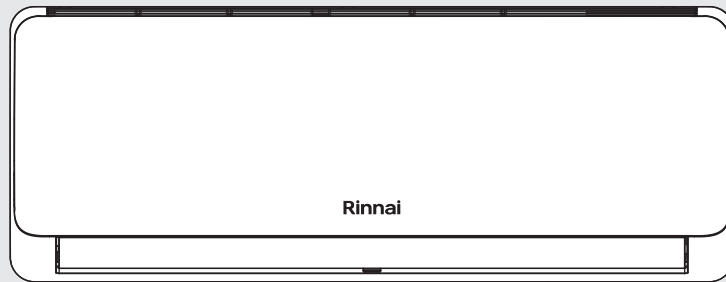


MODELS

| System | Indoor | Outdoor |
|----------|----------|----------|
| HSNRVX25 | HINRVX25 | HONRVX25 |
| HSNRVX35 | HINRVX35 | HONRVX35 |
| HSNRVX50 | HINRVX50 | HONRVX50 |
| HSNRVX70 | HINRVX70 | HONRVX70 |



VX Series Split Type Wall Mounted Air Conditioner

Wi-Fi Operation Manual

Rinnai

This appliance must be installed in accordance with:

- Manufacturer's Installation Instructions
- Current AS/NZS 3000, AS/NZS 5149, AS/NZS 5141
- Local Regulations including local OH&S requirements, and Municipal Building Codes, including the National Construction Code (NCC).

This appliance must be installed, maintained and removed only by an Authorised Person.

For continued safety of this appliance it must be installed and maintained in accordance with the manufacturer's instructions.



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TERMS & CONDITIONS

1. DEFINITIONS

App means the AC Freedom App you can download to your Device to operate your Rinnai VX Series.

Australian Consumer Law ('ACL') is Schedule 2 of the Competition and Consumer Act 2010.

Device means your smart phone/ tablet (Android. 7.0 or later or Apple iOS12 or newer) through which you have downloaded the App.

Rinnai VX Series means a VX Series Inverter Split System, comprising the following models:

| | | | | | |
|-------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| VX Series Models | HSNRVX25 | HSNRVX35 | HSNRVX50 | HSNRVX70 | HSNRVX80 |
|-------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|

Rinnai, we, our or us means Rinnai Australia Pty Ltd (ABN 74 005 138 769).

Wi-Fi Operations Manual means the Wi-Fi operations manual which details how to download and operate the App.

you or your means a customer who uses the Rinnai VX Series and App.

2. GENERAL

- 2.1 By downloading the App, you agree to be bound by these Terms & Conditions.
- 2.2 These Terms & Conditions should be read in conjunction with the Wi-Fi Operations Manual.
- 2.3 Rinnai may make updates to these Terms & Conditions from time to time. You should download and understand all relevant updates to ensure you understand your obligations and Rinnai's obligations under the Terms & Conditions.
- 2.4 Rinnai may make updates to the App from time to time. You should download and understand all relevant updates to ensure you have access to the functions of your Rinnai VX Series and App.

3. THE AUSTRALIAN CONSUMER LAW ('ACL')

Our goods come with guarantees that cannot be excluded under the ACL. 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 amount to a major failure.

All the clauses under these Terms & Conditions apply subject to the ACL.

4. USE OF THE APP

- 4.1 You may download the App to your Device for your personal use only.
- 4.2 You are responsible for all costs incurred in accessing, downloading and using the App. This includes but is not limited to fees charged by your internet service provider, smartphone or app data access charges and any other access charges or device usage charges.
- 4.3 You must follow the instructions in the Wi-Fi Operations Manual to operate the Rinnai VX Series via the App.
- 4.4 You must not use the App for any prohibited or unlawful purpose.
- 4.5 The App is available as another means to control and monitor the Rinnai VX Series, but should not be used for critical heating or cooling applications.

5. TERMINATION

- 5.1 You may terminate these Terms & Conditions by deleting and ceasing use of the App.
- 5.2 Rinnai may terminate these Terms & Conditions immediately through the App or by any other appropriate means if you are in breach of the Terms & Conditions.

6. INTELLECTUAL PROPERTY

- 6.1 If you download the App, Rinnai grants you a limited, non-exclusive, non-transferable, and non-assignable royalty free licence solely in order to access and use the App.
- 6.2 All intellectual property rights in the Rinnai VX Series and the App are owned by Rinnai or licensed to Rinnai by third parties. You do not acquire any express or implied rights in any these intellectual property rights, other than those granted in clause 6.1 and within the context of these Terms & Conditions.
- 6.3 You may not modify, copy, sell, reproduce, interfere with or distribute the App in any way.

7. DISCLAIMER

To the extent permitted by law:

- 7.1 Rinnai makes no warranties that the App will be error-free, secure or free from any virus, malicious code or other adverse elements. Rinnai therefore excludes any liability which may arise as a result of you downloading, accessing or using the App. Rinnai does not exclude or restrict liability to the extent provided for by the ACL under the Competition and Consumer Act 2010.
- 7.2 Rinnai will not be liable for any indirect, incidental, special or consequential loss.

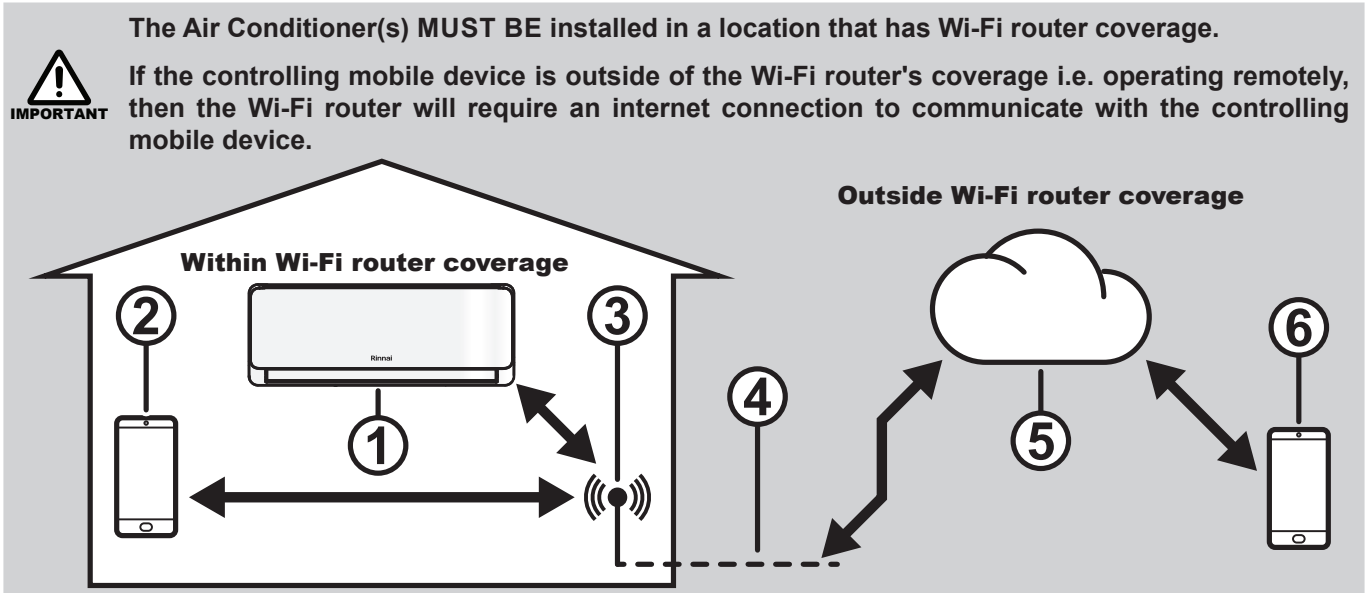
8. FORCE MAJEURE

Unless prohibited by law, Rinnai shall be released from its obligations in the event of national emergency, war, prohibitive governmental regulation, or if any other cause beyond the control of the parties renders the App or Rinnai VX Series inoperable.

