

HEATING

Owner's Manual



PLEASE READ THESE INSTRUCTIONS CAREFULLY BEFORE USE

Bonus offer
when you
register your
product online
brivis.com.au



a Rinnai company

Index

Introduction	1	Brivis Customer Care Program	15
Privacy Notification		Heater Service and Maintenance	
Product Warranty		Before you call for Service or Assistance	
How does ducted heating work?	2	Troubleshooting	16
		For Your Records	
Operating your ducted heater	2	Warranty Registration and Maintenance	17
Supply Cord		Product Registration	
Notes on Heater Operation		Routine Maintenance	
Power supply interruption	3	Brivis Customer Care Program	
Safety Warnings			
Outlet Guide	3	Service Maintenance Schedule	18
Outlet Register Charts	4-5	Frequently Asked Questions	19
The Brivis Networker Control	6	Frequently Asked Questions (cont'd)	20
Brivis Networker Components		Terms of Warranty	21-24
Zoned Systems	7	Definitions	
Setting the Time & Day		Terms of Warranty	
Automatic Operation	8	Conditions of Warranty	
To Begin the Auto Program	9	Exclusions	
Temporarily Overriding the Auto-Program Settings		Limitations	
Permanently Changing the Auto-Program Settings		Travel, Transport & Access Costs	
Permanently Changing the Set Time,	10	Purchaser's Responsibilities	
Temperature or Zone Settings		Statutory Rights	
Manual Operation			
Operating the Fan Only	11		
Coded Messages:			
(StarPro SP & BX5)	11		
Message repeating	12		
Service Notification Message			
Error Codes - Brivis StarPro SP & BX5 Models	12		
Error code 40, 41, 42 & 43			
Error code 46, 47 & 55			
Error code 50			
Error code 56			
Resetting the Heater	13		
Brivis StarPro SP & BX5 Models			
Brivis Classic Models			
Locking the Brivis Networker.	13		
Setting the PIN			
To Lock the Brivis Networker			
To Unlock the Brivis Networker	14		
Dual Brivis Networker Operation			
Operating Add-on Air Conditioning	14		
Brivis (StarPro SP & BX5)			
Batteries			

Introduction

Congratulations on your purchase of a Brivis heating system. For you to achieve the performance and efficiency expected from your new heater, ensure the installer is a qualified trades person, that the installer has commissioned the unit before you commence operating, and please take the time to read the contents of this manual.

In some Australian States it is mandatory that your heater installation is issued with a certificate of compliance to guarantee the installation workmanship. Please check with your installer or the local plumbing authority or association. The Brivis heater is covered by the product warranty as outlined in this manual.

Brivis products are renowned for providing years of trouble-free performance. However that doesn't mean that they will operate at their peak for all of that time without some attention. To be at their most efficient they, like most things, need a little care. So, to ensure that every Brivis unit is always in perfect condition, we have established the Brivis Customer Care Program for our valued customers.

The Brivis Customer Care Program provides you with a maintenance service. This service includes cleaning the unit and ensuring that the system is operating at maximum efficiency. Not only does this guarantee peak performance, it also allows any minor problems to be detected early. This ensures that the system will always be ready when you need it.

Privacy Notification

Brivis Climate Systems Pty Ltd is the registered owner of the Brivis brand. Brivis will collect "personal information" from you when you complete your warranty and maintenance registration form. This personal information is collected under the guidance of the Privacy Information Protection Act 1998. The purpose of collecting this information is to:

- Process your request for us to provide service activities for you;
- Register your purchase of equipment for warranty;
- Register your request for a survey/quotation for Heating Ventilation Air Conditioning goods and services.

The intended recipients of the information are:

- Employees of Brivis.
- Federal and State Governments who may require the information for administration purposes.

While the supply of the information by you is voluntary, if you cannot provide or do not wish to provide the information sought, Brivis may not be able to provide the services you request. If you have already provided information but have changed your mind and do not want the information used, you may make application for access or amendment for that information not to be used.

You have a right of access to, and correction of, the information concerning yourself in accordance with the relevant procedures under the Act.

Enquiries concerning this matter can be addressed to the Business Practices Officer of Brivis, who can be contacted on 1300 BRIVIS.

Product Warranty

Brivis 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 Maintenance Schedule on page 18 specifies specific items to be performed at prescribed intervals by qualified licensed 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.

How does ducted heating work?

Your Brivis 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 17°C to 21°C.
- 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 Brivis Central Heating System is sure to provide you with many years of warmth and satisfaction.

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 shutdown 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 heater models (except LPG Classics) will automatically perform up to four re-ignition attempts before locking out. LPG Classic models will only perform one ignition attempt before locking out.

- Brivis StarPro SP & BX5 models will display a 'busy' code at the top of the Brivis Networker display during these ignition re-attempts and if the heater locks out, a spanner will appear. Refer to section on coded messages (Page 11). Reset may need to be pressed several times, depending on how long it takes to purge the air from the gas pipe.
- Brivis Classic 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 3 times in one minute to reset the heater.

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.

Supply Cord

If the supply cord is damaged, it must be replaced by Brivis, an authorised service agent or similarly qualified persons 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. Brivis has preset 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 Brivis Network controls within Brivis StarPro SP & BX5 heaters will automatically adapt the heaters output to suit the number of outlets that you have open. Check the Outlet Guide for the appropriate number of outlets you must have open for best performance.

Power supply interruption

If the power supply is interrupted during the heater's operation, safety mechanisms turn off the gas supply. When the power is restored, the heater will resume normal operation. If the power is off for more than 2 - 3 hours and the heating system is fitted with the Brivis Networker wall control, it may require the time and day to be reset.

