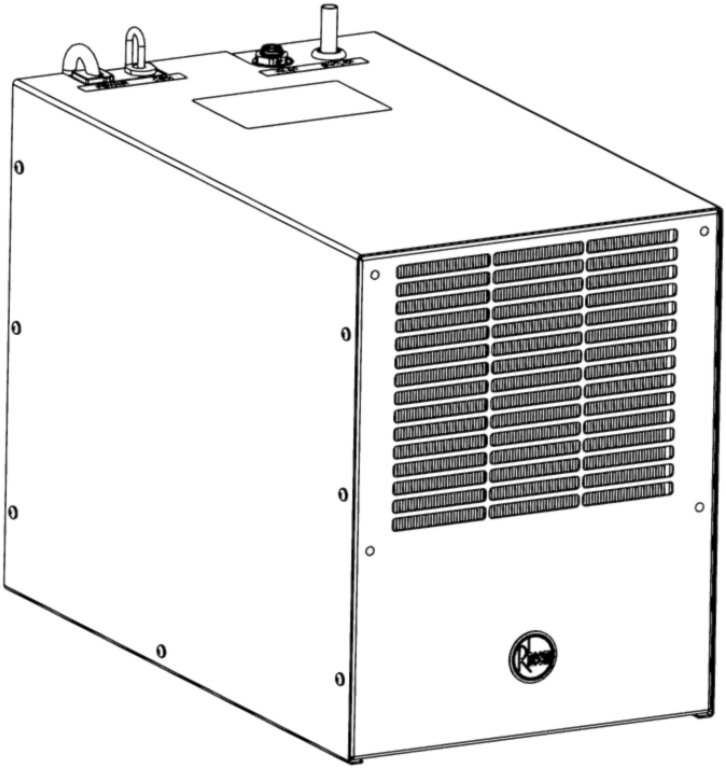
Owners Guide and Installation Instructions



Rheem Underbench Water Chiller

UBWC-125

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

Install a Rheem

Australia Only

Notice to Victorian Customers from the
Victorian Plumbing Industry Commission.

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

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

CONTENTS

OFFICE MANAGER – We recommend reading pages 4 to 12.
The other pages are intended for the installer but may be of interest.

ABOUT YOUR CHILLER

INTRODUCTION

Thank you for choosing our Rheem Underbench Water Chiller. Please take a few minutes to read this booklet because it contains important information about the correct installation and operation of your Chiller.
The Chiller is designed to be installed indoors, under sinks and in cupboards. It supplies chilled water to purpose built Rheem On-Tap Aqua™ and Azure™ Tapware (Taps) and is controlled by the Rheem Underbench Boiling Water Appliance.

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

This Chiller is only intended to be operated by persons who have the experience or the knowledge and the capabilities to do so. This Chiller is not intended to be operated by persons with reduced physical, sensory or mental capabilities i.e. the infirm, or by children. Children should be supervised to ensure they do not interfere with the Chiller.
This Chiller uses 220-240 V AC electrical power for operation of the control systems and the electrically operated components. The removal of the access cover(s) will expose 220-240 V wiring. They must only be removed by a qualified person and must be reinstalled after service work.

SAFETY

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

⚠WARNING

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

CAUTION

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.

HOW COLD SHOULD THE WATER BE?

The Chiller can deliver a water temperature of between 5 and 15°C, depending on what temperature the unit is set and the temperature of the mains water supply.

TO TURN OFF THE CHILLER

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

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

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

TO TURN ON THE CHILLER

- Ensure the water line between the Boiling Water Appliance and the Chiller is connected properly.
- Ensure that the water line between the Chiller and the Tap is connected prior to turning ON.
- Open the cold water isolation valve fully on the cold water line to the Boiling Water Appliance.
- Check all connections for leaks. Repair any found leak
- Ensure the Communications and Power cords to the Chiller are connected correctly.
- Wipe clean and dry the area.
- Ensure there is adequate ventilation available through the cupboard. See page 13.
- Switch ON the electrical supply at the isolating switch to the Boiling Water Appliance.

Note: On initial start-up, this Chiller automatically runs through a set-up cycle that fills the Appliance with water. This set-up cycle will take up to 6 minutes.

IS THIS CHILLER INSTALLED CORRECTLY?

The Chiller must be installed:

- By a qualified person, and
- In accordance with the installation instructions
- In compliance with Standards AS/NZS 3500.4, AS/NZS 3000 and
- In compliance with all codes and regulatory authority requirements

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

DOES THE WATER QUALITY AFFECT THE CHILLER?

The Chiller is suitable for most public water supplies, however some water qualities may have detrimental effects on the Chiller, its components and fittings. **If you are in a known harsh water area you must first read "Water**

Supplies" on page 21. If you are not sure, have your water quality checked against the conditions described on page 21.