Wi-Fi COMPATIBILITY / CONNECTIVITY

Rinnai Split Type Wall Mounted Air Conditioner models HSNRVX25, HSNRVX35, HSNRVX50 and HSNRVX70 are fitted with built-in Wi-Fi connectivity. Using the AC Freedom App (available from Apple App Store or Google Play) it is then possible to use a smart phone to operate these appliances remotely. Multiple compatible appliances can be added as required.

A Wi-Fi router (paired with the appliance via AC Freedom App) is used to control the Air Conditioner(s).



1. Indoor air conditioning unit (AC Device)
2. Smart phone or tablet (using Wi-Fi)
3. Wi-Fi router
4. Internet connection
5. Internet cloud
6. Smart phone (using internet cloud)

MINIMUM REQUIREMENTS

- Rinnai Split Type Wall Mounted Air Conditioner models: HSNRVX25, HSNRVX35, HSNRVX50 and HSNRVX70
- Wi-Fi Router, 2.4G frequency range supporting 802.11b/g/n mode, with coverage of the Appliance(s) location
- For remote cloud based operation Wi-Fi router / modem with active internet connection
- Smart phone / Tablet (Android 7.0 or later or Apple iOS 12.0 or newer) with AC Freedom App installed



Android QR code

or search AC Freedom in Google Play



iOS QR code

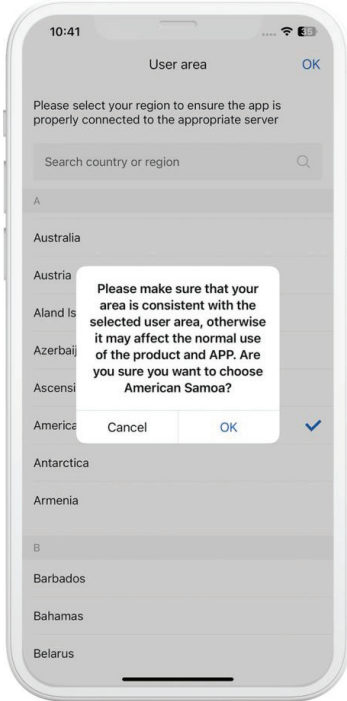
or search AC Freedom in Apple App Store

WI-FI SET UP

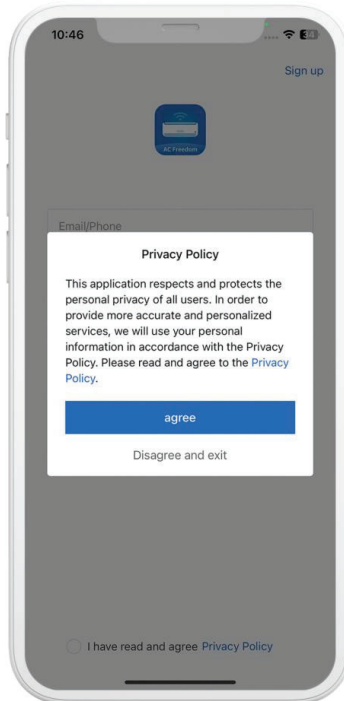
MANAGING WI-FI CREDENTIALS

Pairing With Mobile device & Wi-Fi Network

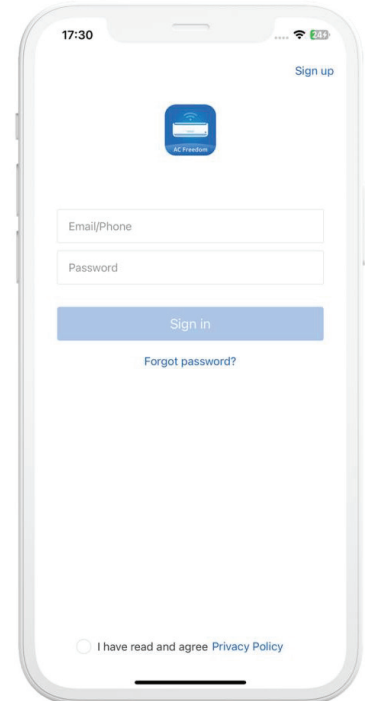
Select "Australia" as user area. Select OK.



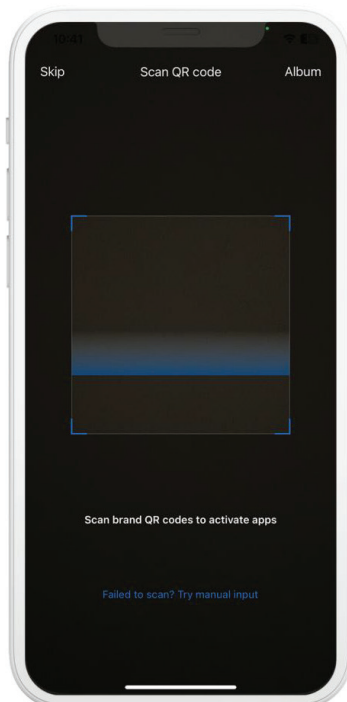
Click the "Agree" button (a privacy pop-up appears in the first login).



Log into your Account

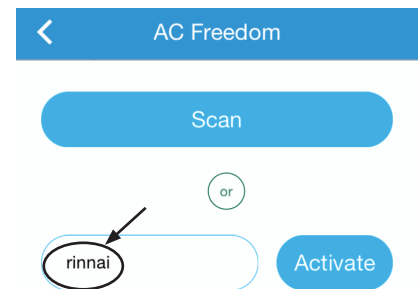


Before the AC Freedom App can be used it will need to be activated, by either a **QR code** or by an **Activation code**



QR code method - Select **scan** and use the mobile device's camera to capture the QR code below