Safety Warnings

- 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

Outlet Guide

The outlet chart provides recommendations based on using the Brivis "SuperSizeGuide" 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 (Column B & C) must remain fully open (this includes both the outlet grille and the damper in the duct) to achieve optimum turndown 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 has been properly balanced.

The outlet chart has been divided up into four 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 Brivis 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 Brivis Networker wall control using the heater's on-board zone relays or a Brivis Network 516 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 Brivis StarPro SP & BX5 heaters and should not be used unless the Brivis Networker has been configured for Adaptive Zoning only. Refer to column B instead.

Note: For Brivis StarPro SP Internal models, the normal pop configuration is side entry, but can be changed to the end of the fan cabinet if necessary. If this is done, a total of two outlets must be removed from the allowable maximum number of outlets.

Outlet Register Chart

System Model	Airflow Rate (L/s)	A Recommended Maximum Ceiling	B Minimum Floor/Ceiling	C Minimum Floor/Ceiling (Adaptive Zoning Only)
SP5 & SP6 Heaters				
External				
SP630EN	850	15	7	3
SP630EN-XA	985	17	7	3
SP350EN	960	16	7	2
SP530EN-XA	965	17	7	2
SP623EN	715	12	5	2
SP623EN-XA	755	13	5	2
SP521EN	700	12	5	1.5
SP521EN-XA	740	13	5	1.5
SP5 & SP6 Heaters				
Internal				
SP635IN	1130	17	7	2.5
SP535IN	1160	17	7	2.5
SP630IN	1065	16	7	3
SP630IN-XA	1095	17	7	3
SP530IN	1080	17	7	2
SP530IN-XA	1140	17	7	2
SP623IN	765	12	5	2
SP623IN-XA	795	14	5	2
SP521IN	785	12	5	1.5
SP521IN-XA	830	14	5	1.5
SP615IN	695	12	5	2
SP4 Heaters				
Universal				
SP415UN	620	10	6	2
SP421UN	621	10	6	2
SP430UN	918	16	7	2
SP435UN	1004	17	7	3
Buffalo BX5				
External				
BX520EN (300mm)**	605	10	5	2
BX520EN (350mm)**	667	12	6	2
BX526EN (350mm)**	944	16	7	2
BX526EN (400mm)**	1011	17	7	3

** Model and basebox duct size

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

Outlet Register Chart Continued

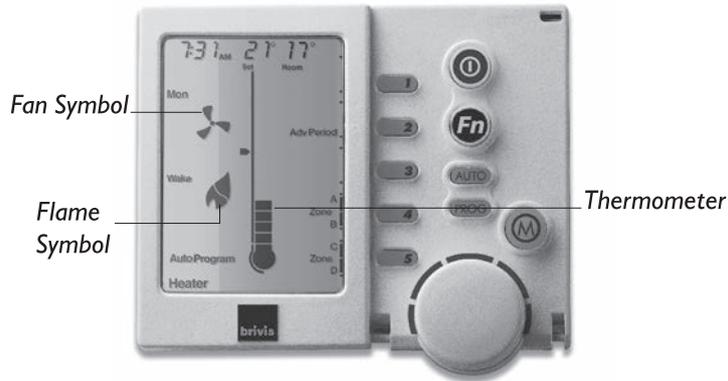
System Model	Airflow Rate (L/s)	A Recommended Maximum Ceiling	B Minimum Floor/Ceiling	C Minimum Floor/Ceiling (Adaptive Zoning Only)
Classic Heaters				
BX3 - External				
BX326 (350mm)**	819	16	8	N/A
BX326 (400mm)**	921	16	8	N/A
BX320 (300mm)**	581	11	5	N/A
BX320 (350mm)**	622	11	5	N/A
BX315 (300mm)**	498	8	4	N/A
2PWN - Internal				
2PWN26	858	17	8	N/A
2PWN26-XA	944	17	8	N/A
2PWN20	527	13	7	N/A
2PWN20-XA	561	13	7	N/A
2PWN15	452	10	5	N/A
Compact Classic Internal				
CC315	540	10	5	N/A
CC320	540	10	5	N/A
CC320-XA	625	11	6	N/A
CC325	600	11	6	N/A
CC325-XA	680	12	7	N/A
CC330	920	13	8	N/A
CC330-XA	980	14	8	N/A
Upflow/Downflow - Internal				
UF326-XA	800	17	8	N/A
UF320/DF320-XA	550/625	11	5	N/A

** Model and basebox duct size

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

The Brivis Networker Wall Control

Brivis Networker Components



Symbol	Description
	The On/Off Button This is the button to turn the Brivis Networker ON or OFF.
	The Function Key (Fn) The function key, when used in conjunction with keys 1 & 2, allows the user to perform specialised functions such as message repeating and Brivis Networker locking.
	The Mode Key If a Brivis Heater and Cooler are connected to the Brivis 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'.
	Heartbeat A flashing heart icon in the bottom right hand corner indicates that the room temperature is being sensed from this Brivis Networker.
	Program Key This control key is used to set the Brivis Networker's automatic program.
	Auto Key The auto function allows the user to switch between the Auto Program and the Manual Operation.
	The Rotary Dial This Dial is used to change the Heating (or Cooling, if fitted) settings.
	Variable Keys The keys numbered 1-5 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 zone function may also display an arrow.
	Flame Symbol The flame symbol will appear on the display when the heater is switched on. This symbol will flash during cooldown at the end of the heating cycle.
	Fan Symbol The fan symbol will appear on the display when the heater is switched on. This symbol will flash during cooldown at the end of the heating cycle.
	Thermometer 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.
	Padlock Symbol When the child-proof lock has been set, a padlock will appear on the screen. For more information, refer to the section Locking the Brivis Networker (Page 11).
	Snowman Symbol (add-on air-conditioning only) The snowman symbol indicates the refrigeration compressor is running. A flashing snowman indicates the compressor is in a safeguard time off period.

