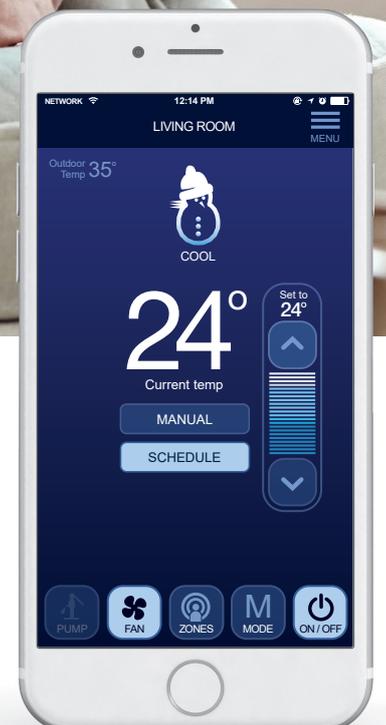


Rinnai | TOUCH APP



OWNER'S MANUAL

Connecting and Navigating the App

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Information on Network Mode Selection

The Wi-Fi Module can operate in two Network Modes.

1. Router Mode – When connection to the Wi-Fi Module is via the home router, either inside the home or outside the home via the Cloud (internet). This mode allows for multiple users.
2. Home Direct Mode – Direct connection to the Wi-Fi Module (without a home router) only from inside the home. In this mode multiple devices cannot access the Networker System simultaneously.

INITIAL SETUP

- Ensure you have a compatible Wired Networker Controller.
- Make sure your Rinnai Touch Wi-Fi Module is installed and operational.
- Make sure your heating and cooling appliances are powered up and working.
- Make sure you have switched your smart device (eg. mobile phone) to Wi-Fi mode and that you are in range of the Wi-Fi Module and your home router if you have one.
- Have your unique Wi-Fi Module identification label on hand prior to connecting to the Rinnai Touch App (located on the Wi-Fi Module, the front cover of the installer manual or on the back of the Master Networker Controller).

NOTE: Depending on your system configuration, there may be some display limitations on your smart device. See FAQ's.

COMPATIBLE WIRED NETWORKER CONTROLLERS

NC-3 & NC-6



NC-7 Touch Screen



NC-1



NC-2 & NC-4



DOWNLOADING THE RINNAI TOUCH APP

Below are the QR codes to download the Rinnai Touch App from either the Apple Store or Google Play. For Android users, scan QR Code A, for iOS users (iPhone, iPad, etc.) scan QR Code B. If unable to scan the QR code visit an App store and search 'Rinnai Touch' to locate and download it.

QR Code A - Android



QR Code B - iOS



When the Rinnai Touch App is launched for the first time the Wi-Fi Module must be configured to either Router Mode or Home Direct Mode.

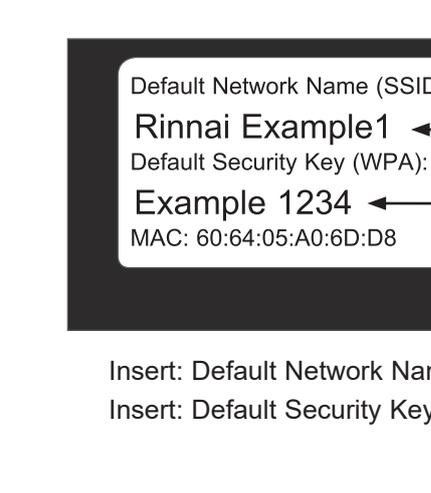
CONFIGURATION

Configuring your Wi-Fi Module

Before proceeding with the 'Router Mode' configuration process of your 'Touch Wi-Fi' Module your router firmware and smart device software should be updated to ensure Wi-Fi operation is reliable.

On launching the Rinnai Touch App an attempt is made to connect with the Wi-Fi Module. Failure to connect results in the option to configure the Wi-Fi Module. The process is identical for both the iOS and Android operating systems. However, the individual screen shots may differ slightly between the operating systems.

Operating System - Connecting to the Wi-Fi Module

Figure 1. Option to Configure N-BW2 Connection Settings	Figure 2. Scanning/Entering Default AP SSID/WPA Password	
<p>The option to configure the Wi-Fi Module appears with the screen illustrated in Figure 1.</p>		<p>Pressing the CONFIGURE button brings up the screen illustrated in Figure 2.</p> <p>This screen allows the QR code on the product label sticker to be scanned to extract the Default AP SSID/WPA password combination.</p> <p>If the QR code scan fails you can manually type in information from the identification sticker at the prompts.</p>
		
		

Pressing the **NEXT** button forces connection to the SSID entered/ scanned using the WPA password entered/scanned.