HOW LONG WILL THE CHILLER LAST?

There are a number of factors that will affect the life of the Chiller. These include but are not limited to the water quality, the water usage pattern etc (refer to "Precautions" below). However, your Chiller is supported by a comprehensive Rheem Warranty (refer "Rheem Warranty" on page 23-24).

PRECAUTIONS

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

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

HOW YOUR CHILLER WORKS

RHEEM BOILING AND CHILLED WATER APPLIANCE

The chiller is designed to be controlled by the boiling water appliance. It cannot operate as a standalone appliance. All adjustments such as temperature, timer functions and service menus are managed by the boiling water appliance.

ELECTRONIC CONTROLLER, DISPLAY & TOUCH PAD

The Boiling Water Appliance supplied with our Chiller incorporates smart software with an electronic timer to obtain the best energy efficiency. The electronic timer allows the user to program when the unit is ON or OFF and when the SLEEP mode activates to save energy consumption. Also, the electronic controller provides the operator with indication and ability to diagnose any system faults that occur without the need to unnecessarily call for a Service Agent. (Refer "Setting the Timer" on page 7)

ENVIRONMENT

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

⚠IMPORTANT

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

SETTING THE TIMER

Your Boiling Water Appliance is supplied with a programmable "7 day" timer which allows the unit to operate in the most efficient manner to suit your needs. The timer also incorporates a "sleep" mode which can be set to automatically shut the system down after a set period of time of no use, e.g. after 6 hours. When a Chiller is included, the timer will also control the Chiller functions.

Timer Functions

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

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

To select a Timer Mode

Press the (**Prog**) button until the desired mode is displayed on the screen. Press the (**Accept)** button to confirm selection. Pressing (**Cancel**) button at any time returns the unit to the main menu. Any functions previously accepted will be retained.
Note: The display will revert back to main menu from any mode if a button has not been pressed for 1 minute.

A) SETTING THE CLOCK

Select the clock mode
(Prog>*Clock*>Accept)
Display Shows: "Set Clock Day".
Press the (**UP**) button until the desired day appears on the screen and press the (**Accept**) button to confirm selection.

Display Shows: "Set Clock HOUR"
Press the (**UP**) button until the desired hour (24 Hour Time) appears flashing on the screen and press the (**Accept**) button to confirm selection.

Display Shows: "Set Clock MIN"
Press the (**UP**) button until the desired minute appears flashing on the screen.
Press the (**Accept**) button to confirm selection and the display reverts to the main menu.

B) SET TIMER TO STD/AUTO MODE

Select the Timer STD/AUTO mode (Prog>*Timer STD/AUTO*>Accept).
Display Shows: "STD"

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

C) TO SET ON/OFF TIMES

Select the Timer ON/OFF mode
(Prog>*Set ON/OFF times*>Accept)
Note: to set the unit to be in off mode for an entire day, set the "on" and "off" times to be the same eg: On = 0:00 Off = 0:00

Display Shows: "SUN" "7:00 – 7:00" "Set ON hour".
Press the (**UP**) button until the desired hour appears on the screen and press the (**Accept**) button to confirm selection.

Display Shows: "SUN" "7:00 – 7:00" "Set ON minute".
Press the (**UP**) button until the desired minute appears on the screen and press the (**Accept**) button to confirm selection.

Display Shows: "SUN" "7:00 – 7:00" "Set OFF hour".
Press the (**UP**) button until the desired hour appears on the screen and press the (**Accept**) button to confirm selection.

Display **Shows**: "SUN" "7:00 – 7:00" "Set OFF Minute".
Press the (**UP**) button until the desired minute appears on the screen and press the (**Accept**) button to confirm selection and advance to the next day.

Display Shows: "MON" "7:30 – 15:30" "Set ON hour".
Note: Continue with same procedure for Monday through to Saturday.

D) TO SET SLEEP DELAY TIME.

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

Delay Time" we recommend that you also activate the "**Temp Show ON/OFF**" function.

E) SERVICE MENU

Select Appropriate Service Mode (Prog>*Service*>Accept)

1) Error Codes
2) Chiller Temp (only shown when Chiller is attached)
3) Software Version
4) Temp Show ON/OFF

1) Product Error Codes

(Prog>*Service*>Accept>*Error Codes*)

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

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

2) For Chiller Display Temp mode

(Prog>*Service*>Accept>*Chiller Temp*)

Display Shows: "XX ˚C"

This function displays the current chilled water temperature.
Press the (**Cancel**) button to revert back to the main menu.

3) To Display the Software Version

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

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

4) Temp Show ON/OFF

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

Display Shows: "Hot xxx℃" if no Chiller, "Hotxxx Coldxx" if Chiller attached.

