

MODELS

Rinnai Home Kits

CNTRLDRICZHAW

(White Controller)

CNTRLDRICZHAB

(Black Controller)



Rinnai Home

**Air Conditioning Control System**  
Operation & Configuration Manual

**Rinnai**

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Scan QR to register your warranty

# IMPORTANT INFORMATION

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## 3RD PARTY CONTROLLERS AND ACCESSORIES

For anyone using 3rd party devices on Rinnai/Brivis appliances, please note:

- The suitability, compatibility or functional performance of any 3rd party device is entirely the responsibility of the device's supplier or installer
- Any product, technical, installation, operation, performance or other 3rd party device enquiries need to be referred to the device's supplier or installer
- Any adverse effects of 3rd party devices on the operation, performance or reliability of Rinnai-Brivis appliance is not covered by Rinnai/Brivis product warranty



## A NOTE ON ILLUSTRATIONS

The illustrations used in this manual are for explanatory purposes only and the components may vary slightly from that which is shown in this manual. For the purpose of this manual, all screen images are displayed in landscape format.

## USER MANUAL

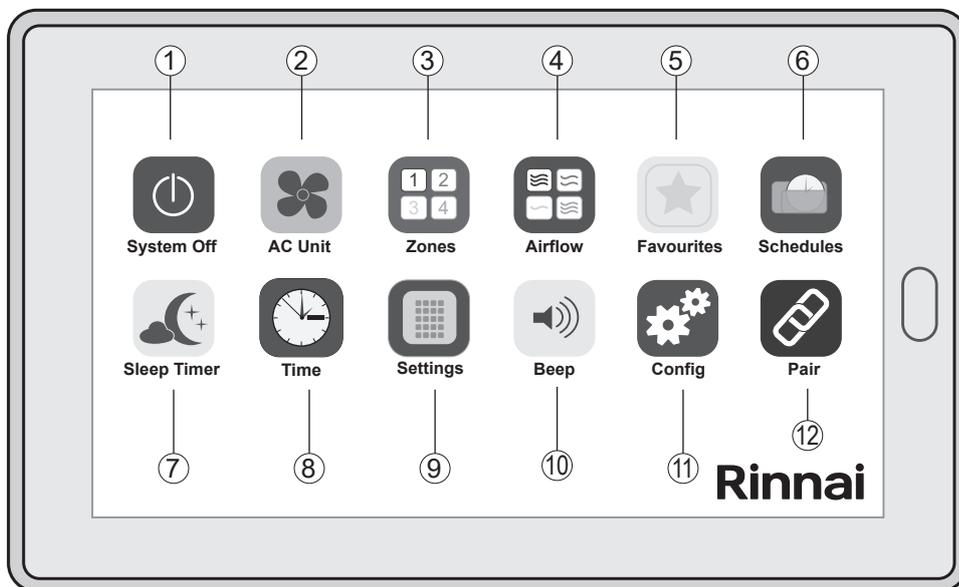
To get back to the Home screen at any time press the Rinnai Home button.

When entering names or values using the keyboard it is easier to use a thin object such as a toothpick. Do not use sharp, hard objects as they may damage the screen. The enter button must always be pressed to save the changes you have made.



Some functions may have been locked by your installer to ensure the commissioned values are not changed. To make changes to these values contact your installation company.

## Rinnai home screen



①	System Off	To turn system ON or OFF
②	AC Unit	To change the AC unit settings
③	Zones	To change zones (Open / Close)
④	Airflow	To change Zone airflow
⑤	Favourites	To activate a favourite mode or to configure a new favourite
⑥	Schedules	To activate a schedule or to configure a new schedule
⑦	Sleep Timer	Select to toggle sleep timer options
⑧	Time	To set system and time & date
⑨	Settings	To change screen settings
⑩	Beep	Select to activate or deactivate the screen's audio feed back (beep on touch)
⑪	Conf	Select to configure the system (for installers)
⑫	Pair	To pair or connect to different devices

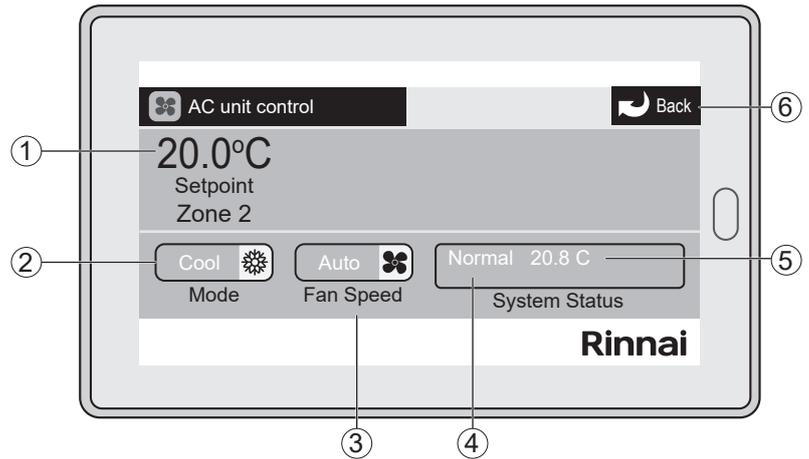
## CONTROLS

### AC Unit —► AC unit control

When the system is set for zone control by the installer the temperature for the respective zones must be modified through the 'Zones' icon (AC Unit -> Zones). The below configuration is set for zone control and will display the zone with the coldest setpoint in 'Cool' mode and warmest setpoint in 'Heat' mode. The Cool mode example below show cases the zone with the greatest cooling demand or setpoint temperature, that being Zone 2 at 20.0°C.

The temperature section displaying 'Normal 20.8°C' is the temperature measured at the controlling zone actual temperature sensor of the AC's fan coil unit. This temperature may not be visible if not enabled during installation. When set for zone control the only functions that may be modified are the 'Mode' and 'Fan Speed'.

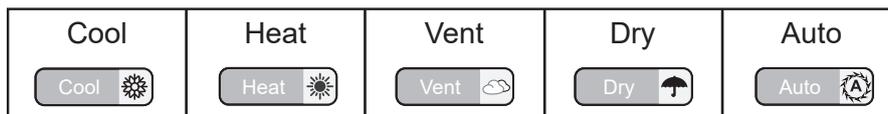
①	Current Controlling Set Point
②	Current Mode
③	Current Fan Speed
④	Current AC Unit Status. If a fault occurs it will register here.
⑤	Controlling zone actual temperature from AC unit.
⑥	Return back to Home Page



**The AC Unit Control screen will display the in-duct supply air temperature (if configured) when zone status is set to Climate.**

## MODE CONTROL

The Rinnai Home system has the following modes to select:



### Cool

The AC unit will be run in Cool / Cooling mode.

The compressor will be controlled by the AC Unit's own protocol.

The fan will run in the AC units factory default setting (continuously or cycle with the compressor) or as set up in the AC unit field settings. For best results we recommend the supply air fan runs continuously in Cool Mode.

### Heat

The AC unit will be run in Heat / Heating mode.

The compressor will be controlled by the AC Unit's own protocol and will initiate defrost mode as required by the condensing unit.

The fan will run in the AC units factory default setting (continuously or cycle with the compressor) or as set up in the AC unit field settings. For the best results we recommend the supply air fan cycles on and off with the compressor in Heat Mode.

### Vent

In Vent mode the fan will run continuously and the compressor will not start.

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## Dry

The AC unit will be run as per Cool mode. However, the fan speed will be automatically changed to low speed to maximise moisture removal to dry the supply air.

## Auto

In Auto mode the Rinnai Home will automatically change modes between Cool and Heat to satisfy the sensor. There is an Auto mode dead band which can be adjusted in the Rinnai Home AC>Config>AC Unit>Auto mode dead band. It is recommended that this Auto mode dead band is set to around 1.5°C (SP +/-1.5°C). This prevents the system from hunting.

When controlling the AC unit from "Zones", the system will select the majority of zones requesting the same mode (Cool or Heat). If the majority changes, the mode will be permitted to change, after the new majority's controlling temperature has exceeded the dead band.

If the number of zones requiring cooling and heating are the same (ie. no majority) the system will run in the mode it was last in.

For example (see below):

3 zones require cooling and 2 zones require heating the Rinnai Home will start running the system in Cool. The zones requiring heating will close when the supply air temperature sensor detects cool air.

If the zones requiring cooling reduces to 2 with 1 zone moving from past the set point from cooling to heating and 2 zones still requiring heating the majority of zones will change to heating. The mode will change the mode from Cool to Heat ( provided one of the heating zones is outside the dead band. The zones requiring cooling will close when the supply air temperature sensor detects warm air.

After some time the heating zones achieve set point. However, the mode remains in heating even though all 5 zones require cooling as they are all within the dead band. After more time one of the zones drifts outside the cooling dead band and the mode changes from Heat to Cool. The zones requiring heating will close when the supply air temperature sensor detects cool air.

### The available fan speeds are:



**Low** – Select to run the system on Low fan speed

**Med** – Select to run the system on Medium fan speed

**High** – Select to run the system on High fan speed

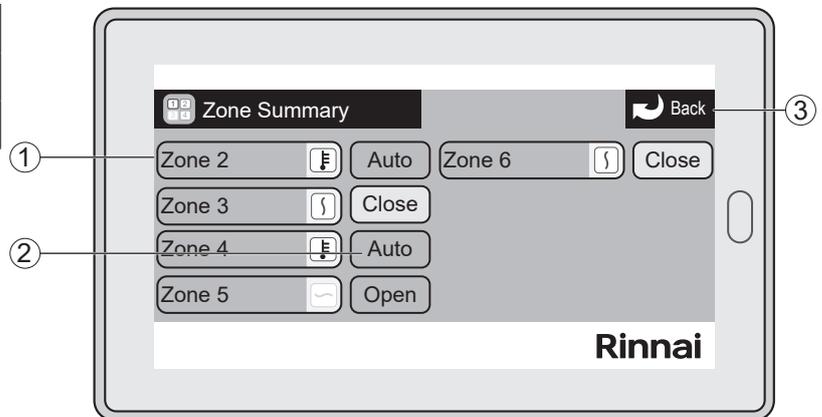
**Auto** – Selecting Auto (if available) will allow the system to automatically adjust the fan speed depending on the number of zones that are Open or in Climate (Auto) control. This is a dynamic function, as zones dampers modulate open and closed the systems fan speed will adjust accordingly. The installer must enable Auto fan speed during configuration of the system for this option to be visible on the user interface.

## Zones —> Zone Summary

Pressing 'Zones' on the home screen will allow access to all zones so they may then be accessed individually to modify various control parameters.

On the 'Zone Summary' section, the zone name may be pressed and accessed (e.g Zone 2) or the zone status may be pressed and accessed (e.g. Auto).

①	Zone name. Press to edit zone name
②	Press to edit zone settings
③	Return back to home page

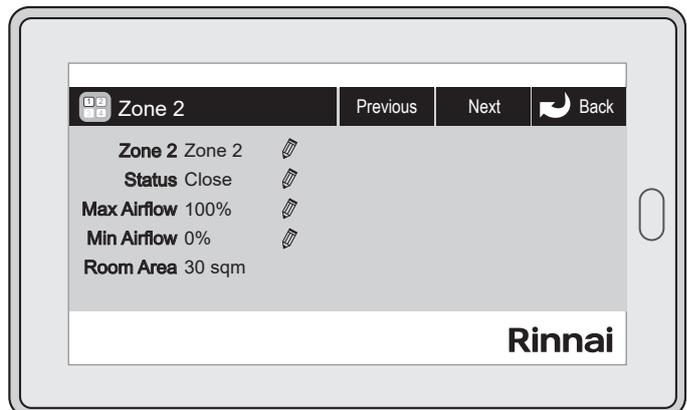


## EDIT ZONE NAMES & SETTINGS

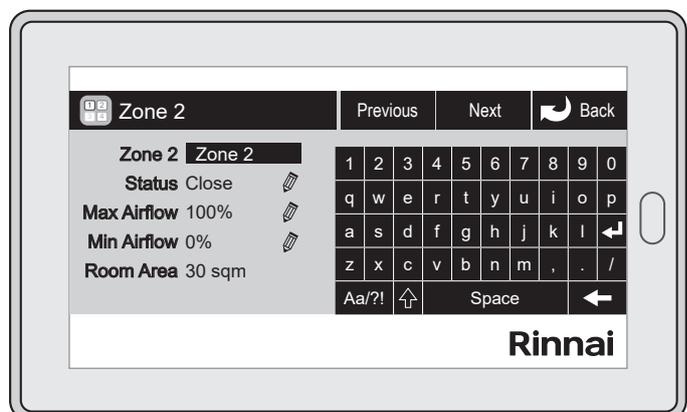
Pressing the zone name will provide access to the below information, some of which may be changed.

S1	Press the zone name to enter
S2	The installer may have already changed the zone name. However, this may still be modified by pressing the edit 'Pencil' adjacent the zone name.