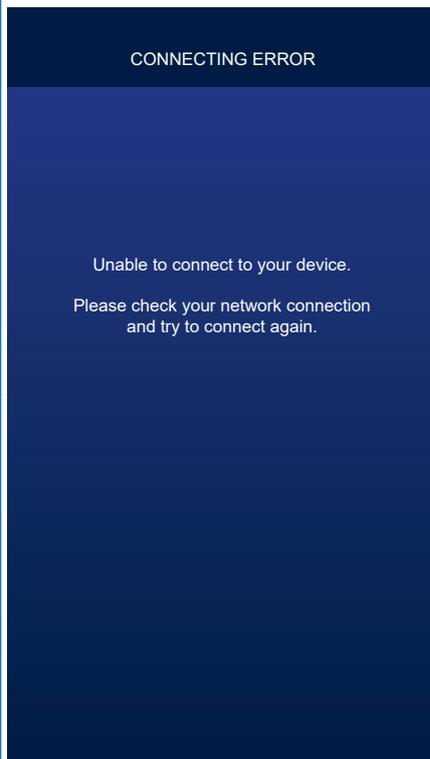
NOTE

The Wi-Fi Module **MUST** be in its Default AP operating state for the connection to be established.

Figure 3. Connecting to the Wi-Fi Module Using Default AP SSID/WPA



Figure 4. Error Connecting Screen



You are prompted to try and connect again should connection to the Wi-Fi Module fail at this stage.

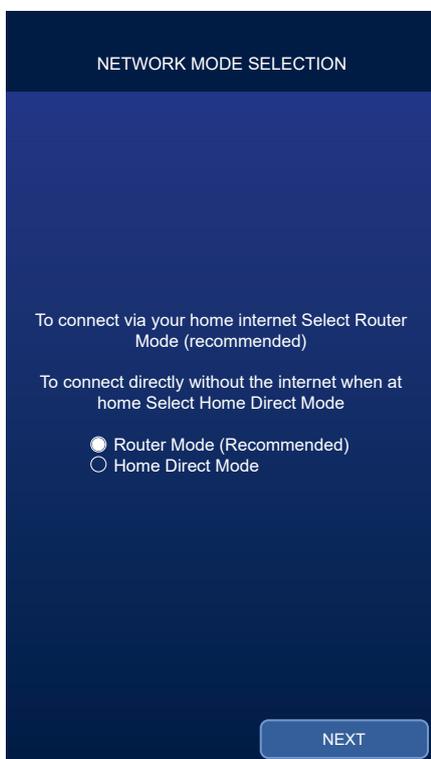
See Figure 4.

NOTE

If this connection error persists then potentially the device has not been connected to the default SSID the Wi-Fi Module is operating with.

You should proceed to connect to this SSID from the connection settings page of your device.

Figure 5. Network Mode Selection



Successful connection to the Wi-Fi Module results in the display of the option screen illustrated in Figure 5.

This is where you select to operate in either Router Mode (default) or Home Direct Mode.

The remaining sections describe separately the Router Mode or Home Direct Mode options.

Router Mode Option

Figure 6. Selecting Router SSID (Android and iOS)

With the Router Mode option selected, pressing the **NEXT** button brings up the screen illustrated in Figure 6.

This screen is used to select your Wi-Fi network and enter your WPA password of the router the Wi-Fi Module is to be connected to.

