

Rinnai



Owner's Manual

Connecting and Navigating the App

TOUCH APP

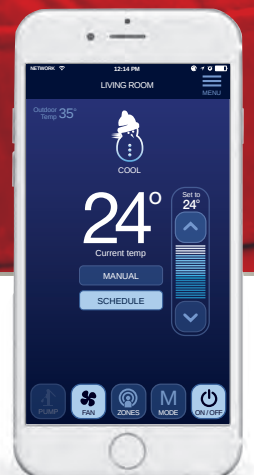


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CONFIGURATION

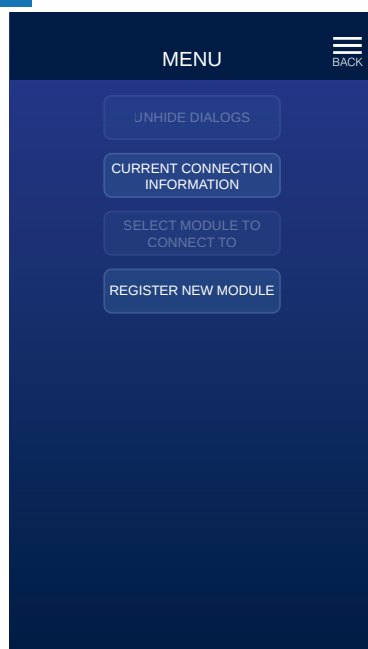
1. Registering a Touch Wi-Fi Module

Refer to the Installation & Configuration steps from the Installation & Configuration manual included with your Touch Wi-Fi kit. This Operation Manual is also available for download from the Rinnai website: www.rinnai.com.au

2. Registering Additional Touch Wi-Fi Modules

While connected to a registered Touch Wi-Fi Module the MENU system of the App can be accessed by selecting the  MENU icon. This will bring up the screen below.

1



If connection to a registered Touch Wi-Fi Module cannot be made, the following screen will be displayed.

CONNECT

Could not connect to your Touch Wi-Fi Module:

Home 1

Select one of the options:

TRY AGAIN

DEREGISTER MODULE FROM THIS DEVICE

Wi-Fi ROUTER REPLACED

SELECT MODULE TO CONNECT TO

REGISTER NEW MODULE

From either screen, using the 'REGISTER NEW MODULE' button will bring up the following screen. Simply follow the on screen prompts which will guide you through the configuration process. Whether you have an already configured Touch Wi-Fi Module or not, or aren't certain, the on screen prompts will guide you. Answer the on screen questions as they appear.

2

REGISTER NEW MODULE

Registering a new Touch Wi-Fi Module involves physically detecting it.

NEXT

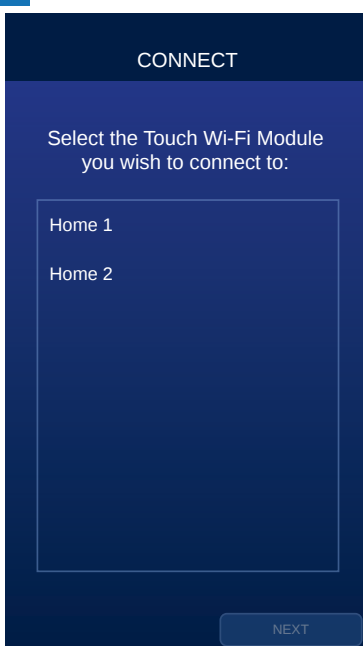
After you have completed registration of another Touch Wi-Fi Module, the selection screen will appear as illustrated in the example below ('Home 1' & 'Home 2' added as entries for demonstration purpose).

On selecting the Touch Wi-Fi Module to connect to, an option to always connect to the selected Module appears. This provides quick access to the Touch Wi-Fi Module that may be commonly used.