The Display Screen

- Provides you with information about the system. The Screen 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.

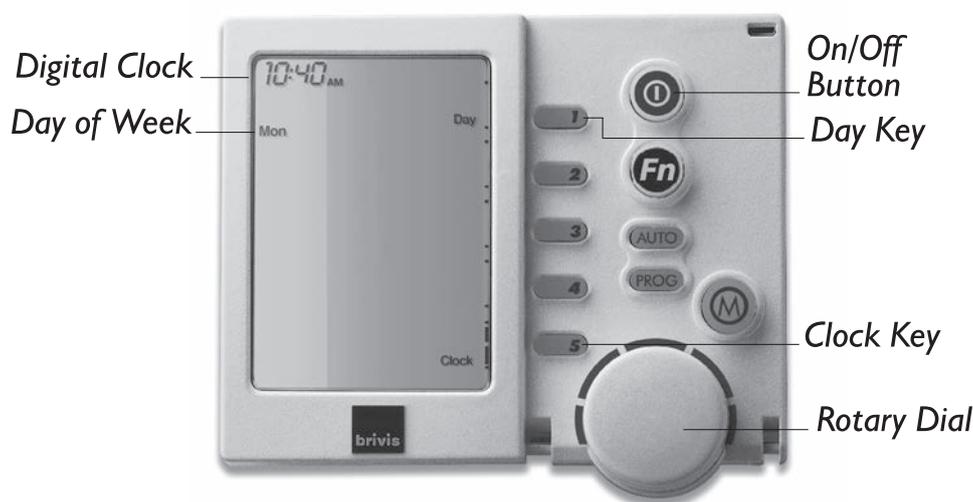
Zoned Systems

An option for some systems 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

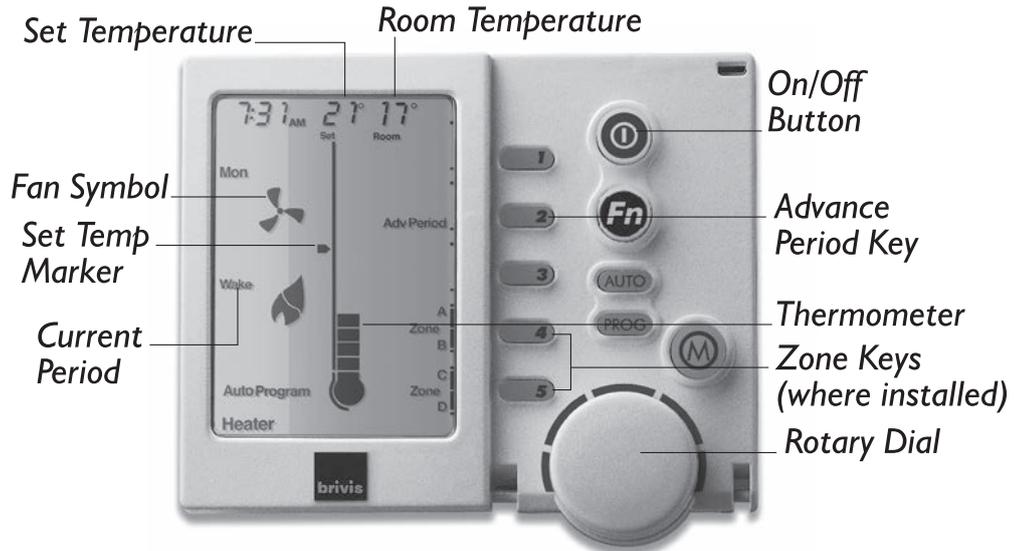


- Press the ON/OFF button to turn the Networker OFF.
- Press key 5 (clock) and the screen will display the message "Clock setting mode", and then the Digital Clock will flash.
- Use the Rotary Dial to select the correct time.
- To set the day, press key 1 (day) until the correct day of the week appears on the left of the screen, e.g. "Mon".
- Press key 5 (clock) again to save your new settings.

Note: If you have dual Bravis Networkers installed, only the Master control has the ability to set the clock time and adjust program settings. The Master control can be identified by the word "clock" beside key 5, when the Bravis Networkers are in the off position.

Note: If you have dual Bravis Networkers installed, only the Master control has the ability to set the clock time and adjust program settings. The Master control can be identified by the word "clock" beside key 5, when the Bravis Networkers are in the off position.

Automatic Operation



In Auto mode the Bravis Networker allows you to preset 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:

- Use the On/Off button to turn the Bravis Networker ON.
- Press the Auto Key until 'Auto Program' appears on the screen (if it's not already in 'Auto Program').

In 'Auto' mode the Bravis 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.
Presleep	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, 'Presleep' 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:

- If you have more than one type of appliance, turn OFF the Brivis Networker.
- Press the Mode key until the word 'Heater' appears at the bottom of the screen.
- Now turn the Brivis Networker ON. Press the Auto key until 'Auto Program' appears on the bottom left of the screen.