S1



S2



To change the name of the zone do the following:

Press the home button>Find the system you want to change >Press Zones to access the Zone Summary>Press on the existing zone name you want to change>(Provided the Zone names have not been locked), a keyboard will pop up on the screen and display the current zone name>Use the back space button to delete the current name>Type in the new Zone name (Maximum 11 characters)>Press Enter to save and return to the Zone Summary screen. If the zone names have been locked the screen will beep when the zone name is touched and it will not allow the zone name to be changed, they have been locked by the installer.

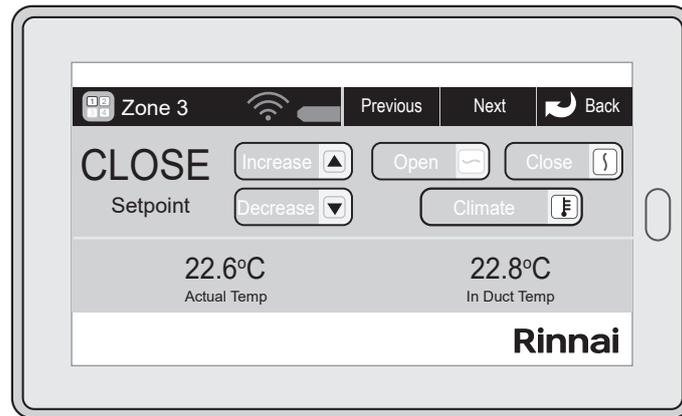


**Zones status Open / Close will not display the supply air temperature, zone status must be set to Climate to allow visibility.**

## ADJUSTING TEMPERATURE CONTROLLED ZONES

The status of the zone may be modified along with the Maximum and Minimum airflow percentages for the zone, the percentages being the percentage the damper motor may open or close. These values may have been locked by the installer during installation of the product.

Pressing zone status (Open, Close, Auto) on the Zone Summary page will provide access to the below zone information where the zone temperature and zone status may be modified. Press the ▲ ▼ arrows to increase or decrease the setpoint temperature of the zone. For manual control press **Open** to open the zone or **Close** to close the zone. The set point temperature and measured temperature will be ignored under manual control of the zone. The preferred control method for the zone is the **Climate** option which relies on the Rinnai Home wireless zone sensor to modulate the zone dampers to maintain the zone set point. Zone settings may also be managed through the Rinnai Home Application if configured.



**If configured, zone status must be set to Climate to enable visibility of the in-duct supply air temperature.**

Wi-Fi and battery status of the wireless sensor may be seen adjacent to the zone name, for the image above they are both at full strength. Pressing Previous / Next will move the interface to the previous or next zone, Back will return you to the previous page.

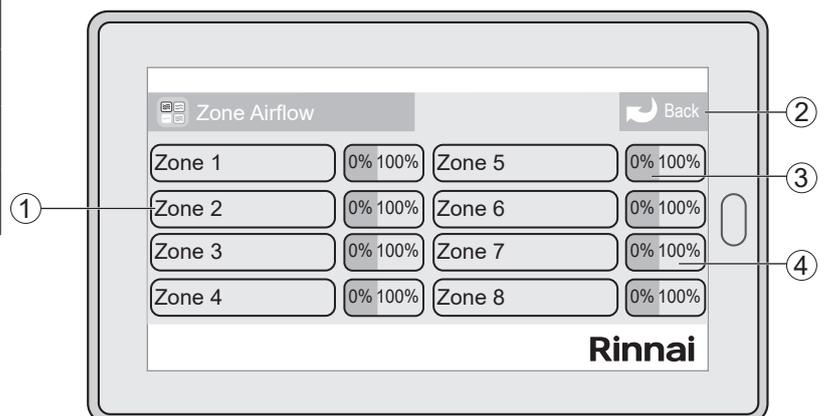
The Actual Temp measured is the temperature measured at the wireless sensor in the associated zone, In Duct Temp is the temperature measured in the main supply air duct just after the refrigeration fan coil unit.

## ZONE AIRFLOW

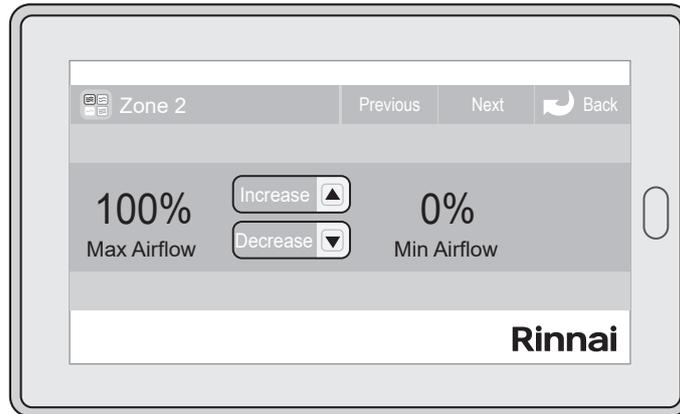
On the home screen press **Zones** to access the **Zone Airflow** summary page detailed below. During system configuration the installer may have modified the minimum and maximum percentages which are not visible through this user screen. The installer may have also locked access to the minimum and maximum airflow adjustment settings to ensure system performance is not impacted.

From there zone minimum and maximum airflow adjustments may be made.

①	Zone name
②	To go back to home page
③	Indicates current minimum air flow setting to this zone
④	Press here to change the zone air flow settings



Press the zone name on the above screen to access the zone airflow screen shown below. If permitted (not locked by the installer) you may decrease the maximum airflow for the associated zone, in this example Zone 2.



Press Next or Previous to access another zone, press Back to save and return to the previous page.



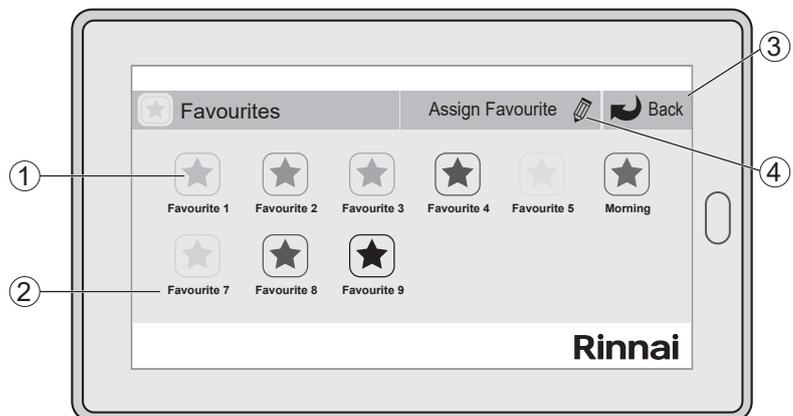
To allow a zone to Open / Close automatically, select 'Climate Control' for the zone setting.

## FAVOURITES

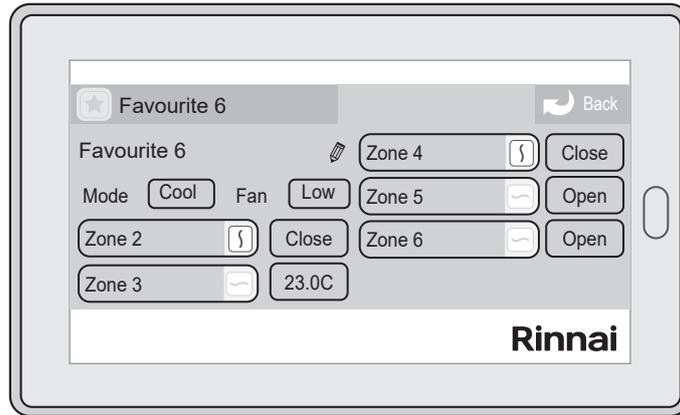
A favourite is a short cut which allows the user to press a single button to simultaneously make multiple changes to the zones status, mode/fan speed. Once a favourite has been created it can then be scheduled to start and stop at specific times during a 7 day week.

When a Favourite is pressed all zone settings will be adjusted to align the selected Favourite settings..

①	Press to run
②	Indicates this favourite has not been allocated
③	To go back to home page
④	Press here for setup and to edit favourites



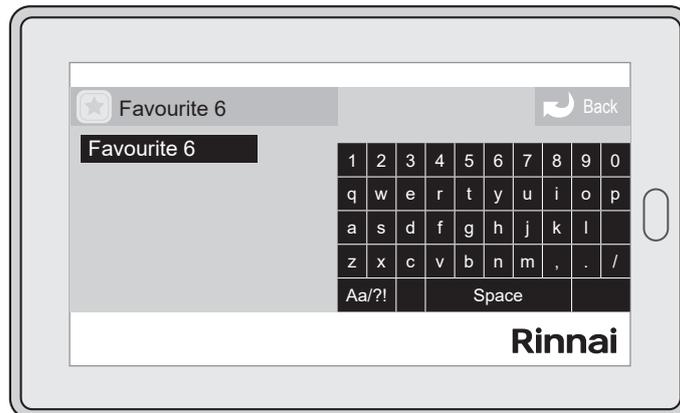
## ASSIGNING AND EDITING FAVOURITES



The available Modes and Fan speeds are those available under AC Unit Control or the Zone Control section. If N/A is selected the Rinnai Home system will not change the mode or fan speed when this favourite is activated.

Once the mode and fan speed are nominated the status of the zone may be modified to Open, Close or the zones setpoint temperature. To change the set point temperature on a Climate Controlled zone you will need to go to "Zones" and change the corresponding zone set point temperature. Once adjusted, then return to favourites and set up and save the favourite.

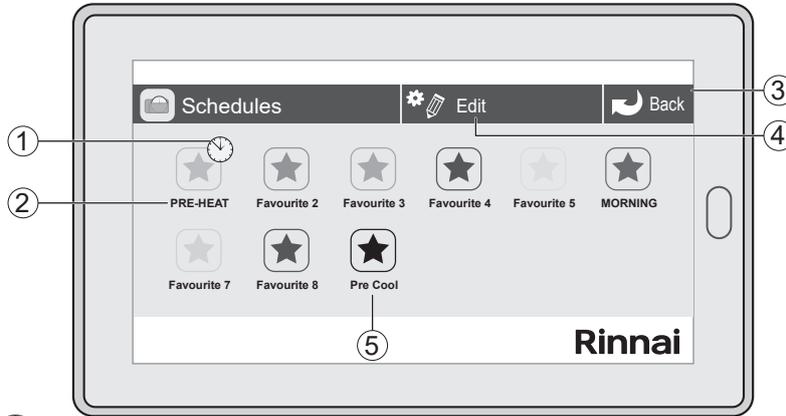
To change the name of the favourite press the edit pencil adjacent the name in the above image, the name edit page will appear as detailed below. Back space the name to delete, enter the new name and press return to save. Press back to access the above screen, press again to return to the favourite overview screen.



## SCHEDULE OVERVIEW

A schedule will provide you with greater control of your system by allowing your favourite programs to be scheduled in the morning, afternoon, and during the night, for all days of the week.

To configure a schedule, it is necessary to first create a Favourite with the Mode, Fan Speed and zone settings that you want to run when the schedule is active. Once the favourite has been created and tested it can then be scheduled to start and or stop at the required time. Please note if schedules overlap, the running schedule will finish earlier than expected to commence the next overlapping schedule.



### ① Active Schedule

The clock indicates this schedule is active and will start/stop the favourite on the scheduled days/times. To deactivate this schedule, simply press the clock and the clock will disappear indicating that the schedule has been paused.

### ② Schedule Names

This is the Schedule Name. It uses the name of the Favourite you are scheduling to run. To change the name, go to Favourites and change the name of the Favourite.

### ③ Back Button

Press here to go back to the main menu screen.

### ④ Edit Pencil

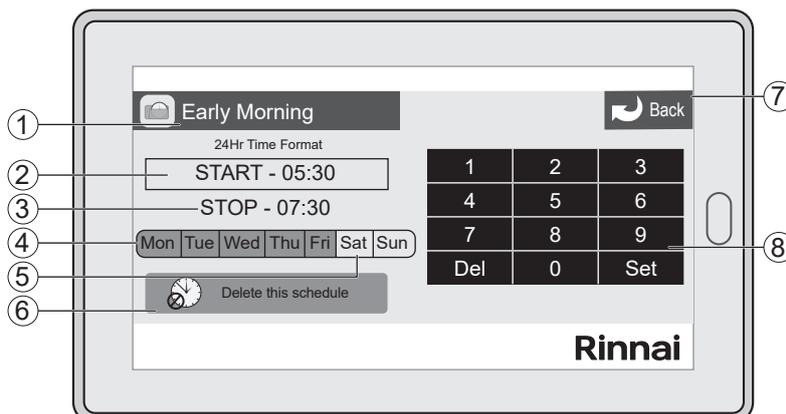
Press the edit pencil to open the details screen for a schedule. In this example, it is the Early Morning Schedule.

### ⑤ Deactivated Schedule

The absence of a clock in the top right hand corner of the schedule button indicates this schedule is deactivated. To activate this schedule, simply press the schedule button and a small clock will appear in the top right corner of the schedule button (see Active Schedule).