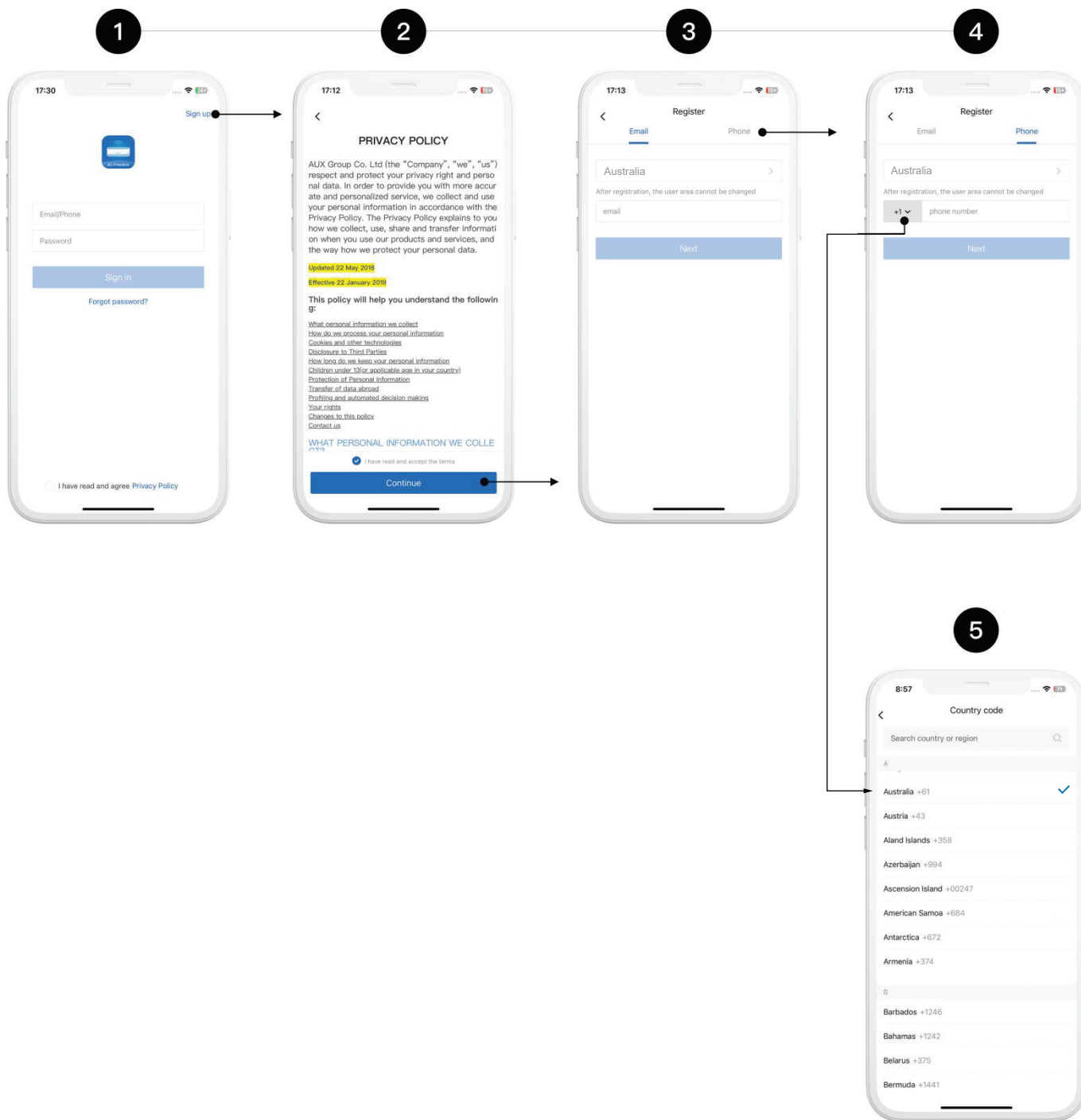
Activation code method - Type **rinnai** into the **enter activation code** field and select **activate**.



Note: If prompted, give the App permission to use the mobile device's camera.

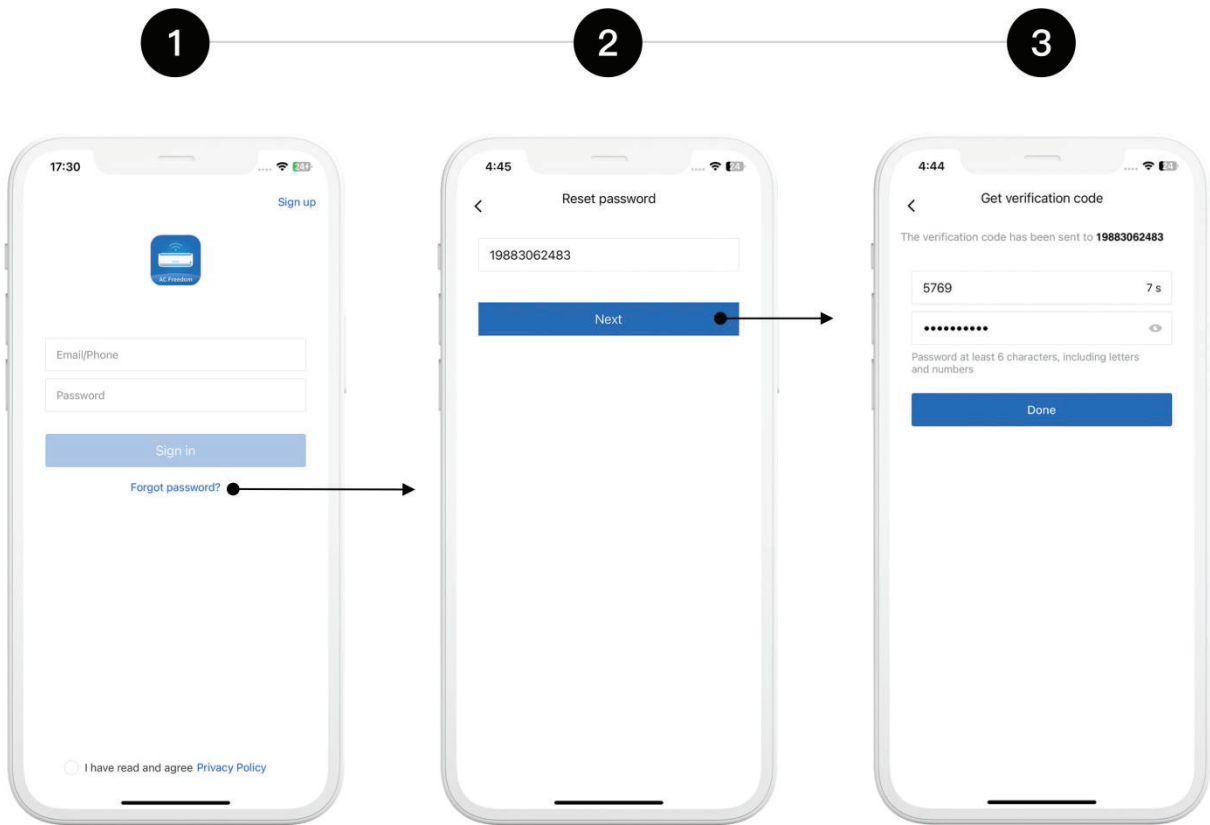
The activation code is case sensitive (all lower case)

CREATE AN ACCOUNT



| | |
|---|---|
| 1 | Click "Sign up" to start creating your account. |
| 2 | Please read and agree to the User Privacy and Service Terms before registering. |
| 3 | Enter your email to register an account. |
| 4 | Enter your phone number to register an account. |
| 5 | When registering with a phone number, please select the correct country code for your phone number. |

