

FAMILY PRO

SIMPLY THE BEST



RIELLO
Energy For Life

RIELLO INTRODUCES

THE NEW FAMILY PRO



TOP OF THE RANGE

The FAMILY range of condensing boilers has been created with an electronically advanced control system that allows Riello to stay ahead of the industry with innovative and exclusive features, only offered in the Family range of boilers.



HIGH EFFICIENCY - AFUE 95%

Optimal comfort and minimum consumption for both heating and domestic hot water (DHW). Innovative condensing DHW plate heat exchanger optimizes efficiency, temperature stability and stand-by time.



INTUITIVE CONTROL

The graphic color display provides ongoing information about the operational status of the boiler. Navigating functions and settings has never been so easy, thanks to the icon and text-based interface.



ACTIVE COMBUSTION CONTROL

Advanced electronic combustion control system that electronically monitors combustion on an ongoing basis to ensure optimal consumption and emissions.



VERSATILITY

The Family range is equipped with two BUS communication protocols to enable interaction with the hybrid control panel, seamless integration into a multi-energy system, and connectivity with RiCLOUD.



HIGH ALTITUDE

Certified and tested at high altitude (up to 10,000 ft) as per CSA standard. No hardware modification required.



INNOVATIVE HEAT EXCHANGER

Stainless steel coil primary heat exchanger. Efficiency and reliability are at the heart of Family.



LEAD FREE

Combi models are certified to NSF/ANSI 372-2016 - Low lead content certification program - plumbing products and conform to the requirements for "lead free" plumbing products.



LOW EMISSIONS - SOUTH COAST AQMD CERTIFICATE

As part of our ongoing drive to reduce emissions, the Family range of boilers has achieved Low NOx values of emissions which meet the criteria for SOUTH COAST AQMD.



QUICK INSTALLATION

Time is valuable. With the Family range, installation is quick, with easy access to components, minimizing time and effort.

NOTE: Family PRO are certified to the ANSI Z21.13-2017 • CSA 4.9-2017 - Gas-Fired low pressure steam and hot water boilers.

CHOOSING FAMILY

MEANS CHOOSING THE BEST

INNOVATIVE
STAINLESS STEEL
HEAT EXCHANGER
FOR MAXIMUM
RELIABILITY
AND CONTINUOUS
HIGH EFFICIENCY

FLUE GAS CHECK VALVE
SUPPLIED AS
STANDARD

ACTIVE
COMBUSTION
CONTROL
ACC

THE COLOR DISPLAY
FACILITATES
CONTROL AND
MANAGEMENT
OPERATIONS

2.65 US GAL (10 LITER)
EXPANSION
TANK

A NEW DESIGN
WITH CLEAN,
ELEGANT LINES

DHW HEAT EXCHANGER
FOR EXCEPTIONAL
PERFORMANCE AND
COMFORT

OTBUS CONNECTIVITY
SUPPORTING
INTEGRATION
INTO MULTI-ENERGY
SYSTEMS

FAMILY PRO IS AVAILABLE IN 2 MODELS, 'COMBI' AND 'HEATING ONLY'