To create a schedule press 'Edit' on the Schedule page and then select the Favourite to schedule, in the below example the MORNING favourite was selected.

Modify the **Start** and **Stop** times and nominated days of the week to run the MORNING schedule, once complete select **Set** and then **Back**.



## SCHEDULE CREATION

### ① Schedule Being Edited

This schedule is the name of the schedule / favourite that you are currently changing.

### ② Schedule Start Time

This is the time this schedule will start (24 hour format).

### ③ Schedule Stop Time

This is the time this schedule will stop (24 hour format).

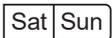
### ④ Day this Schedule will Run

Press the day you want this schedule to run. This schedule will run on days that are coloured green.



### ⑤ Days this Schedule will not Run

This schedule will not run on days that are white. Press active (green) days to change them to white.



### ⑥ Press to Delete this Schedule

To delete all settings for this schedule, press this button.



### ⑦ Back to Summary

Press to go back to the schedule summary and save the changes. Remember to activate the schedule in the schedule summary if you want to start scheduling.

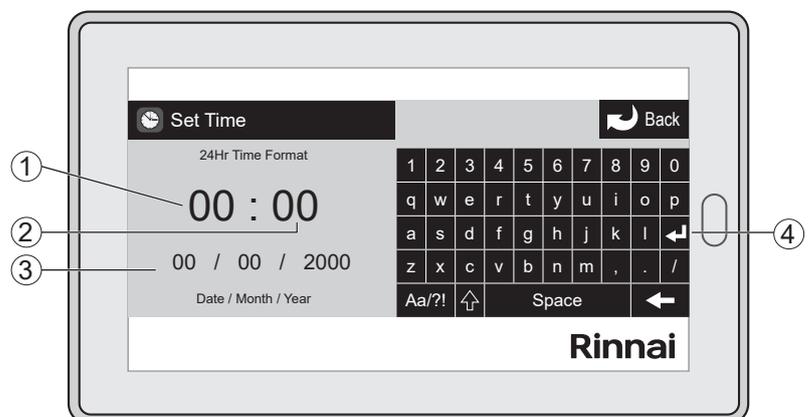
### ⑧ Key Pad to Enter Times

Use the keypad to change the start and stop times.

## SETTING CURRENT DATE AND TIME

To set the time or date press the item you would like to change. Press back space to delete existing characters, then use keyboard to enter new digits. On the keyboard press enter to save changes. Press the Back button to return to the home screen.

①	Current time – Hours
②	Current time - Minutes
③	Current date
④	You must press the 'Enter' button to save the changes you have made.

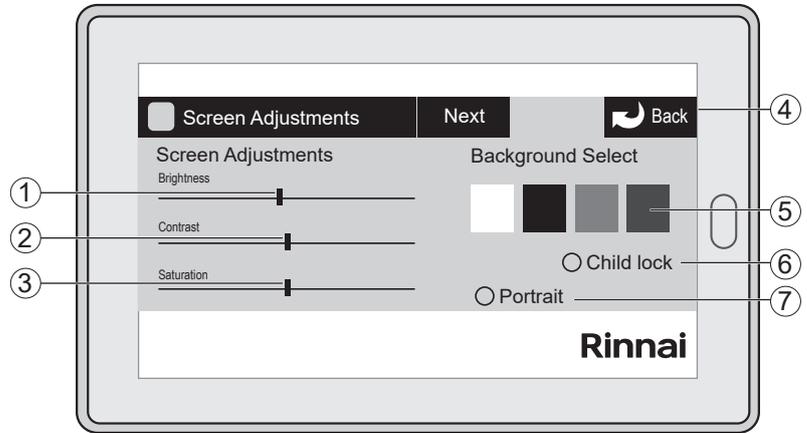


24hr time period available only.

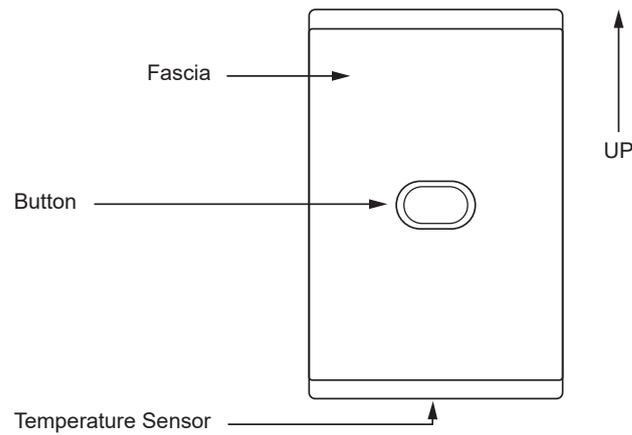
## CHANGING THE HOME SCREEN SETTINGS

To lock the system so that changes may not be made the 'Child lock' should be enabled. Record the PIN for future access to the system.

①	Slide left or right to adjust the screen brightness
②	Slide left or right to adjust the screen contrast
③	Slide left or right to adjust the screen saturation
④	To go back to home page
⑤	Press the colour you would like for your home screen. Fine adjustments to the shade, tone, hue can be made using the brightness, contrast and saturation slides.
⑥	Press to select Child lock option
⑦	Press Portrait if you want to change to portrait format



## WIRELESS CONTROLLER



### Fascia

The fascia is moulded from clear polycarbonate plastic with a colour applied to the back of the fascia to give it a coloured glass look. The sensors are available in White or Black.

### Button

The LED on the wireless sensor has three displays modes. Because the wireless sensors are battery powered the use of the LED is minimised to preserve the battery life.

1. LED Blue for 2 seconds when the sensor button is pushed and the zone is set to Climate control.
2. LED Red for 2 seconds when the sensor button is pushed and the zone is set to Closed.
3. LED Blue and Red flashing for 2 seconds when the sensor is not receiving a confirmation message from a paired CPU (CRA225) module.



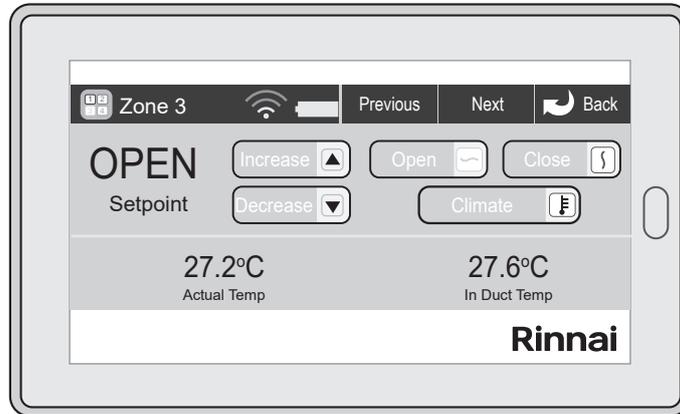
Wireless Sensor Specification	
Power Supply	<b>CR2032 battery</b>
Battery Life	<b>Approximately 1 - 2 years</b>
Communication Range	<b>Free field line of sight approximately 100m</b> In a building, the range will vary depending on the wall, roof and furniture materials which the radio signals needs to pass through.

## WIRELESS SENSOR BATTERY

### When the sensor battery is low, decaying, or dead

If the battery is low or decaying, when pressing the sensor button the RED LED that indicates closing the damper will light up bright but BLUE LED that indicates change to climate control and will light up very dim.

Battery status may also be evaluated by accessing the associated zone through the touch screen controller.

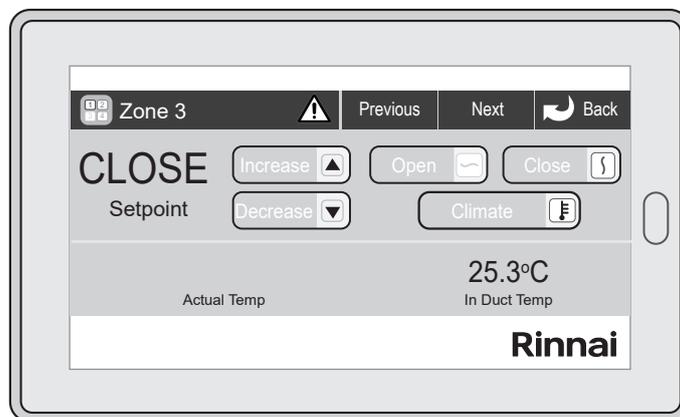


### Zone motor function

If the battery is low the zone motor will still open and close but as the battery is decaying the room temperature reading may become intermittent. Therefore, the zone may or may not respond to the temperature demand.

### Does the signal strength decay with the battery?

The battery indicator in the zone section will start showing a half battery / then yellow / and then as battery goes flat the actual temperature will disappear showing only a yellow triangle (see image below). Note: signal strength can be affected when the battery is about to die.



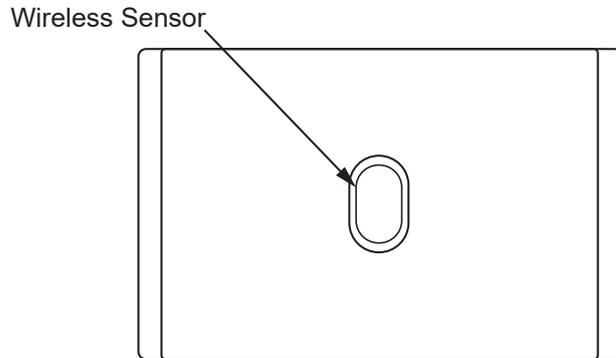



**WARNING KEEP BATTERIES OUT OF REACH OF CHILDREN.**

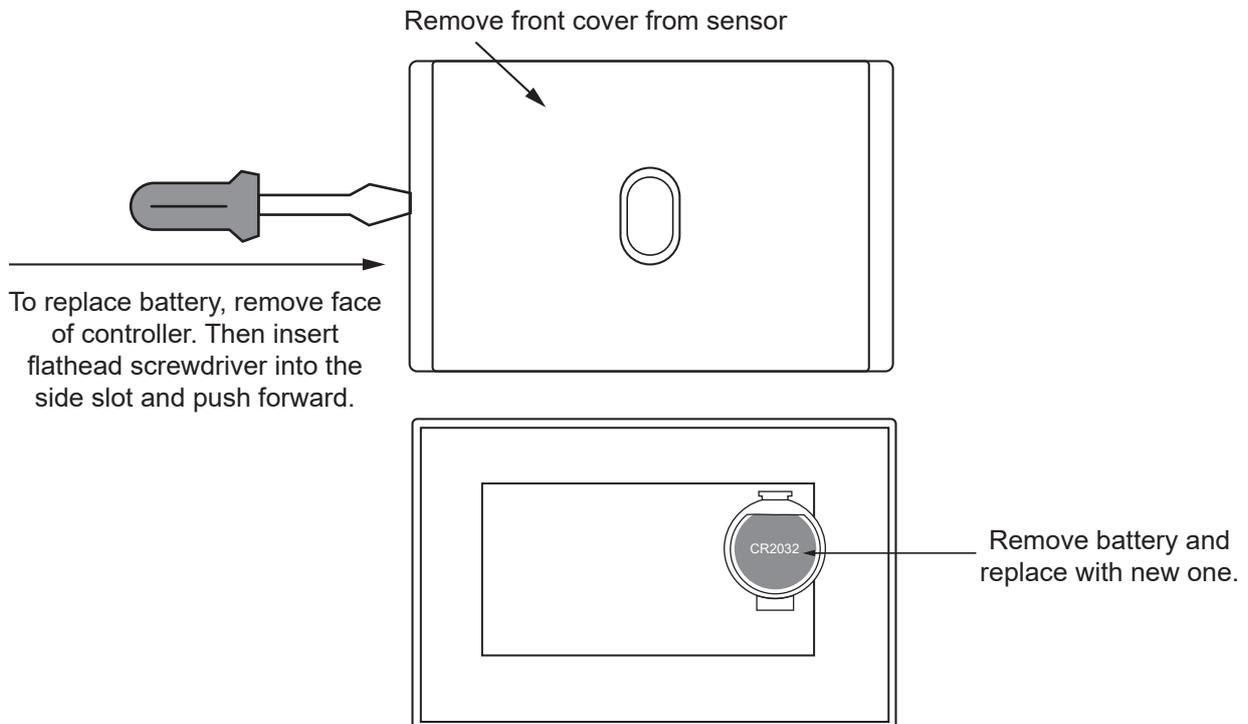
- Swallowing may lead to serious injury in as little as 2 hours or death, due to chemical burns and potential perforation of the oesophagus.
- If you suspect your child has swallowed or inserted a button battery immediately call the 24-hour Poisons Information Centre on **13 11 26** for fast, expert advice.
- Examine devices and make sure the battery compartment is correctly secured, e.g. that the screws or other mechanical fasteners are tight. **DO NOT** use if compartment is not secure.
- Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous and may be a choking hazard.
- Inform others about the risk associated with button batteries and how to keep their children safe.
- Remove the batteries if the remote is not going to be use for prolonged periods. This will help prevent damage from leaking batteries. If leakage has occurred and corrosion is evident the remote will need to be replaced.
- Leaking chemicals are toxic and **MUST NOT** be touched or ingested.
- NEVER** mix old and new batteries.
- DO NOT** immerse the remote control in any liquid, this will damage the remote control, rendering it inoperable and voiding its warranty.