FORGOTTEN PASSWORD

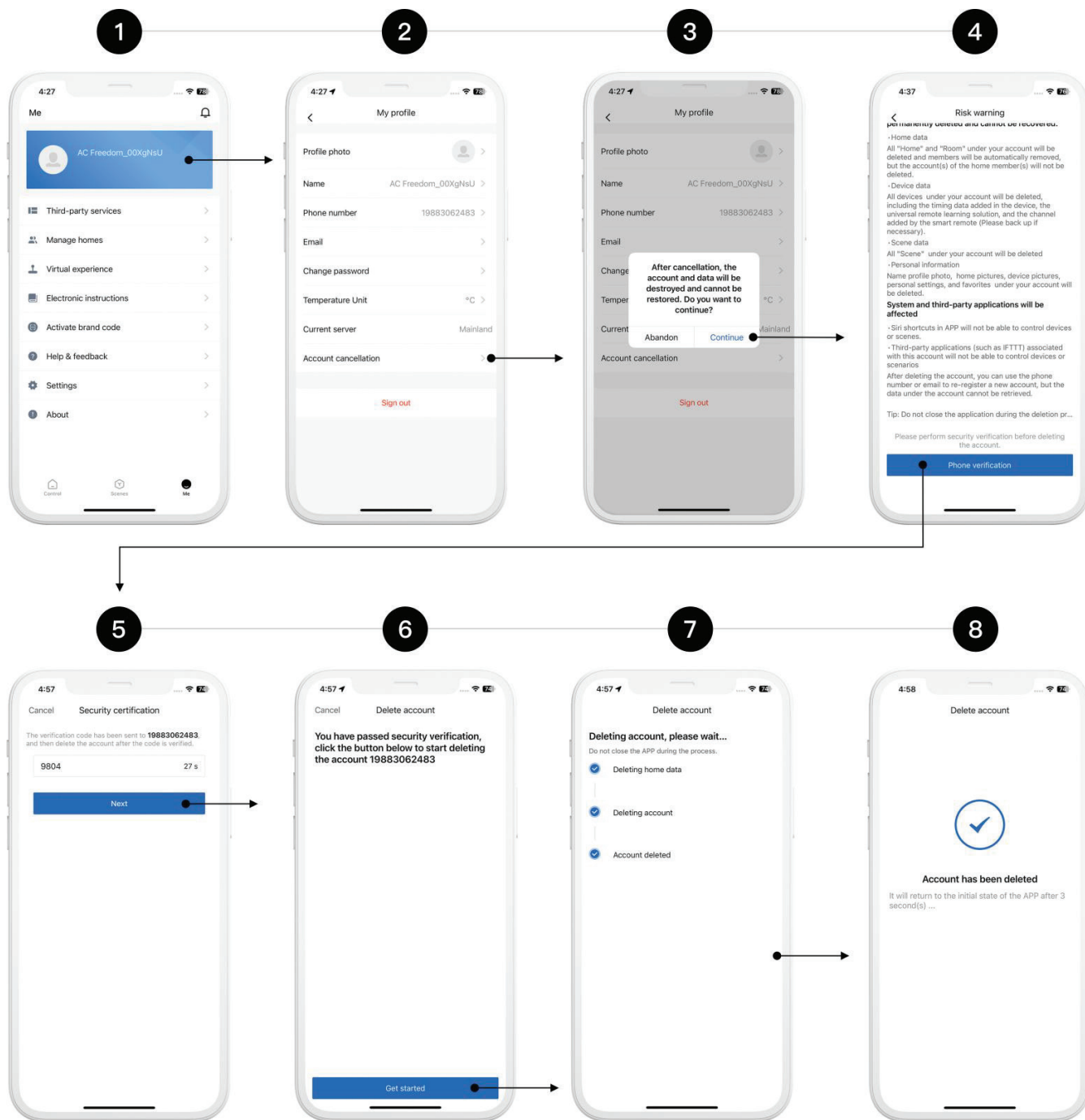


| | |
|----------|---|
| 1 | Click "Forgot password" to proceed with password reset. |
| 2 | Enter your registered phone number or email address. |
| 3 | Enter the verification code and set a new password. |



Password requires a minimum of 8 characters including alphabet and numerals.

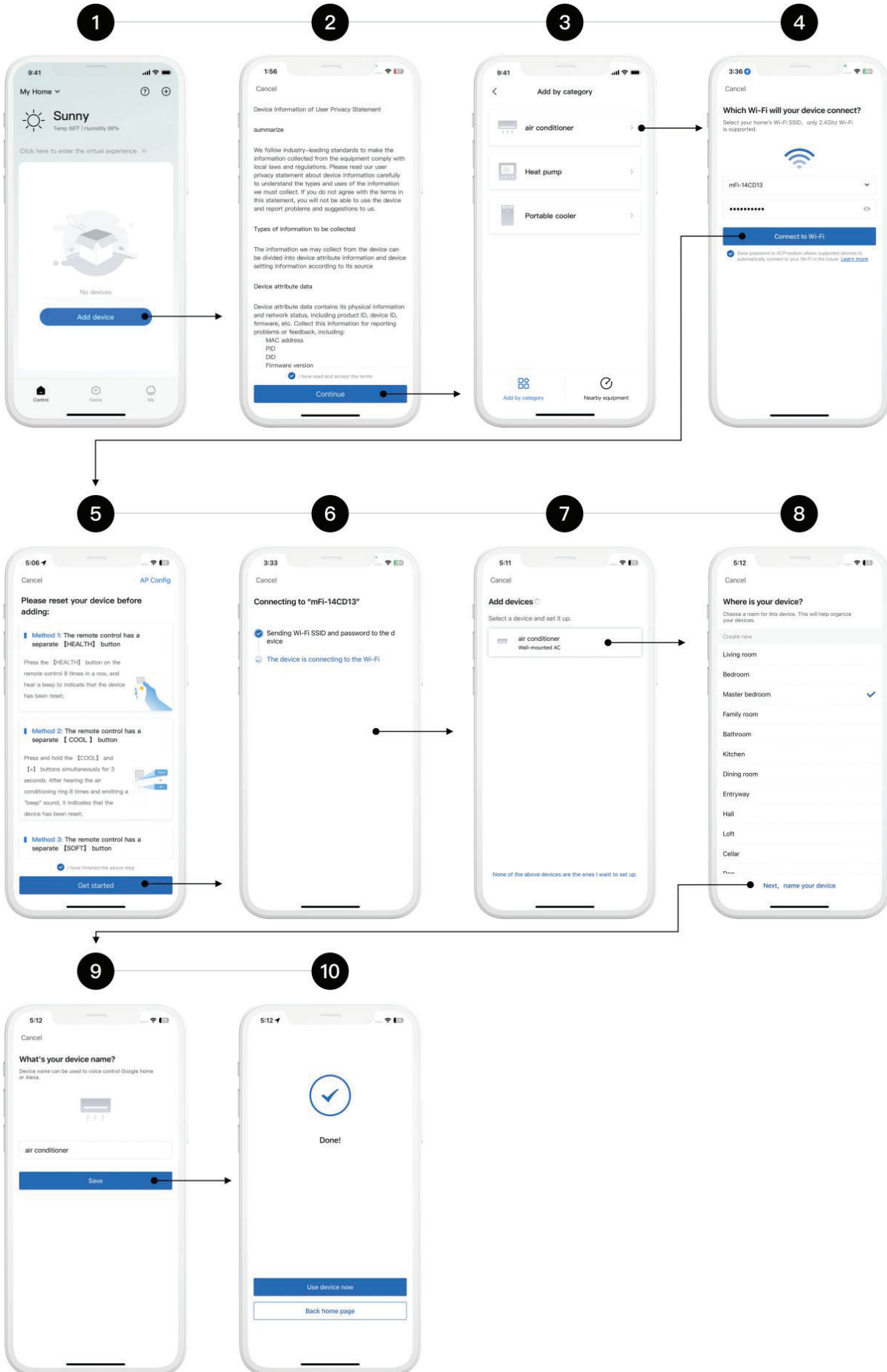
ACCOUNT DEACTIVATION



| | |
|---|---|
| 1 | Access your personal homepage. |
| 2 | Click on "Account Cancellation" . |
| 3 | Click the "Continue" button. |
| 4 | Click the "Phone Verification" button. |
| 5 | Enter the verification code. |
| 6 | Click the "Get Started" button. |
| 7 | Account deactivation in progress. |
| 8 | Account successfully deactivated. |

DEVICE EDITOR

ADD DEVICE



| | |
|----|--|
| 1 | Click the "Add Device" button. |
| 2 | Read and select the device privacy policy (displayed during the first device addition). |
| 3 | Select the device category.* |
| 4 | Enter the Wi-Fi password and tick the privacy policy. |
| 5 | After powering on the device, perform a device reset (refer to smartphone reset instructions). |
| 6 | Device configuration in progress. |
| 7 | Select the configured device. |
| 8 | Choose the room where the device is located, then click "Next, Name Your Device" . |
| 9 | Name your device. |
| 10 | Device added successfully. |

* **Note:** Alternative configuration method by Bluetooth.
 Press "Nearby equipment" button to find this device and follow on to pair it.



