



**5 YEAR**  
STANDARD  
PARTS/LABOUR  
WARRANTY

**4 YEAR**  
OPTIONAL  
EXTENDED  
WARRANTY

\*See over for terms and conditions.



**brivis**

by Rinnai

## Quality Service For Over 50 Years

Brivis products are renowned for their quality, performance and reliability, and have been keeping Australians comfortable for over 50 years. Our commitment to producing exceptionally engineered, high quality products is supported by our manufacturer's warranty through factory-trained professionals, ensuring your ultimate protection and peace of mind.

The Brivis standard parts and labour product warranty is 5 years.<sup>1</sup> From 1 September 2016, Brivis is offering the option of extending this warranty up to a further 4 years, for a total of 9-year parts and labour warranty, on Brivis Ducted Gas Heaters<sup>1</sup> and Brivis Ducted Evaporative Coolers. Furthermore, Brivis offers a 10 year warranty on the gas burner, heat exchanger and structural components of these appliances respectively.

Heating and cooling equipment is subject to normal wear and tear and often operates under extreme conditions. It is recommended that such appliances be serviced and maintained by qualified licensed technicians at a minimum of once every two years to prolong the life of the unit, help keep it running safely and at optimum efficiency.

## Brivis Service Advantage™ Program

The optional 4 years parts and labour extended warranty is in addition to the standard 5 year Brivis parts and labour warranty,<sup>1</sup> and is available when you elect to participate in the Brivis Service Advantage program.

The program is subject to terms and conditions as detailed below, including registering your product with Brivis and completing the scheduled servicing. Benefits include:

- Covers eligible Brivis products irrespective of where they are purchased<sup>1</sup>
- Factory-trained, licensed technicians
- Comprehensive 'log book' type service
- Up to 9 years parts and labour warranty



## Brivis Service Advantage™ Extended Warranty Program Terms and Conditions

1. Participation in the Brivis Service Advantage 4 year extended warranty program is optional and subject to these terms and conditions
2. Each eligible Brivis product<sup>1</sup> must have a general maintenance completed in accordance with appliance's Service Maintenance Schedule, performed by Brivis Climate Systems Pty Ltd (or its nominated appointee) as follows:
  - Service within the fourth year after date of purchase
    - this provides an additional 2 years warranty (for a total of 7 years)
  - Once serviced in year 4, service in the sixth year after date of purchase
    - this provides a further 1 year warranty (for a total of 8 years)
  - Once serviced in year 4 and year 6, service in the eighth year after date of purchase
    - this provides an additional 1 year warranty (for a total of 9 years)
3. These services will be charged for by Brivis
4. In addition to meeting the conditions set out above, it is essential to comply with all of the general terms and conditions of the product warranty – details in the appliance Owner's Manual or available on line at [brivis.com.au](http://brivis.com.au).
5. To obtain your extended warranty you must:
  - Within the first 12 months of purchasing your product, visit [brivis.com.au](http://brivis.com.au) and follow the links for product warranty registration. Warranty must be registered online and cannot be registered by post.
  - In the fourth, sixth and eighth year after purchase, contact Brivis to have a general maintenance service performed, and charged for by Brivis. Service can be booked on line or by calling 1300 BRIVIS (1300 274 847)
  - Ensure you retain proof of service in the form of proof of payment for service to Brivis, and that the service maintenance schedule of the product has been endorsed.
6. Standard 5 year parts and labour warranty<sup>1</sup> applies should you not opt in the Brivis Service Advantage program

IMPORTANT NOTE: The benefits given by these Warranties 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. Australian purchasers have the 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 constitute a major failure.

Note 1: Excludes CC3 Series Gas Ducted Heaters.

# 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						
<b>ELECTRICAL</b>						
Wiring						
Supply Air Fan Motor						
Supply Air Fan Capacitor						
Combustion Fan Motor (If applicable)						
Over Heat Switches						
Printed circuit boards						
<b>HEATING ASSEMBLY</b>						
Burners and Injectors						
Ignition system						
Flame sensor						
Thermistor Set Point	°C	°C	°C	°C	°C	°C
Gas inlet pressure - Flowing	kPa	kPa	kPa	kPa	kPa	kPa
Burner Pressure (High rate)	kPa	kPa	kPa	kPa	kPa	kPa
Burner Pressure (Low rate if applicable)	kPa	kPa	kPa	kPa	kPa	kPa
Combustion Pressure (If applicable)	kPa	kPa	kPa	kPa	kPa	kPa
Condensate Pressure (If applicable)	kPa	kPa	kPa	kPa	kPa	kPa
CO level	PPM	PPM	PPM	PPM	PPM	PPM
<b>MAJOR COMPONENTS</b>						
Heat exchanger						
Cabinet						
Combustion air intakes						
<b>CONTROLS</b>						
Thermostat(s)						
Zone Controls (If Applicable)						
<b>SYSTEM OPERATION</b>						
Sequence of operation						
Return Air Temp	°C	°C	°C	°C	°C	°C
Outlet Air Temp (Closest register to heater)	°C	°C	°C	°C	°C	°C
Thermistor Temp (If applicable)	°C	°C	°C	°C	°C	°C
Zone Operation (If applicable)						
<b>GENERAL INSTALLATION-RELATED AND 3rd PARTY COMPONENTS (NOT BRIVIS PRODUCTS) *</b>						
Return Air grille & filters						
Flue system						
Ducting						
Flue termination / cowl						
Gas connection						
Condensate drain (If applicable)						
Zone motors						
<b>CONSUMABLES **</b>						
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, ignitors, filters, batteries).

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

## Service Maintenance Schedule - Ducted Evaporative Cooler

Your ducted evaporative cooler 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						
<b>ELECTRICAL</b>						
Wiring						
Fan Motor						
Fan Motor Capacitor						
Printed circuit boards						
Water Pump						
Inlet Solenoid						
Damper Motor (If applicable)						
<b>WATER DISTRIBUTION</b>						
Pump and associated fittings						
Water distribution pipework						
Water management system (If applicable)						
Drain Valve						
Water Supply Line						
Bleed rate setting (If applicable)						
Water reservoir						
Cooling pads						
<b>MAJOR COMPONENTS</b>						
Fan						
Cabinet						
<b>CONTROLS</b>						
Wall control						
<b>GENERAL OPERATION</b>						
Pad saturation						
Water level						
Water fill						
Water drain						
Winter Seal (If applicable)						
<b>GENERAL INSTALLATION-RELATED AND 3<sup>rd</sup> PARTY COMPONENTS (NOT BRIVIS PRODUCTS) *</b>						
Airflow through system						
<b>CONSUMABLES **</b>						
Fan Capacitor						
Fan Collet						
Shorkel						
Hoses						
O-rings						
Pads						
Water level sensor						
<b>ACTION CODES</b>						
Inspected - Working Correctly - No Action Required	Adjusted Part	Cleaned Part	Replaced Part	Repaired Part	Referred to Installer	
✓	A	C	R	RP	RI	

\* Installation and other field-supplied components are not covered by Brivis Product Warranty. These include, but are not limited to, control wiring, ducting, diffuser, controls/thermostats, pipework and fabricated or added components and water and electrical connections to the appliance. These should be inspected as they can affect the performance, reliability and safety of the cooler.

\*\* Units contain consumable items that may require periodic replacement and are not covered by Brivis product warranty (e.g. filter pads, capacitors, hoses, O-rings).