Temporarily Overriding the 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:

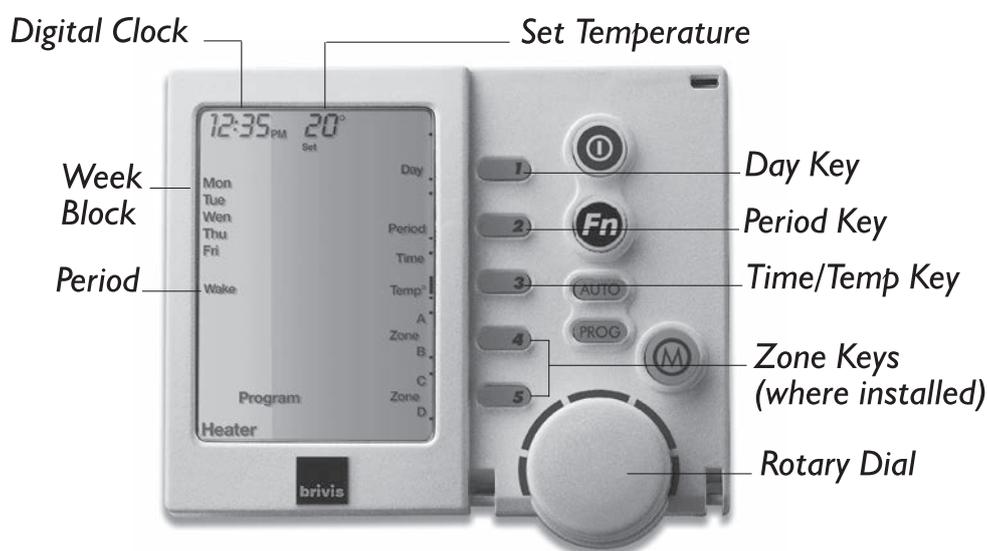
- Use the Rotary Dial to increase or decrease the current temperature setting.
- The word 'Temporary' will flash at the bottom of the screen until the current period ends.
- Key 2 (Advance Period) has now become the 'Cancel' key. Press it to return to the Auto Program.
- If you have zoning options, altering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

Note: The Brivis 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:

- Press Key 2 (Adv Period)
- Key 2 (Adv Period) has now become 'Cancel Adv Period'.
- To return to the original program press Key 2 (Cancel Adv Period)

Permanently Changing the Auto-Program Settings



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

- Turn the Brivis Networker OFF and check that you are in heating mode. If you are not, press the Mode key until the word 'Heater' appears.
- Press the Prog key and you'll notice that the word 'Program' and the Digital Clock at the top of the screen will begin to flash. The Prog key enables you to change the time or the temperature for any period.
- When changing the settings, the Brivis 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 (day). This selects either the weekday block or the weekend block.
- To select the time period you want to change the settings for, press key 2 (period) until the required period is displayed.
- 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. Please read on....

Permanently Changing the Set Time, Temperature or Zone Settings

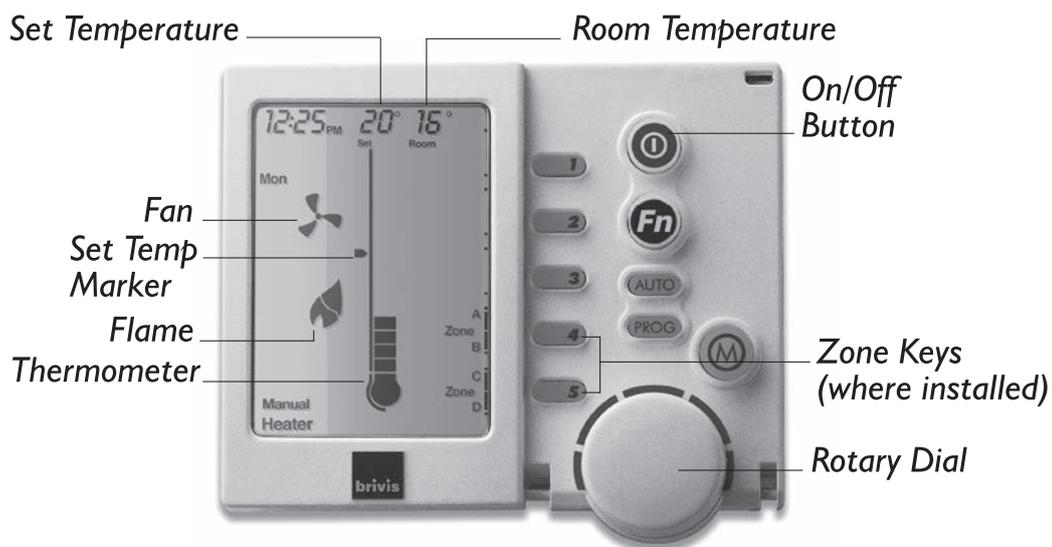
Before starting this, you should have completed steps in 'Permanently Changing the Auto Program Settings' section.

- To change the set time, press key 3 (Time/Temp) until 'Time' is selected and the digital clock will flash. Turn the Rotary Dial until the digital clock shows the set time you require for the period of the day selected.
- To change the set temperature, press key 3 (Time/Temp) until 'Temp' is selected and the temperature will flash. Turn the Rotary Dial until the temperature 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 Zone keys (keys 4 & 5) to select the zones you wish to operate for that period.

- To change the set time or temperature in the other periods, press key 2 (period) until the required period is displayed, then select the function you want to set (time or temperature) and use the Rotary Dial to make the settings. To change the Zone settings, use the Zone keys (keys 4 & 5) to select the zones you wish to operate for each period.
- Using key 1 (day), select the second block of days you want to change the settings for and repeat the previous steps.
- To save the new settings, press the Prog key.
- If you want to review your new settings, press Prog again. The new settings should be the ones you have just saved.
- Press Prog again to end your review.