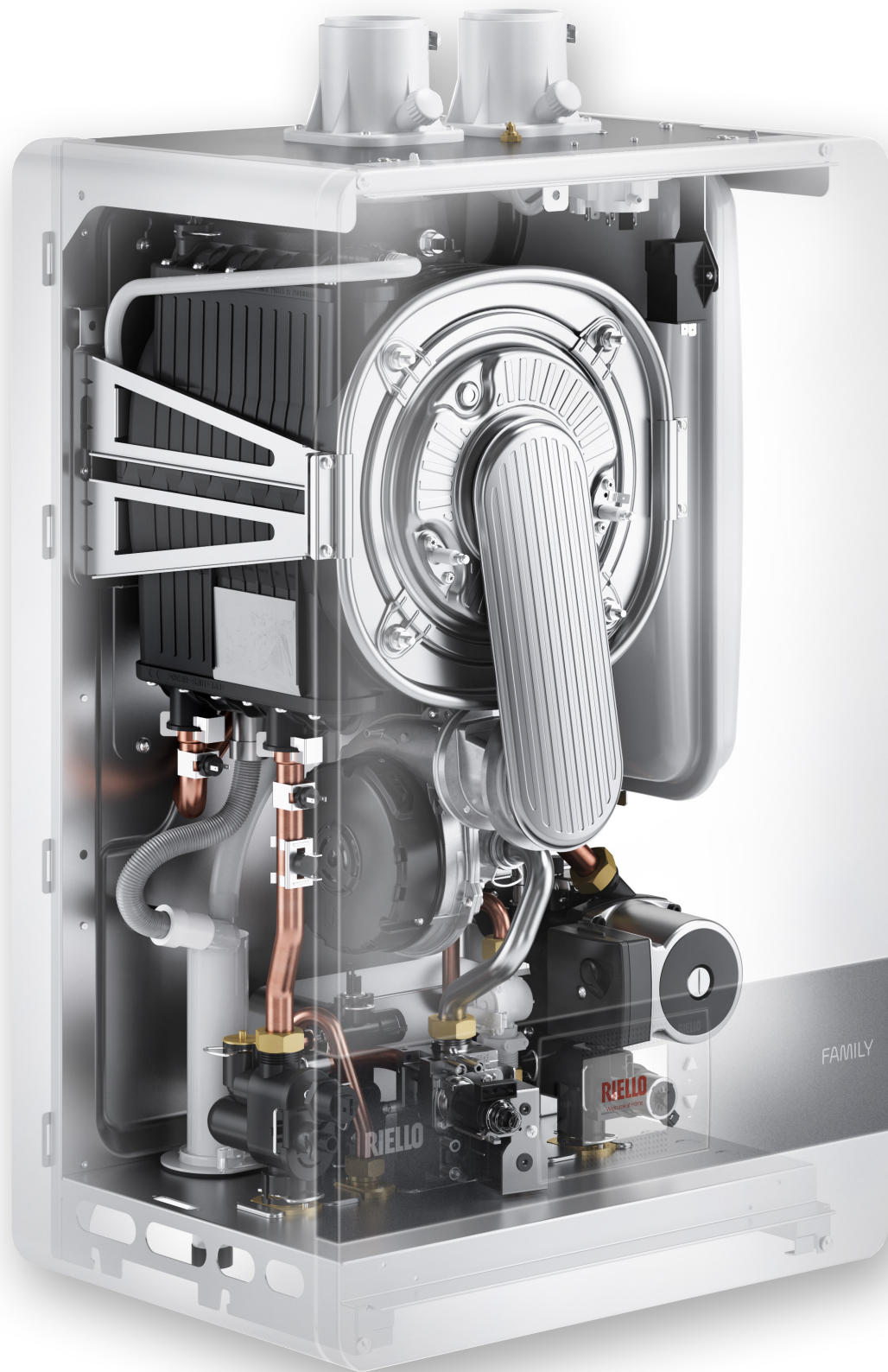
FAMILY PRO 42 KW - Combi version

FAMILY PRO 42 KW - 'Heating only' version

Dedicated LPG codes are no longer necessary because Family PRO can automatically adapt operation to fuel type. Family PRO's features and its compact size make it the ideal solution also for cupboard-fit installation. Please refer to the Riello Family PRO installation and operation manual for additional information.

EFFICIENCY AND RELIABILITY

ARE AT THE HEART OF FAMILY





STAINLESS STEEL PRIMARY HEAT EXCHANGER

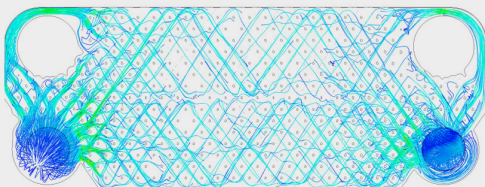
Riello has always designed its products with careful attention to detail and discipline.

This continuous improvement process has resulted in the evolution of the Family range, starting from its main element: the heat exchanger. **The Family PRO heat exchanger** is manufactured in **stainless steel** with a smooth coil tube in order to guarantee optimal efficiency and cleanliness over time. Access is still frontal to facilitate maintenance operations.

A LEADING PERFORMER IN DHW

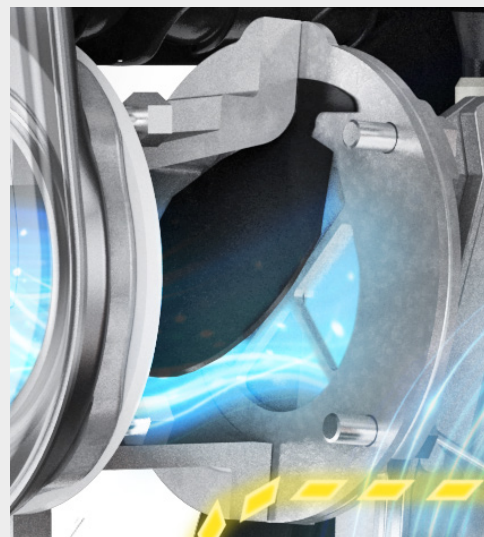
Riello has also optimized the heat exchanger by adopting the most advanced analysis and fluid-thermodynamic simulation techniques in order to achieve high-level performance and optimal user comfort in terms of stand-by time and temperature stability during draw-off, compared to a conventional boiler.

