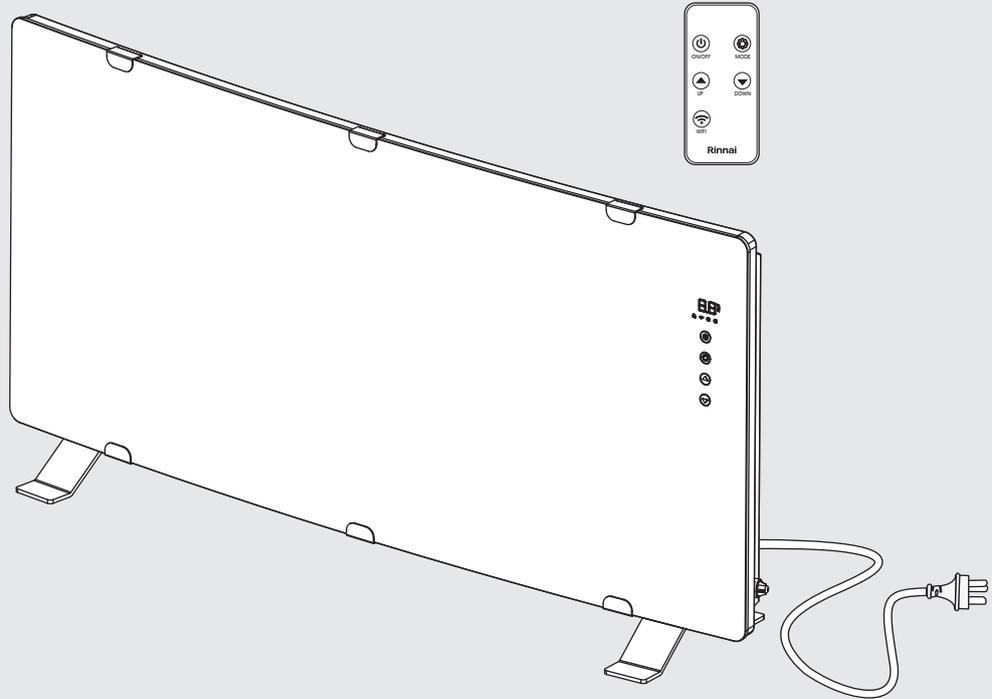


Models:

**BEPH10DTWF**

**BEPH15DTWF**

**BEPH22DTWF**



## Electric Panel Heater

Wi-Fi Operation & Manual

# Rinnai

This appliance must be installed in accordance with:

- Manufacturer's Installation Instructions
- Current AS/NZS 3000
- Local Regulations and Municipal Building Codes including local OH&S requirements

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

Before proceeding with the operation or installation of your new heater, please read this manual thoroughly and gain a full understanding of the requirements, features and operation of your new appliance.



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# TERMS & CONDITIONS

## 1. DEFINITIONS

**App** means the Tuya Smart App you can download to your Device to operate your Rinnai BEPH Panel Heater.

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

**Device** means your smart phone/ tablet (Android 5.0+ or Apple 10.0+) through which you have downloaded the App.

**Rinnai BEPH Panel Heater**, comprising the following models:

Models	BEPH10DTWF	BEPH15DTWF	BEPH22DTWF
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**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 BEPH Panel Heater 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 BEPH Panel Heater 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 BEPH Panel Heater 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 BEPH Panel Heater, 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 BEPH Panel Heater 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.