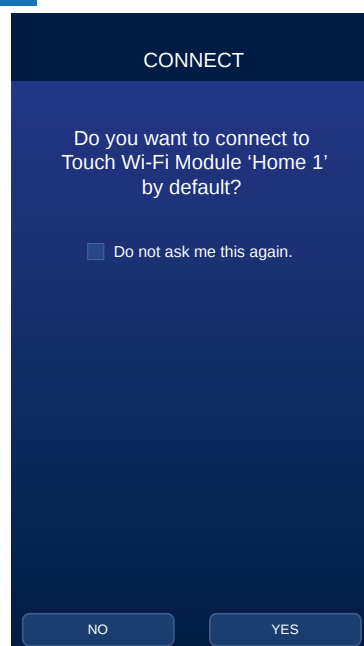
The option to not display this every time a Touch Wi-Fi Module is selected can be switched off as indicated by the "Do not ask me this again" selection.

The Touch App will attempt connection to the selected Touch Wi-Fi Module.

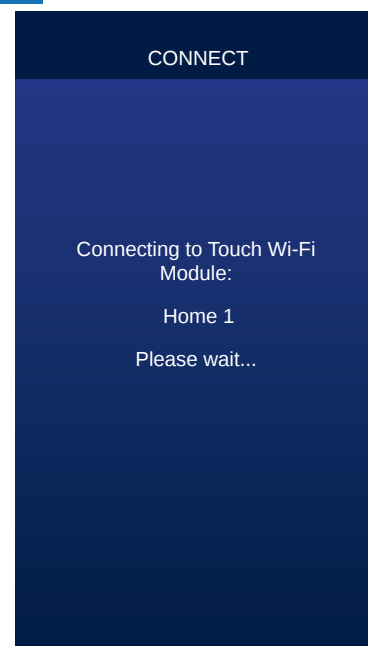
3



4



5



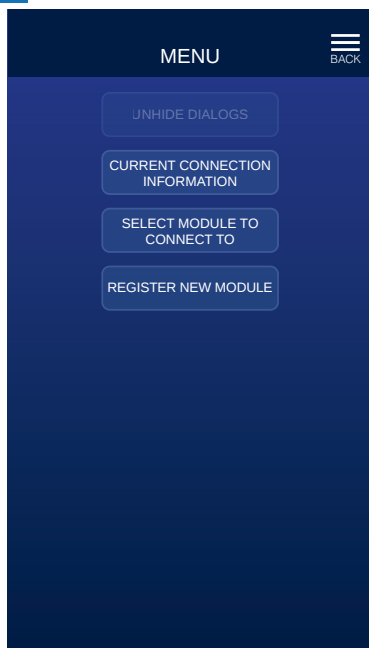
3. Touch Wi-Fi Module Selection

While connected to a registered Touch Wi-Fi Module the MENU system of the App can be accessed by selecting the  MENU icon. This will bring up the screen below.

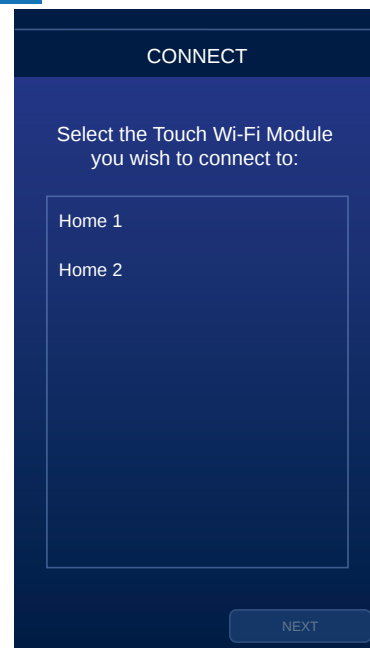
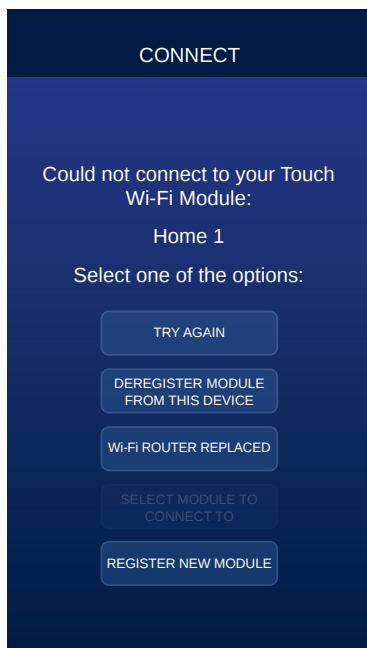
If connection to a registered Touch Wi-Fi Module cannot be made, the following screen will be displayed.