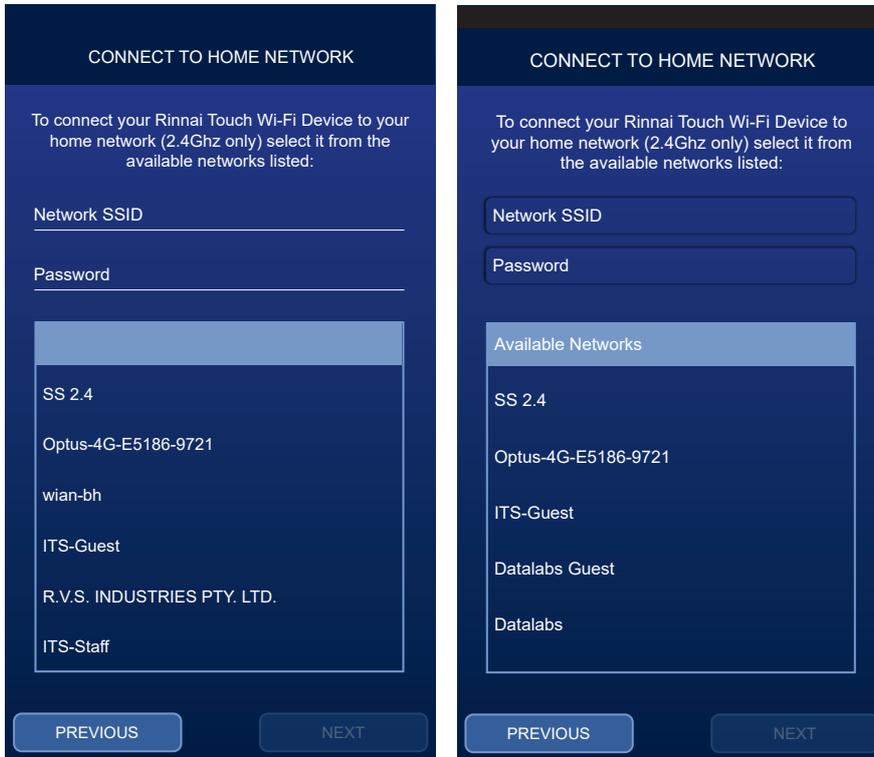


Figure 7. Saving Wi-Fi Module/ Remote Access Settings

Once the router information is selected and/or entered, the **NEXT** button will be made available, which once pressed will bring up a screen prompting you to confirm saving settings to the Wi-Fi Module.

Once acknowledged settings are being saved.

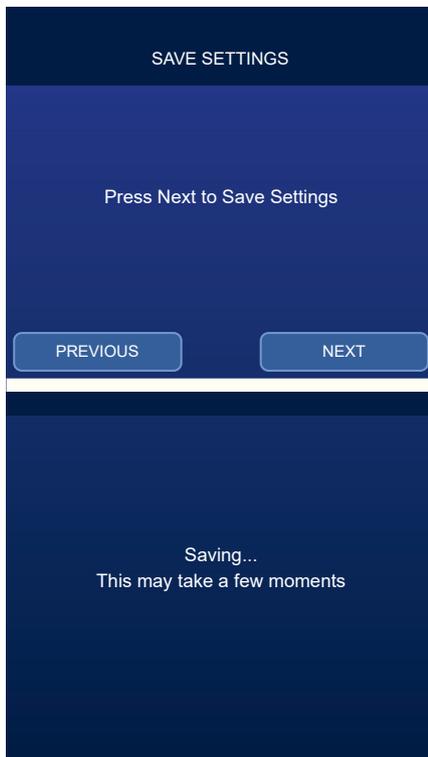


Figure 8. Configuration Completed

Once the save process completes the screen appears as illustrated in Figure 8.

The Wi-Fi Module should then reboot and operate in its Router Mode attempting connection to your router using the SSID/WPA password saved.

NOTE

Before pressing the **NEXT button you should ensure your device has connected back to the router as the Rinnai Touch App will proceed to attempt connection with the Wi-Fi Module via the router.**

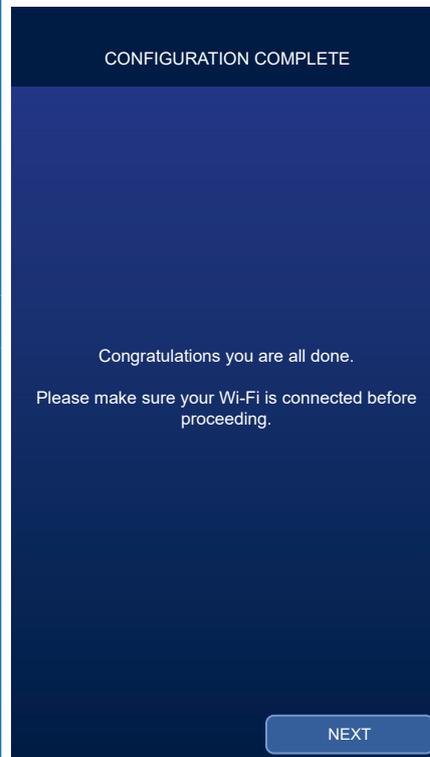
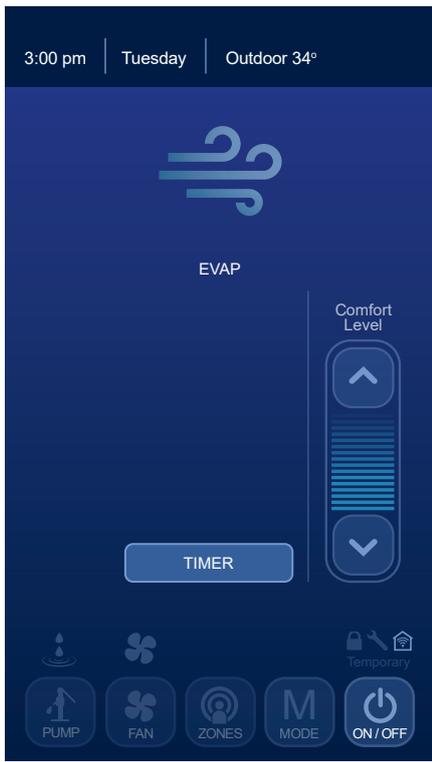


Figure 9. Networker System Access



Pressing the **NEXT** button will force the Rinnai Touch App to connect to the Wi-Fi Module which now should be in its Networker System Access state.

