchtop where the tap is to be mounted.
- That hoses can reach the Boiling Water Appliance.

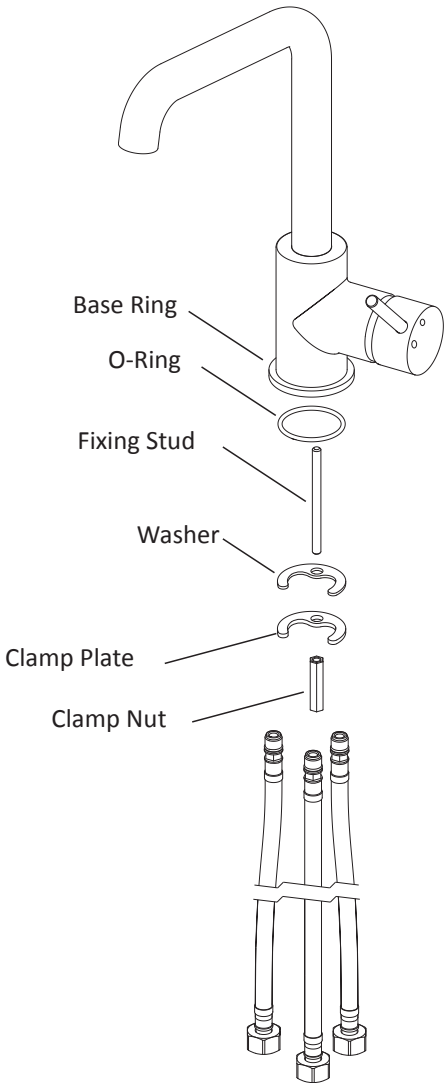


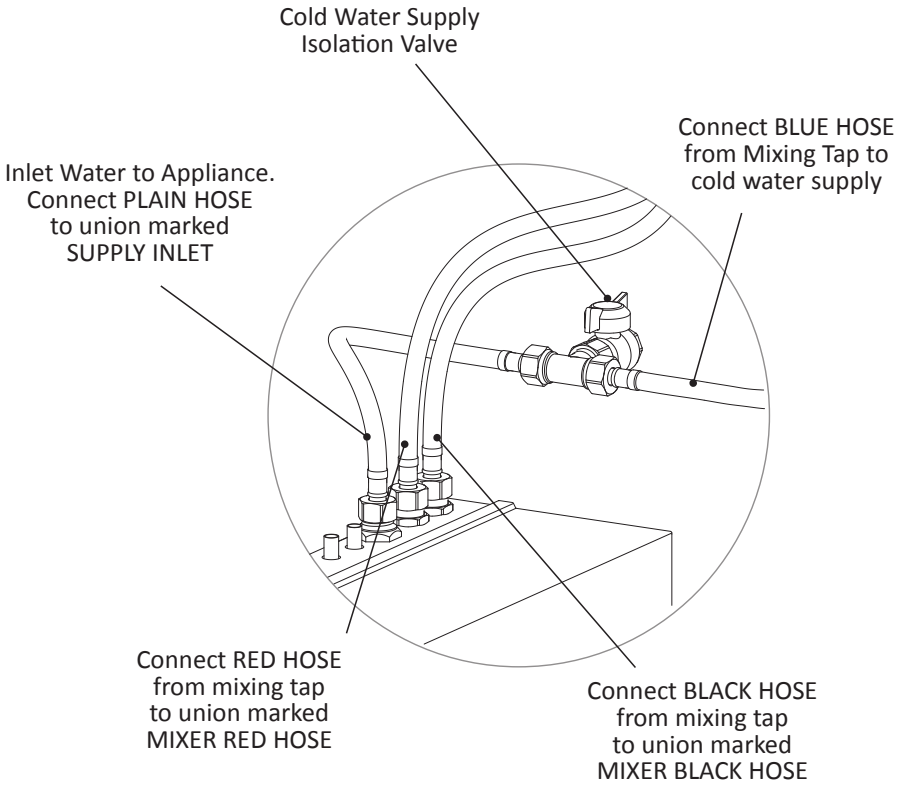
Delivered water temperature

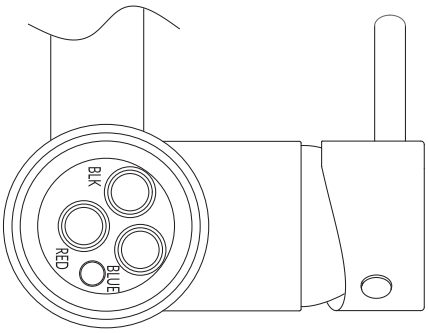
When installed in accordance with these instructions, the maximum hot water temperature delivered from the Mixing Tap is 62°C.

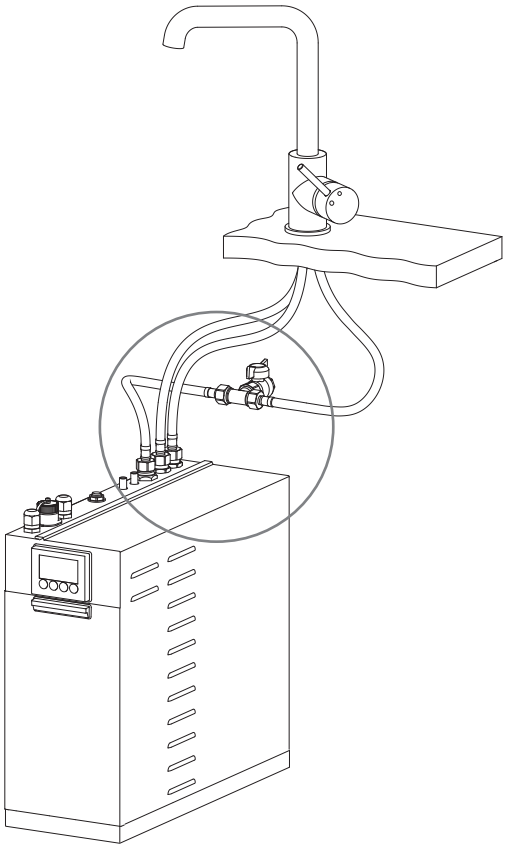
Measured with inlet cold water 25°C.