From either screen, using the '*SELECT MODULE TO CONNECT TO*' button will bring up the selection screen which will appear as illustrated in the example below ('*Home 1*' & '*Home 2*' added as entries for demonstration purpose).

1



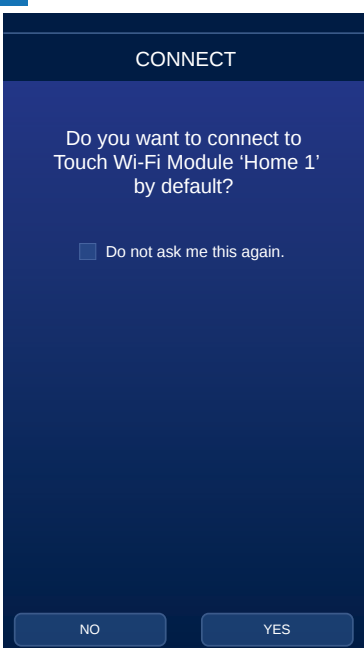
2



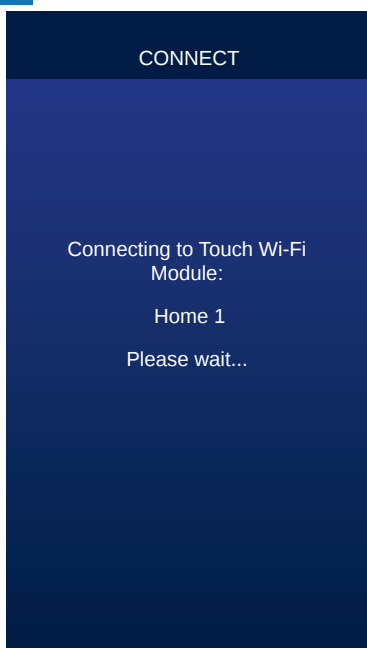
On selecting the Touch Wi-Fi Module to connect to, an option to always connect to the selected Module appears. This provides quick access to the Touch Wi-Fi Module that may be commonly used. The option to not display this every time a Touch Wi-Fi Module is selected can be switched off as indicated by the "*Do not ask me this again*" selection.

The Touch App will attempt connection to the selected Touch Wi-Fi Module.

3



4



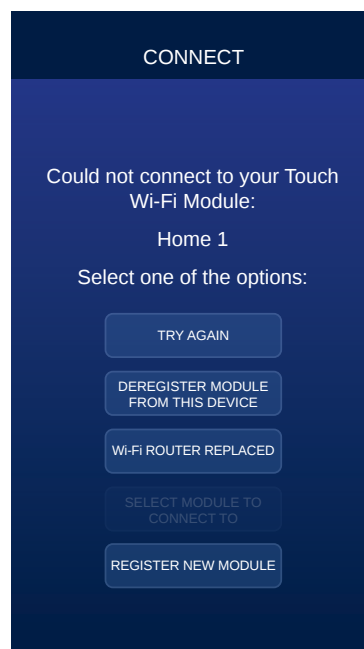
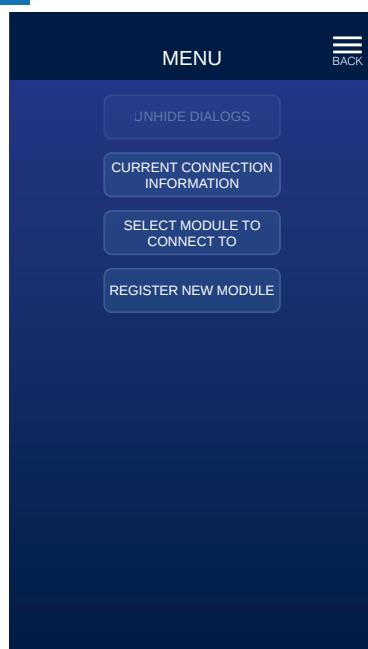
4. Deregistering a Touch Wi-Fi Module