Ensure your device is powered on.

When connecting, keep your phone close to the air conditioner.

Connect your phone to your home Wi-Fi network.

Enable the 2.4GHz wireless network on your router. If unsure whether your router supports 2.4GHz, please contact the manufacturer.

It's recommended to use a Wi-Fi network name containing only letters and numbers. If your network name includes special characters, please modify it in your router settings.

If you cannot retrieve Wi-Fi information, please check if you have granted the app the necessary permissions.

TROUBLESHOOTING

If configuration continues to fail, please check:

- Ensure your appliance is in standby mode.
- Your appliance and smart phone is in Wi-Fi router coverage.
- Your smartphone/tablet is connected to your home network.
- Ensure the latest version of the App is installed on your phone or tablet.
- Check your network has a good signal strength.

If you are still experiencing issues, please uninstall the App from your device and reinstall then repeat the above steps.

ADVANCED WI-FI ROUTER GUIDANCE

In order to connect your appliance, make sure you choose 2.4G frequency range, bandwidth setting 802.11b/g/n mode.

The range of wireless transmissions can reduce at high frequencies, because at those levels they do encounter difficulties when trying to penetrate through solid objects, these objects can be structural, or general building fabrics, such as metal framework, walls & floors.

For the best possible connection to your appliance, the location of your Wi-Fi router in relation to your appliance is key:

If there are certain areas of your home where you find your signal drops, it may be due to a blockage.

Large objects can often obstruct or interfere with a wireless connection, so it's best to keep your router off the ground and away from larger items.

Avoid putting your router behind the sofa, inside a cabinet or behind a door. Although it may look tidy, if you are experiencing an issue this could be the cause a problem. You should also keep electronics such as microwaves, lamps, speakers, TVs and monitors as far away from the router as possible.

If issues are encountered when trying to connect your appliance, our best advice would be to follow the below:

Check the location of the appliance in relation to the wireless router, are there any objects that may be causing a blockage problem with the signal?

Check if you are experiencing the same connection problem across other devices, you can do this by checking their Wi-Fi status. Typical devices to be checked would be your mobile phone, tablet, laptop, or even your TV.

Try adding a new device to your wireless network – this will verify that the wireless password & SSID are correct.

Are you using wireless extenders? If so, turn off all wireless extenders and add try adding a new device (a mobile phone for example) in the same location as your wireless router. This confirms that your Wireless router is accepting new devices without issue.

The last step would be to reset the wireless router.

TIPS AND ADVICE

If the appliance is installed out of the range of your wireless network, the Wi-Fi signal will not be detected by the appliance. It may be too far away from your router. You may need to purchase a signal booster to extend the range of your home network. You can purchase a Wi Fi booster from any computer store, online or an electrical retailer.

How do I know if my Wi-Fi signal is strong enough or if the appliance is out of range?

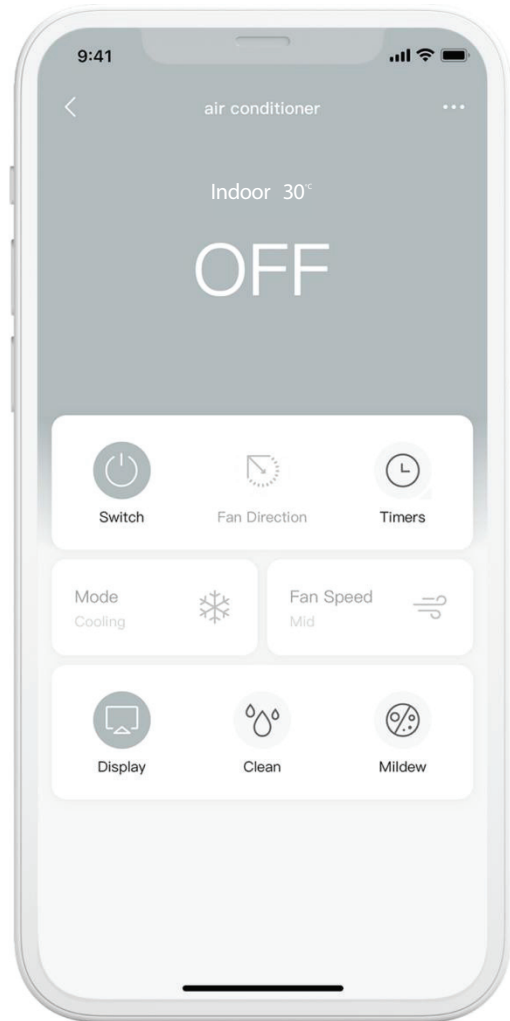
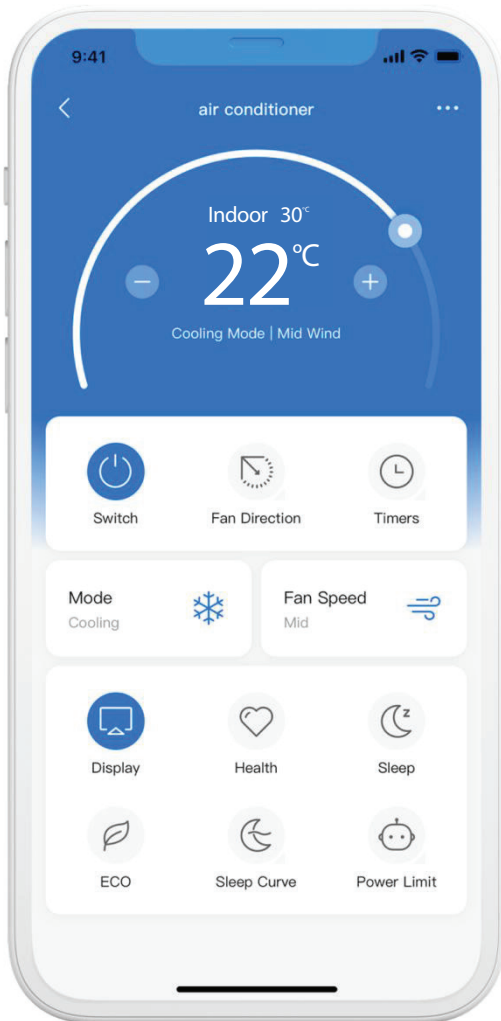
Simply stand in front of the appliance holding the device in close proximity to the control panel, you will find this on the front of the appliance. By using an existing device, that is already connected to the wireless network, this could be a phone or tablet, and then see if the Wi-Fi indicator shows that you have signal? If the signal strength is not full, it may indicate connectivity issue. If they are greyed out or only 1 or 2 bars are showing, then the signal strength of your home network will need boosting, in order for your SmartLife-SmartHome to control the appliance.

If the connection problems persist and you are unable to connect to the appliance, please contact your network provider for advice on the best solution.