Sample screenshot Figure 9.

The App setup is now fully completed for Router Mode.

You can operate your system from anywhere with an internet connection.

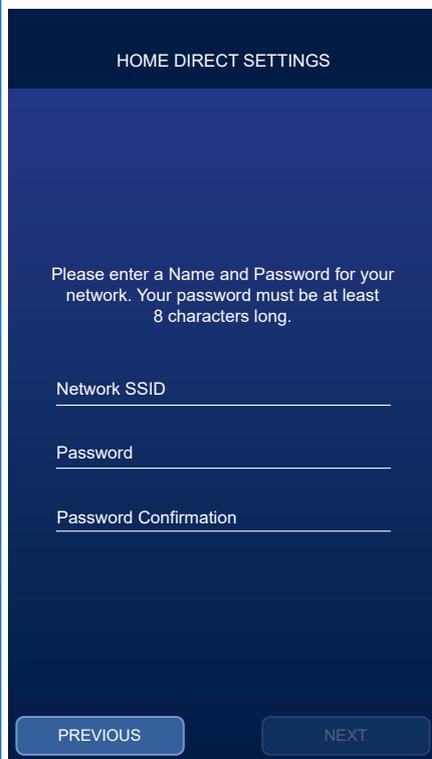
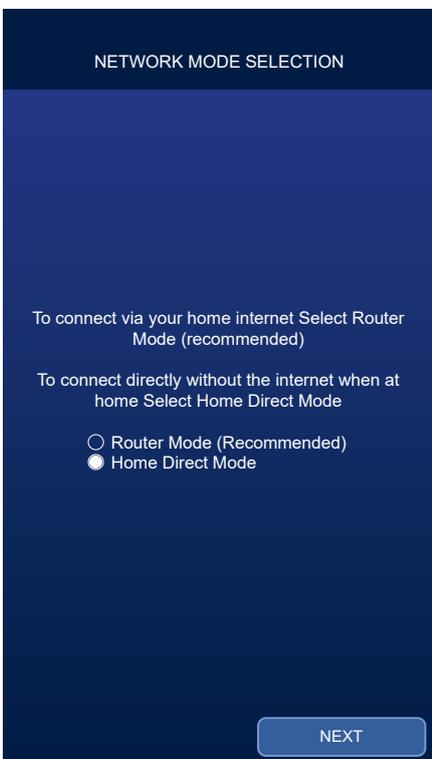
Home Direct Mode Option

Figure 10. Entering User Defined SSID/WPA Password

With the Home Direct Mode option selected, pressing the **NEXT** button brings up the screen illustrated in Figure 10.

NOTE

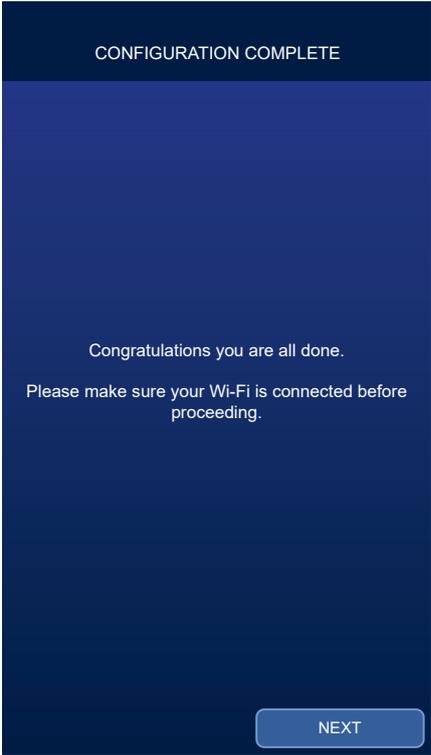
In this mode the Networker System can never be accessed remotely via the internet.



Using this screen, set the SSID/WPA password which the Wi-Fi Module will operate with while in Home Direct Mode (i.e. user defined - write this down for future use).

NOTE

In this mode multiple devices cannot access the Networker System simultaneously.