This function allows the temperature of the water within the Boiling Water Appliance (and Chiller if attached) to be displayed permanently on the screen.
Press the (**UP**) button to switch modes between ON and OFF.
Press (**Accept**) to confirm and the display reverts back to the service menu.

F) CHILLER SELECTION

Select Appropriate Chiller Mode (Prog>*Chiller Select.*>Accept)

i. Auto
ii. No Chiller
iii. Push Thr. Chil.
iv. Pumped Chiller

i) To select Auto mode

(Prog>*Chiller Selection*>Accept>*Auto*)

This is the automatic default option and allows the Boiling Water Appliance to automatically detect if any Chiller is attached to the unit.
Press (**Accept**) to confirm and the display reverts back to the service menu.

ii) To select No Chiller mode

(Prog>*Chiller Selection*>Accept>*No Chiller*)
This allows the user to attach a standalone Chiller to the Boiling Water Appliance. The cold lever will deliver filtered tap water to either a separate chiller or straight to the tap.
Press (**Accept**) to confirm and the display reverts back to the service menu.

iii) To select Pumped Chiller mode

(Prog>*Chiller Selection*>Accept>*Pumped Chiller*)
If the Boiling Water Appliance incorrectly senses the appropriate Chiller, the user can manually set the Boiling Water Appliance to default to a Pumped Chiller. Press (**Accept**) to confirm and the display reverts back to the service menu.
Note: *Push Thr. Chil.* mode is not applicable to this Chiller, and should not be selected in any case

G) CHILLER TEMP

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

Display Shows: "XX ˚C"
Press the (**UP**) button to scroll from 5℃ to 15℃.
Press (**Accept**) to confirm and the display reverts back to the service menu.

H) COLD TAP TIME

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

Display Shows: "XXs"
This allows the user to define the maximum time that the Cold Tap can be engaged open in one pour. Press the (**UP**) button to scroll from 5s to 60s.
Press (**Accept**) to confirm and the display reverts back to the service menu.

I) KEY LOCK

Select Key Lock (Prog>*Key Lock*)

Display Shows: "Key Lock"
This allows the user to lock the timer keys to prevent tampering.
Press the (**Accept**) button to confirm selection and the display will now show "Key Lock Enable" Press the (**Accept**) button again to reconfirm selection and the display will revert to the main menu.
To unlock the Key Lock function, the "**Prog**" and "**Up**" buttons must be pushed simultaneously for 10 seconds.

OPERATING THE TAP

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

TAP LEVERS

The Taps feature two levers. The Hot lever is colored "Red", the Cold is coloured "Blue"
To operate the levers you can,
a) Pull the lever "up" to allow for hands free filling of large containers
b) Push and hold the lever down for quick cup fills.
Note: Both lever functions are timer controlled.

SAFETY LOCK BUTTON

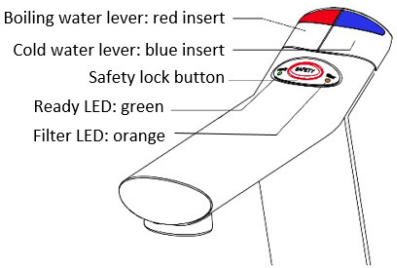
The Taps also incorporate a safety lock button to prevent accidental boiling water dispensing. To activate and de-activate the button you must push it for 10 seconds. When the safety lock is activated, a red indication is given on the top of the Tap. To operate the Tap when the safety lock is on, press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

TAP LED'S

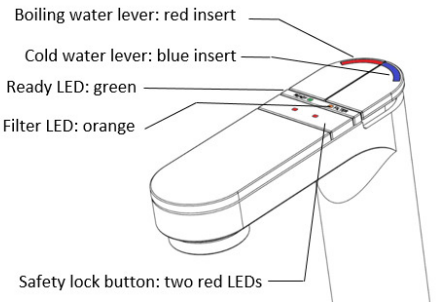
The Taps contain 2 LED's on the top (where the safety lock button is positioned).

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

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



On-Tap
Rheem Aqua™



On-Tap
Rheem Azure™

INSTALLATION

THIS CHILLER IS FOR INDOOR INSTALLATON ONLY.

CHILLER LOCATION

The Chiller should be installed close to the Tap, and its position chosen with noise, safety and service in mind. Ensure that the air vents are clear of obstructions at all times.
This Chiller is designed to fit under a standard sink (internal cupboard depth of 550mm).

Clearance must be allowed for servicing of the Chiller. The installer must leave at least 70mm clearance on the front of the unit to allow adequate ventilation. Refer page 13.