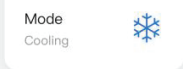








| Description | Analysis of cause |
|---|--|
| Appliance can't be configured successfully | <ol style="list-style-type: none"> 1. Please enable the permissions of Storage / Location / Camera / Wi-Fi / Bluetooth for this APP when installing. Otherwise problems may occur when operating. 2. Check that the mobile is connected to WLAN router SSID and password is correct; 3. Check whether there are additional settings of WLAN router as shown below. <ul style="list-style-type: none"> ● Firewall by router or by PC ● MAC address filtering ● Hidden SSID ● DHCP server <p>Reboot WLAN router, mobile device and appliance (WLAN module) and connect appliance by CF or AP mode again. Before rebooting, check nobody has already connected to same appliance.</p> |
| Mobile can't control appliance | <ol style="list-style-type: none"> 1. When appliance (WLAN module) is rebooted and App displays device remove, ignoring this confirmation as this will lead to mobile device losing control of permission of the appliance. You will need to connect the appliance by CF or AP mode again. 2. In case of power failure, mobile device will lose control of permission of the appliance for 3 minutes after power failure. (Notification will show on the mobile device.) <p>If you cannot control the App (appliance) even after power is restored, you will need to connect the appliance by CF or AP mode again.</p> |
| Mobile can't find appliance | <ol style="list-style-type: none"> 1. App shows that appliance is offline. Please check the following conditions. <ul style="list-style-type: none"> ● The appliance has been reconfigured. ● Appliance is out of power. ● Router is out of power. ● Appliance can't connect to router. ● Appliance can't connect to network through the router. ● Mobile device can't connect to network. 2. After adding the device, it will disappear from the device list. <p>Hold and slide down to refresh the device list. If there is no change, shut down the App and start again.</p> |

OPERATION




AIR CONDITIONER CONTROL INTERFACE



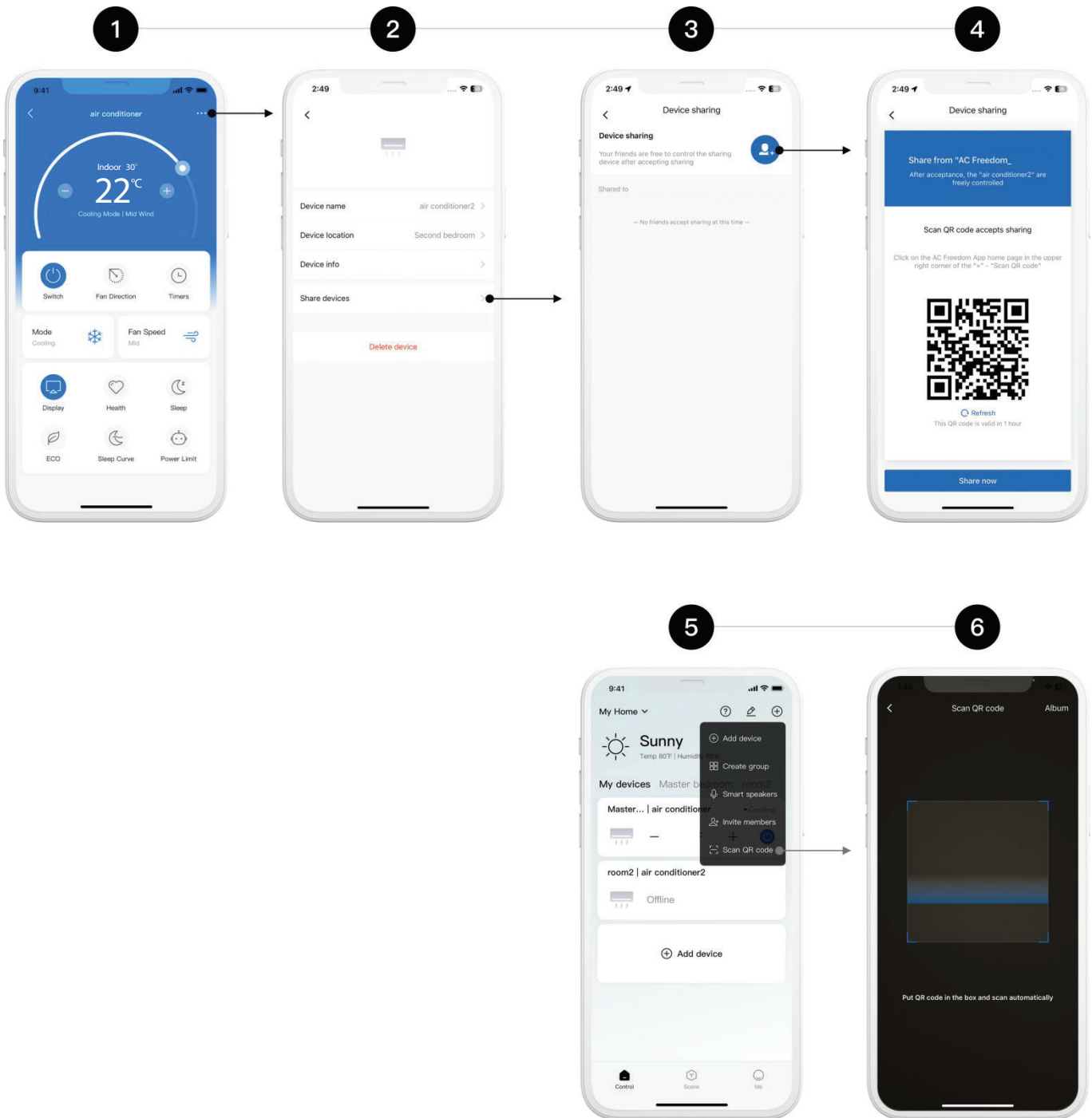
AIR CONDITIONER FUNCTION OVERVIEW





| Symbol | Name | Description |
|---|-----------------------|---|
|  | Switch | Turn the air conditioner on or off |
|  | Fan Direction | Adjust the swing direction of the air conditioner |
|  | Timers | Set the timer function on the air conditioner |
|  | Operation Mode | Set the operating mode of the air conditioner |
|  | Fan Speed | Adjust the airflow volume of the air conditioner |
|  | Display | Turn the LED panel on or off |
|  | Health | Not applicable |
|  | Sleep | Activating sleep mode, the air conditioner will automatically adjust the temperature and fan speed according to night time temperature fluctuations |
|  | ECO | In this mode the appliance automatically sets the operation to achieve the most economical cooling of the room. |
|  | Sleep Curve | Customize the air conditioner mode, temperature, and fan speed based on your personal sleep habits |
|  | Power Limit | Limit the maximum operating power of the air conditioner |
|  | Clean | Run the cleaning operation to remove dust and moisture to help avoid odours. |
|  | Mildew | Using this function removes moisture by allowing the fan to run for 3 minutes after every shut-down, avoiding odours and keeping the unit fresh. |