While connected to a registered Touch Wi-Fi Module the MENU system of the App can be accessed by selecting the  MENU icon. This will bring up the screen below.

If connection to a registered Touch Wi-Fi Module cannot be made, the following screen will be displayed.

Using the '*DEREGISTER MODULE FROM THIS DEVICE*' button will deregister the Touch Wi-Fi Module associated with the mobile device (In this example '*Home 1*' because '*Home 1*' could not be connected to).

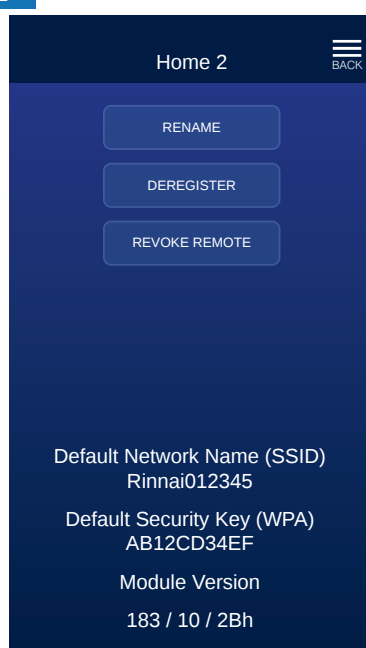
1



Select the '*CURRENT CONNECTION INFORMATION*' button to bring up the following screen:

Using the '*DEREGISTER*' button will deregister the Touch Wi-Fi Module associated with the mobile device. (In this example '*Home 2*' as this was connected to.)

2



CLIMATE SYSTEM CONTROL

Sample Screens

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

Ducted Gas Heating



Add-On Refrigerated Cooling



Evaporative Cooling



Single Temperature Set Point (STSP) Zoning



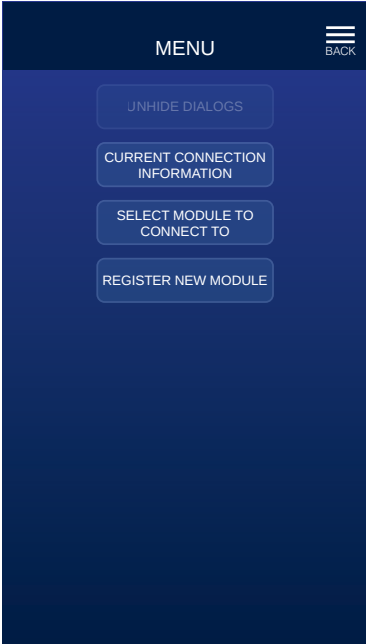
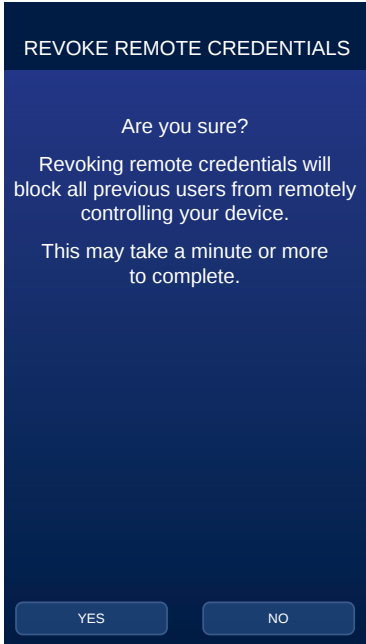
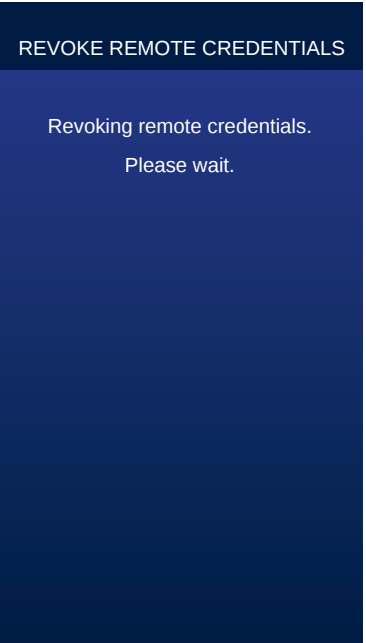
Power Outage