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

INSTALLATION STANDARDS

The Chiller must be installed:

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

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

CHILLER APPLICATION

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

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

TYPICAL UNDERSINK INSTALLATION

Step 1: Check Unit Compatibility

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

a) If the timer keypad is locked see page 10, section **I** for unlocking

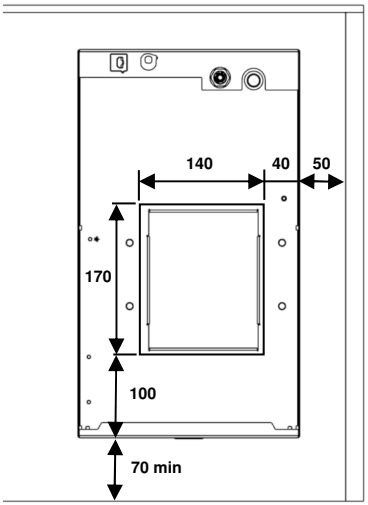
b) Press the "**Prog**" button on the timer until the menu "**Chiller Select**" appears. If this menu is present, the Boiling Water Appliance is capable of running the pumped Chiller. If this menu is not present, contact your local Rheem Service Agent and they will advise you on the required upgrades to make your Boiling Water Appliance pumped Chiller compatible.

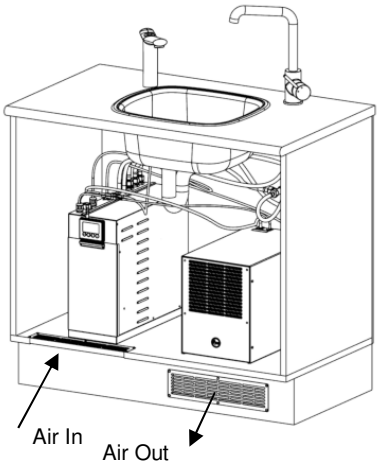
Step 2: Cupboard Ventilation

The Chiller is designed to work in operating ambient temperatures from 15 to 38℃. The environment and usage of the Chiller will determine the amount of ventilation required for efficient trouble free operation.

Standard Installation – Integral Forced Ventilation

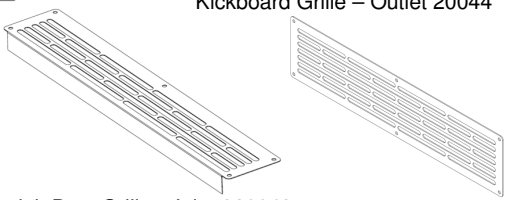
Chiller Installation Plan View





Kickboard Grille – Outlet 20044

Cut 140x170mm hole in bottom of cupboard, directly below the Chiller outlet vent, as shown above



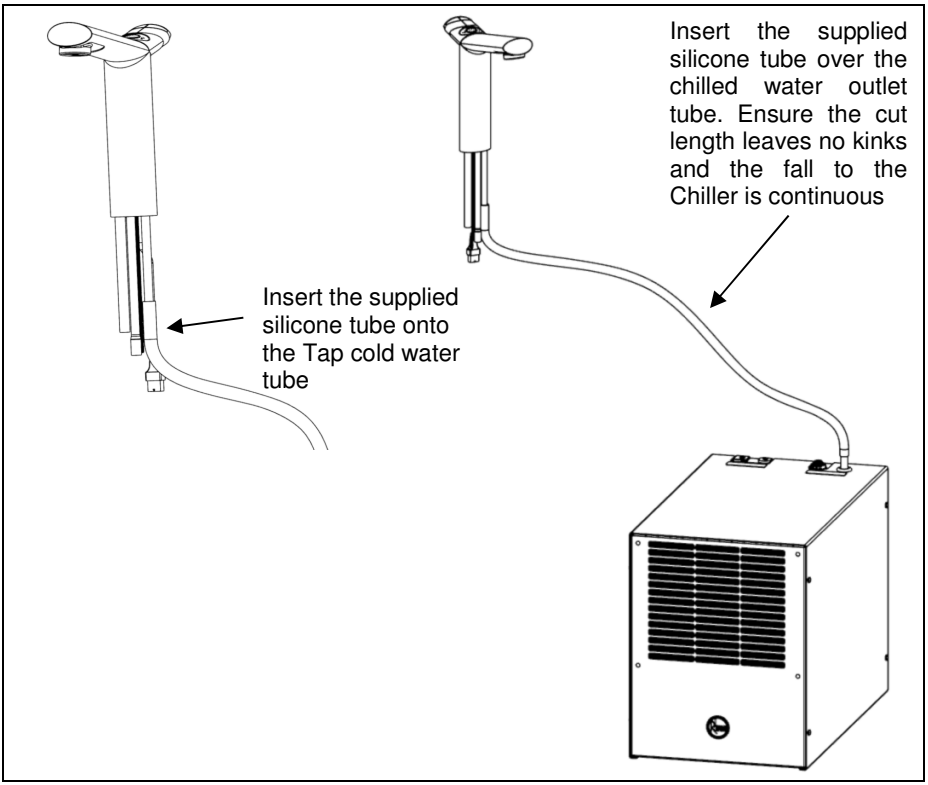
Undersink Duct Grille – Inlet 320043

1. The stainless steel Undersink Duct Grille - Inlet is to be installed directly in front of the Boiling Water Appliance (offset from the Chiller) and is installed by cutting a portion of the base of the cupboard at the front of the Boiling Water Appliance, 340mm wide and 50mm deep, behind the door, but before the kick board. The Undersink Duct Grille - Inlet must provide a flow path for cool air to be drawn from the room outside the cupboard, into the cupboard and through the condenser on the front of the Chiller. Offsetting the Grille from the Chiller will provide for quieter installation when the Chiller is operating.