Button batteries provide power to the wireless zone temperatures sensor shown below.



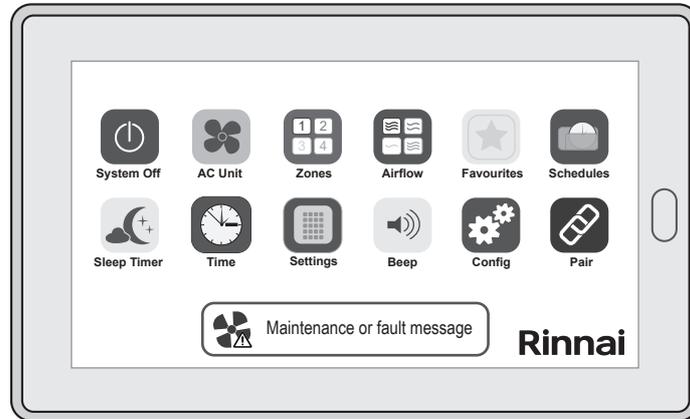
### REPLACING BATTERY



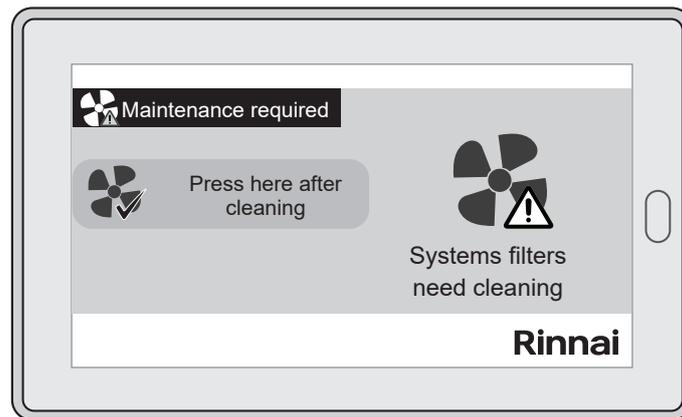
## CLEAN FILTER

Rinnai Home will display a filter cleaning message every three months unless disabled or frequency changed by the installer.

Cleaning the filter periodically is important to maintain reliable operation of the system.



Press the 'Maintenance or fault message' prompt.



Clean the filter and select 'Press here after cleaning' once complete to reset.

# SYSTEM CONFIGURATION

## SMART PHONE, TABLET OR PC CONFIGURATION - SYSTEM REQUIREMENTS

### Smartphone, Tablet or PC

- You will need a smartphone or tablet. The following platforms are supported: Apple & Android.

### System Requirements

#### IOS SOFTWARE REQUIREMENTS

- Compatible with iPhone, iPod touch, and iPad. iOS 14.1 and higher.

#### ANDROID SOFTWARE REQUIREMENTS

- Requires Android: 8.0 and higher.

### Wi-Fi modem or network switch

- You will also need a compatible Wi-Fi modem or network switch with a spare RJ45 access port. Some Wi-Fi modems, firewalls and security settings are not compatible with the Rinnai Home Wi-Fi bridge and will need to be changed or replaced to enable the Rinnai app to run.

### Download the Rinnai App

- You will need an account with the manufacturer of your phone to enable you to download Apps from their respective store.
- Apple – Apple App Store
- Android – Google Play Store
- Login to the respective store.
- To search for the Rinnai Home App type “Rinnai Home” into the stores search menu.
- Select Rinnai Home and download the App.
- Smart Phone, Tablet or PC configuration - Equipment



Rinnai Home

## MODEM COMPATIBILITY

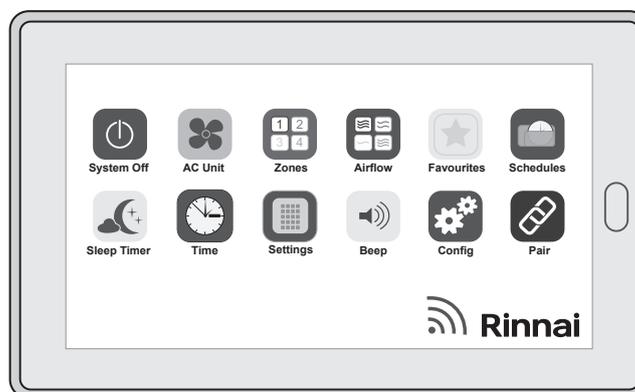
The Rinnai Home mobile app will work with the majority of residential modems available on the market today without having to modify modem settings. While it is not possible to test all modem brands, we are able to provide some guidelines.

The modem must be able to accept communication through the following ports, UDP 12107 and TCP 80.

If modem configuration is required, please contact your service provider or modem manufacturer for assistance.

## SMART PHONE, TABLET, PC - CONFIGURATION

The installer should of paired the bridge a green Wi-Fi symbol will appear next to 'Rinnai' on the touch screen, if not 'Rinnai' will stand alone.



A green symbol indicates the Rinnai system is now connected to Wi-Fi and ready to use

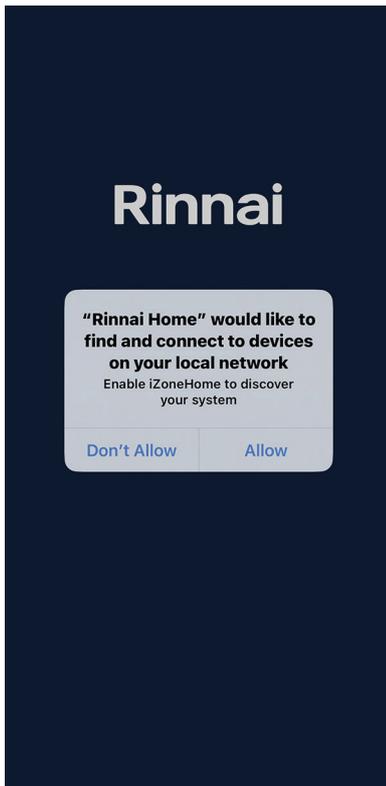
## RINNAI HOME - WI-FI CONFIGURATION

To operate your system over the local Wi-Fi network do the following:

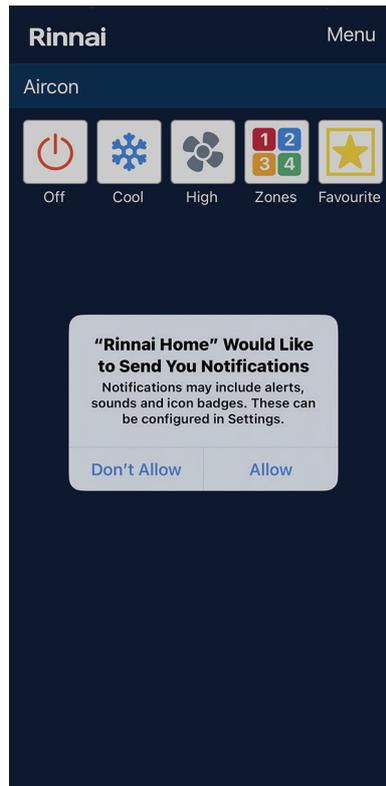
1. Ensure the smart device is connected to the local Wi-Fi network
2. Download the Rinnai Home App
3. Open the Rinnai Home App
4. Select Allow ('Rinnai Home' would like ...)
5. You may select 'Don't Allow' or 'Allow'



Rinnai Home



Select Allow



Select 'Don't Allow' or 'Allow'

6. You may now manage your refrigeration system through the App over the local Wi-Fi network

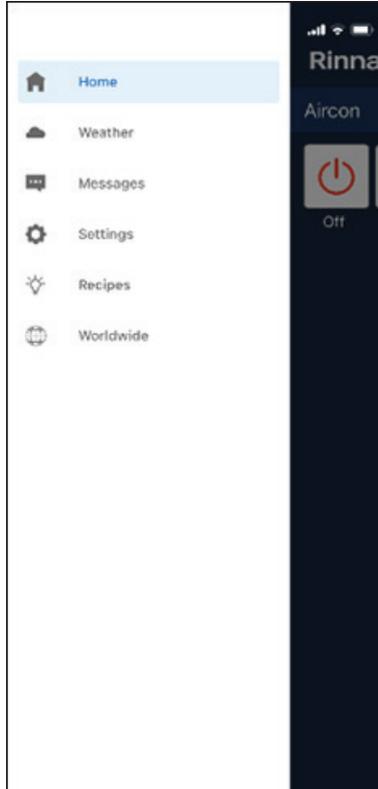
## RINNAI HOME – REMOTE ACCESS

To use the Rinnai Home application on a smart device remotely to control your system a user account must be created. Once configured this will allow connection to your system over the 3G/4G/5G network

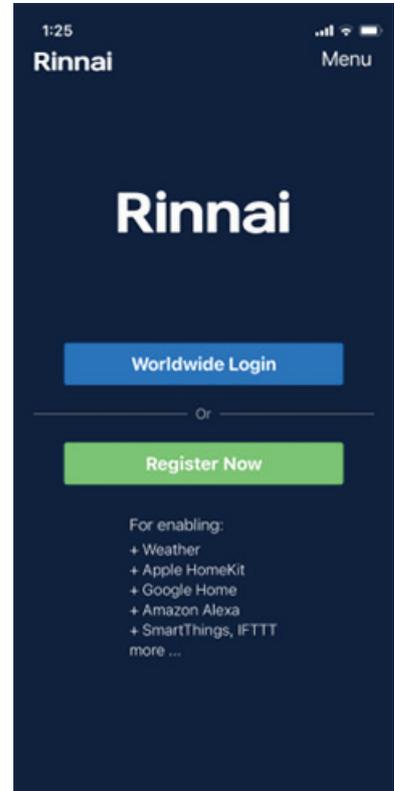
To complete configuration of the Rinnai Home for remote access, open the App and complete the following steps.



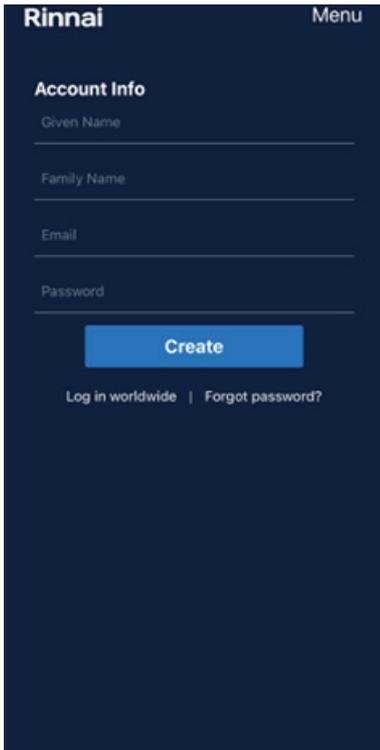
Open the Rinnai Home App and select 'Menu' in the top right hand corner.



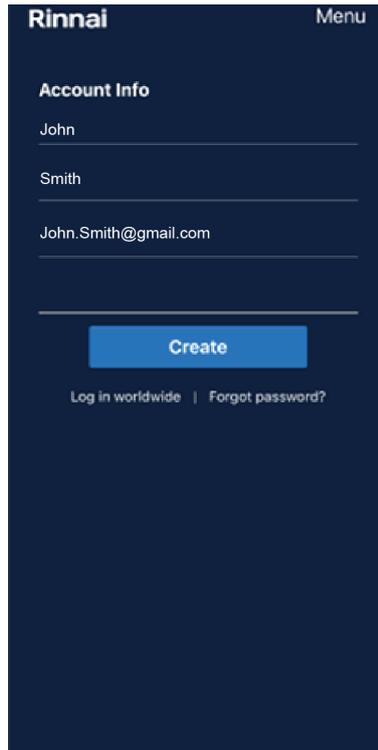
Select 'Worldwide'



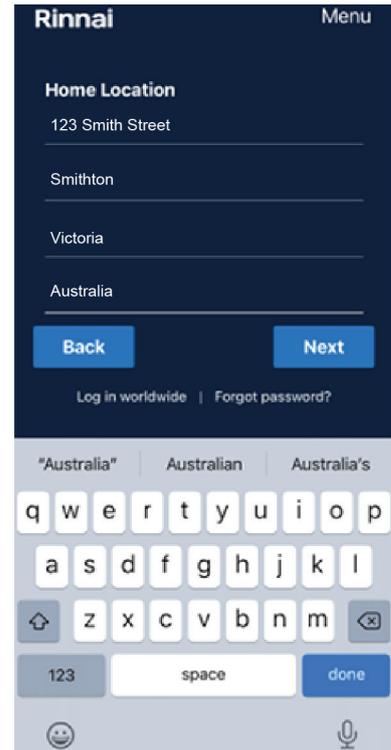
To create a new account select 'Register Now'.