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.

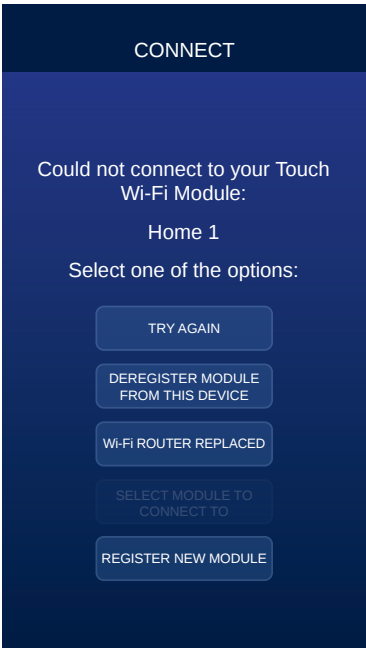
SYSTEM SECURITY

Cloud access to your Touch Wi-Fi Module can be revoked which may be necessary to remove access to all users to prevent incidental changes to the system.

The option of revoking remote Cloud access to all devices registered with the Touch Wi-Fi Module can be done only while connected to the Touch Wi-Fi Module through the local Wi-Fi network using the procedure defined below.

While connected to a registered Touch Wi-Fi Module the MENU system of the App can be accessed by selecting the  MENU icon. This will bring up the screen illustrated below.	Use the 'CURRENT CONNECTION INFORMATION' button to bring up the following screen:	Selecting the 'REVOKE REMOTE' button will bring up the warning as shown below.
1 	2 	3 
4 	Once accepted, the process of revoking all devices access to the Touch Wi-Fi Module will commence. The Touch Wi-Fi Module will reboot a number of times. NOTE: This process may take a few minutes to complete. A device can once again acquire Cloud access to the Touch Wi-Fi Module. This is achieved by simply running the Touch App while the device is connected to the local Wi-Fi network the Touch Wi-Fi Module is connected to.	

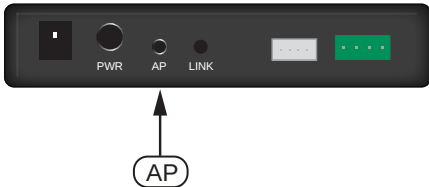
CHANGING WI-FI ROUTER



You have changed your Wi-Fi Router and cannot connect to your Touch Wi-Fi Module such that the following screen is displayed by the Rinnai Touch App.

On changing the Wi-Fi Router the Touch Wi-Fi Module will need to be **reconfigured** so that it can connect to the new Wi-Fi Router with different SSID/WPA credentials. Select the “**Wi-Fi ROUTER REPLACED**” button to begin this process.