2. Install the stainless steel Grille - Outlet in the kick plate below where the Chiller is. Cut a hole in the kickplate 70mm high x 350mm wide.

3. It is important to keep the Undersink Duct Grille and the Kickboard Grille apart as much as possible.

Step 3: Chiller Tap Water Connection

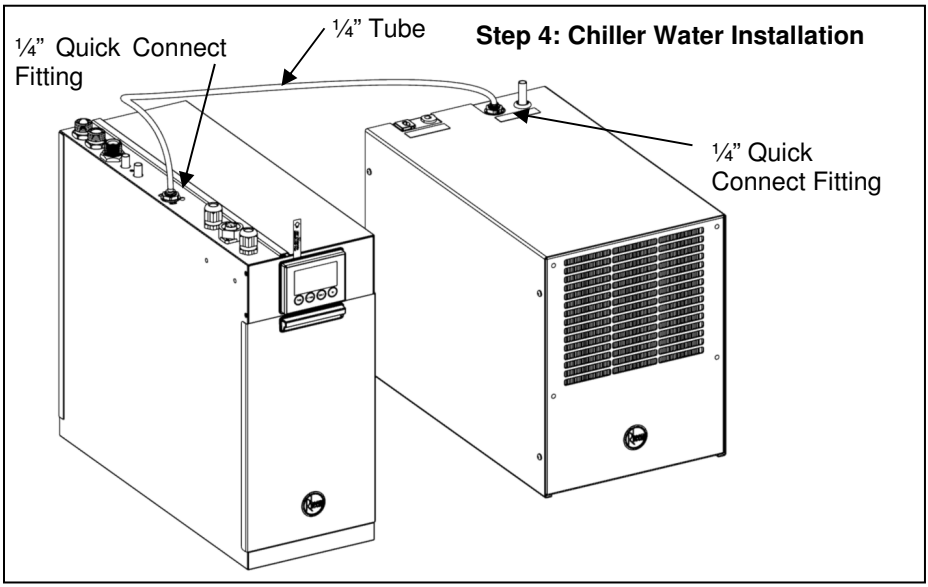


Step 4: Inlet Water Connection

Remove the plug from the ¼" Quick Connect fitting marked Filtered Outlet on the Boiling Water Appliance and insert the supplied ¼" tube to the ¼" Quick Connect Fitting. Then run the supplied ¼" tubing to the ¼" Quick Connect fitting on the Chiller marked Inlet. Ensure that all tubing is inserted fully into the fittings.

⚠WARNING

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

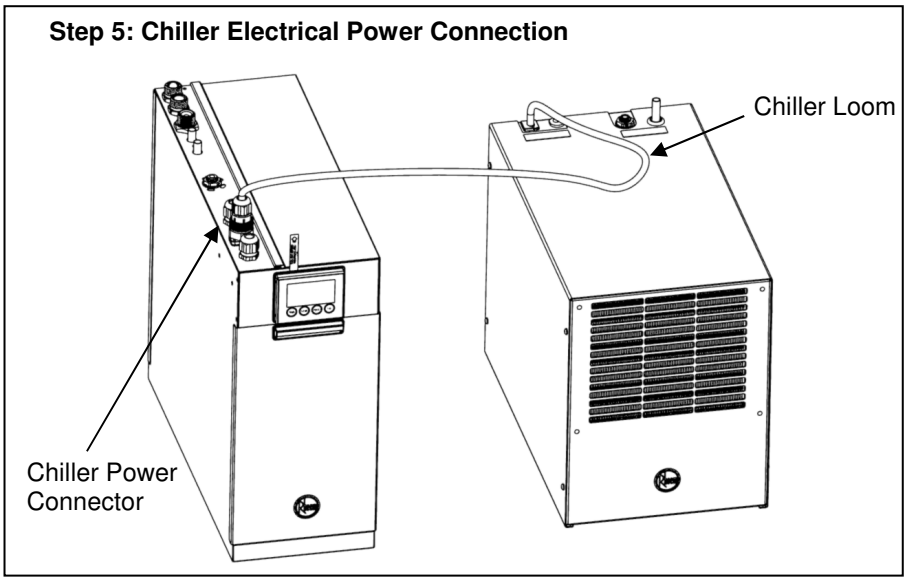


Step 5: Chiller Electrical Power Connection

The Chiller is designed to obtain its mains power by plugging directly into the Boiling Water Appliance. The Chiller operates at 220-240 V AC 50Hz, and only a Rheem Authorised Service Agent can service the unit.