Installing the Mixing Tap









IMPORTANT

The three flexible hoses must be connected to the correct ports on the mixer.

Connect BLACK hose to port marked BLK
Connect BLUE hose to port marked BLUE
Connect RED hose to port marked RED

Screw the flexible hoses into threaded ports in the base of the mixer body until bottomed ensuring the o-ring seal is not cut.

Installing the Underbench Appliance

Tapware

The design of the tapware supplied depends on the model ordered.

The illustrations show the required connections and are common to all tapware designs.

Where no Mixing Tap is to be installed (3-in-1 models) there will be no Mixing Tap connections on the appliance.

Ventilation

Where no chiller is installed, the cupboard doors must be kept ajar to increase ventilation to the appliance.

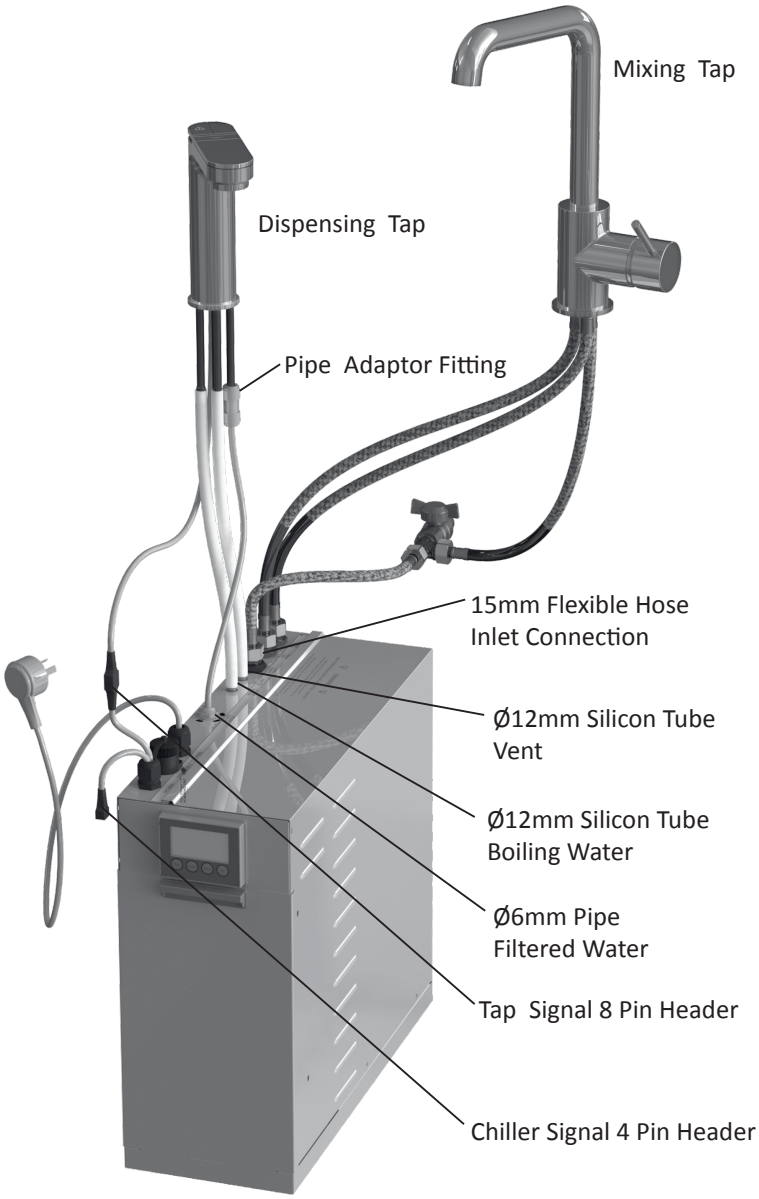
This is achieved by applying the supplied 4mm adhesive spacers/bump-ons to the inner centre corners (opposite to hinged ends) of each cupboard door. Four spacers/bump-ons are supplied with the Dispensing Tap kit.

Chiller installations

For installations where a chiller is to be installed, please refer to separate instructions supplied with the chiller.

A chiller will have specific ventilation requirements, refer to the chiller's installation instructions.

Before proceeding to commissioning, ensure installation of chiller is complete.



Connections to water supply and Dispensing Tap

All connections to the Boiling Water Appliance are on the top face and are labelled.

The required hoses and pipes are supplied with the appliance.

A 15mm flexible hose is provided to connect the inlet supply water from the site isolation valve to the fitting marked SUPPLY INLET.

The connections to the Dispensing Tap are shown on page 4.

Push the end of the supplied silicon tube over the Dispensing Tap's Vent pipe a minimum of 12mm. Lead the silicon tube to the connection on the appliance marked VENT. The silicon tube must have continuous fall from the Dispensing Tap with no tight bends or kinks. Mark the silicon at the required length, allowing 12mm for fitting to the appliance vent connection. Cut the silicon tube to length and fit to the appliance vent connection.

Repeat this for the connection between the Dispensing Tap's Boiling Water pipe and appliance BOILING OUTLET connection.