- 1** HIGH ENERGY EFFICIENCY FOR DHW.
- 2** HOT WATER STAND-BY TIME ALMOST EQUAL TO ZERO (< 1 SECOND), WITH ACTIVE DHW PRE-HEATING FUNCTION (VERSUS AROUND 40 SECONDS FOR A CONVENTIONAL BOILER).



BUILT-IN FLUE GAS CHECK VALVE

The FAMILY range is equipped with a flue gas check valve supplied as standard.



EMISSIONS UNDER CONTROL

ADAPTIVE ELECTRONIC COMBUSTION CONTROL

Family PRO's Active Combustion Control (ACC) system, designed and developed by Riello, allows for **functionality, efficiency and low emissions under any conditions**. The ACC system uses an ionization sensor immersed in the burner flame, which notifies the control board to operate the gas valve that regulates the fuel.

The system keeps the air/gas mixture constant at optimum values throughout the power modulation (allowing the CO₂ readings to remain steady). Family PRO's sophisticated control system provides the **auto-regulation of the combustion** so there is no need for an initial calibration.

The ACC system is able to adapt the boiler to



operate with different gas compositions. The ACC system can also perform an auto-diagnostic operation that locks out the burner before the permitted upper emission limit is exceeded.

ACC advantages:

Auto-adaptability of the system to the type and composition of the gas. Gas transformation kits are no longer needed!

No mechanical calibration or manual intervention on combustion is required on the boiler

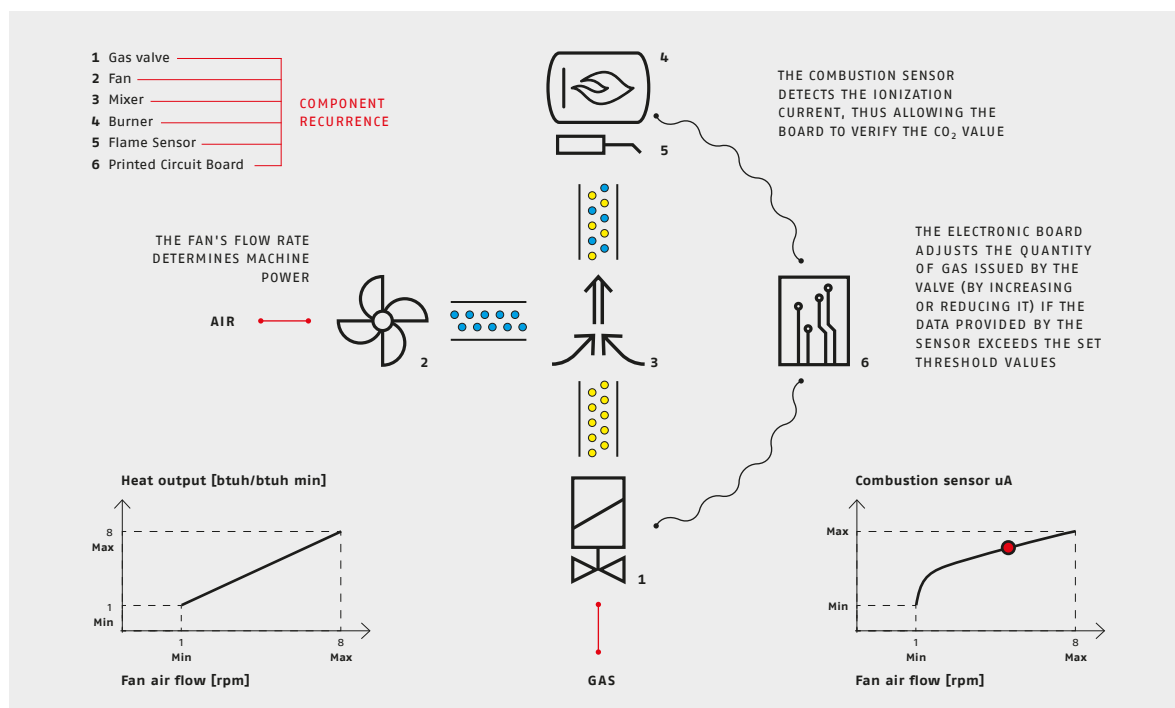
Steady stoichiometric (*) air/fuel value in any circumstance.