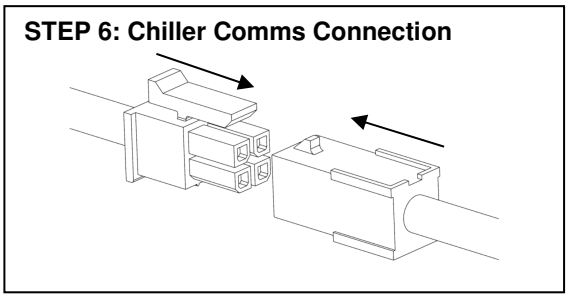
⚠WARNING:

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

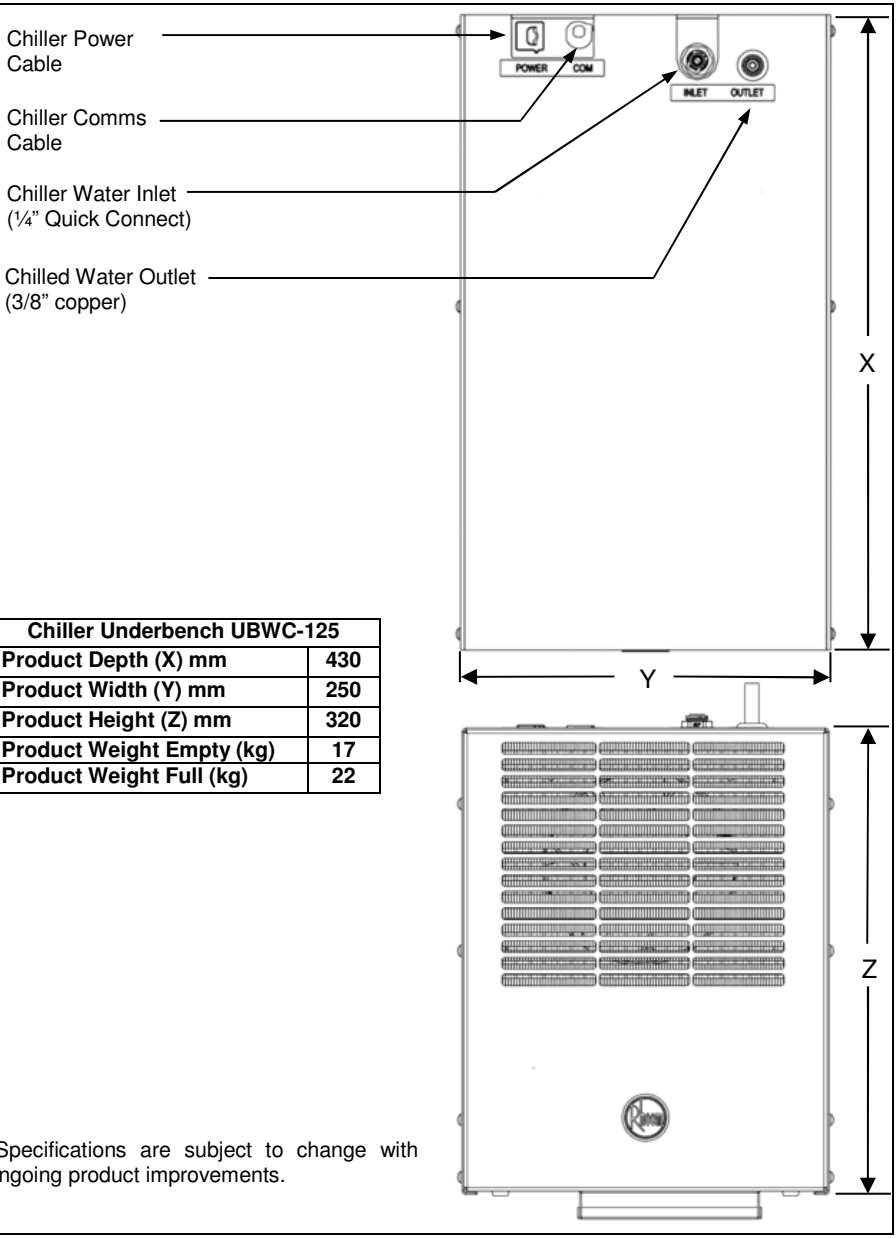


Step 5: Chiller Comms Connection

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



DIMENSIONS AND TECHNICAL DATA



Chiller Underbench UBWC-125	
Product Depth (X) mm	**430**
Product Width (Y) mm	**250**
Product Height (Z) mm	**320**
Product Weight Empty (kg)	**17**
Product Weight Full (kg)	**22**

*Specifications are subject to change with ongoing product improvements.