When a chiller is installed the water supply to the chiller is taken from the Boiling Water Appliance's FILTERED OUTLET, a 6mm push-fit connection. Use the supplied white Ø6mm tube. Please refer to the chiller instructions.

Where no chiller is installed fit the supplied push-fit Adaptor Fitting to the Filtered/Chilled Water pipe of the Dispensing Tap. Connect the white Ø6mm tube between the FILTERED OUTLET and the Adaptor Fitting.

Connect the Tap Signal cable to the Appliance Tap Signal, matching 8 pin header, ensuring the orientation of the header is correct.

Commissioning

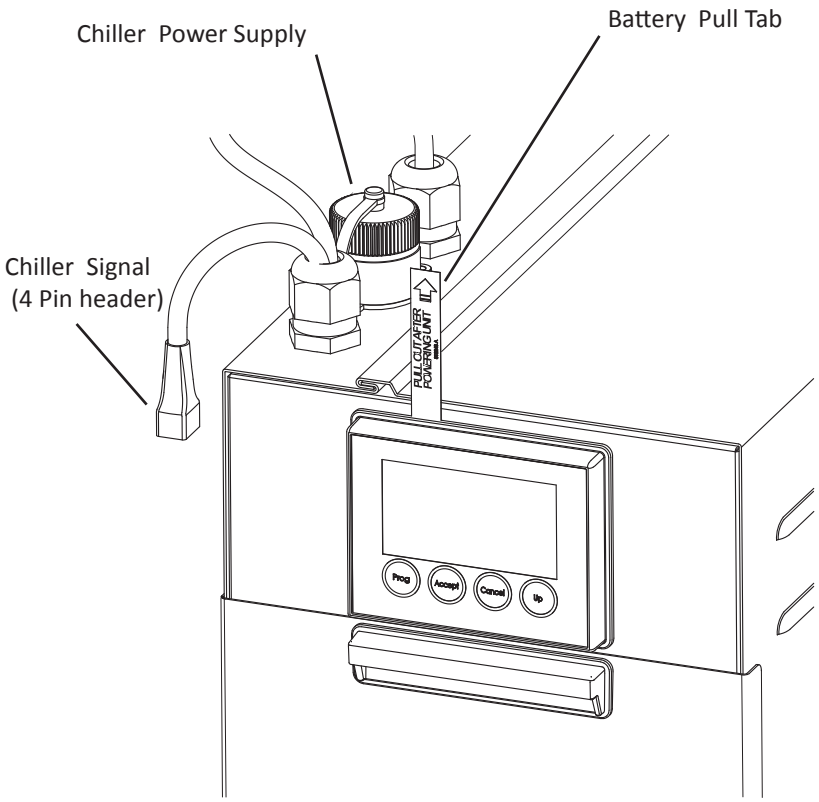
On initial start-up, the Boiling Water Appliance automatically runs through a calibration cycle to detect the boiling point of water. During this calibration cycle, steam may discharge from the Dispensing Tap vent for a short time. Calibration only occurs once on inital power on and will take approximately ten minutes. When complete the appliance will commence operation. To completely fill the appliance will take up to 18 minutes depending on the unit capacity.

It is important NOT to operate either the Dispensing Tap or Mixing Tap during the calibration cycle because it may affect the calibration of the unit.

- Check all connections have been installed as detailed in the installation section.
- Open supply water isolation valve.
- Check for leaks.
- Plug the Appliance power cord plug into the outlet socket and switch on.
- The Timer display on the front of the Appliance will switch on and the Appliance will begin to fill.
- The green light on the Dispensing Tap will flash and the Timer will display the calibration message.
- When calibration is complete the Timer display calibration message will be replaced by the READY message. The Dispensing Tap indicator will show a steady green light.

Remove the Battery Pull Tab strip. Grasp the free end and pull up until the Tab strip is free. This activates the backup battery power for the Timer to maintain your settings in the event of a power failure.

- Set the Timer to suit owner's requirements, refer to Page 9 - Timer Setup.
- Set the Filter Life, refer to Page 10 - Filter Life.



Water Chillers

Where a Rheem Chiller is installed the chiller power is supplied from the Boiling Water Appliance and the chiller signal connection allows control of the chiller.

Third-party push through water chillers

The Boiling Water Appliance can be installed with a third-party stand-alone chiller only if the chiller is a push-through type device.

A third-party water chiller will require its own independent power supply. There are no electrical connections between the Boiling Water Appliance and a third-party chiller.

Connect the Filtered outlet on the Boiling Water Appliance to the inlet connection on the third-party chiller.

Connect the outlet on the third party chiller to the Cold Water pipe on the Dispensing Tap.

Setting up the Timer

The Timer on the front of the Boiling Water Appliance provides the user interface to view current information and set various parameters controlling the operation of the appliance.

For power saving, the appliance can be set to AUTO mode; it will then switch off (sleep) overnight based on the programmed ON/OFF times. The ON/OFF times can be adjusted to suit usage patterns during the week.

A sleep mode is also available when the appliance is in AUTO mode. Sleep mode will shut the system down after a user specified time of no use.

The appliance will wake from sleep mode automatically when a user operates the Dispensing Tap or pushes a button on the Timer.

If a Rheem Chiller is installed, the operation of the chiller will be managed by the Timer.

The Timer also provides access to various service functions explained below.

Making Timer selections

Press the **Prog** button until the desired menu is displayed on the screen. Press the **Accept** button to confirm selection and enter the menu. When in a menu item is selected, values are changed using the **Up** button and **Accept** button.

Pressing the **Cancel** button at any time returns to the main menu. Any changes 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 one minute.