Continuous emission control in compliance with standard limits.

Gas saving compared to traditional systems.

Efficiency and reliability over time thanks to self-learning with compensation from the ACC system. The boiler has the ability to change its operations based on data received from compensation parameters that take in consideration both deterioration of components and data acquired over time.

FAMILY PRO
PEACE OF MIND
AND RESPECT FOR
THE ENVIRONMENT



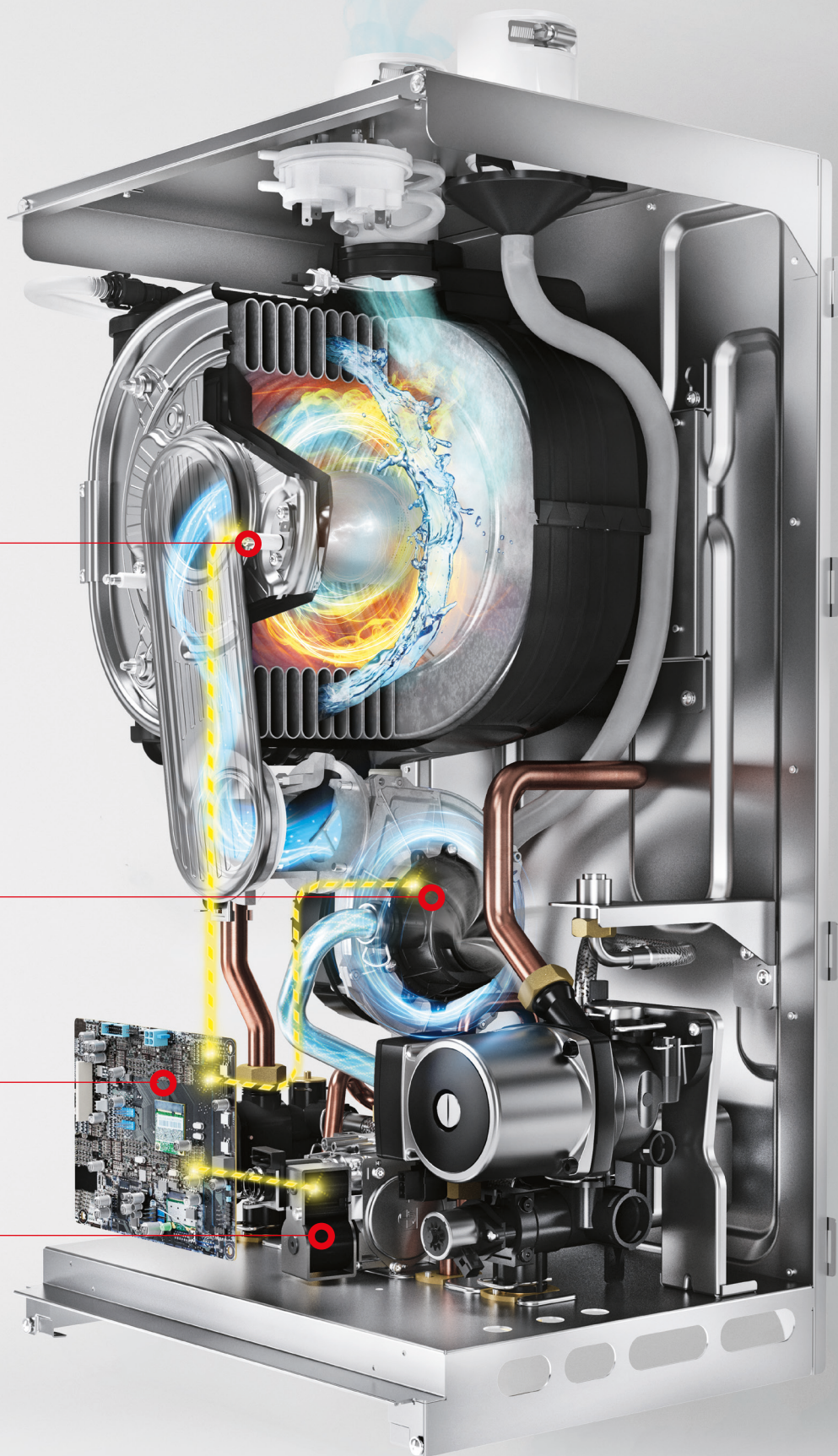
(*) The quantitative relationship among substances as they participate in chemical reactions.