The Touch Wi-Fi Module must be operating in its configuration mode of operation so that it can be reconfigured. If you can **safely** access your Touch Wi-Fi Module, the following steps will manually put back your Touch Wi-Fi Module into its **out of the box** configuration mode of operation:



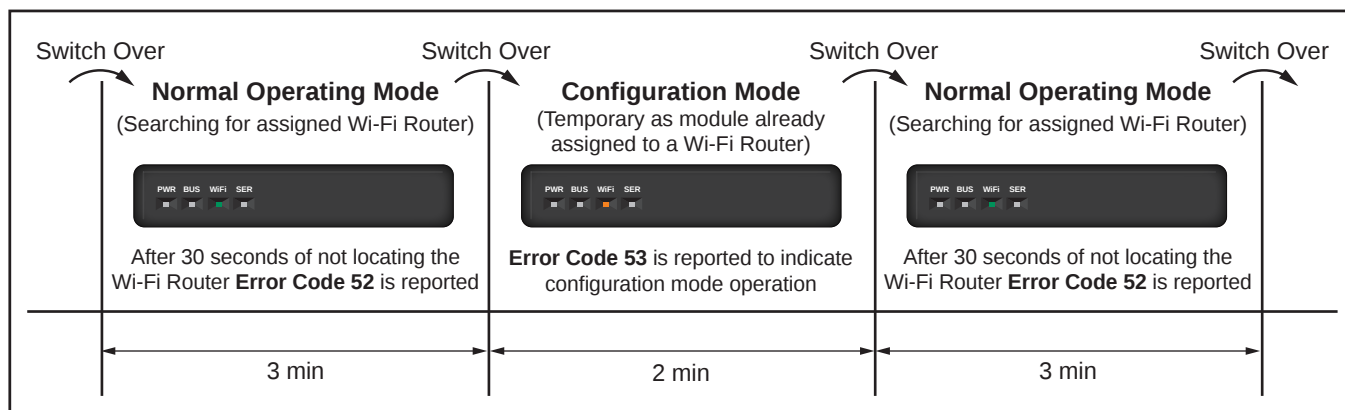
- Ensure power is switched off to the Touch Wi-Fi Module using the ‘PWR’ button.
- **While** pressing the ‘AP’ button switch power on to the Touch Wi-Fi Module.
- Keep pressing the ‘AP’ button **until** the Wi-Fi indicator flashes orange.

Then follow the on screen prompts to reconfigure your Touch Wi-Fi Module.



Touch Wi-Fi Module Not Safely Accessible

The Touch Wi-Fi Module will alternate between its normal and configuration modes of operation when it cannot connect to the Wi-Fi Router it has been assigned to connect to – As this happens the Touch Wi-Fi Module will report an error code to the Master Networker Controller to indicate its operating mode.



Look for Error Code 53 at your Master Networker Controller, which access is dependent on the type of controller installed:

- For an N-C7 Touch type controller, look for the icon  being displayed and upon pressing it the following message: “*Networker fault detected – Code#53*”.
- For an N-C6/N-C3 type controller, upon pressing the Fn1 key sequence look for the following message being scrolled across the screen: “*Sensor fault – n11 Code#53*”

Then follow the on screen prompts to reconfigure your Touch Wi-Fi Module.



The Rinnai Touch App will step you through the above process when the Touch Wi-Fi Module not accessible option is selected.

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.*

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 Touch Wi-Fi module ensuring it operates in its configuration mode.*

This Configuration Mode must be forced using the following method:

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

3. Connection

Question 3.1 When configured, 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.*

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 (Master) Networker Controller.*
- Question 4.7** Why does the Rinnai Touch App not display or operate all the functions of my N-C3 or N-C6 Wired Networker Controller?
Answer *The Rinnai Touch Wi-Fi Kit and Rinnai Touch App is backward compatible with Wired Networker Wall Controller models N-C3 and N-C6, but depending on the system configuration, there may be some limitations. For example, on the N-C3 and N-C6, 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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**Cost of a local call higher from mobile or public phones.*

For further information visit **www.rinnai.com.au**
or email **enquiry@rinnai.com.au**

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.