Setting the Day and Time (24hr)

Prog => *Clock* => **Accept**
Display Shows: *Set Clock Day*
Press **Up** to select day. Press **Accept**
Display Shows: *Set Clock HOUR*
Press **Up** to select hour. Press **Accept**
Display Shows: *Set Clock MIN*
Press **Up** to select minute. Press **Accept**

Setting Timer Mode

Prog => *Timer STD/AUTO* => **Accept**
Display Shows: *STD*
Press **Up** to select AUTO. Press **Accept**
NOTE: Up toggles STD AUTO option
NOTE: After setting AUTO, check the ON/OFF time settings

Main Menu Selection

Press "Prog" to cycle through menu

Clock
Timer STD/AUTO
Set ON/OFF Time
Sleep Delay Time
Filter Life
Service
Chiller Select
Chiller Temp
Cold Tap Time
Hot Tap Time
Key Lock

Press "Accept" to select choice

Setting Timer ON/OFF Times

Clock is 24hr time.

Setting an identical ON/OFF time will make the appliance active for 24 hrs.

Prog => Set ON/OFF times => **Accept**

Display Shows: *SUN 7:00 - 7:00 Set ON hour*

Note: The hour digit will flash to indicate editing

Press **Up** to change the hour value. Press **Accept**

Display Shows: *SUN 7:00 - 7:00 Set ON minute*

Note: The minutes digits will flash to indicate editing

Press **Up** to change the minute value. Press **Accept**

Display Shows: *SUN 7:00 - 7:00 Set OFF hour*

Note: The hour digit will flash to indicate editing

Repeat procedure above to set Off time.

Pressing Accept will advance throught On and Off times for the week.

Setting Sleep Delay Time

Prog => Sleep Delay Time => **Accept**

Display Shows: *Sleep Delay Time OFF*

The Sleep Delay function puts the unit in a standby mode after a user-defined period (1 - 6 hours).

Press **UP** button to increase the sleep delay time up to six hours.

Press **Accept** to confirm selection, display reverts to the main menu.

Filter Life

On first operation, the Filter Life needs to be setup.

Prog => Filter Life => **Accept**

Display Shows: *Remaining Life* COUNT IS OFF

Press **UP** to access filter reset.

Display Shows: *Filter Reset*. Press **Accept**

Display Shows: *Are you Sure.* Press **Accept**

Display Shows: *Set Filter Life xxxx Litres*

Press **UP** to select filter life value. Press **Accept**

Pressing **UP** *scrolls from the filter OFF selection up to 12,000 litres. We recommend a default value of 4,000 litres, until the user knows the filter will last longer.*

Filter Life Reset

Prog => Filter Life => **Accept**

Display Shows: *Remaining Life xxxx Litres*

Press **UP** to access filter reset.

Display Shows: *Filter Reset*. Press **Accept**

Display Shows: *Are you Sure.* Press **Accept**

Display Shows: *Set Filter Life xxxx Litres*

Press **Up** to select filter life value. Press **Accept**

Service Menu

Through the service menu, various operational parameters can be viewed and set. Should error conditions arise they can be displayed to assist service technicians.

Prog => Service => **Accept**

Press **UP** to cycle through sub menu.

Service Menu Selection

Press "Up" to cycle through menu

Error Codes
Boiling Temp
Chiller Temp
Calib Reset
Temp. Override
Software Version
Temp Show ON/OFF
TB Treq

Press "Accept" to select choice

Error Codes

Error Codes => **Accept**

Display error codes if present. Ref box on page 11.

Boiling Temp

Display current boiling water temperature

Up => Boiling Temp => **Accept**

Display Shows: *xx ° C*

Chiller Temp

Display current chilled water temperature

Up => Chiller Temp => **Accept**

Display Shows: *xx ° C*

Calibration Reset

Force boiling point recalibration.

Up => Calib Reset => **Accept**

Display Shows: *Are you Sure? Press* **Accept**

Display Shows: *Calibrating Do Not Interrupt*

Temp. Override

Manually set boiling water temperature.

Up => Temp. Override => **Accept**

Display Shows: *xx ° C* Press **UP** to set temperature

Set range is 70° to 99° C. Press **Accept**

Display Shows: *Are you Sure? Press* **Accept**

Software Version

Display installed software version

Up => Software Version => **Accept**

Display shows installed software version on two lines.

Temp Show ON/OFF

Selecting ON displays the current boiling water and chilled water temperatures on the main screen.

Up => Temp Show ON/OFF => **Accept**

Display Shows: *OFF* Press **Up**

Display Shows: *ON*

Note: Chilled water temperature is only displayed when a Rheem Chiller is connected.

TB Treq

Display boiling water calibration temperature.

Up => TB Treq => **Accept**

Display Shows: *TB xx ° C Treq xx ° C*

Chiller Select

Prog => Chiller Select => **Accept**

Display Shows: *Auto*

Press **UP** to select required mode:

i) Auto mode

Select to allow automatic detection of Chiller.

ii) No Chiller mode

This allows the user to attach a standalone chiller to the Boiling Water Unit. By activating the 'No Chiller mode', the cold lever will deliver filtered mains temperature water to either a separate chiller or straight to the Tap.

iii) Push Through Chiller mode

If the unit incorrectly senses the appropriate chiller, the user can manually set the unit to a push through chiller.

iv) Pumped Chiller mode

If the unit incorrectly senses the appropriate chiller, the user can manually set the unit to a pumped chiller.

Chiller Temp

Set chilled water temperature.

Prog => Chiller Temp => **Accept**

Display Shows: *xx ° C*

Press **Up** to select temperature.

Settable Range 5° to 15°C.