Fill in the above fields and select 'Create' once complete



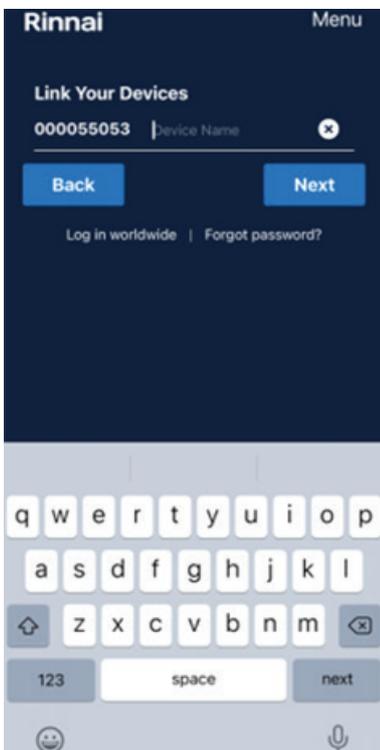
Record your account information and store in a safe place



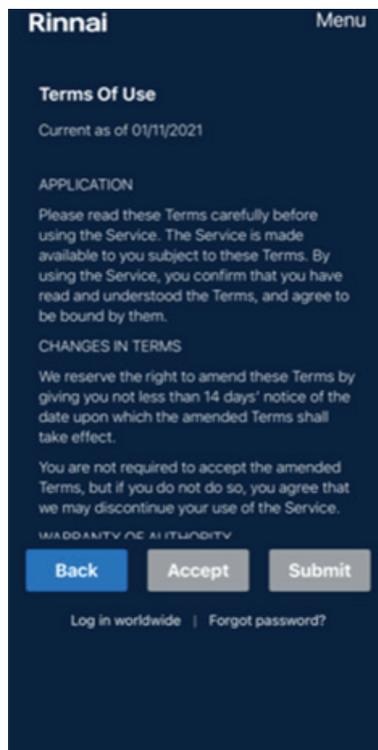
Fill in the address fields and once complete select 'Next'



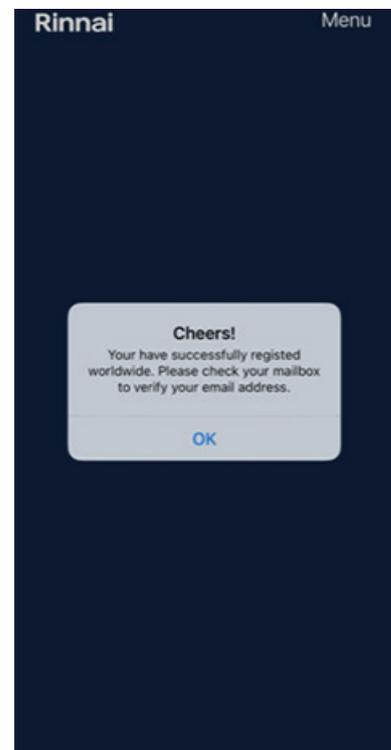
**NOTE** Complete Home Location (This is the location where the system is installed). This information is "Optional" to comply with privacy policies. However, it is critical to be able to send accurate Weather Forecast and Air Quality for your location.



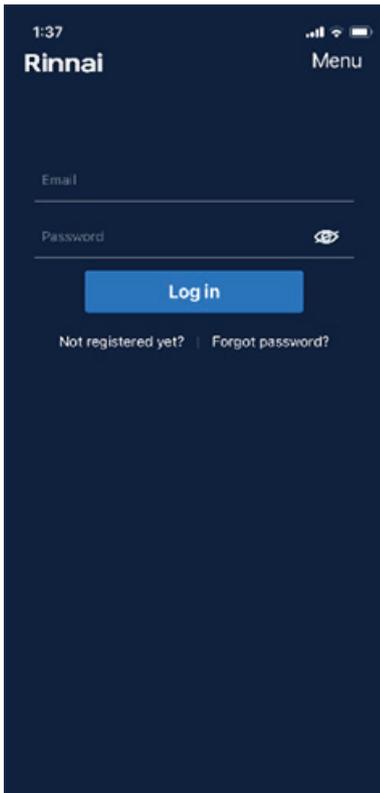
Unique nine digit number (e.g. 000055053) printed on the CRA225 module that is paired to the Wi-Fi Hub may be named. Bridge is automatically populated and may be named in App for reference. e.g. Aircon.



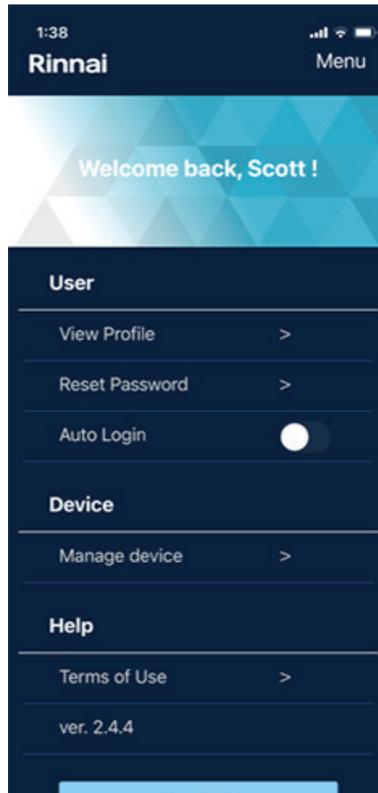
Read the Terms & Conditions and Privacy Statement, if you agree press 'Accept' and then press 'Submit'.



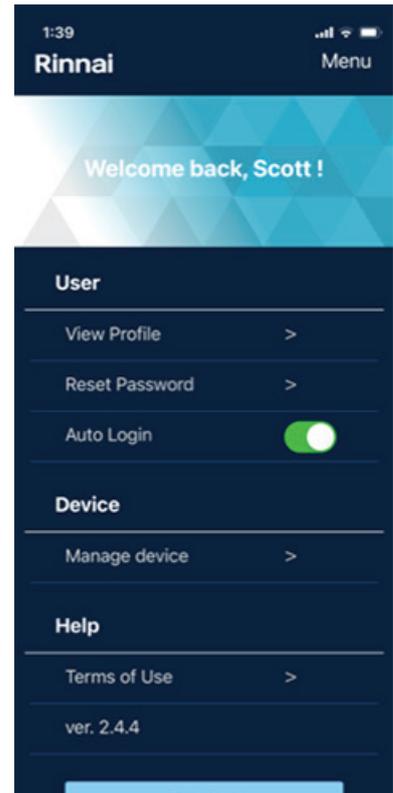
Press OK to continue.



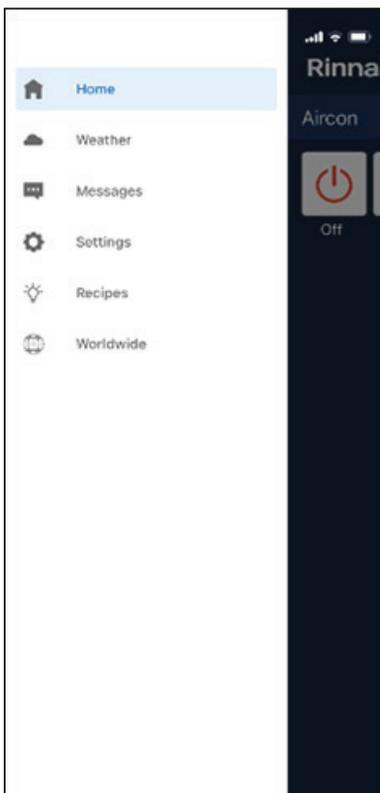
Enter your email and password created in previous steps



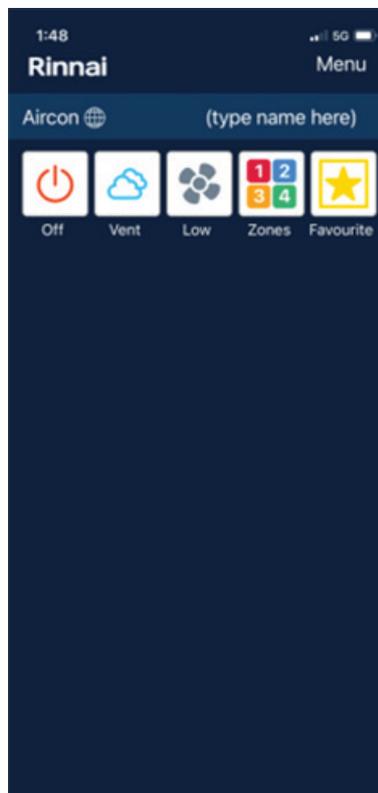
Welcome



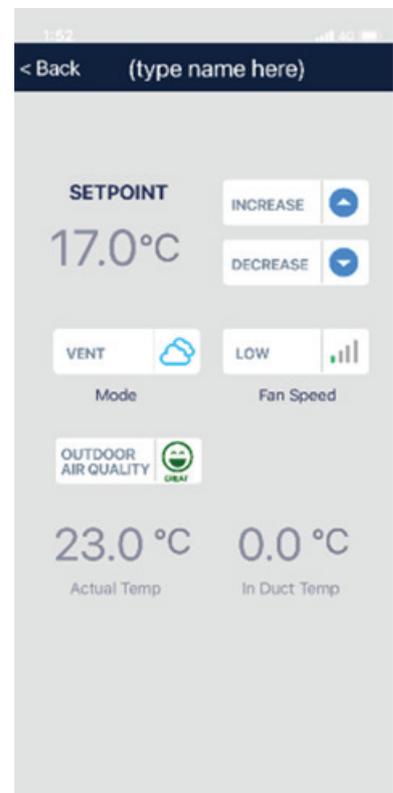
For convenient access to your system through the Rinnai Home App enable 'Auto Login'.



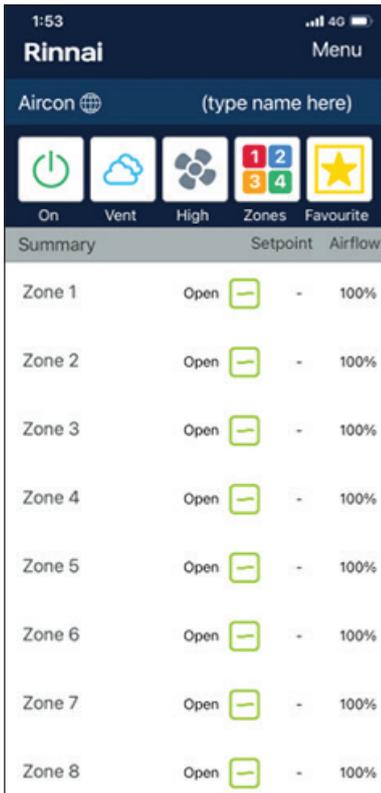
Press 'Menu' and select 'Home'



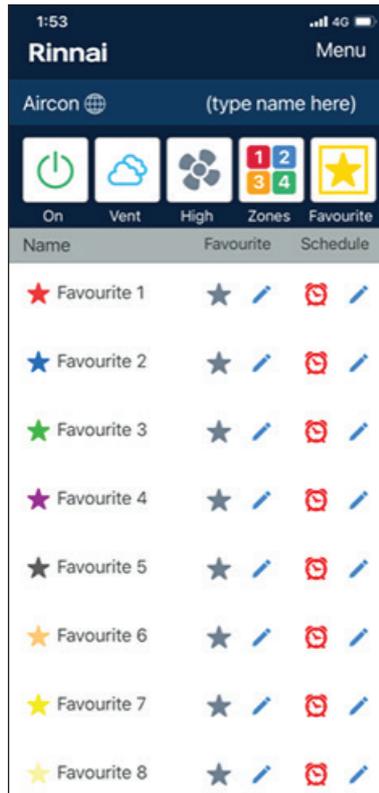
Configuration is complete, functionality is very similar to the touch screen.



Sample screen #1



Sample screen #2



Sample screen #3

### Quick Start Guide - App Configuration

Your Installer should configure the Rinnai Home bridge and pair to AC system.

#### 1. Download Rinnai Home App

Go to the Apple App Store or Android Google Play Store and down load the Rinnai Home App

#### 2. Turn Wi-Fi On

On your phone or tablet, make sure your Wi-Fi is turned "on" and you are logged on to the same network as your Rinnai Home bridge is connected to.

#### 3. Open App

Open the Rinnai Home App.

#### 4. Menu

Press Menu

#### 5. Worldwide

Press Worldwide

#### 6. Register Now

Press Register Now

#### 7. Account Info

Complete Account info > Given Name > Family Name > Email address > Password

#### 8. Location

Complete Home Location (This is the location where the system is installed). This information is "Optional" to comply with privacy policies, however it is critical for us to be able to send you accurate Weather Forecast and Air Quality for your location.

