



**Company Profile**




**Rinnai**





## We're driven to create comfort

Our mission has always been to offer appliances that are essential in helping people lead comfortable, safe and efficient lifestyles. Operating in 20 countries, Rinnai utilises global expertise to create comfort solutions suited to the Australian way of life. As a leader in hot water, heating and cooling solutions, Rinnai has become a trusted name providing reliable, high quality products, through their suite of brands: Rinnai, Brivis, APAC and Polo.

Australians have been enjoying the  comfort, convenience and reliability of Rinnai appliances for over 50 years.

**Rinnai**

**brivis**  
by Rinnai

**apac**  
by Rinnai

**POLO**  
by Rinnai





# Rinnai Australia

Rinnai Australia Pty Ltd is a wholly owned subsidiary of Rinnai Japan Corporation, a listed company headquartered in Nagoya Japan. Rinnai Australia supplies some of the world’s leading products sourced locally from Australia, and from Rinnai’s 40 plus manufacturing facilities in Japan and around the world.

Our products extend across a broad category base, covering hot water (electronic gas, electric, solar and heat pump technologies), heating and cooling systems for single rooms, whole of house and commercial buildings (ducted and static gas heating, gas space heating, reverse cycle air-

conditioning). Rinnai Australia also supply renewable energy systems including heat pump, solar, geo-thermal and photoelectric appliances for renewable energy hot water and heating and cooling applications, gas fires and other home comfort appliances.

Rinnai Australia has built a number of iconic product brands including the famous Rinnai Infinity, Hotflo, Brivis Wombat, Buffalo, Energysaver, APAC and a variety of Solar and Commercial oriented brands, all of which have become household names in Australia and a diverse range of export markets.

## The Rlnnai Vision

Our vision is to be market leaders in the provision of innovative products and services within synergistic business arenas, to meet the growing demand for value based products, environmental sustainability and renewable energy efficiency.

## Our Values

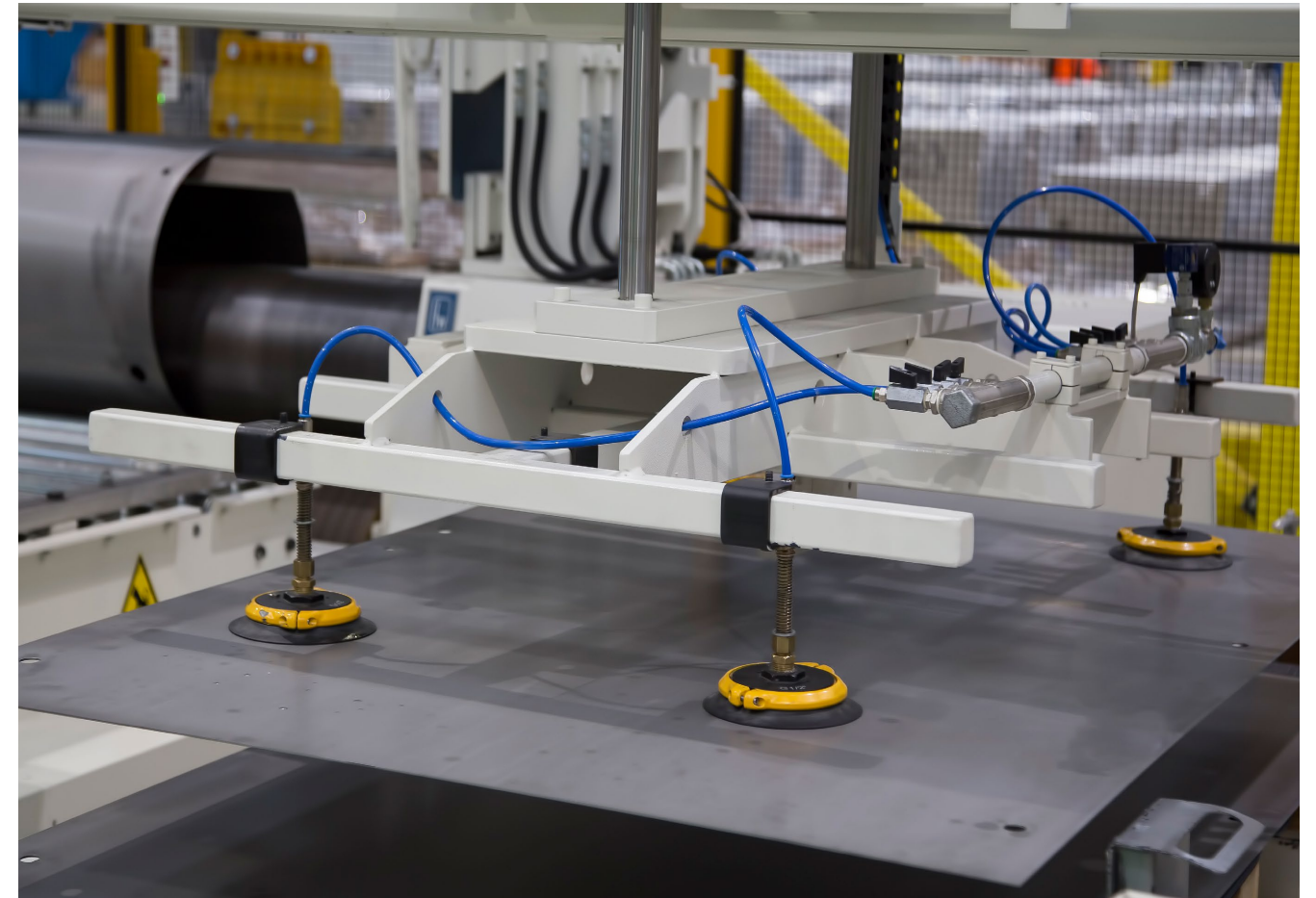
- Customer first
- Exceeding expectations
- Excellence and innovation
- Trust and encouragement
- Involvement and inclusiveness
- Environmentally responsible products
- Integrity