Cold Tap Time

Set chilled water delivery time.

Prog => Cold Tap Time => **Accept**

Display Shows: *xx* s

Press **Up** to select time.

Settable Range 5 to 60 seconds.

Hot Tap Time

Set boiling water delivery time.

Prog => Hot Tap Time => **Accept**

Display Shows: *xx* s

Press **Up** to select time.

Settable Range 5 to 20 seconds.

Key Lock

When enabled buttons are locked and user cannot make selections.

Prog => Key Lock => **Accept**

Display Shows: *Key Lock Enable*

Press **Accept** to enable key lock

To unlock, push **Prog** and **Up** buttons simultaneously for 10 seconds.

ERROR CODES

A	Boiling Water Thermistor Fault
B	Chilled Water Thermistor
C	Element Triac Fault
D	Leak Detected
E	Expired Filter
G	Calibration Time Out
H	Low Level Probe Fault
J	High Level Probe Fault
K	Compressor Fault
L	Water Heating Fault
N	Excessive Temperature Rise

Operating the appliance

⚠WARNING

This Boiling Water Appliance is only intended to be operated by persons who have the experience or the knowledge and the capabilities to do so. This Boiling Water Appliance 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 Boiling Water Appliance. Rheem recommends the use of the Dispensing Tap safety function, allowing only two-finger operation.

Turning on the Boiling Water Appliance

The installer will have commissioned your Boiling Water Appliance at the time of installation and left the appliance ready to use.

To start an Appliance that has been shut down

- Turn on the water supply to the Boiling Water Appliance at the supply isolating valve.
- Plug in and switch on the electrical supply to the Appliance.

The Timer on the front of the Appliance will switch on and the Appliance will begin filling and heating.

The Appliance is ready for use when the Timer display shows the ready message and the green LED on the Boiling Water Dispensing Tap is solid green (no longer flashing).

Switching off the Boiling Water Appliance

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

- Switch off the electrical supply at the isolating switch.
- Turn off the water supply to the Appliance at the isolating valve.

Care of your tapware

The tapware's chromium surfaces are the hardest and most durable finish for daily use but will be scratched and damaged if subjected to abrasive or corrosive cleaning.

Do not use harsh cleaning compounds containing acidic, caustic or abrasive components, or citrus, bleach or alcohol-based substances on the surfaces of the Mixing and Dispensing Taps.

To maintain the surfaces and looks of the tapware, chromium surfaces should be wiped over with a dampened cloth. For stronger cleaning, dampen the cloth in a pH-neutral liquid soap solution. Finally, buff the surfaces with a clean soft cloth.

Microfibre cloth is gentle and effective for cleaning without scratching and needs only to be dampened to clean the tap surfaces.

Using the Dispensing Tap

Tap design will depend on model ordered. Regardless of the model, function is as illustrated below.

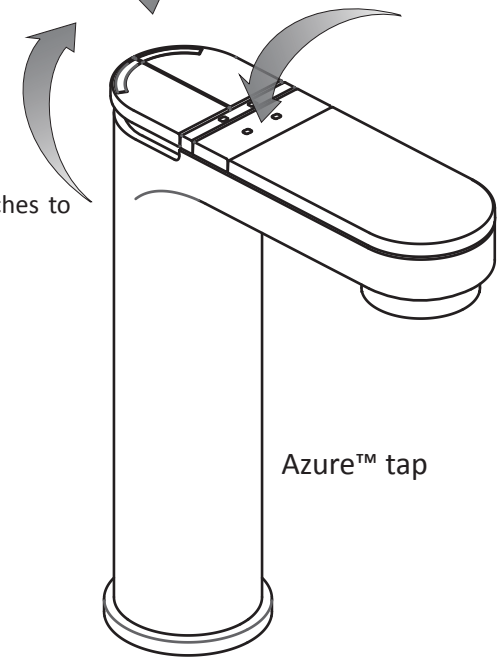
Water is delivered on the operation of the levers:

- The boiling water lever has a RED indicator
- The cold water lever has a BLUE indicator.

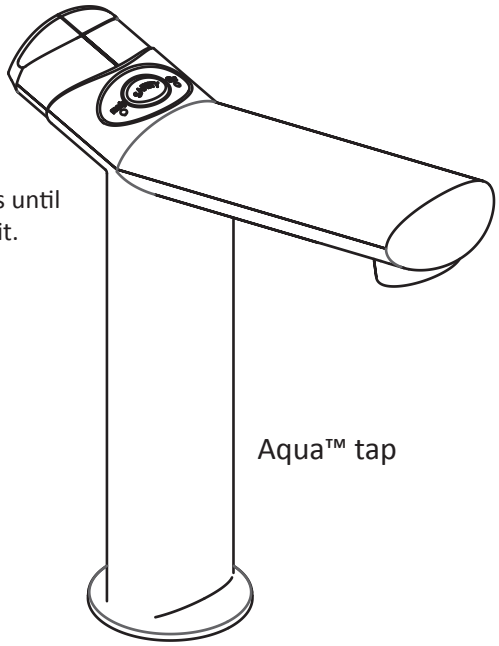
Push and hold the lever down for quick cup fills.

To activate safety function, push and hold for five seconds until the RED safety indicators are lit.

Pull the lever up until it latches to allow for hands-free filling.



Azure™ tap



Aqua™ tap

Safety Lock

When activated, boiling water can only be delivered when the safety button is held down while the hot lever is operated.

To activate and de-activate the button, press and hold it for five seconds. When the safety lock is activated, the RED safety indicators on the safety button will be lit.

Tap Indicators

There are two status indicators fitted adjacent to the levers.