Figure 11. Saving Settings	Figure 12. Configuration Completed	
<p>Once the Access Point information is entered, the NEXT button will be made available, which once pressed will bring up a screen prompting you to confirm saving settings to the Wi-Fi Module.</p> <p>Once acknowledged you are shown that settings are being saved. Figure 11 illustrates these two screens.</p>	<p>Once the save process completes, the Wi-Fi Module will restart operation using the SSID/password defined for Home Direct use.</p> <p>On pressing the NEXT button, the Rinnai Touch App will try connecting to the Wi-Fi Module using these credentials.</p> <p>Before proceeding, ensure your smart device connection settings are configured to connect to this SSID/password combination.</p>	
<div style="background-color: #808080; color: white; padding: 5px;">NOTE</div> <p>The SSID/WPA password defined by you is saved to the Wi-Fi Module.</p>	 	

Home direct is now set up. You can only operate your system when you are in range of the Rinnai Touch Wi-Fi Module.

APP ESSENTIALS

Navigating the App

Depending on your Network Mode selection during setup, the icons below will appear on your smart device. One of the icons below will be displayed by the Rinnai Touch App depending on how your smart device is connected to the Wi-Fi Module.

Note that switching between Router/Home Direct Mode requires reconfiguration of your Wi-Fi Module.

Router Mode

	Displayed when connection to the Wi-Fi Module is from outside of the home Wi-Fi range. In this case the App will disconnect from the system after three minutes of no user interaction, leaving the system in the last nominated state.
	Displayed when connection to the Wi-Fi Module is from inside of the home Wi-Fi range. In this case the App will disconnect from the system after five minutes of no user interaction, leaving the system in the last nominated state.

Home Direct Mode

	Displayed when connected to the Wi-Fi Module directly.
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QUICK START GUIDE

The quick start procedure, as outlined below, allows you to begin using your system before you learn all the details of system operation.

1. On your smart device open the 'Rinnai Touch' App.
2. Select the required operating mode by pressing the "MODE" button (where more than one option is available – i.e. HEAT, COOL or EVAP).
3. Turn on the system by pressing the "ON/OFF" button.
4. Select the desired temperature/comfort level by using the "UP/DOWN" buttons.

System will run at desired comfort level until turned OFF by pressing the "ON/OFF" button.