## The Rinnai Mission


Our mission is to strive towards our vision and achievement of strategic goals through a focus on our customers’ needs, strategic business diversification, product development and differentiation. We do this with integrity, care for our employees and community, environmental responsibility and by aligning our business processes to deliver what we promise – brand leadership, customer first and profitable growth.





## Mtec – Technology and innovation

Rinnai Australia has three world class manufacturing facilities located in Victoria and South Australia, supported by a large national sales and distribution network. The Australian business has become a 'centre of excellence' in specific technologies for Rinnai Corporation globally, and engages significant R&D and

product development activity on behalf of Rinnai subsidiaries across the world. 

Today Rinnai has grown to become one of Australia's leading industry suppliers and innovators for Hot Water, Heating, Cooling and Commercial equipment as well as a trusted household name synonymous with reliability and quality.





# Renewables



## Geothermal Heating and Cooling

Every day the ground absorbs approximately half of the sun's energy that reaches earth and stores it at a steady temperature. Rinnai's Geoflo geothermal system utilises this renewable energy source via a ground loop heat exchanger to reliably deliver highly efficient heating and cooling.

# Hot water

## Continuous Flow Hot Water

The Rinnai Infinity is Australia's favourite continuous flow hot water system. The Rinnai Infinity guarantees you'll always have enough hot water for all your household requirements.



## Heat Pump Hot Water Storage



Rinnai's range of Single and Twin element Electric and Gas storage tanks and Heat Pumps provide an ideal solution for replacing existing installations.



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## Solar Hot Water

At Rinnai, we've developed a range of highly efficient solar hot water systems to help you reduce your carbon footprint whilst enjoying savings on the cost of heating your water.



## Continuous Flow Hot Water (Enviro)

Using considerably less gas than a standard continuous flow hot water system or gas storage tanks, the Rinnai Infinity 32 Enviro+ has an outstanding 97% thermal efficiency, meaning you get superior comfort with a smaller carbon footprint.



# Heating



## Gas Fires

When the temperature drops, gas fires provide warmth and ambience to keep you cosy. Our range of gas fires offer everything you love about an open fire, but without all the hassle that goes with it.



## Gas Flued Heaters

Rinnai's extensive range of gas flued space heaters combines cosy radiant warmth with the superior quality and reliability Australians have come to depend on.

## Ducted Gas Heating

The Rinnai and Bravis ranges of ducted gas heaters incorporate over 50 years of innovation, quality and reliability with a strong heritage in the industry under the Bravis brand.



## Portable Gas Heaters

We have a wide range of sleek and contemporary portable gas heaters, from simple robust radiants, to the super economical, technologically advanced convectors.



## Energysaver Heaters

With a minimum energy efficiency rating of 4.8 Stars, our range of Energysaver® heaters outperform almost all other forms of heating, sending out warm, clean air.



## Electric Panel Heaters

Slim line and stylishly minimalist, our electric panel heaters provide instant warmth at the touch of a button and are suitable for bedrooms, lounge rooms and even bathrooms.



# Cooling



## Inverter Split Systems

Rinnai Split System air conditioners offer the latest in technology, design and efficiency. Our comprehensive range will ensure you can relax all year round.



## Evaporative Cooling

The Rinnai and Bravis ranges offer systems that are perfect for replacement of old units, major renovations or complete new builds - designed to suit homes of all shapes and sizes.



## Inverter Multi Split Systems

With the ability to heat or cool up to five separate rooms, a Rinnai Inverter Multi Split System is the ideal alternative to ducted or single room appliances.



## Portable Air Conditioners

A brand new range of Portable Air Conditioners, set to redefine the way you think about movable climate control in your home. Reliability, convenience and most of all, performance.



## Ducted Air Conditioning

Our Inverter ducted system provides cooling, dehumidification and heating while filtering the air. Condition your whole home, or zone to suit your lifestyle and minimize operating costs.



## Geothermal

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# Lifestyle



## Outdoor Radiant Heaters

The Rinnai range of Outdoor Radiant Heaters offer exceptional quality and ultimate comfort. Using infrared energy, these heaters send beams of warmth directly to objects and people, rather than blowing hot air like traditional heaters, but without all the hassle that goes with it.