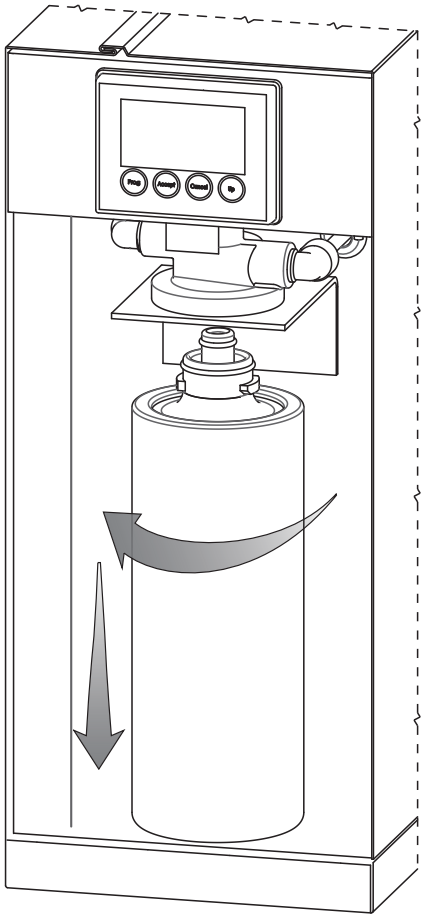
The Green LED (Ready) indicates the status of the Boiling Water Appliance temperature. If the Green LED is flashing, boiling water is below the set operating temperature. When the Green LED is lit and not flashing, the unit is at optimum delivery temperature. Hot water delivered while the Green LED is flashing may be below optimum.

The Orange LED (Filter), if flashing, indicates the water filter should be replaced. Please refer to page 14 - Filter replacement.

Filter replacement

Filter removal

- Isolate the water supply to the Boiling Water Appliance.
- Hold down tap cold lever to relieve the water pressure in the appliance.
- Switch off the power to the appliance and withdraw plug from wall.
- If a Rheem Chiller is connected to the Boiling Water Appliance, disconnect all electrical connections from the Boiling Water Appliance to the Rheem Chiller to prevent the Chiller from dispensing water during the filter flushing procedure.
- Place a rag or paper towels beneath the filter to catch any spilled water and prevent the inbuilt leak detector from activating and shutting the appliance down.
- To remove the old filter cartridge, turn filter cartridge to the left as shown until rotation stops (1/4 turn). Pull cartridge downwards and out of head.
- Mop up any spilled water.



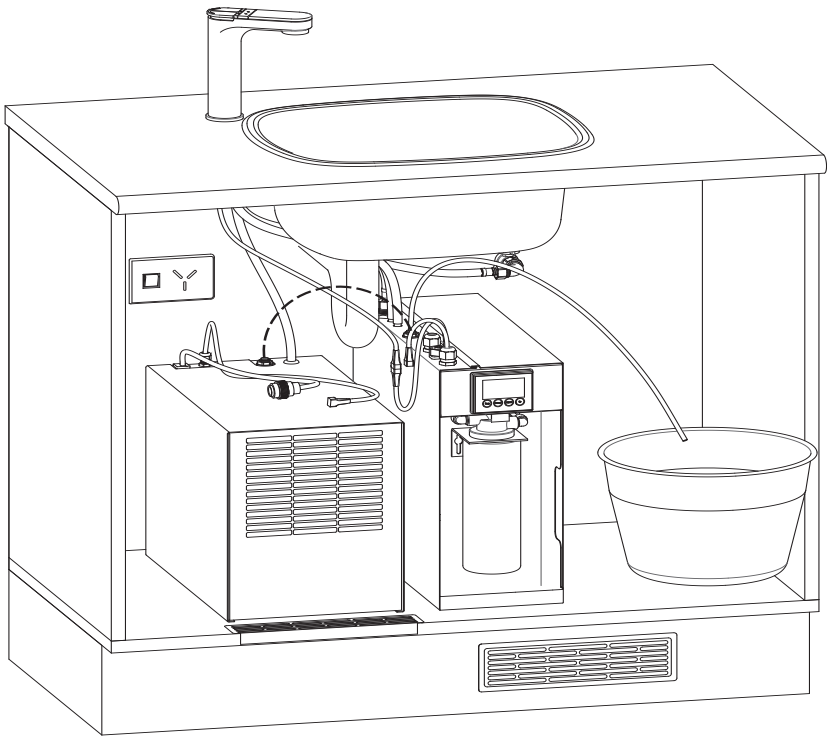
Filter replacement

- Align lugs on filter cartridge neck so that one is to the front.
- Press filter cartridge firmly into filter head.
- Turn filter cartridge to the right until rotation stops (1/4 turn).

Filter flushing

- If a chiller is connected to the Boiling Water Appliance, disconnect the Filtered Water pipe from the Boiling Water Appliance to the chiller at the chiller inlet. Direct the pipe into a bucket.
- Turn water on to the Boiling Water Appliance.
- Turn the electricity to the Appliance back on.
- Flush the new water filter by activating the cold button on the Tap for a minimum of five minutes (note: the continuous draw off time can be increased to one minute intervals).
- Once flushing is complete, reconnect the Filtered Water pipe to the chiller.
- If a Rheem Chiller is installed, switch off power and reconnect the electrical connections from the Chiller to the Boiling Water Appliance.
- Check Appliance is functioning correctly and dispose of the old filter cartridge responsibly.

NOTE: If no chiller is present the filter can be flushed through the Dispensing Tap without the removal of any pipes.



Save a service call

Before calling Rheem Service please check the following.

ERROR MESSAGES

Does the timer display any error messages? Refer to page 11.