CLIMATE SYSTEM CONTROL

Sample Screens

Ducted Gas Heating



Add-On Refrigerated Cooling



Evaporative Cooling



Single Temperature Set Point (STSP) Zoning

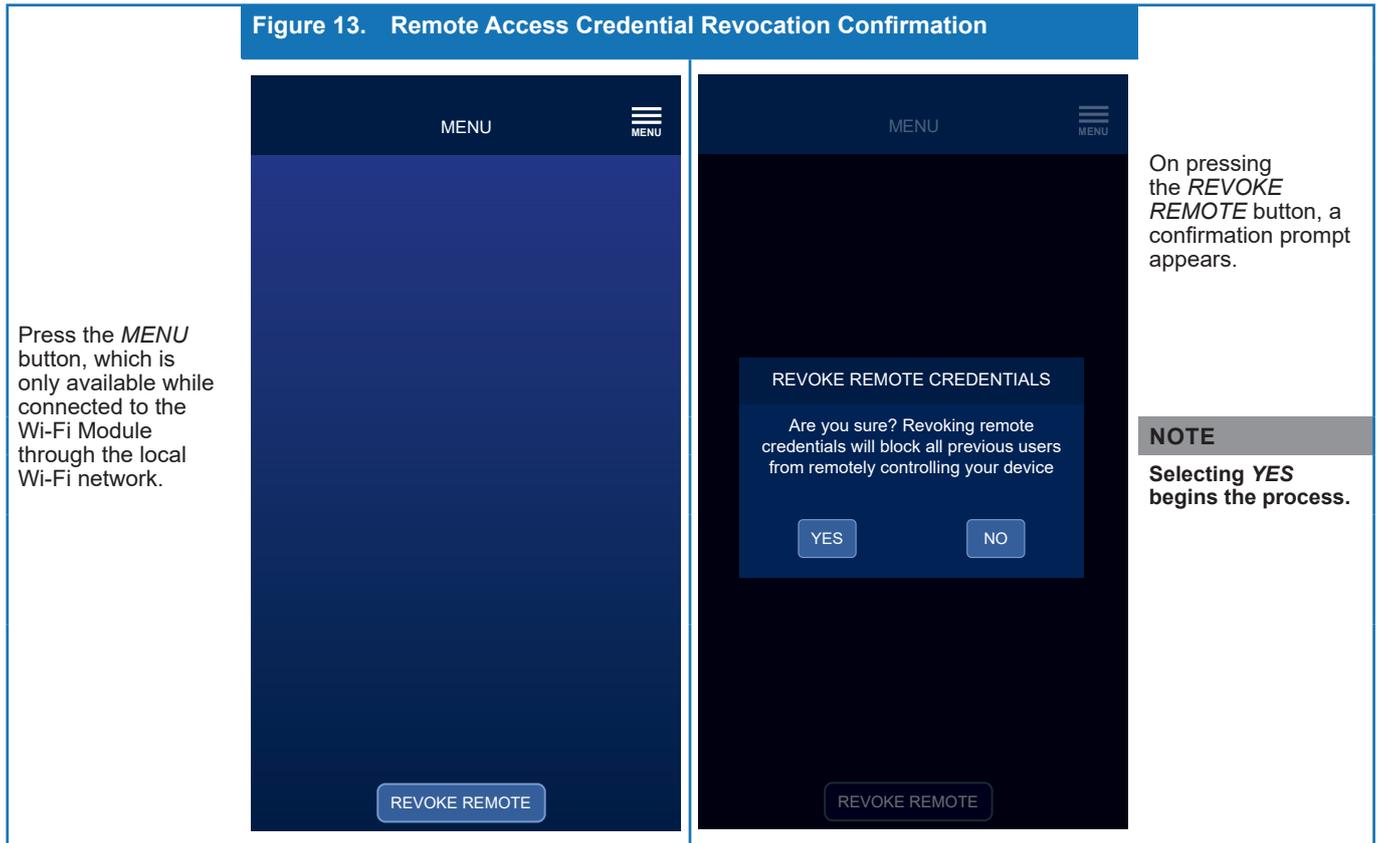


System Security

Once a smart device is registered to the Wi-Fi Module in Router Mode, it may access the climate system over the local Wi-Fi network when in range, or remotely over the Cloud.

There may be times when you need to remove all registered smart devices, ultimately removing access to all users to prevent incidental changes to the system. The user has the option of revoking remote Cloud access to all devices registered with the Wi-Fi Module, but only while connected to the Wi-Fi Module through the local Wi-Fi network. Refer to Figure 13.

Reconnecting a device to the Wi-Fi Module can only be done while connected to the Wi-Fi Module through the local Wi-Fi network.



Power Outage

If mains power is lost and reapplied to the climate system, the system will restart and remain in the OFF state. If power is lost to the Wi-Fi Module or the App loses connection the system will remain in the state of operation engaged prior to the loss of power.

TROUBLESHOOTING

Wi-Fi Module Error Codes

The Wi-Fi Module error codes will not disrupt operation of your appliance and may clear after some time. This error will remain visible on your App or Networker until your Wi-Fi Module resumes operation.

The table below details the error number, description, flashes and corrective action. If you are unable to resolve the issue and if the problem persists contact Rinnai.

Networker Error Code	Wi-Fi Operating Indicator Flashes	Description	Corrective Action
Error Code 50	1	No configuration data detected.	Replace the Wi-Fi Module.
Error Code 51	3	Wi-Fi Module configuration error.	Check SSID/password entry otherwise replace Wi-Fi Module.
Error Code 52	3	Wi-Fi Module connection error. Cannot connect to assigned router after 30 seconds.	The Wi-Fi Module will try to connect to the assigned router for 3 minutes. After 30 seconds if the assigned router is not located this error code is registered. Check router and check distance between router and Wi-Fi Module.
Error Code 53	N/A	The Wi-Fi Module has been forced to operate in its Default AP State because the assigned router could not be located.	This is the code to look for when the customer has changed their router. The Wi-Fi Module will operate in this mode for 2 minutes before switching back to trying to connect to the assigned router.
Error Code 54	N/A	The Wi-Fi Module has been forced to operate in its Default AP State because it is yet to be configured.	This is the code to look for when the customer has not configured their Wi-Fi Module yet. As such it will operate indefinitely in AP mode using its default SSID/password combination. There is no access to the networker system when in this mode.
Error Code 55	4	Internal type 1 communication error.	This error will not allow the Wi-Fi Module initial configuration or system access in-house. If problem persists replace the Wi-Fi Module.
Error Code 56	5	Internal type 2 communication error.	This error will not allow system access in-house. If problem persists replace the Wi-Fi Module.
Error Code 57	2	Remote access error: Security type 1 error.	This error will not allow system access out of house. If problem persists replace the Wi-Fi Module.
Error Code 58	2	Remote access error: Security type 2 error.	This error will not allow system access out of house. If problem persists replace Wi-Fi Module.
Error Code 59	6	Remote access error: Server type 1 access error.	This error will not allow system access out of house. If problem persists replace the Wi-Fi Module.
Error Code 60	7	Remote access error: Server type 2 configuration error.	This error will not allow system access out of house. If problem persists replace Wi-Fi Module.
Error Code 61	7	Remote access error: Server type 2 connection type 1 error	This error will not allow system access out of house. If problem persists replace the Wi-Fi Module.
Error Code 62	7	Remote access error: Server type 2 connection type 2 error.	This error will not allow system access out of house. If problem persists replace the Wi-Fi Module.