Manual Operation



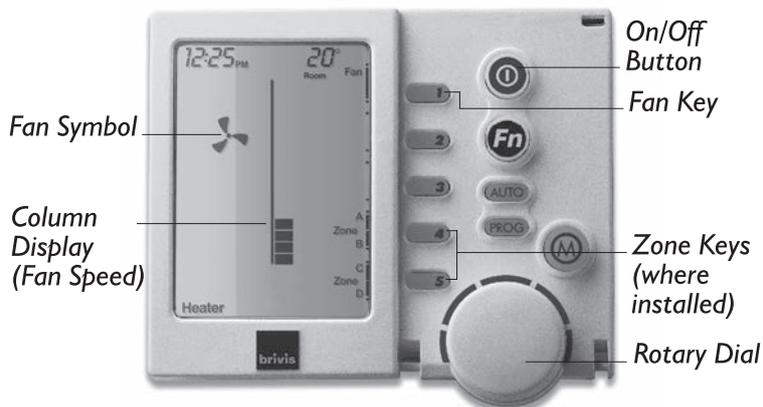
- Use the On/Off button to turn the Bravis Networker OFF.
- If you have other appliances on the network, press the Mode key until the word 'Heating' appears at the bottom of the screen. If you have the Bravis Networker ON while switching between appliances you could start the wrong one inadvertently.
- Turn the Bravis Networker ON and press the Auto key until 'Manual' appears near the bottom left-hand corner of the screen.
- The heater's Set Temperature will now appear at the top of the screen. The current Room Temperature is still visible in the top right hand corner of the screen.
- This Set Temperature is the temperature the heater is set to maintain. To change it, use the Rotary Dial to select the temperature you require.

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, Zone keys (keys 4 & 5) will also appear on the lower right hand side of the screen.

- To change the zone settings, use the Zone keys (keys 4 & 5) to select the zones you wish to operate.
- To turn the system OFF, just press the On/Off button.

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

Operating the Fan Only



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 Bravis Networker is OFF:

- Press the Mode key to select 'Heating'.
- Press key 1 (fan). A small rotating Fan Symbol and a Column Display, that indicates the fan's speed, will appear.
- Now use the Rotary Dial to increase or decrease the fan speed (Bravis StarPro/Plus only)

Note: The Bravis Networker's capabilities are somewhat restricted when fitted to a Bravis Classic Series Heater. Although it appears that the Bravis Networker provides the option to either increase or decrease the fan speed, the fan will run at full speed regardless of your Dial setting.

If the Bravis Networker is ON, and is already in 'Heating' mode (Bravis StarPro/Plus only):

- Press key 1 (fan) and the fan will operate continuously.

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 Bravis Service Technician, or your installer.

- To turn the fan OFF, press key 1 (fan) again.

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

Coded Messages (Bravis StarPro SP & BX5 models only)



While the Bravis Networker is operating your system, it is also monitoring and controlling every aspect of the system's performance. If anything unusual occurs, the Bravis Networker will display a spanner symbol.

- Press the FUNCTION button followed by key 1 and a message stating "Heater Fault - H01 Code #?? For assistance call 1300 BRIVIS" 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 Bravis to deal quickly and easily with anything that requires their attention. Most will ask you to contact Bravis Service and pass on the message, the model and the type of appliance. Refer to error codes on page 10 of this manual.

Message repeating

- Push the FUNCTION button then Key 1 quickly after to repeat a message.

Note: If no message repeats it means either the button combination was incorrect or the event has passed. The messages that may be 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 Wall Control displays the following messages:

“Fan run hours indicate it is time for a service call”

The Spanner Icon  will flash once every second on the Networker Wall Control display. You may book a service call or clear the spanner icon notification by pressing Key “4” on the Master Controller.

Error Codes - StarPro SP & BX5 Models

The following is a list of faults customers can rectify safely. If the faults continue it is advisable that you contact Brivis Service.

Error code 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 List:

- 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.

Error code 46, 47 & 55

Indicate that the heater has failed to light within the specified time.

Check List:

- Check the gas supply is turned ON at the meter, and at the appliance gas cock.
- Check if other gas appliances are operating such as Gas Cooker and Hot Water Service (if installed).
- Check the gas cylinders have gas, and the cylinder valve is open (LPG only).
- Check that there is gas supply to your home. Contact your gas provider to confirm this. There may be works in your area or a problem with the supply.
- The heater may require a general service.

Error code 50

Error 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.

Check List:

- Refer checklist for error 46, 47 & 55.

Error code 56

Error 56 indicates a lockout has occurred on the pressure switch, usually caused by too much restriction on the flue pipe or condensate drain on Brivis StarPro SP6 models.

Check List:

- Check the flue pipe for blockages
- Check the condensate piping for blockages (Brivis StarPro SP6 Models only).

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 Brivis Service.

Resetting the Heater

Brivis StarPro SP & BX5 Models

If something has interrupted the heater's operation, the word 'Reset' could appear beside Key "4" while a message is scrolling across the top of the screen. Press Key "4" to re-start the heater. If the heater does not resume normal operation or the error message re-appears, contact Brivis Service. If the heater is still operating but the Brivis Networker is showing an error message with the service symbol, try pushing "Reset", key "4" to clear the fault. If any other message appears, contact Brivis Service. If "Reset" is not visible next to key "4" press "FN" then Key "1". The error message will scroll across the top of the screen and "Reset" will appear on the screen adjacent to Key "4".

If the fault persists, use the On/Off button to turn the Brivis Networker OFF and then wait for 2 minutes before turning the Brivis 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, call Brivis Service and inform them about the nature of your problem, the model and the type of appliance.