Not enough (or no) boiling water

Is the electricity switched on?

Check that power is available and is switched on.

Is the Timer in the off period?

If the Appliance has been in an off period and the water is below the optimum delivery temperature, the green LED flashes when the unit is woken. To wake the Appliance, press the hot lever on the boiling water Tap or any Timer button. The Appliance will activate the element and reheat the water to the set temperature.

Leak detected in the Appliance?

There is a leak sensor in the Appliance. If a leak is detected, error code D is displayed on the timer screen. Contact your nearest Rheem Service to arrange for an inspection.

Are all Tap LEDs flashing?

Reset the Tap levers to the off position. If the LED's continue flashing, a fault has occurred with the Tap. Contact Rheem Service to arrange for an inspection.

Water not hot enough?

Has there been heavy use?

Heavy boiling water usage can result in the tank level dropping below the low level probe. The green LED on the Tap may also flash due to insufficient temperature as the tank refills. Allow the tank to refill and reheat.

Boiling calibration

The Appliance is fitted with automatic altitude calibration to detect boiling point. If you believe the water temperature is not hot enough, recalibrate the Appliance. Refer to page 10 - Calibration reset.

High electricity bills

Should you at any time feel your electricity account is too high, we suggest you check the Timer settings for ON/OFF time. Also consider setting sleep mode. Refer to page 10 - Setting the Timer.

Appliance will not switch off

The electronic Timer will only switch the Appliance on or off when it is in Auto mode.

Blocked filter

Water flow rate will diminish over time as the filter removes particles from the water supply. The electronic Timer has a filter life counter and the Dispensing Tap will indicate when the filter should be changed by flashing the orange LED. To change the filter, refer to page 14 or if assistance is required, contact your nearest Rheem Service Centre.

Timer has reset

The Timer is fitted with a battery to retain the user settings in the event of a power outage or if the Appliance is turned off. If the battery has gone flat or is faulty for any reason, the Appliance will operate normally, but may lose the clock and programed settings in a power outage. When power is restored the appliance will revert to STD mode, continuous 24/7 operation. If the battery needs replacing, contact your nearest Rheem Service Centre.

IF YOU HAVE CHECKED ALL THE ABOVE AND STILL BELIEVE YOU NEED ASSISTANCE, CALL YOUR NEAREST RHEEM SERVICE CENTRE.

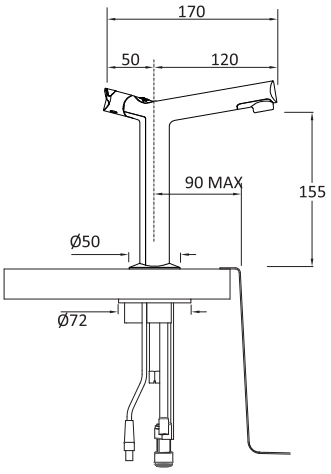
Australia	*131 031*
New Zealand	*0800 657 335*

Note: You will be charged for Rheem attending to any condition or fault that is not related to manufacture or failure of a part.

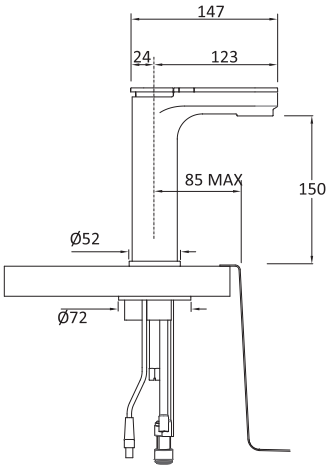
Specifications

Dispensing Taps

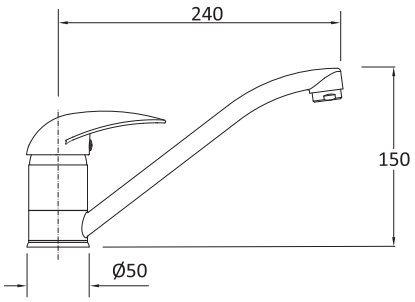
Aqua Tap
Model Code: 319032



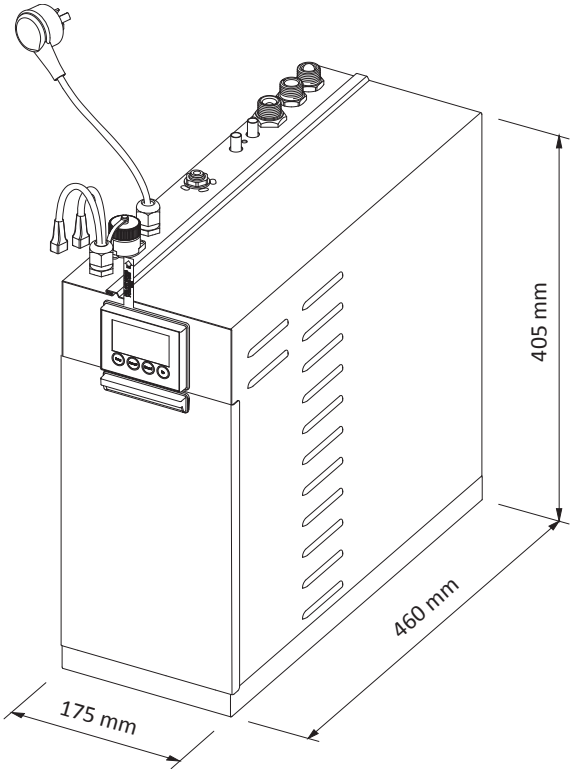
Azure Tap
Model Code: 319044

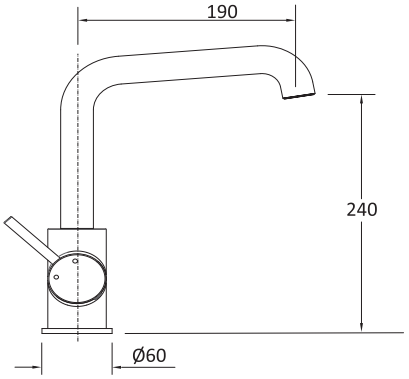


Mixing Taps



Mixing Tap
Model Code: 319119





Mixing Tap
Model Code: 319120

Water Supplies

Your Boiling Water Appliance 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 unit 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 Boiling Water Appliance should only be connected to a potable water supply. Poor water quality may result in the need to replace the filter more frequently in order to protect the unit and maintain adequate flow.