#### 9. Link Devices

Select the Devices you would like to Link to here. (The Bridges found on this network will be displayed here). Press Next

---

## 10. Terms of Use

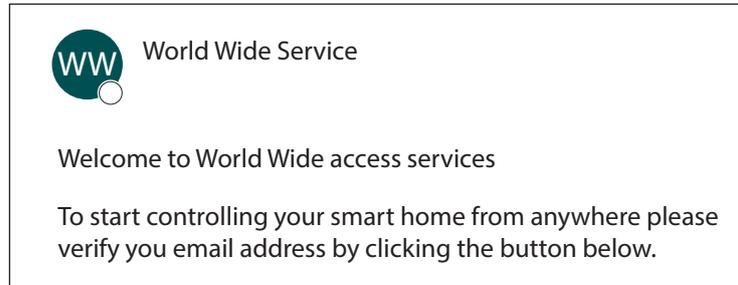
Please read, in full, and if you accept them press "Accept" and the button will change to a green tick.

## 11. Submit

Press Submit

## 12. Verify

You will receive an email requesting you to verify your email address. Please check the details and verify if it is all correct.



### **Multiple Rinnai Home World Wide accounts with different email addresses and passwords.**

It is possible to have multiple Rinnai Home World Wide accounts all referencing the same system (ID)

The first World Wide account linked to a device ID becomes the "owner". Subsequent registrations will require the owner to allow them access. This can be revoked via the Rinnai Home App at anytime.

### **Additional smart device registrations**

Additional smart devices may download the Rinnai Home App and login with account details created with the primary device or create a new account.

### **Shared Device - One Account**

The owner of the primary smart device, or the first device registered to the Rinnai Home controller must share email address and password created for logging into the Worldwide account.

## **APPLE HOME KIT CONFIGURATION**

Rinnai Home is compatible with Apple Home Kit however it is not an Apple certified product.

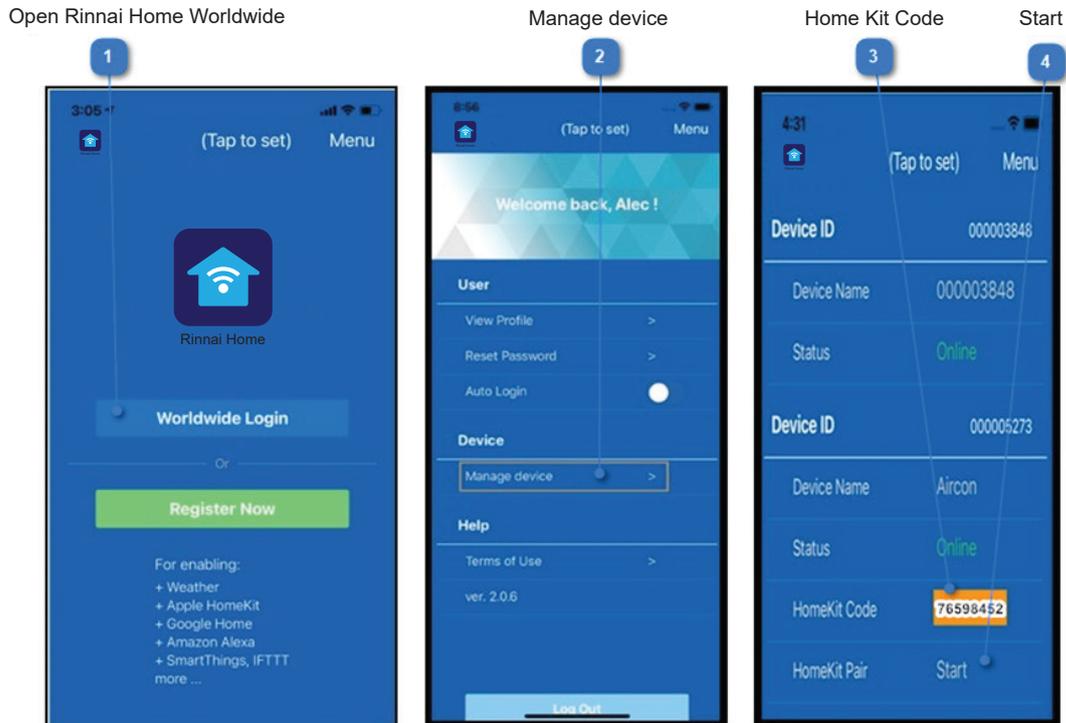
The following information is available for Apple Homekit:

### **Recommendations**

- For compatibility with Apple HomeKit, a Rinnai Home Wi-Fi Bridge is required. Make sure the bridge is connected to the same Wi-Fi network as your iPhone or other Apple devices.
- Name the devices, zone names etc. so they are easy to pronounce. If possible avoid using numbers or symbols in the names.
- For a better Siri Home experience use Siri's language detailed as follows. The device / zone names used are underlined. You would need to substitute these names with those on your system.

## Pair / Setup

Make sure you have registered your Worldwide account.



### 1. Open Rinnai Home Worldwide

Open your Rinnai Home App and navigate to the Worldwide login. If you do not have an Rinnai Home Worldwide account click here for instructions on how to set up an account

### 2. Manage device

Login using your user name and password then navigate to Device>Manage Device and press >

### 3. Home Kit Code

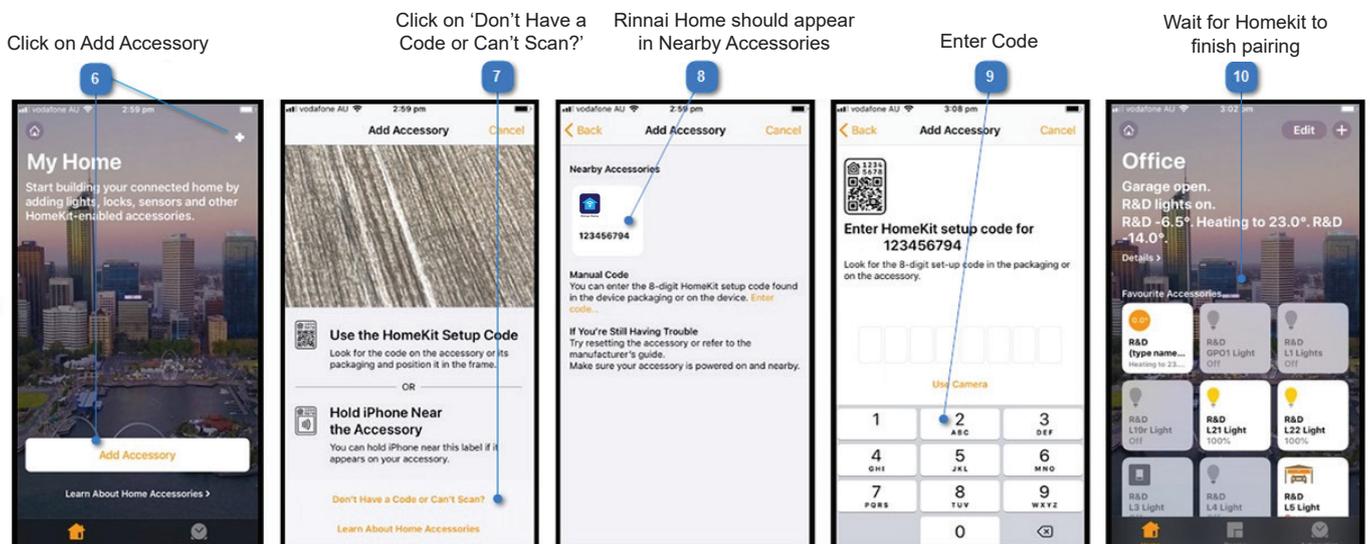
You will see details of your Devices. Select which device you want to pair to Apple Homekit and record the Homekit Code for use later.

### 4. Start

Scroll down to Homekit Pair and press Start. This will enable the Rinnai Home to be discovered by Homekit.

### 5. Open

Open the Apple Home App on you iPhone or iPad



## 6. Click on Add Accessory

On the home page click on Add Accessory or the + symbol in the top right corner of the screen

## 7. Click on "Don't Have a Code or Can't Scan?"

Go down to Don't Have a Code or Can't Scan? and press the text

## 8. Rinnai Home should appear in Nearby Accessories

The screen will display all Nearby Accessories. If everything is configured correctly an Rinnai Home will appear here. Press the icon to start the pairing process.

## 9. Enter Code

Input the 8-digits HomeKit set-up code you recorded earlier from Rinnai Home Worldwide. (See point 3 above)

## 10. Wait for Homekit to finish pairing

Wait a few moments for Homekit to complete the pairing process and populate the Rinnai Home devices



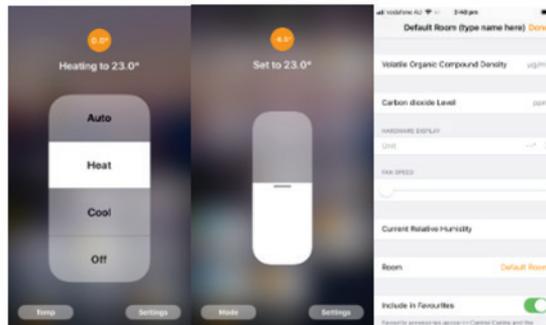
**Some customers using certain routers or Internet operators could experience pairing issues due to DNS settings. If this occurs, try setting the Internet router's local DNS server to "1.1.1.1", and turn off "Dynamic DNS" or "Secure DNS" if they are enabled in router.**

## IOS HOME APP CONTROL

### Air conditioning System

Turn on/off, Set mode, Set fan speed, Setpoint

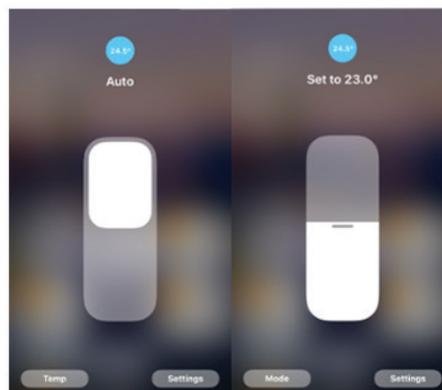
\*\* Apple HomeKit only has the following three mode options: Heat, Cool & Auto.



## ZONES

### On/Off, Setpoint

\*\* when turned on, by default the zone would be in OPEN mode, adjust setpoint will change the zone's mode to CLIMATE.



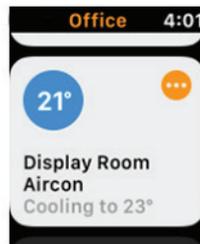
## Siri Home Control

Air conditioning System	
Turn On/Off	Set Mode
<ul style="list-style-type: none"> <li>Hey Siri, turn on the <u>Rinnai Home</u>.</li> <li>OK Siri, turn off the <u>Rinnai Home</u>.</li> </ul>	<ul style="list-style-type: none"> <li>Ok Siri, change the <u>Rinnai Home</u> to heat mode.</li> </ul> <p><i>Modes available: heat, cool, auto</i></p>
Set Fan Speed	Adjust Set Point
<ul style="list-style-type: none"> <li>Hey Siri, turn the <u>Rinnai Home</u> speed to low.</li> </ul> <p><i>Fan speeds available: low, medium, high, auto*.</i></p> <p><i>*May vary according to different systems</i></p>	<ul style="list-style-type: none"> <li>Hey Siri, set the <u>Rinnai Home</u> to 25 degrees.</li> <li>Ok Siri, set the <u>Rinnai Home</u> temperature higher.</li> <li>Ok Siri, set the <u>Rinnai Home</u> temperature lower.</li> <li>Ok Siri, make the <u>Rinnai Home</u> cooler.</li> <li>Hey Siri, make the <u>Rinnai Home</u> warmer.</li> </ul>
Zones	Adjust Set Point
<ul style="list-style-type: none"> <li>Hey Siri, turn on the <u>Kitchen Zone</u>.</li> <li>OK Siri, turn off the <u>Kitchen Zone</u>.</li> </ul>	<ul style="list-style-type: none"> <li>Hey Siri, set the <u>Kitchen Zone</u> to 25 degrees.</li> <li>Ok Siri, set the <u>Kitchen Zone</u> temperature higher.</li> <li>Ok Siri, set the <u>Kitchen Zone</u> temperature lower.</li> <li>Ok Siri, make the <u>Kitchen Zone</u> cooler.</li> <li>Hey Siri, make the <u>Kitchen Zone</u> warmer.</li> </ul>
<p><i>Reminder: Underlined - Substitute names with your own system name</i></p>	

## APPLE WATCH CONTROL

Open Apple Watch's Home App, the paired Rinnai Home devices will display automatically.