NOTE: Some of these error codes will only display once the App has been downloaded and correctly configured.

FAQ'S

1. Installation

Question 1.1 I have just moved into my new home, how do I know if I have the Rinnai Touch Wi-Fi option installed for my Rinnai/Brivis Ducted Comfort system?

Answer *Confirm with your builder if the 'Rinnai Touch Wi-Fi' option was installed. If so, consult the installation contractor directly for assistance.*

2. Configuration

Question 2.1 Is the setup/registration process the same for iOS and Android?

Answer *While the setup process is identical, the specific operating system to match your smart device is required. Scan QR Code A for iOS devices and QR code B for Android devices.*

Question 2.2 I cannot complete the Configuration process. I have the latest firmware/software for my devices and the Wi-Fi Module is connected, what should I do?

Answer *You will need to restart your Wi-Fi module ensuring it operates in its Default AP State.*

This Default AP State must be forced using the following method:

- *Switch power off to the Wi-Fi Module.*
- *Press the AP button.*
- *While pressing the AP button, switch power ON to the Wi-Fi Module.*
- *Keep pressing the AP button until the Wi-Fi Operation Indicator flashes orange.*
- *The Wi-Fi module will remain in this Default AP State until it is reconfigured*

3. Connection

Question 3.1 When configured for Router Mode, if I lose my router internet connection, can I still operate my climate system?

Answer *You can still operate your system from the Wired Networker Controller. The Rinnai Touch App will resume once your router's home internet connection is restored.*

Question 3.2 The Rinnai Touch App for my comfort system was working and now I can no longer connect.

Answer *Check if there has been a change to the home network e.g. router settings, internet service provider, modem or smart device. Ensure changes, if any, comply with Rinnai Touch App requirements. Have the latest smart device and App software installed. Reinstall the application - if still unable to connect, contact Rinnai.*

Question 3.3 What happens in the event of a mains power outage?

Answer *Connection to the system is lost at both the Wired Networker Controller and Rinnai Touch App. When power resumes, the Wired Networker Controller will reactivate, and you will be prompted to reconnect via the Rinnai Touch App.*

Question 3.4 Can I connect multiple smart devices to my Comfort System - is there a limit?

Answer *You may connect multiple smart devices and there is no limit to the number. If multiple devices are simultaneously connected, the last command sent to the system takes priority.*

Question 3.5 Why have the system operating status or settings unexpectedly changed?

Answer *Multiple smart devices may be registered to your system. If unsure who is modifying the system status or settings, or you believe the changes are unauthorised, we recommend you REVOKE all registered smart devices. Reconnection of devices can only occur when Wi-Fi connected to the Wi-Fi Module.*

Question 3.6

What is the maximum recommended distance from the Rinnai Touch Wi-Fi Module to the home router?

Answer

The maximum recommended distance is a clear path of 10m.

Question 3.7

When the system is initially switched ON and or a different MODE is selected, why is there a time delay?

Answer

A short delay is normal during the initialisation process or Mode selection.

Question 3.8

Why does the Rinnai Touch App disconnect from the system?

Answer

If no user activity is detected by the Rinnai Touch App after five minutes when Wi-Fi connected or 3 minutes when Cloud connected the App automatically disconnects from the system. To resume connectivity, press RECONNECT.

Question 3.9

When I connect a smart device to my Climate system why do all other smart devices disconnect from my Wi-Fi network?

Answer

The number of devices connected to your Wi-Fi network may be at its limit. We recommend you review your router set up or consult your router manufacturer.

Question 3.10

Will an Access Point (AP) reset/clear all registered devices or is 'Revoke Remote' through the Rinnai Touch App the only option?

Answer

Revoke Remote through the Rinnai Touch App is the only option.

Question 3.11

What should I do if I install a new home router?

Answer

You will need to reconfigure your Wi-Fi Module to connect to your new router.

To do this, your Wi-Fi Module must be forced to operate in its Default AP State.

Then the Wi-Fi Module reconfiguration can proceed as indicated in the CONFIGURATION section of this manual.