## BBQ Range GT



Our barbeques feature the latest Integrill burner system with the unique Integrill angled grill late that allows fat to run off through the sides without flare ups during cooking.



## Ducted Air Conditioning



Available in 4kg and 6kg capacities, our Dry-Soft® range capitalises on the efficient heating power of gas to outperform conventional electric dryers in every way.



# Commercial



## Heavy Duty Continuous Flow

The HD is a heavy duty continuous flow water heater built to last. A high efficiency unit that can be used on its own for low hot water demands, or coupled together to suit almost any commercial application.

## Commercial Hot Water

Rinnai Commercial hot water systems are available in a host of options including multiple continuous flow sytems, hot water storage tanks, warm water valves and heat exchange tanks.



## HVAC

Renowned for producing reliable, innovative and customised commercial air conditioning products, APAC is set to continue its position as the first choice for many Australian businesses.





## 1stCare Service

The National 1st Care After Sales, Service and Installation network consists of more than 600 accredited plumbers nationally. This extensive coverage ensures that we can provide quick response to repairs and breakdowns in all capital cities and major regional centres.

Used and trusted by major utility, distribution and manufacturing businesses including The Good Guys and Harvey Norman's installation division Octopuss, 1st Care provide service, repair, replacement and upgrade solutions to Australian consumers.

## Customer Support

The Rinnai National Customer Administration department (NCA) provides a vast range of support to service all of our customers' needs, providing guidance during the purchase period and ongoing support after the installation of all Rinnai products.

The NCA has a comprehensive knowledge base and are focused on providing the best possible customer service through functions including order entry, spare parts, training, troubleshooting, maintenance and upgrading of a product. Our National Customer Administration department is considered as one of the main data channels for customer satisfaction research and a way to increase customer retention.



# Rinnai Trusted Specialists Network

The Rinnai Trusted Climate Specialist program is a new, exclusive Dealer Network that Rinnai has created to support Rinnai Dealers nationally.

**Our goals are as follows:**

- Provide a platform for a successful business relationship between Rinnai and Dealers
- Combine our resources to increase the strengths of your business and our mutual success
- Increase Rinnai's brand value in the specialist market place
- Improve the end-customer experience and satisfaction



## Commercial

Rinnai Hot Water and HVAC Commercial solutions are used in a wide variety of applications from Healthcare, Education, Multi-Residential, Industrial and Sporting Facilities.

Our customised solutions encompass multiple continuous flow hot water systems, gas or electric hot water storage tanks, warm water valves and heat exchange tanks as well as a full range of commercial package and split air conditioning products in the newly relaunched APAC brand. In addition, Rinnai supply a wide range of accessories such as solar pre-heating, common flue, circulating pump sets, controllers and BMS take off points for hot water products and fully made-to-order product in the APAC air conditioning range.

Rinnai Commercial have a centralised or customised solution for almost any application carefully designed and project managed by our National Commercial Project Division.

## Supply Chain

Rinnai Australia has a comprehensive National Supply Chain and Logistics distribution network comprising of six Warehouses, and a network of freight providers handling both inbound and outbound freight.

The supply chain is responsible for overseeing all facets of warehouse function and performance across the state based warehouses and assessing, identifying and implementing continuous improvement of operations to deliver sustainable, efficient distribution across all channels.







## City West Police Complex | VIC

**In a prime location on Spencer Street in Melbourne's CBD the brief for this brand new state of the art police station was quite specific – construct to exacting security standards but with a 5 star Green energy rating.**

The internal hot water plant was very specific also with 2 sources of preheated water (to save on fuel costs) and a maximum allowable water temperature to be circulated around the building. Using our warm water valve as the basis, we were able to design and construct a complex safety and preheat blending valve system. In simple terms the control system makes a determination on which preheated water source (solar thermal or co-generation) is the most beneficial, using temperature, and supplies this to the Demand Duo as preheated water.

**Rinnai's Hot Water Solution** – Various internal and external Demand Duo systems tailor made to suit the plant room constraints and flueing requirements.

## Commonwealth Games Village | QLD

**With 6,600 athletes and officials descending on the Gold Coast in 2018 for the Commonwealth games accommodation was required.**

The Queensland Government decided to develop 7 hectares of the 29 hectare parklands reserved for the athletes village into 1170 apartments and 82 townhouses. Of course 6,600 athletes are going to need a hot shower so this large undertaking required many individual systems tailored to meet the constraints of the various internal plant areas across the entire project. Furthermore, it needed to be powerful enough to meet the short term, high intensity hot water requirements of a bustling athlete's compound, but also work for longer term tenants who move in once the games are over.

**Rinnai's Hot Water Solution** – Various internal and external Demand Duo systems tailor made to suit the plant room constraints and flueing requirements.





# Total Home Comfort

Rinnai





**Rinnai Australia Pty Ltd**

ABN 74 005 138 769

100 Atlantic Drive,  
Keysborough, Victoria 3173

For further information  
call 1300 555 545 or visit  
[rinnai.com.au](http://rinnai.com.au)

**TOTAL HOME COMFORT**



HOT WATER



HEATING



COOLING

**Rinnai**