### Aircon System Zone



## ANDROID - AMAZON ALEXA CONFIGURATION

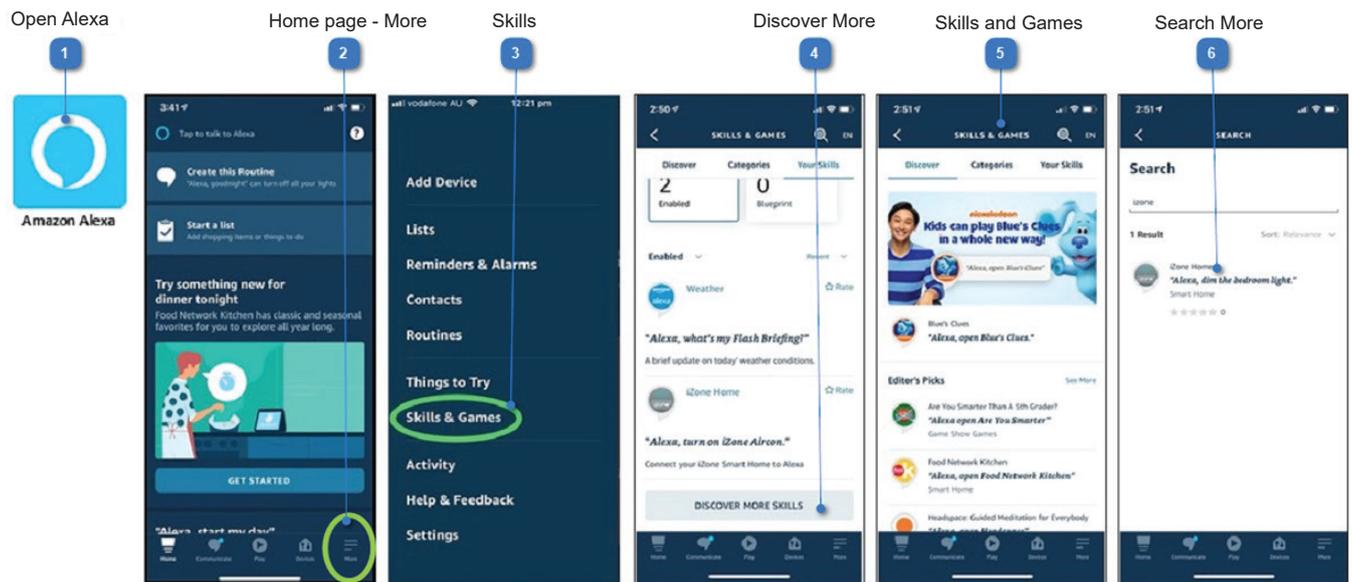
Voice controlling using Amazon Alexa with your Rinnai Home system is simple to set up and use.

### Before starting:

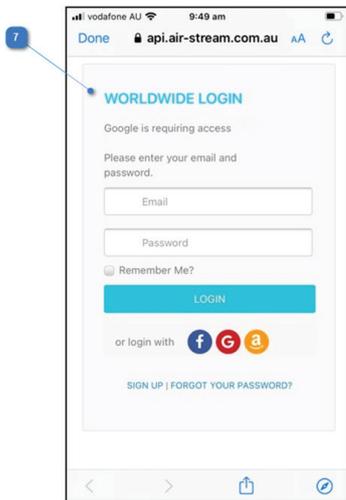
Here are some useful tips to achieve a better Rinnai Home / Alexa experience:

- Name the devices, zone names etc. so they are easy to pronounce. If possible avoid using numbers or symbols in the names.
- Please try to use Alexa's language detailed as follows. The device / zone names we have used are underlined>. You would need to substitute these names with those on your system.

### Link Amazon Alexa & Rinnai Home Accounts



Rinnai Home Worldwide



#### 1. Open Alexa App

#### 2. Home Page - More

Go to the home page and click on the "More" button

#### 3. Skills

Navigate down to Skills and Games

#### 4. Discover more

If you already have some Skills selected press "Discover More Skills"

#### 5. Skills and Games

On the Skills and Games screen use the search feature to find "iZone"

#### 6. Search - iZone

Click on the Rinnai Home App logo

#### 7. Rinnai Home Worldwide

You will be taken to the Rinnai Home Worldwide login page. Enter the Email & Password that you use for Rinnai Home Worldwide access. Press Login. Alexa will discover all your Rinnai Home devices.

## Alexa Home Control

Air conditioning System	
<b>Turn On/Off</b>	<b>Set Mode</b>
<ul style="list-style-type: none"> <li>• Alexa, turn on the <u>Rinnai Home</u>.</li> <li>• Alexa, turn off the <u>Rinnai Home</u>.</li> </ul>	<ul style="list-style-type: none"> <li>• Alexa, change the <u>Rinnai Home</u> to heat mode.</li> </ul> <p><i>Modes available: heat, cool, fan-only, dry, auto</i></p>
<b>Set Fan Speed</b>	<b>Adjust Set Point</b>
<ul style="list-style-type: none"> <li>• Alexa, turn the <u>Rinnai Home</u> speed to low.</li> </ul> <p><i>Fan speeds available: low, medium, high, auto*.</i></p> <p><i>*May vary according to different systems</i></p>	<ul style="list-style-type: none"> <li>• Alexa, set the <u>Rinnai Home</u> to 25 degrees.</li> <li>• Alexa, set the <u>Rinnai Home</u> temperature higher.</li> <li>• Alexa, set the <u>Rinnai Home</u> temperature lower.</li> <li>• Alexa, make the <u>Rinnai Home</u> cooler.</li> <li>• Alexa, make the <u>Rinnai Home</u> warmer.</li> </ul>
<b>Set Sleep Timer</b>	<b>iSave</b>
<ul style="list-style-type: none"> <li>• Alexa, change the sleep timer to 1 hour on the <u>Rinnai Home</u>.</li> <li>• Alexa, change the sleep timer to off on the <u>Rinnai Home</u>.</li> </ul> <p><i>Options available: 1 hour, 2 hours, 4 hours, 8 hours, off</i></p>	<ul style="list-style-type: none"> <li>• Alexa, activate power save for the <u>Rinnai Home</u>.</li> <li>• Alexa, deactivate power save for the <u>Rinnai Home</u>.</li> </ul>
Zones	
<b>Open (On) / Close (Off) Zones</b>	<b>Set Zone Set Point</b>
<ul style="list-style-type: none"> <li>• Alexa, turn on the <u>Rinnai Home</u>.</li> <li>• Alexa, turn off the <u>Rinnai Home</u>.</li> </ul>	<ul style="list-style-type: none"> <li>• Alexa, set the <u>Rinnai Home</u> to 25 degrees.</li> <li>• Alexa, set the <u>Rinnai Home</u> temperature higher.</li> <li>• Alexa, set the <u>Rinnai Home</u> temperature lower.</li> <li>• Alexa, make the <u>Rinnai Home</u> cooler.</li> <li>• Alexa, make the <u>Rinnai Home</u> warmer.</li> </ul>
<b>Set Zone Mode (climate control, open or close)</b>	
<ul style="list-style-type: none"> <li>• Alexa, change the <u>Rinnai Home</u> to auto mode. (Climate control zone).</li> <li>• Alexa, change the <u>Rinnai Home</u> to fan-only mode (Open-close zone). Then turn the zone on or off</li> </ul>	

## GOOGLE HOME CONFIGURATION

Rinnai Home is native to Google Home so voice controlling your Rinnai Home system is simple to set up and use.

### Before starting:

Here are some useful tips to achieve a better Rinnai Home / Google Home experience:

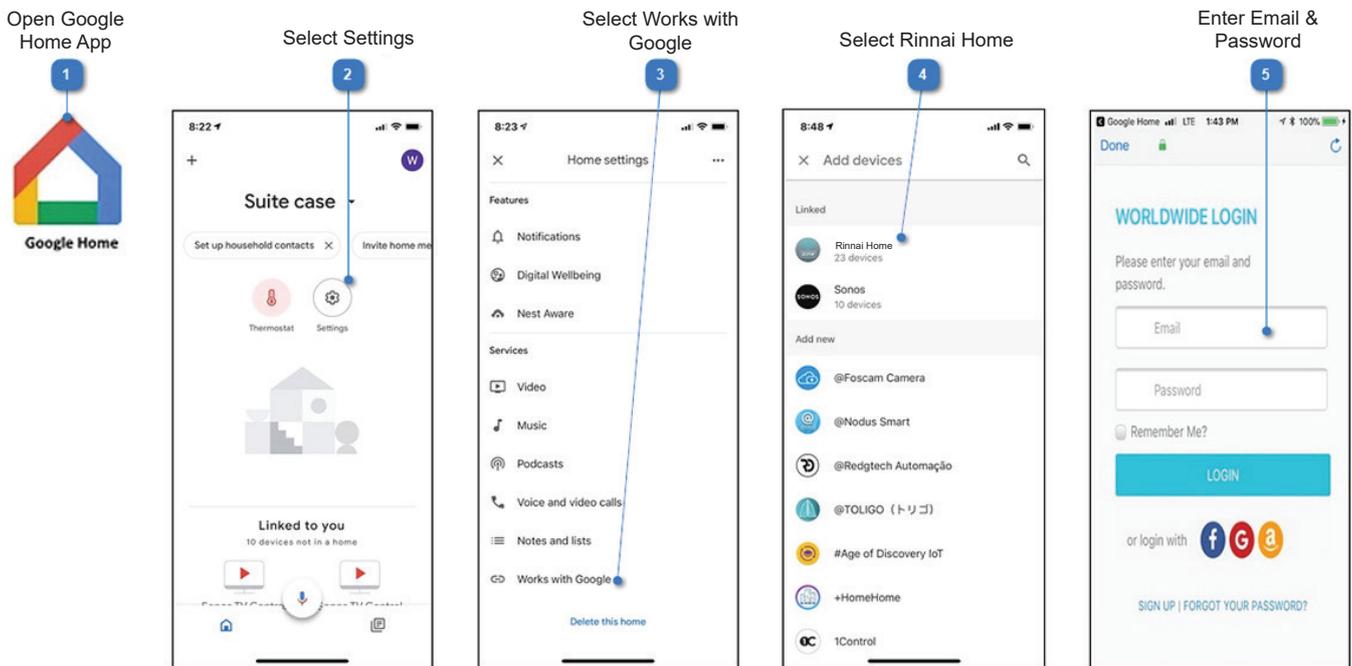
- Name the devices, zone names etc. so they are easy to pronounce. If possible avoid using numbers or symbols in the names.
- Please try to use Google's smart home language detailed as follows. The device / zone names we have used are underlined>. You would need to substitute these names with those on your system.
- If using an Android device, it is strongly recommended to set the Android device's default browser to Chrome.

There are two different ways to link to Google. See below for instructions for each method:

- Google Home
- Google Assistant

## GOOGLE HOME

### Link Google Home & Rinnai Home Worldwide Accounts



#### 1. Open Google Home App

#### 2. Select Settings

- Press the Settings button to go to the Home settings screen

#### 3. Select Works with Google

Press Works with Google

#### 4. Select Rinnai Home

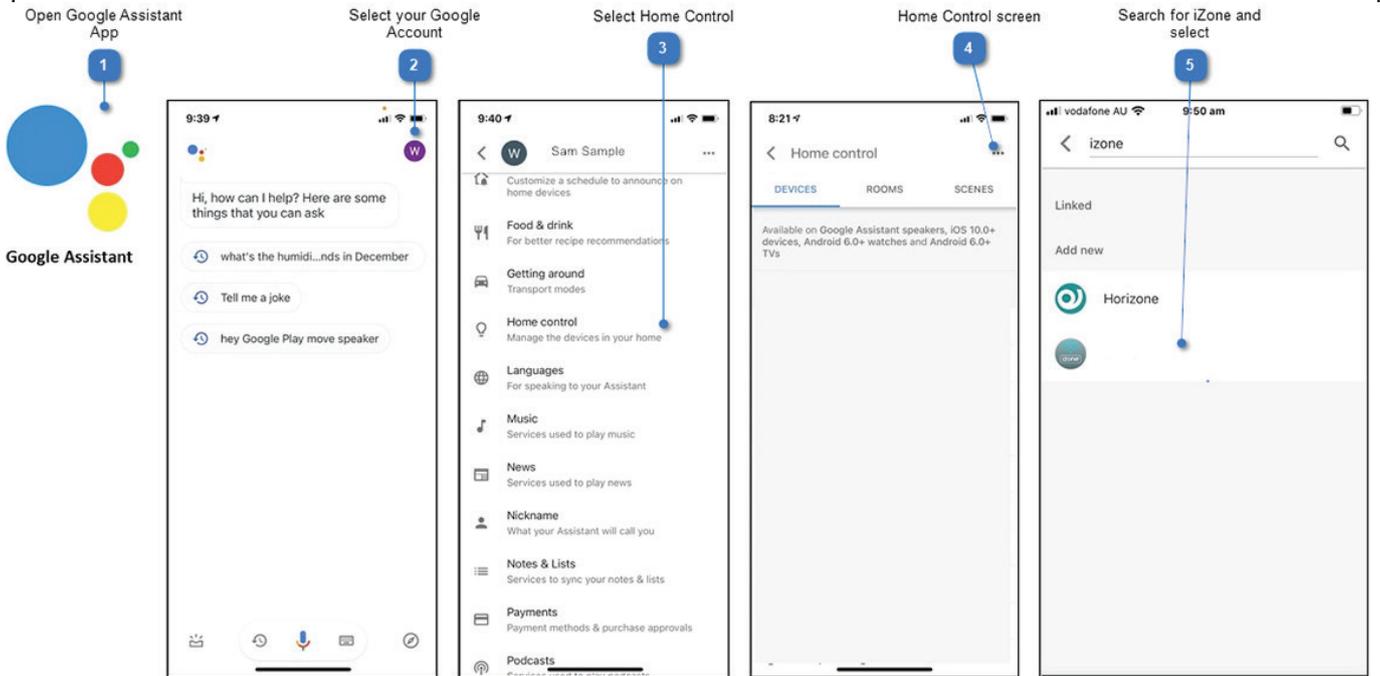
You can use the search function and type in Rinnai Home or just scroll down until you find Rinnai Home