This Default AP State can be forced using either of the following methods:

Method 1) Directly from your Wi-Fi Module:

- Switch power off to the Wi-Fi Module.
- Press the AP button.
- While pressing the AP button, switch power ON to the Wi-Fi Module.
- Keep pressing the AP button until the Wi-Fi Operation Indicator flashes orange.
- The Wi-Fi Module will remain in this Default AP State until it is reconfigured.

Method 2) Directly from your Master Wired Networker Controller:

- When the Wi-Fi Module cannot locate your router it cycles between its Default AP State (for 2 minutes) and normal operation (for 3 minutes), the Default AP State is indicated by error code 53 and will display on your Master Wired Networker Controller.
- Wait for the Master Wired Networker Controller to display error code 53.
- For touch screen users, wait for the alert icon to be displayed, pressing it to check the 'Networker' error code. 
- For NC-3 and NC-6 users – on the Master Networker, press the Fn button followed by Key 1 in quick succession to check for an (n11) error code message, e.g. 'n11: error 53 Default AP State'.
- When a Networker error code 53 is active, it indicates that your Wi-Fi Module has reverted back to its Default AP State.
- Open the App and reconfigure during the 2 minute time frame that the Module is in its Default AP State.

4. General

- Question 4.1** Will the Rinnai Touch App system use a lot of my home internet data allowance?
Answer *The Rinnai Touch App will use very little data - the equivalent of downloading one average size jpeg image per month.*
- Question 4.2** How do I find the password to my home router?
Answer *Check your router documentation or contact the router manufacturer/service provider.*
- Question 4.3** With which smart device operating system is the Rinnai Touch App compatible?
Answer *The Rinnai Touch App is compatible with iOS and Android operating systems.*
- Question 4.4** Can I update the Rinnai Touch App?
Answer *You may be prompted when an update is available depending on your settings. Alternatively, please visit the 'App Store' or 'Google Play' on your smart device.*
- Question 4.5** How are the Rinnai Touch App error codes displayed?
Answer *When an error exists, the Rinnai Touch App displays the warning indicator  on the top right hand side of the smart device screen. NOTE - The App may not be able to connect if a Rinnai Touch Wi-Fi Module error exists.*
- Question 4.6** Can I conduct a full Climate System reset from the Rinnai Touch App?
Answer *No. Full system resets must be done from a Wired Networker Controller.*
- Question 4.7** Why does the Rinnai Touch App not display or operate all the functions of my NC-3 or NC-6 Wired Networker Controller?
Answer *The Rinnai Touch Wi-Fi Kit and Rinnai Touch App is backward compatible with Wired Networker Wall Controller models NC-3 and NC-6, but depending on the system configuration, there may be some limitations. For example, on the NC-3 and NC-6, the App may not display the actual room temperature(s).*
- Question 4.8** Does the Rinnai Touch App work on a smart watch?
Answer *No.*
- Question 4.9** Can I use a power board to plug in the Wi-Fi Module?
Answer *Yes, a power board that incorporates a switch at each socket and contains surge and overload protection.*

WARRANTY

WARRANTY: Rinnai Touch Wi-Fi Kit

This product is warranted for a period of one (1) year from the date of purchase, in accordance with the Terms and Conditions of Warranty detailed below.

IMPORTANT – TO BE READ IN CONJUNCTION WITH THE TERMS AND CONDITIONS OF WARRANTY

- The fitness for purpose of the Wi-Fi Kit and ensuring suitable Wi-Fi connectivity is the sole responsibility of the Qualified Installer and or Purchaser.
- The Wi-Fi Kit must be installed by a suitably Qualified Installer in accordance with local and national wiring codes, otherwise the warranty will be void.
- Always refer to the Installation and Owner's Manuals to ensure the correct installation and operation procedures have been followed.
- The Wi-Fi Module is to be installed indoors only; warranty excludes damage caused by the elements such as rain, wind, lightning, or harmful environmental conditions.
- Warranty on the Wi-Fi Kit is separate from the warranty on associated appliances, equipment and ancillary components.
- Before placing a warranty call, refer to the Troubleshooting Guide or FAQs listed in this Owner's Manual 'Connecting and Navigating the App' to assist in finding a resolution.
- For further information go to the Rinnai website, www.rinnai.com.au and follow the Wi-Fi links.

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Rinnai has a Service and Spare Parts network with personnel who are fully trained and equipped to give the best service on your Rinnai appliance. If your appliance requires service, please call our National Help Line.

With our policy of continuous improvement, we reserve the right to change, or discontinue at any time, specifications or designs without notice.

Product Sales & Service National Help Line

Tel: **1300 555 545*** Fax: **1300 555 655**

*Monday to Friday, 8.00am to 5.30pm EST

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