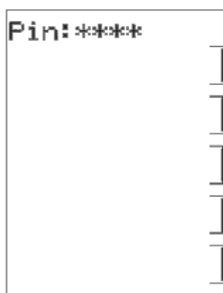
Brivis Classic Models:

If your Brivis Networker display screen indicates normal operation i.e. solid flame symbol and rotating fan symbol, for more than 8 minutes without any actual operation of the heater (no fan or heat), then something minor may have interrupted the heater's operation. Try turning the Brivis Networker OFF, then back ON as described above. If the fault persists, try turning OFF the heater and back ON as described above.

Locking the Brivis Networker

To prevent any unwanted alterations being made to the Heater's settings, the Brivis Networker can be locked via a 4-digit PIN number. In the case of dual Brivis Networkers, if one is locked the other is also locked. If dual Brivis Networkers are installed, the user PIN numbers can only be set from the Master Brivis Networker. The Slave Brivis Networker can only lock and unlock the system and cannot access the PIN numbers.

Setting the PIN



- Press the FUNCTION button, followed immediately by Key 2. The screen will then display "Enter Your PIN number to lock the system". DO NOT enter numbers at this stage, please continue to the next step.
- Push the MODE key once. The screen will now display "User PIN reset – Enter master PIN". DO NOT enter numbers at this stage, please continue to the next step.
- Push the MODE key once again. 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".
- Enter your new 4-digit PIN number using a combination of Keys 1-5. The screen will now display, "Repeat the entry of the new PIN".
- Providing you re-enter the new PIN correctly, the screen will now display "Valid PIN – PIN altered".
- If an incorrect number is entered press the auto key to clear all digits, then re-enter your user PIN number.
- To exit this area at any time, just push the ON/OFF key.

To Lock the Brivis Networker

- Press the FUNCTION button, followed immediately by Key 2. The screen will now display "Enter Your PIN to lock the system".
- Enter your current user PIN to lock the Brivis Networker. The screen will now display "System locked out!"
- If an incorrect number is entered, press the auto key to clear all digits, then re-enter your PIN.
- A flashing padlock icon indicates that the Brivis Networker is locked.

To Unlock the Bravis Networker

- Press the **FUNCTION** button followed immediately by **Key 2**. The screen will now display “Enter Your PIN to unlock the system”.
- Enter your current user PIN to unlock the Bravis Networker. The screen will now display the message “System unlocked!”
- If an incorrect number is entered press the auto key to clear all digits, then re-enter your PIN.

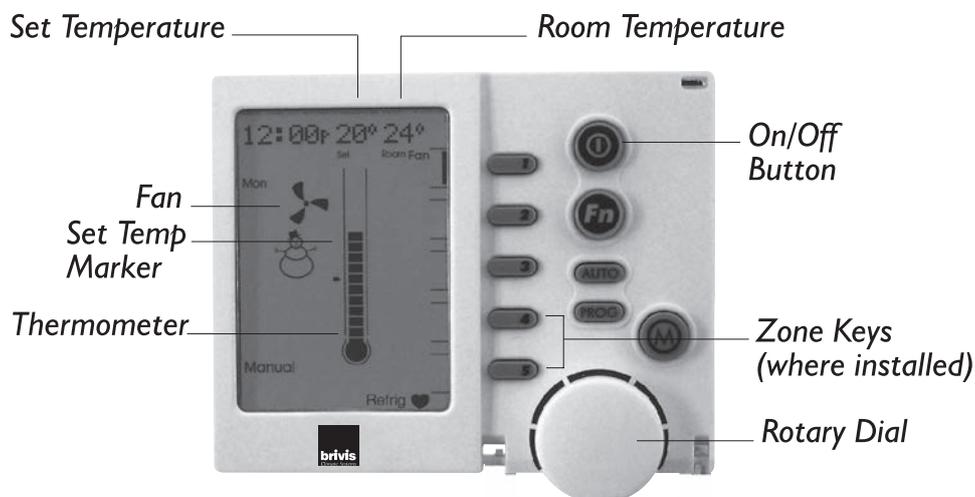
Note: If an invalid PIN is entered, the message “Invalid PIN entered - Try again” will scroll across the screen. The user has three attempts at entering a valid PIN. On the third failed attempt the message “Invalid PIN entered!” will be displayed. At this point the Bravis Networker will abort the PIN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

Dual Bravis Networker Operation

It is possible to have two Bravis Networkers connected to the system. The two Bravis 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 Bravis Networkers it is immediately reflected on the other Bravis Networker. When locking one of the Bravis Networkers the other one will also be locked, and the system can be unlocked at either Bravis Networker. The Bravis Networkers can be set up as remote temperature sensors when used with zoning. Ask your installer for more information.

Note: If you have dual Bravis 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 Bravis Networkers are in the off position.

Operating Add-On Air Conditioning (Bravis StarPro SP & BX5 models only)



If your Bravis central heating system has an add-on air conditioning unit attached, the Bravis 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 key to select ‘Cooling’.
- When the air conditioning system is in operation a Snowman symbol is used to indicate that the refrigeration unit is operating and the Fan symbol 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 key to select ‘Cooling’.
- To operate the Auto Program, follow the same steps as previously mentioned but use the Mode key 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 Bravis Networker requires no batteries. If the Bravis Networker has no display, check your 240 volt power supply or thermostat cable.

Brivis Customer Care Program

Brivis products are renowned for providing years of trouble free performance. However, that doesn't mean that they will perform at their peak all of that time without some attention. To be at their most efficient they, like most things, need a little care. So to ensure that every Brivis unit is always in perfect condition we have established the Brivis Care Program for our valued customers.