AIR CONDITIONER FUNCTION SYMBOL STATUS INDICATORS

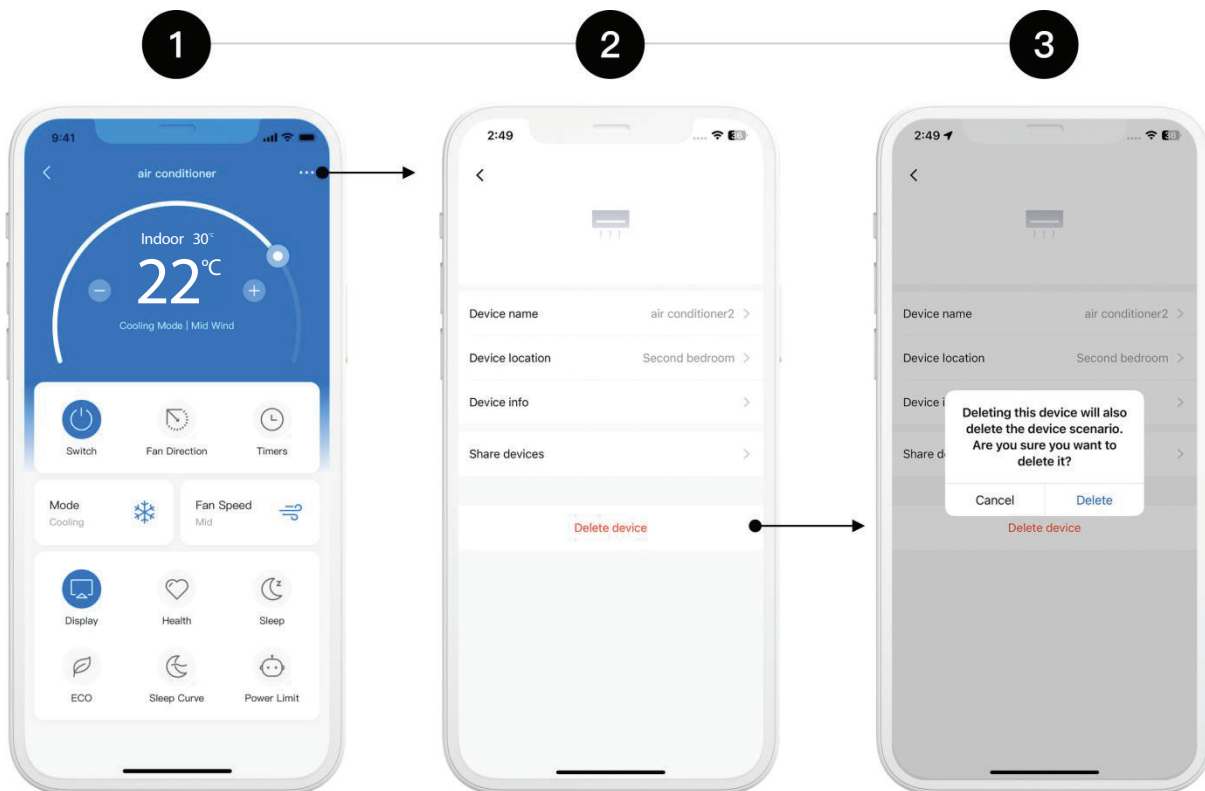
| Function Symbol | Status Display |
|---|---|
|  | This is the state with the fan direction feature turned on |
|  | This is the state with the fan direction feature turned off |
|  | This is the state with the fan direction feature disabled |


DEVICE SHARING



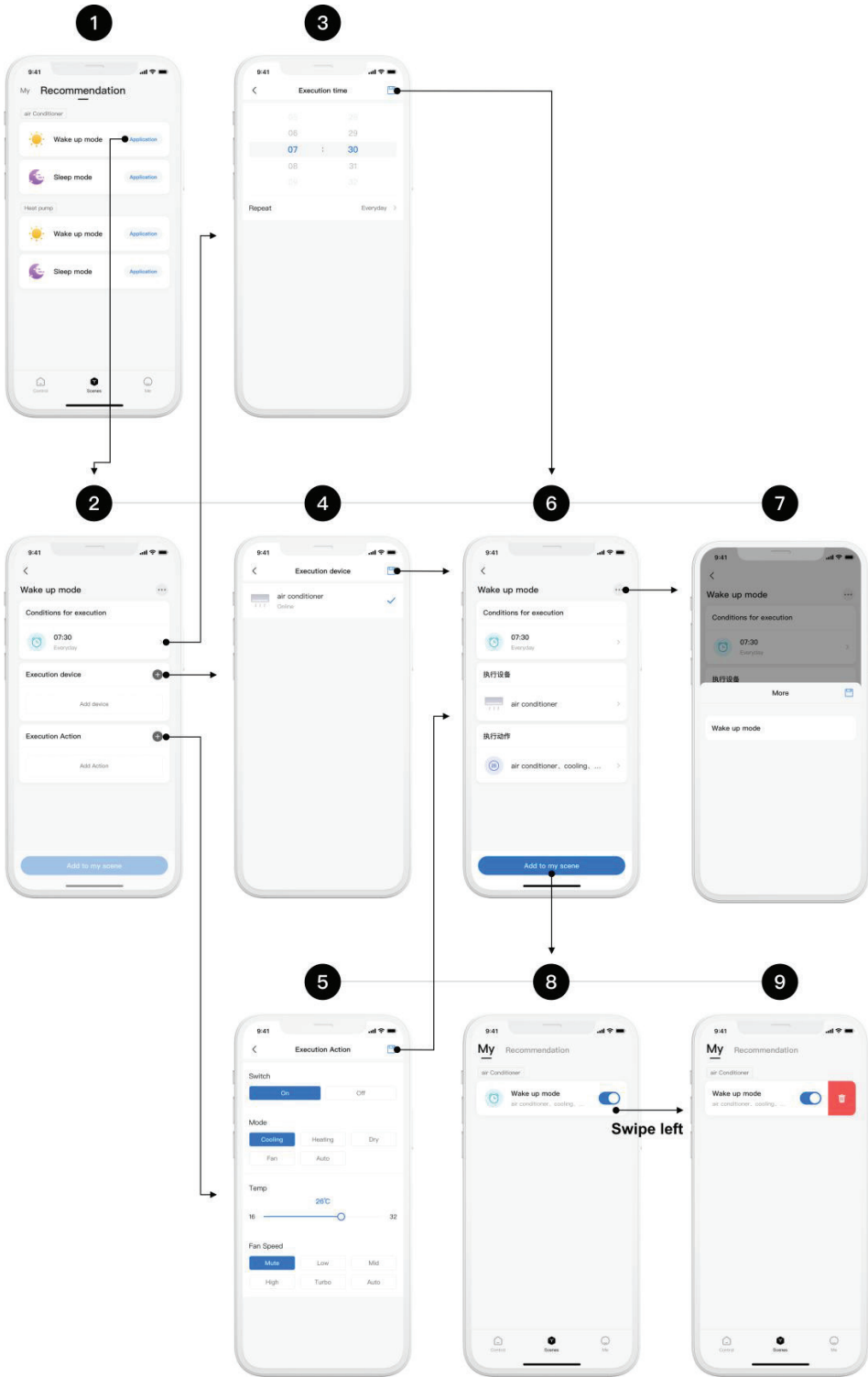
| | |
|----------|---|
| <p>❶</p> | <p>Click on the  icon in the top right-hand corner.</p> |
| <p>❷</p> | <p>Click on "Share Devices".</p> |
| <p>❸</p> | <p>Click the  icon.</p> |
| <p>❹</p> | <p>Family or friends can directly scan and add through the "AC Freedom" App by using the in-app scan feature.</p> |
| <p>❺</p> | <p>In the  interface, after tapping the  icon, select "Scan QR Code" in the pop-up window.</p> |
| <p>❻</p> | <p>To add a device via the shared QR code, scan it.</p> |



DEVICE DELETION



| | |
|----------|--|
| <p>1</p> | <p>Click on the  icon in the top right-hand corner.</p> |
| <p>2</p> | <p>Click on the "Delete Device" button.</p> |
| <p>3</p> | <p>Click on the "Delete" button.</p> |