COMMISSIONING

TO TURN ON AND FILL THE CHILLER

- Turn on the water supply and then the electrical supply at the isolating switch to the Boiling Water Appliance.
- The unit should begin filling (check for external leaks)

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

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

Upon completion of installation, the filter should be flushed by activating the cold/chilled water lever for a minimum of 5 minutes. This will flush any residue from the filter and chiller. Refer to the Boiling Water Appliance Manual for details.

TO TURN OFF THE CHILLER

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

Close the cold water isolation valve at the inlet to the Boiling Water Appliance

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

SAVE A SERVICE CALL

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

NOT ENOUGH (OR NO) CHILLED WATER

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

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

- **Is the leak sensor picking up a fault with the unit?**
  There is a leak sensor integrated within the Chiller that detects if there is a water leak (error code D displayed on the timer screen) within the Chiller. Phone your nearest Rheem Service Department or Accredited Service Agent to arrange for an inspection.
  If there is a fault with the system an error code will be displayed on the front of the Boiling Water Appliance (see page 9 Section E). If this occurs phone your nearest Rheem Service Department or Accredited Service Agent to resolve any problems with the unit.

WATER NOT COLD ENOUGH?

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

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

HIGH ELECTRICITY BILLS

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

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

UNIT WILL NOT SWITCH OFF

The chiller is designed to operate whenever the thermostat senses water above the set point. If the electronic timer is in “Auto” mode then the chiller will operate within the programmed times unless a lever has been activated. If the chiller never turns off call Rheem Service Department or Accredited Service Agent.

NO WATER COMING OUT OF THE TAP

There may have been a large draw off prior. Wait 3 minutes for the unit to fill enough for you to get water out. Alternatively the water supply may have been turned off, or the water filter incorporated into the Boiling Water Appliance may have become blocked.

If water will still not come out of the tap after the above mentioned 3 scenarios being eliminated check the timer screen on the Boiling Water Appliance to see if there is an error message and call your nearest Rheem Service Department or Accredited Service Agent to resolve any problems with the unit.

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

LOW CHILLED WATER FLOW

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

⚠IMPORTANT

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

REGULAR CARE

MINOR SIX MONTH MAINTENANCE

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

The minor maintenance includes:

- Check and replace the water filter on the Boiling Water Appliance
- Check and clean the dust and residue off the condenser front grille

MAJOR FIVE YEAR SERVICE

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

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

The major service includes:

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

DRAINING THE WATER CHILLER

To drain the Chiller:

- Firstly, turn off the water supply to the Boiling Water Appliance (this will stop water feeding into the Chiller);
- Secondly, operate the Tap until no chilled water pumps out of the unit, (you may need to operate the lever several times as the lever function has a time limit), then;
- Remove all electrical and water connections to the Chiller;
- Remove the Chiller from the cupboard

WATER SUPPLIES

Your Chiller is manufactured to suit the water conditions of most Australian and New Zealand metropolitan water supplies. However, there are some known water supplies which can have detrimental effects on the Chiller and its operation and/or life expectancy. If you are unsure of your water quality, you can obtain information

from your local water supply authority. The Chiller should only be connected to a potable water supply.

CHLORIDE AND pH

In a high chloride water supply, the water can corrode copper or stainless steel parts and cause them to fail. Where the chloride level exceeds 250 mg/L the warranty does not apply to the Chiller. The pH is used as a measure of the water's alkalinity and acidity. In an acidic water supply, the water can attack metal parts and cause them to fail. Where the pH is less than 6.5 or greater then 7.5, the warranty does not apply to the Chiller.

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

⚠WARNING

Chillers not installed in accordance with the above advice will not be covered by the Rheem warranty.

END OF LIFE CHILLER DISPOSAL

DISPOSAL

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

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

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RHEEM WARRANTY TERMS

Rheem Underbench Pumped Water Chiller Warranty New Zealand & Australia

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

1.THE RHEEM WARRANTY – GENERAL

1.1 This warranty is given by Rheem Australia Pty Limited ABN 21 098 823 511 of 1 Alan Street, Rydalmere New South Wales or Rheem New Zealand Limited of 475 Rosebank Road, Avondale, Auckland as applicable.

1.2 Rheem offer a trained and qualified national service network who will repair or replace components at the address of the Chiller subject to the terms of the Rheem warranty. Australia Only:- Rheem Service, in addition can provide preventative maintenance and advice on the operation of your Boiling Water Appliance and Chiller. 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 Chillers manufactured after 1st September 2017.

1.5 If a subsequent version of this warranty is published, the terms of that warranty will apply to Chillers manufactured after the date specified in the subsequent version.