When you are a member of our Care Program you will receive a courtesy call regarding maintenance service to your unit. This service includes cleaning the unit and ensuring that the system is operating at maximum efficiency. Not only does this guarantee peak performance, it also allows any minor problems to be detected early. Which ensures that the system will always be ready when you need it.

If something needs more than just maintenance it can be attended to at the time of the service (additional charges may apply). This repair will be guaranteed for 3 months labour, and 12 months parts.

Heater Service & Maintenance

The frequency of cleaning the heater will depend on local conditions, so an inspection should be performed regularly.

- Check that the power lead is in good condition. If it is damaged, call Brivis Service for assistance.
- 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.
- If you wish to close the heater down for summer or holidays, just turn off the external gas cock and switch off the power to the heater.

Ductwork Maintenance

Brivis does not warrant any duct work or installation. Brivis recommends your ducts are cleaned every 3 years. Allergy sufferers may wish to have them cleaned more frequently.

Heater service

To ensure that your Brivis heater continues to operate at peak efficiency, it should be serviced at **two year** intervals by an authorised person trained in the service of Brivis heaters – please contact Brivis Service for authorised Brivis Service Technicians. Refer to the back of this manual for contact details. This service of the heating unit will include all maintenance and adjustments required to the following components to ensure your heater runs at its peak efficiency:

- Burners
- Ignition system
- Fan assembly
- Heat exchanger

Please note that to maintain your warranty, the above servicing needs to be conducted by an authorised person trained in the service of Brivis Heaters. Please contact our Brivis Service Department for an authorised Brivis Service Technician.

Note: 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 heater. Some installations may require two service personnel to attend, in accordance with Health & Safety requirements.

Other

Cautions

- Do not place articles on or against your heater.
- Do not use or store flammable materials near the heater.
- Do not spray aerosols in the vicinity of the heater while it is in operation.
- The controls access cover of the heater must be in place whenever the unit is in operation.
- Do not hose the flue terminal on external heaters.
- Ensure that the flue terminals on external heaters are kept clear of plant growth or any other obstructions.

BEFORE YOU CALL FOR SERVICE OR ASSISTANCE ...

Service calls can often be avoided!

If you feel your heater is not operating properly, please check these possible causes first:

Troubleshooting

On Brivis StarPro SP & BX5 model External heaters ensure that:

- The flue terminal is in place whenever the unit is operating.
- The air intake (located at the burner end of the heater's roof panel) and flue terminal, are clear of leaves or obstructions.
- The condensate tube is clear. A blockage will seriously affect performance and may shutdown the heater. (Applies to Brivis StarPro SP6 models only).

Problem

Action

An error message is appearing on the Brivis Networker (Brivis StarPro SP & BX5)

Refer to the section "Coded Messages" on page 11 and follow the checks.

The Brivis Networker 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 Brivis Networker or Programmable wall control. Reprogram them 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 Brivis Networker or Programmable 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 our Service Department.

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 "Unlocking the Brivis Networker" on page 14.

For Your Records

Model Number:	Serial Number:	Install Date:
Installed by:		
Installer Contact:		

Warranty Registration and Maintenance

Product Registration

To register your product warranty online please visit www.brivis.com.au/warranty if in Australia or www.brivis.co.nz/register if in New Zealand.

Routine Maintenance

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 condensate drain) on or around the unit.

Brivis Customer Care Program

The Brivis Customer Care Program is designed to help you get the most out of your new heater. We may contact you before each winter or summer season with preferential offers for preventative maintenance services which will keep your Brivis heater in great condition!

Please note: Preventative Maintenance Services are chargeable and not covered under your product warranty. Your heater needs to have reasonable and safe access and be installed in line with the installation instructions supplied with the heater. An extra charge may apply if Brivis is required to allocate two service personnel to enable compliance with safety regulations.

Service Maintenance Schedule - Ducted Gas Heater

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
Gas inlet pressure - Flowing		kPa	kPa	kPa	kPa	kPa
Burner Pressure (High rate)		kPa	kPa	kPa	kPa	kPa
Burner Pressure (Low rate if applic)		kPa	kPa	kPa	kPa	kPa
Combustion Pressure (if applic)		kPa	kPa	kPa	kPa	kPa
Condensate Pressure (if applic)		kPa	kPa	kPa	kPa	kPa
CO level		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
Outlet Air Temp (closest register to heater)		°C	°C	°C	°C	°C
Thermistor Temp (If Applic)		°C	°C	°C	°C	°C
Zone Operation (If Applic)						
GENERAL INSTALLATION-RELATED AND 3rd PARTY COMPONENTS (NOT BRIVIS 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 Brivis 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 Brivis 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	

Frequently Asked Questions

Q. How often should the heater be serviced?

A. Brivis recommend the heater is serviced every 2 years to ensure it operates at peak efficiency.

Q. What is done in a service?

A. The following is done during a service:

- Clean burners.
- Check/adjust the ignition system.
- Check/clean the fan assembly.
- Check/clean the heat exchanger.
- Check the gas supply flow and lockup pressure.

For more information please refer to the Service Maintenance Schedule.

The above servicing should be conducted by an authorised person trained in the service of Brivis 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, all Brivis heaters have a direct spark electronic ignition.

Q. Can I have zoning on my heater?

A. Yes. Brivis StarPro SP and BX5 models can have zoning which operates through the Brivis 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 Brivis Networker or Programmable wall control.

Note: 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 supply air filters consult your dealer to ensure compatibility with airflow requirements. Ensure that these filters are regularly cleaned and maintained.

Frequently Asked Questions (cont'd)

Q. What does duct cleaning entail?

- 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 much condensate does my Brivis StarPro SP6 model produce?

- A. Approximately 2 to 3 litres per hour of condensate may be produced under continuous running conditions, depending on the size of the heater.