Change of water supply

The changing or alternating from one water supply to another can have a detrimental effect on the operation and/or life expectancy of a number of components in this Boiling Water Appliance.

Where there is a change over from one water supply to another, e.g. a rain water supply, a bore water supply, desalinated water supply, public reticulated water supply or brought in from another supply, then water chemistry information should be sought from the supplier or it should be tested to ensure the water supply meets the requirements given in these guidelines for the manufacturer's warranty to apply.

Chloride and pH

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

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 of the water is less than 6.5, the water is acidic and warranty does not apply to the Boiling Water Appliance.

Saturation index

The saturation index is used as a measure of the water's corrosive or scaling properties. In a corrosive water supply, the water can attack copper parts and cause them to fail. Where the saturation index is less than –1.0, the water is corrosive and warranty does not apply to the Boiling Water Appliance.

In a scaling water supply, calcium carbonate is deposited out of the water onto any hot metallic surface. Where the saturation index exceeds +0.80, warranty does not apply to the Boiling Water Appliance unless a water softening device is installed.

BOILING WATER APPLIANCES NOT INSTALLED IN ACCORDANCE WITH THE ABOVE ADVICE WILL NOT BE COVERED BY THE WARRANTY

RHEEM WARRANTY

Boiling Water Appliance 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 Boiling Water Appliance 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 Boiling Water Appliance 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 Appliance . 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 (not for service bookings), or at rheem@rheem.co.nz in New Zealand.

1.4 The terms of this warranty are set out in section 2 and apply to Boiling Water Appliances manufactured after 1st January 2013.

1.5 If a subsequent version of this warranty is published, the terms of that warranty will apply to Boiling Water Units 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 Boiling Water Appliance 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 Boiling Water Appliance 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 Boiling Water Appliance 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 Boiling Water Appliance in its original installed location and any genuine Rheem replacement parts.

2.6 If the Boiling Water Appliance is not sized to supply the hot water demand in accordance with the guidelines in Rheem's Boiling Water Appliance 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 Boiling Water Appliance 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 Boiling Water Appliance.

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 Boiling Water Appliance 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 Boiling Water Appliance 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 Boiling Water Appliance 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 by the agent.

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 Boiling Water Appliance, 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.

RHEEM WARRANTY

Boiling Water Appliance Warranty New Zealand & Australia

3. WHAT IS COVERED BY THIS RHEEM WARRANTY

3.1 Rheem will repair or replace a faulty component of your Boiling Water Appliance if it fails to operate in accordance with its specifications as follows:

This Rheem warranty covers residential, commercial and industerial installations.	**Warranty Period**	**Warranty Cover**
What components are covered	The period in which the fault must appear in order to be covered	What coverage you receive
All Components (from date of installation) All installations / All models	Years 1 & 2	New component or replacemant Appliance (at Rheem's sole discretion), free of charge, including labour** Refer to note below.
Inner Tank Only	Years 3 - 5	Where an inner tank fails it will be supplied free of charge, installation and labour cost will be charged to the owner.

Note: Refer to items 2.3 and 2.4 of warranty conditions.

4. ENTITLEMENT TO MAKE A CLAIM UNDER THIS WARRANTY

4.1 To be entitled to make a claim under this warranty you need to:
- a) Be the owner of the Boiling Water Appliance or have consent of the owner to act on their behalf.
- b) 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 Boiling Water Appliance:
- a) Does not have its original serial numbers or rating labels.
- b) Is not installed in Australia or New Zealand.

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 in Australia on 131 031 or Rheem in New Zealand on 0800 657 335 and provide owner's details, address of the Boiling Water Appliance, a contact number and date of installation of the Boiling Water Appliance, or if that's unavailable, the date of manufacture and serial number (from the rating label on the Boiling Water Appliance).
- b) (Australia Only) Rheem will arrange for the Boiling Water Appliance to be tested and assessed on-site.
- c) (New Zealand Only) A Rheem Service Centre will arrange for the Boiling Water Appliance to be tested and assessed on-site.
- d) If Rheem determines that you have a valid warranty claim, Rheem will repair or replace the Boiling Water Appliance 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.

Electric

Gas

Solar

Heat Pump

Boiling Water

Rheem New Zealand Limited

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Freefax 0800 657 337
Telephone 09 829 0200
475 Rosebank Road, Avondale 1026
PO Box 19011, Avondale,
Auckland 1746, New Zealand

www.rheem.co.nz

Rheem Australia Pty Ltd

A.B.N. 21 098 823 511
For Service Telephone 131 031
Telephone 02 9684 9100
Fax 02 9684 9180
1 Alan St, Rydalmere, 2116
PO Box 7508 Silverwater 2128, NSW Australia

www.rheem.com.au

This water heater must be installed and serviced by an authorised person. Please leave this guide with the householder.

All information is current at the time of publication (October 2017) but may change without notice.

320098 Rev A