BURNER WITH
FLAME SENSOR

HALL EFFECT FAN

PRINTED
CIRCUIT BOARD

GAS VALVE



CONTROL PANEL AND FUNCTIONS

THE CONTROL PANEL IS
MODERNIZED WITH FAMILY PRO.

Clear, intuitive and user friendly, the controller is seamlessly integrated into the design. The large back-lit display, raised keys and the text- and icon-rich display support user and installer navigation. Through the panel, it is possible to see the operating status as well as program and adjust the boiler and system.



INFORMATION DISPLAY

Apart from date and time, the display shows key boiler operation information: water delivery temperature and system pressure. Through an icon on the display, the boiler also warns the user about the need to carry out planned maintenance.



PROGRAMMING

Programming the boiler operation to meet your needs most effectively is easy and intuitive. It is possible to set hourly and daily programs for each system area.

The Family PRO display is equipped with a **"Color Bar"** that provides users with information about the boiler's operating status at a glance. In the event of a technical fault, it is immediately clear if the issue is critical and if technical support should be called.

The panel's upper bar will take on one of the following 4 colors, depending on system status:

● GREEN

Regular operation. The system is meeting DHW/heating requirements or is carrying out other automated operations. A scrolling message at the bottom of the display describes the function that is active at the time.

● YELLOW

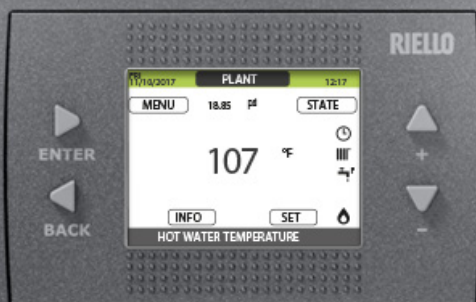
Presence of technical faults that the user may be able to resolve and that still enable partial operation of the product. An error warning sign on the display enables the user to access detailed information on the fault.

● RED

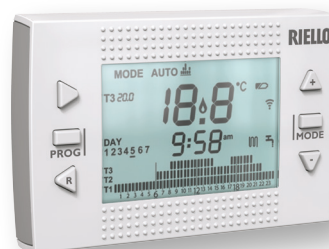
Presence of fault blocks that require assistance from Technical Support. An error warning sign on the display enables the user to access detailed information on the fault.

● GREY

The system is ready to respond to any requests. No faults detected.



A WINNING COMBINATION!



RiCLOUD

COMFORT AT YOUR FINGERTIPS

The RiCLOUD **smart remote control** enables you to manage the comfort of your home in an easy, intuitive way, even **when you are away.**

The dedicated App allows you to monitor the status of the heating, cooling and fan system and program boiler ignition, switch-off, temperature and operating time, directly from your smartphone or tablet. Riello boilers are also compatible with OTBus connection for a full remote control of the boiler thanks to RiCLOUD and its APP. You can manage up to 8 different zones, each controlled by its dedicated RiCLOUD.

RiCLOUD can also be installed in 100% wireless mode through the use of radio receiver, available as an option, to eliminate having to do any work on the electrical system or walls.

THE WORLD OF FAMILY PRO BECOMES EVEN BIGGER WITH RiCLOUD

FAMILY PRO

MAKES INSTALLATION EASY



FAMILY PRO IS ALWAYS THE
IDEAL CHOICE

THE NEW FAMILY PRO **ALSO**
HELPS PROFESSIONALS WITH
SOLUTIONS THAT REDUCE
OPERATING TIME FOR
INSTALLATION AND MAINTENANCE

OPTIMIZING THESE OPERATIONS
MEANS NOT ONLY MAKING
THE WORK OF INSTALLERS
EASIER, BUT ALSO **MINIMIZES**
INCONVENIENCE TO USERS