2. TERMS OF THE RHEEM WARRANTY AND EXCLUSIONS TO IT

2.1 The decision of whether to repair or replace a faulty component is at Rheem's sole discretion.

2.2 Where a failed component or tank is replaced under this warranty, the balance of the original warranty period will remain effective. The replacement does not carry a new Rheem warranty.

2.3 Where the Chiller is installed outside the boundaries of a metropolitan area as defined by Rheem or further than 25 km from either a regional Rheem Branch Office or an Accredited Rheem Service Agent's office (Australia only) or a Rheem Service Centre (New Zealand only), the cost of transport, insurance and travelling between the nearest Rheem Branch Office or Accredited Rheem Service Agent's office, or a Rheem Service Centre and the installed site shall be the owner's responsibility.

2.4 Where the Chiller is installed in a position that does not allow safe or ready access, the cost of that access, including the cost of additional materials handling and/or safety equipment, shall be the owner's responsibility. In other words, the cost of dismantling or removing cupboards, doors or walls and the cost of any special equipment to bring the Chiller to floor or ground level or to a serviceable position is not covered by this warranty.

This warranty only applies to the original and genuine Rheem Chiller in its original installed location and any genuine Rheem replacement parts.

RHEEM WARRANTY

Rheem Underbench UBWC-125 Water Chiller Warranty New Zealand & Australia

2.5 If the Chiller is not sized to supply the chilled water demand in accordance with the guidelines in Rheem's Chiller literature, any resultant fault will not be covered by Rheem's warranty.

2.6 The Rheem warranty does not cover faults that are a result of:

a) Accidental damage to the Chiller or any component (for example: (i) Acts of God such as floods, storms, fires, lightning strikes and the like; and (ii) third party acts or omissions).

b) Misuse or abnormal use of the Chiller.

c) Installation not in accordance with the Owner's Guide and Installation Instructions or with relevant statutory and local requirements in the State or Territory in which the Chiller is installed.

d) Connection at any time to a water supply that does not comply with the water supply guidelines as outlined in the Owner's Guide and Installation Instructions.

e) Repairs, attempts to repair or modifications to the Chiller by a person other than Rheem Service or a Rheem Accredited Service Technician.

f) Faulty plumbing or faulty power supply.

g) Failure to maintain the Chiller in accordance with the Owner's Guide and Installation Instructions.

h) Transport damage.

i) Fair wear and tear from adverse conditions (for example, corrosion).

j) Cosmetic defects.

2.7 If you require a call out and we find that the fault is not covered by the Rheem warranty, you are responsible for:

- Australia only - our standard call out charge.
- New Zealand only - the cost of the call out charge.

If you wish to have the relevant component repaired or replaced by Rheem that service will be at your cost.

2.8 Subject to any statutory provisions to the contrary, this warranty excludes any and all claims for damage to furniture, carpet, walls, foundations or any other consequential loss either directly or indirectly due to leakage from the Chiller, or due to leakage from fittings and/or pipe work of metal, plastic or other materials caused by water temperature, workmanship or other modes of failure.

RHEEM WARRANTY

Rheem Underbench UBWC-125 Water Chiller Warranty New Zealand & Australia

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

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

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

4. ENTITLEMENT TO MAKE A CLAIM UNDER THIS WARRANTY

4.1 To be entitled to make a claim under this warranty you need to:

a) Be the owner of the Chiller 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 Chiller:

a) Does not have its original serial numbers or rating labels.

b) Is not installed in Australia or New Zealand.

RHEEM WARRANTY

Rheem Underbench UBWC-125 Water Chiller Warranty New Zealand & Australia

5. HOW TO MAKE A CLAIM UNDER THIS WARRANTY

5.1 If you wish to make a claim under this warranty, you need to:

a) Contact Rheem Australia on 131 031 or Rheem New Zealand on 0800 657 335 and provide owner's details, address of the Chiller, a contact number and date of installation of the Chiller, or if that's unavailable, the date of manufacture and serial number (from the rating label on the Chiller).

b) (Australia only) Rheem will arrange for the Chiller to be tested and assessed on-site.

c) (New Zealand only) A Rheem Service Centre will arrange for the Chiller to be tested and assessed on-site.

d) If Rheem determines that you have a valid warranty claim, Rheem will repair or replace the Chiller in accordance with this warranty.

5.2 Any expenses incurred in the making of a claim under this warranty will be borne by you.

6. THE AUSTRALIAN CONSUMER LAW (AUSTRALIA ONLY)

6.1 Our goods come with guarantees that cannot be excluded under the *Australian Consumer Law*. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

6.2 The Rheem warranty (set out above) is in addition to any rights and remedies that you may have under the *Australian Consumer Law*.

RHEEM
www.rheem.com.au
www.rheem.co.nz

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

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