Q. On my programmable wall control I set the fan to ON but nothing happens. Why?

- A. This facility can be added, however you need to ask the installer to make the connection.

Q. Why does my heater come on early when using a Programmable thermostat?

- A. Your thermostat may have a feature (adaptive recovery) that "learns" how long it takes for your house to warm up. It then uses this knowledge to turn the heater on early so that your house has already reached the set temperature at the start of the period. If you do not wish to have this feature ask your installer to disable it.

TERMS OF WARRANTY

1. Definitions

The terms listed below shall have the following meanings:

1. **"Authorised Service Representative"** means an independent service contractor authorised by Brivis or Brivis service personnel.
2. **"Brivis"** means Brivis Pty Ltd ABN 64 096 079 088 and any related company.
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.
4. **"Certificate(s) of Occupancy"** means certificate(s) issued by the local council which certifies that a home can be occupied.
5. **"Installation Site"** means the site at which the Product is originally installed.
6. **"Normal Business Hours"** means 8:30am to 5:00pm week days excluding public holidays.
7. **"Operating Instructions"** means the user manual or other documentation which provides detailed instructions on the proper operation and maintenance of the Product.
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.
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.
10. **"Product"** means the equipment purchased by the Purchaser and described in Section 2 of this document.
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.
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 Brivis specification.
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.

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:

	PRODUCT GROUP	PARTS	LABOUR
Residential & Light Commercial	Evaporative Coolers & Ducted Gas Heaters (excluding Compact Classic Series)	5 Years Extended 4 Year Option	5 Years Extended 4 Year Option
	Ducted Gas Heaters - Compact Classic Series	3 Years	3 Years
	Refrigerated Airconditioning Products	5 Years	5 Years
	Ducted Gas Heaters - Heat Exchangers & Burners Evaporative Coolers - Structural components only	10 Years	N/A
Other Applications	All Product Groups	1 Year	1 Year
Aftermarket	Spare Parts	1 Year	N/A
Extended Warranty Option (Australia only)	Up to 4 year extended warranty applies when you opt in to the Brivis Service Advantage program. The program has terms and conditions, including the requirement for scheduled servicing of the product by Brivis. To participate in the program you must register your product online at brivis.com.au/warranty within the first 12 months of the product being installed.		
Must be read in conjunction with product specific manuals			

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

2.3 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.

2.4 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 Brivis (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");
- c) notifies Brivis within 30 days of a defect developing, that a claim is being made under this Warranty; and
- d) provides, in support of the claim made under this Warranty, a Proof of Purchase.

3.2 This document represents the only Warranty given by Brivis and no other person or organisation is authorised by Brivis 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 a Qualified Installer and presented to the Authorised Service Representative;
- c) damage, problems or failure 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 Brivis. 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 or New Zealand.
- 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 Brivis or 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/or travelling costs for repairs/replacements under this Warranty, that are required to be performed 100km or more from the nearest Brivis branch or Authorised Service Representative.
- 6.2 Subject to clause 6.3, Brivis 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 Brivis branch or Authorised Service Representative. In this circumstance:
- Brivis 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
 - if Brivis 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 Brivis 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 Brivis, Brivis will not reimburse the Purchaser for such costs.
- 6.3 The Purchaser must pay all costs and expenses in respect of:
- 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;
 - providing a safe working environment for installation, service, maintenance or repair of the product;
 - any surcharge applicable in respect of supplying replacement parts outside Normal Business Hours; and
 - 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;
- regularly cleaning the air filter(s) and replacing them where necessary;
 - replacing expired batteries or other consumables as required;
 - ensuring that the condensate drain is kept clean and clear of obstructions;
 - ensuring that outdoor units have unrestricted airflow and adequate clearances;
 - 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.
- 8.3 For New Zealand purchasers nothing in these terms of Warranty is intended to limit the rights you may have under the Consumer Guarantees Act 1993. The Consumer Guarantees Act 1993 does not apply if the Product is acquired for the purpose of a "business" (as defined in the Act).

**For Australian Warranty Claims call 1300 BRIVIS (1300 274847)
For New Zealand Warranty Service call Brivis New Zealand on 0800 746 624
The PURCHASER WILL BE CHARGED for work done or a service call(s) 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); or if 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.
Proof of Purchase must be presented.

Effective 1st January 2017

Notes



For all your Sales and Service enquiries within Australia call us on **1300 BRIVIS (1300 274 847)**.
or visit **www.brivis.com.au** for more information.

Brivis Australia

61 Malcolm Road
Braeside Victoria 3195
Australia
1300 BRIVIS (1300 274 847)
Fax: +61 (03) 9264 9400
www.brivis.com.au
email: sales@brivis.com.au

Brivis New Zealand

Distributor: Rinnai New Zealand
105 Pavilion Drive
Mangere, Auckland 2022, New Zealand
PO Box 53177
Auckland Airport
Auckland 2150, New Zealand
0800 746 624
Ph: +64 (09) 257 3800
Fax: +64 (09) 257 3899
www.rinnai.co.nz
email: info@rinnai.co.nz

Brivis South Africa

Distributor: Lorenz and Associates
Northlands Deco Park
Cnr Witkoppen and Newmarket Roads
North Riding, Johannesburg South Africa 2194
0861 BRIVIS (0861 274 847)
Ph: +27 (011) 704 6112
Fax: +27 (011) 704 0022
www.brivis.co.za
email: info@brivis.co.za

Copyright – Brivis Climate Systems Pty Ltd

All rights reserved. No part of these documents may be used in any way or form without prior written consent from Brivis Climate Systems Pty Ltd.