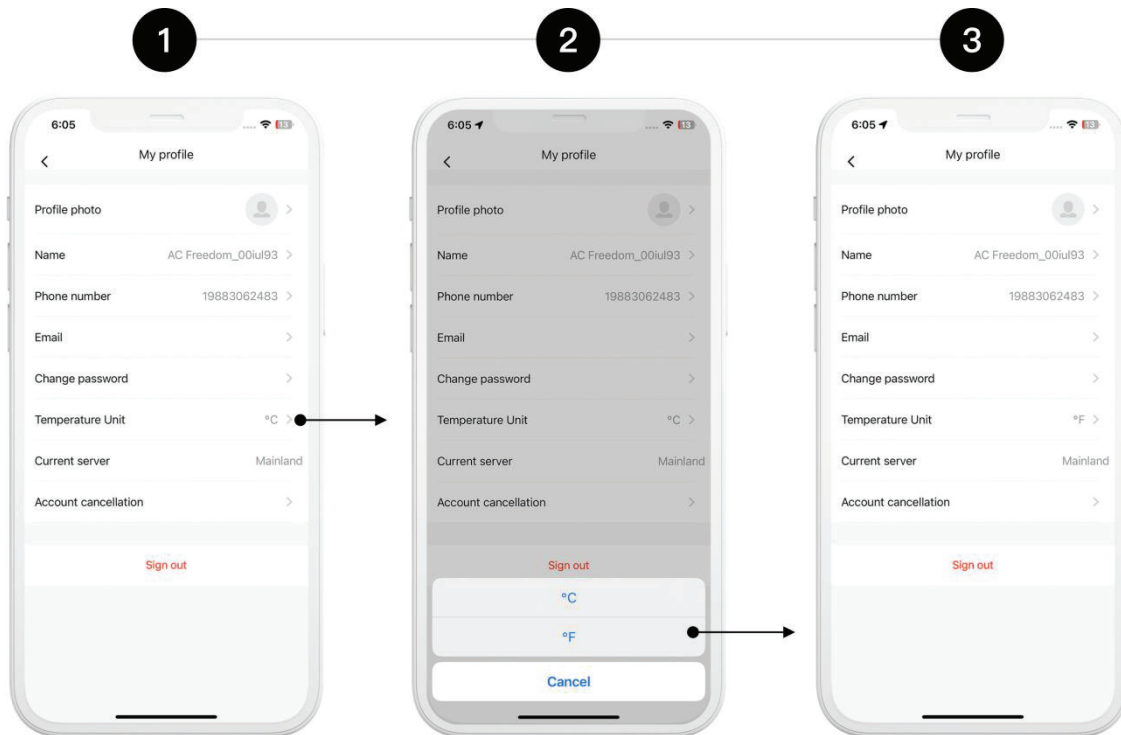
SCENES (IFAVER)



| | | | |
|-----------------|---|-----------------|--|
| <p>1</p> | <p>Tap the scene card.</p> | <p>6</p> | <p>After completing the setup, you can click  to edit the scene name, and then tap the "Add to My Scene" button to save the scene in your collection.</p> |
| <p>2</p> | <p>Edit the scene content.</p> | <p>7</p> | <p>Modify the scene name, then click  to save the changes.</p> |
| <p>3</p> | <p>Set the scene schedule.</p> | <p>8</p> | <p>You can turn scenes on or off as needed.</p> |
| <p>4</p> | <p>Select devices for the scene.</p> | <p>9</p> | <p>Swipe left to delete a scene.</p> |
| <p>5</p> | <p>Configure the actions for the devices.</p> | | |

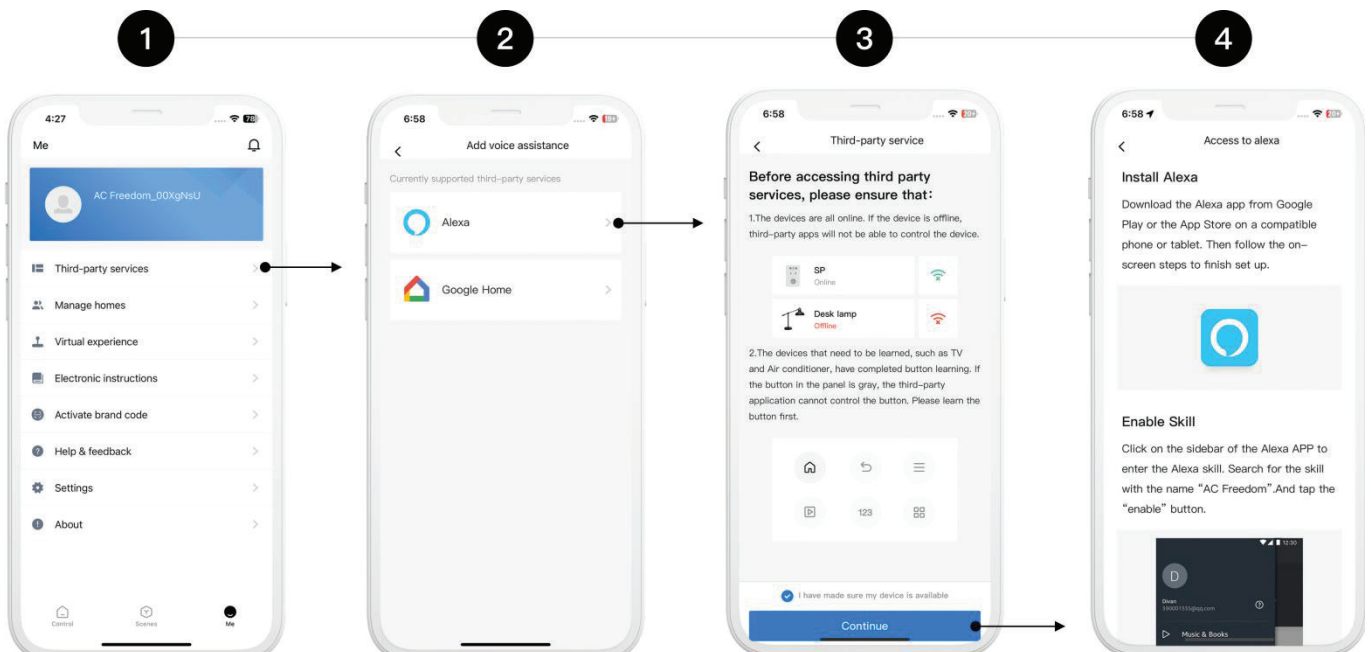
ADVANCED FUNCTIONS

OTHER FUNCTIONS



| | |
|---|--|
| 1 | Click on "Temperature Unit" . |
| 2 | Switch between Celsius and Fahrenheit. |
| 3 | Switch completed. |

SPEAKER CONTROL



| | |
|---|--|
| 1 | Click on "Third-party Services" . |
| 2 | The device supports connecting to speakers via the "Google Home App" or the "Amazon Alexa App" . |
| 3 | Read and select the operational precautions. |
| 4 | Follow the "Access to Alexa" guide to configure the speaker. |



Currently, supported features for Google Speakers include: Power On/Off, Temperature Adjustment, Mode Selection, and Fan Speed Control.

Currently, supported features for Amazon Speakers include: Power On/Off, Temperature Control, and Mode Selection.

Below are the voice command phrases for speaker control.

| Speaker | Function Name | Instructed phrase |
|---------|---------------|--|
| ALEXA | Power | Alexa, turn on Device |
| | | Alexa, turn on Device |
| | Temperature | Alexa, set Device to 20 degrees |
| | Mode | Alexa, set the Device to AUTO mode |
| | | Alexa, set the Device to HEAT mode |
| | | Alexa, set the Device to COOL mode |
| GOOGLE | Power | Ok Google, turn on Device |
| | | Ok Google, turn off Device |
| | Temperature | Ok Google, set Device to 20 degrees |
| | Mode | Ok Google, set the Device to AUTO mode |
| | | Ok Google, set the Device to HEAT mode |
| | | Ok Google, set the Device to COOL mode |
| | Fan Speed | Ok Google, set Device to speed auto |
| | | Ok Google, set Device to high |
| | | Ok Google, set Device to medium |
| | | Ok Google, set Device to low |

NOTES



Rinnai Australia Pty Ltd

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P.O. Box 460, Braeside, Victoria, 3195
Tel: (03) 9271 6625

Customer Support

Tel: 1300 555 545*

Monday to Friday, 8.00 am to 5.00 pm EST.

**Cost of a local call may be higher from a mobile phone.
(National calls from public phones in Australia are free.)*

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 Customer Support. Rinnai recommends that this appliance be serviced once a year.

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