FAMILY PRO

IN SHORT



BOILER MODEL	UNITS	COMBI	HEATING ONLY
PRODUCT ORDER CODE		20133227	20133228
SPECIFICATIONS			
(0-2000 ft / 0-610 m)			
MAX CSA INPUT CH/DHW	Btu/hr	119,000/151,000	119,000
	kW	34.88 / 44.25	34.88
MIN CSA INPUT CH/DHW	Btu/hr	20,400	20,400
	kW	5.98	5.98
(2001-5000 ft / 610-1524 m)			
MAX CSA INPUT CH/DHW	Btu/hr	119,000/125,000	119,000
	kW	34.88/36.63	36.63
MIN CSA INPUT CH/DHW	Btu/hr	19,600	19,600
	kW	5.74	5.74
(5001-7500 ft / 1524-2286 m)			
MAX CSA INPUT CH/DHW	Btu/hr	114,000/114,000	114,000
	kW	33.41/33.41	33.41
MIN CSA INPUT CH/DHW	Btu/hr	17,500	17,500
	kW	5.13	5.13
(7501-10000 ft / 2286-3048 m)			
MAX CSA INPUT CH/DHW	Btu/hr	105,000/105,000	105,000
	kW	30.77/30.77	30.77
MIN CSA INPUT CH/DHW	Btu/hr	15,500	15,500
	kW	4.54	4.54
A.F.U.E.	%	95.0	95.0
Gas connection NPT-female	in	3/4	3/4
Water connection NPT - male	in	3/4	3/4
D.H.W. connection NPT - male	in	1/2	1/2
Flue connection	in	2	2
Air inlet connection	in	2	2
Weight	lb	97	92.6
	kg	44	42
Electrical Rate Voltage	V-Hz	120-60	120-60
D.H.W. PERFORMANCES			
	l/min	15.1	-
Continuous D.H.W. Flow Rate	US GPH	240	-
	US GPM	4	-
VENTING SYSTEM			
Max lenght horizontal flue terminal 2.36/3.94" flue gases/air - PP material	ft	23	23
Max lenght horizontal flue terminal 3.15/4.92" flue gases/air - PP material	ft	60	60
Max lenght horizontal twin flue terminal 2" with terminal bend - CPVC material	ft	(23+10)+(23+10)	(23+10)+(23+10)
Max lenght vertical twin flue terminal 2" with terminal bend for flat room - CPVC material	ft	(23+15)+(23+15)	(23+15)+(23+15)

NEW STAINLESS STEEL
PRIMARY HEAT EXCHANGER

INNOVATIVE
HIGH-EFFICIENCY
DHW HEAT EXCHANGER

ACC
ACTIVE
COMBUSTION CONTROL

LOW NOX VALUES
OF EMISSIONS

CONDENSATE
CHECK VALVE
AS STANDARD

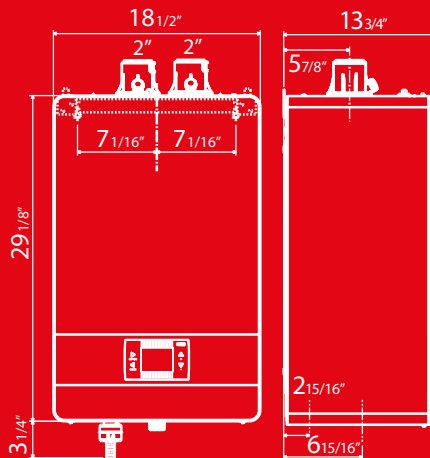
INTUITIVE DISPLAY
WITH COLOR
INTERFACE

WIDE CHOICE
OF ACCESSORIES AND
SYSTEM SOLUTIONS

QUICK INSTALLATION

INSTALLATION
VERSATILITY

BUILT-IN FLUE GAS CHECK
VALVE



NOTE: Please, for all the technical data refer to instruction manual
Family PRO are certified to the ANSI Z21.13-2017 • CSA 4.4-2017 - Gas-fired low pressure steam and hot water boilers.
Family PRO are certified to the ANSI Z21.10.3-2017 • CSA 4.3-2017 - Automatic Instantaneous Water Heater.



As Riello continuously strives to improve our products, we reserve the right to make changes without prior notification.

ABOUT RIELLO

Founded in 1922, Riello is a leading manufacturer of products and services for heating, air-conditioning and energy efficiency. Headquartered in Legnago (Verona), Italy, Riello operates in over 120 countries. Riello is a part of UTC Climate, Controls & Security, a unit of United Technologies Corp., a leading provider to the aerospace and building systems industries worldwide. For more information, visit

www.riello.com

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The Company is constantly working to perfect all of its production processes, therefore the aesthetics and size, technical data, equipment and accessories of the products may be subject to change.

RIELLO