#### 5. Enter your Email & Password

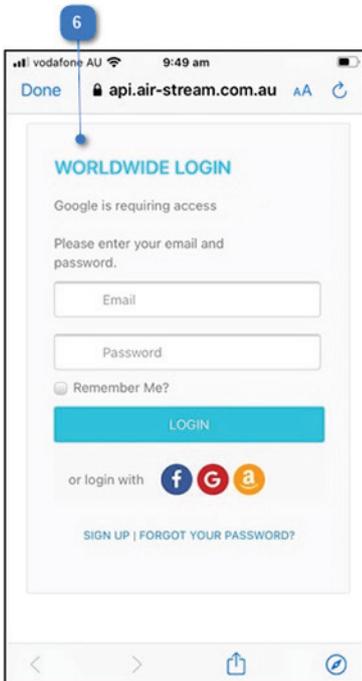
You will be taken to the Rinnai Home Worldwide login page. Enter the Email & Password that you use for Rinnai Home Worldwide access. Press Login

# GOOGLE ASSISTANT

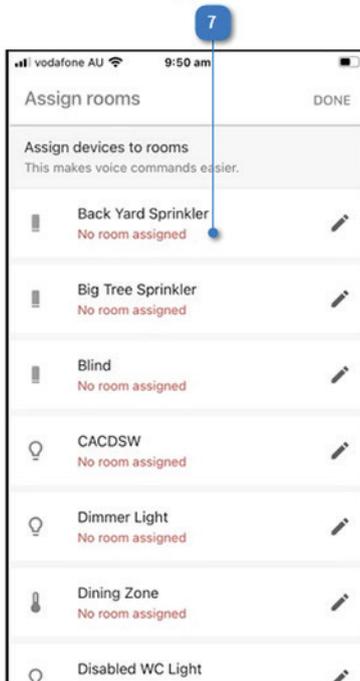
## Link Google Assistant & Rinnai Home Worldwide Accounts



iZone Worldwide account



iZone devices will populate



1. **Open Google Assistant App**
2. **Select your Google Account**

Press on the icon here to select your account.

3. **Select Home Control**

Scroll down to Home Control and select Home Control screen

4. **Home Control Screen**

In the Home Control screen press the 3 dots (...) in the top right hand corner

5. **Search for iZone**

Use the search function to find Rinnai Home and select this.

6. **iZone Worldwide Account**

You will be taken to the Rinnai Worldwide login page. Enter the Email & Password that you use for Rinnai Home Worldwide access. Press Login

7. **Rinnai devices will populate**

Your Google Assistant will automatically populate with all your Rinnai Home devices. You can assign rooms here.

## Google Home Control

Air conditioning System	
Turn On/Off	Set Mode
<ul style="list-style-type: none"> <li>Hey Google, turn on the <a href="#">Rinnai Home</a>.</li> <li>OK Google, turn off the <a href="#">Rinnai Home</a>.</li> </ul>	<ul style="list-style-type: none"> <li>Ok Google, change the <a href="#">Rinnai Home</a> to heat mode.</li> </ul> <p><i>Modes available: heat, cool, fan-only, dry, auto</i></p>
Set Fan Speed	Adjust Set Point
<ul style="list-style-type: none"> <li>Hey Google, turn the <a href="#">Rinnai Home</a> speed to low.</li> </ul> <p><i>Fan speeds available: low, medium, high, auto*.</i></p> <p><i>*May vary according to different systems</i></p>	<ul style="list-style-type: none"> <li>Hey Google, set the <a href="#">Rinnai Home</a> to 25 degrees.</li> <li>Ok Google, set the <a href="#">Rinnai Home</a> temperature higher.</li> <li>Ok Google, set the <a href="#">Rinnai Home</a> temperature lower.</li> <li>Ok Google, make the <a href="#">Rinnai Home</a> cooler.</li> <li>Hey Google, make the <a href="#">Rinnai Home</a> warmer.</li> </ul>
Set Sleep Timer	iSave
<ul style="list-style-type: none"> <li>Ok Google, change the sleep timer to 1 hour on the <a href="#">Rinnai Home</a>.</li> <li>Hey Google, change the sleep timer to off on the <a href="#">Rinnai Home</a>.</li> </ul> <p><i>Options available: 1 hour, 2 hours, 4 hours, 8 hours, off</i></p>	<ul style="list-style-type: none"> <li>Hey Google, activate power save for the <a href="#">Rinnai Home</a>.</li> <li>Ok Google, deactivate power save for the <a href="#">Rinnai Home</a>.</li> </ul>
Zones	
Open (On) / Close (Off) Zones	Set Zone Set Point
<ul style="list-style-type: none"> <li>Hey Google, turn on the <a href="#">Rinnai Home</a>.</li> <li>OK Google, turn off the <a href="#">Rinnai Home</a>.</li> </ul>	<ul style="list-style-type: none"> <li>Hey Google, set the <a href="#">Rinnai Home</a> to 25 degrees.</li> <li>Ok Google, set the <a href="#">Rinnai Home</a> temperature higher.</li> <li>Ok Google, set the <a href="#">Rinnai Home</a> temperature lower.</li> <li>Ok Google, make the <a href="#">Rinnai Home</a> cooler.</li> <li>Hey Google, make the <a href="#">Rinnai Home</a> warmer.</li> </ul>
Set Zone Mode (climate control, open or close)	
<ul style="list-style-type: none"> <li>Hey Google, change the <a href="#">Rinnai Home</a> to auto mode. (Climate control zone).</li> <li>Ok Google, change the <a href="#">Rinnai Home</a> to fan-only mode (Open-close zone). Then turn the zone on or off</li> </ul>	

# WARRANTY

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This product is supplied with a standard 7 year warranty 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 Rinnai Home and ensuring suitable Wi-Fi connectivity is the sole responsibility of the Qualified Installer and or Purchaser.
- The Rinnai Home 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 Rinnai Home 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 Rinnai Home is separate from the warranty on associated appliances, equipment and ancillary components.
- For further information go to the Rinnai website, [www.rinnai.com.au](http://www.rinnai.com.au) and follow the Wi-Fi links.

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

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™ iOS is a trademark of Apple Inc.

™ Android is a trademark of Google LLC.

# TERMS OF WARRANTY – AUSTRALIA

## PRODUCT WARRANTY POLICY

Rinnai Australia Pty. Ltd. ABN 74 005 138 769, 82-88 Mills Road, Braeside VIC 3195.

### NOTICE TO CONSUMERS UNDER AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. 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.

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. For a major failure with the service, you are entitled to cancel your service contract with us and obtain a refund for the unused portion, or to compensation for its reduced value. You are also entitled to be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for the unused portion of the contract.

The benefits provided by this Warranty are in addition to any other rights and remedies available to a consumer under the Australian Consumer Law and any other law which may apply to the goods and or services.

## DEFINITIONS

The terms listed below shall have the following meanings:

**“Australian Consumer Law”** means the law set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth) and any corresponding provisions of state or territory fair trading legislation.

**“Authorised Service Representative”** means an independent service contractor authorised by Rinnai or Rinnai service personnel.

**“Rinnai”** means Rinnai Australia Pty Ltd (ABN 74 005 138 769) and any related company.

**“Customer”** means the party that acquired the Product from Rinnai for that party’s use or, if the party who acquired the Product from Rinnai was an authorised distributor, reseller or dealer, the party who acquired the Product from the distributor, reseller or dealer.

**“Rinnai Tablet”** means the product known as the “Rinnai Tablet”.

**“Product”** means: an Rinnai Tablet; or other product manufactured by or for Rinnai.

**“Site”** means the place at which the Product is located.

**“Third Party Goods”** means a product (including batteries) or item of equipment manufactured by a third party which is supplied with, or fitted to, a Product.

**“Warranty”** has the meaning given in clause 2.1.

**“Warranty Claim Form”** means the warranty claim form available on the Website.

**“Warranty Period”** means: for a Rinnai Tablet, one (1) year; for a Product (excluding a Rinnai Tablet) that has not been registered in accordance with clause 3, two (2) years; or for a Product (excluding a Rinnai Tablet) that has been registered in accordance with clause 3, eight (8) years, from the date of purchase by the Customer.

**“Website”** means the Rinnai website at [www.rinnai.com.au](http://www.rinnai.com.au).

## TERMS OF WARRANTY

Subject to the Terms of Warranty set out in this document, effective from the date of purchase by the Purchaser, the Product is warranted to be free from operational defects in materials & factory workmanship for the Warranty Period (“Warranty”).

The benefits of the Warranty are in addition to all other rights and remedies which the Customer may have under Australian Consumer Law and any other law in relation to the Product to which the Warranty relates.

Each Product comes with guarantees that cannot be excluded under Australian Consumer Law.

# TERMS OF WARRANTY – AUSTRALIA

## EXCLUSIONS TO WARRANTY

The Warranty does not cover Third Party Goods.

Subject to any statutory provisions to the contrary, the Warranty does not extend to cover damage to furniture, carpets, walls, ceilings, foundations, vehicles, or any other consequential loss arising either directly or indirectly due to the malfunction of the Product.

If a third party installer knowingly installs a defective Product, the Warranty will be strictly limited to the resupply of that Product and shall not include any labour costs.

## REPAIR OR REPLACE

During the Warranty Period, Rinnai will, subject to clause 6, replace or repair any defective Product or defective component of a Product without, subject to clause 8, charge provided that the defect does not constitute damage that has arisen from:

- faulty, improper, incorrect or incomplete adjustment, operation or installation of the Product;
- any modification of the Product, without the written approval of Rinnai, including tampering with or any attempt to disassemble the Product;
- inadequate or improper maintenance of the Product;
- misuse or abuse;
- normal wear and tear;
- failure for any reason to follow the instructions for use given in any user manual applicable to the Product;
- act of God;
- fire, flood, collision or other trauma; or
- insects or animals.

## WARRANTY CLAIM PROCEDURE

To obtain the benefit of the Warranty the Customer must:

- contact Rinnai within the Warranty Period or within seven (7) days of the discovery of the defect, whichever is the earlier;
- complete and send to Rinnai the Warranty Claim Form accompanied by proof of purchase of the Product.

On receipt of the Warranty Claim Form and proof of purchase of the Product, Rinnai will contact the Customer to determine the extent of the issue or defect with the Product.

If there is an issue or defect with the Product that is covered by the Warranty then Rinnai will at its sole option:

- require the Customer, at the Customer's expense, to have the defective Product, or defective component part, delivered to Rinnai; or provided the Site is located in the Perth metropolitan area, send a Rinnai service technician to the Site to effect repairs to or replacement of the Product, save that the reasonable travel expenses (including travelling time) of the technician must be paid by the Customer.

In order to complete repairs or replacement of a Product in accordance with clause 6.3(b), Rinnai requires safe and ready access to the Site and each Product including where required via scaffolding and access panels. If Rinnai considers access to the Site or Product to be unsafe or not readily available, Rinnai will not commence or will cease all work to repair or replace the Product. All costs incurred in the obtaining of safe and ready access to the Site and Product shall be payable by the Customer.

Any services requested by the Customer outside of the scope of the Warranty will be charged to the Customer in accordance with the following schedule of charges ("**Charges**"):

### Charges

- Call out fee plus first hour on Site
- Hourly labour rate after first hour on Site
- Replacement parts for Product and deliveries (as per Rinnai's current price list).

The Charges are subject to variation by Rinnai from time to time.

Rinnai will replace, or conduct repairs to, a Product as soon as practicable but will not be liable for any loss or damage caused by any delay.

# TERMS OF WARRANTY – AUSTRALIA

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## **ASSIGNMENT**

The Customer may not assign or otherwise transfer the Warranty.

Rinnai may at its sole discretion transfer or assign the Warranty.

## **TRANSPORTATION COSTS AND RISK DURING TRANSIT**

All transportation charges incurred in returning a defective Product, or any defective component parts of a Product, to Rinnai for repair or inspection, and the cost of returning them to the Customer must be paid by the Customer.

The Customer assumes the risk of, and shall be responsible for, any loss of or damage to any Product during transit. For this reason, Rinnai recommends that the Customer take out shipment/postage insurance.

## **THIRD PARTY WARRANTIES**

Third Party Goods may be covered by independent manufacturer warranties. It is the Customer's responsibility to familiarise itself, himself or herself with these warranties. No additional warranty is provided by Rinnai for Third Party Goods.

# NOTES

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# Rinnai Australia Pty Ltd

ABN 74 005 138 769 | AU45204

82-88 Mills Road, Braeside, Victoria, 3195  
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](http://www.rinnai.com.au)**  
or email **[enquiry@rinnai.com.au](mailto: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.

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