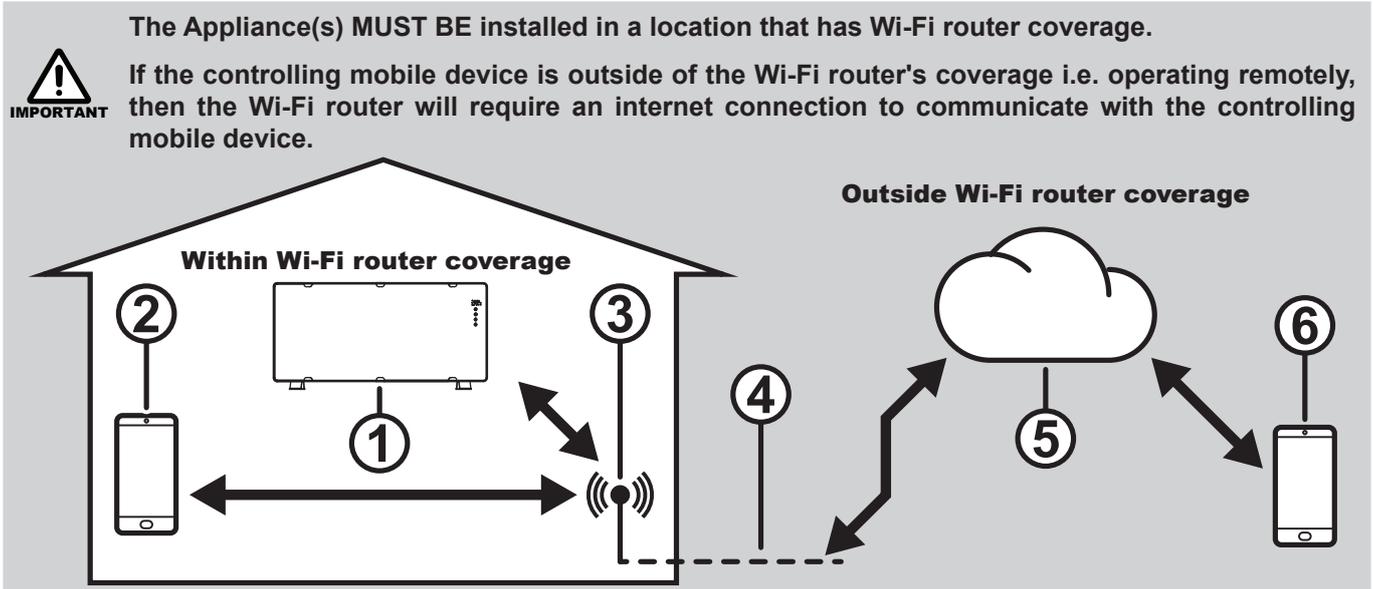
## 8. FORCE MAJEURE

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 BEPH Panel Heater inoperable.

## Wi-Fi COMPATIBILITY / CONNECTIVITY

Rinnai BEPH panel heater models are fitted with built-in Wi-Fi connectivity. Using the Tuya Smart 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 Tuya Smart App) is used to control the appliance(s).



1. The Appliance
2. Smart phone (using Wi-Fi)
3. Wi-Fi router
4. Internet connection
5. Internet cloud
6. Smart phone (using internet cloud)

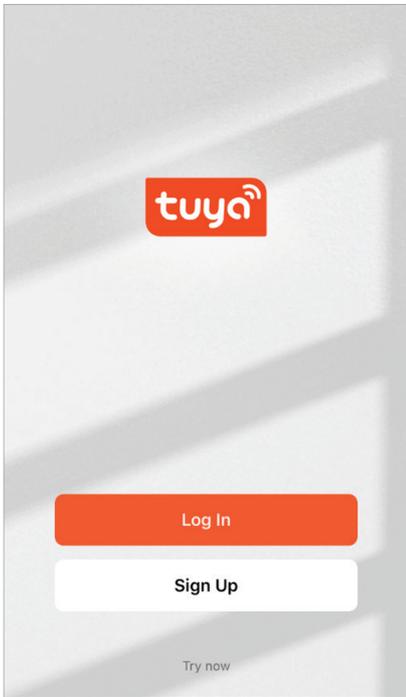
## MINIMUM REQUIREMENTS

- Rinnai BEPH panel heater models
- Wi-Fi Router, 2.4G frequency range supporting 802.11b/g 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 5.0+ or Apple iOS 10.0+) with Tuya Smart App installed

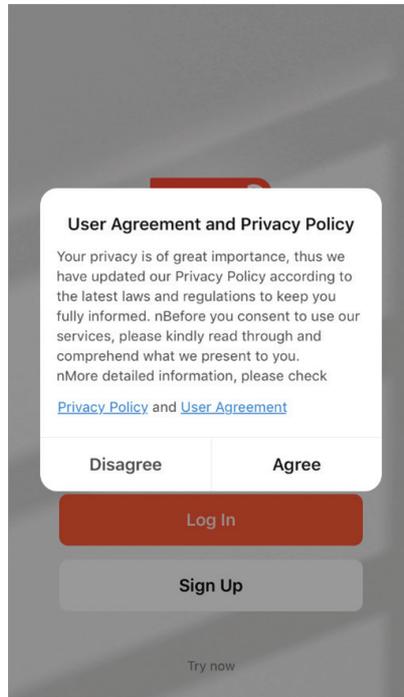
# WI-FI SET UP

## Pairing With Mobile device & Wi-Fi Network

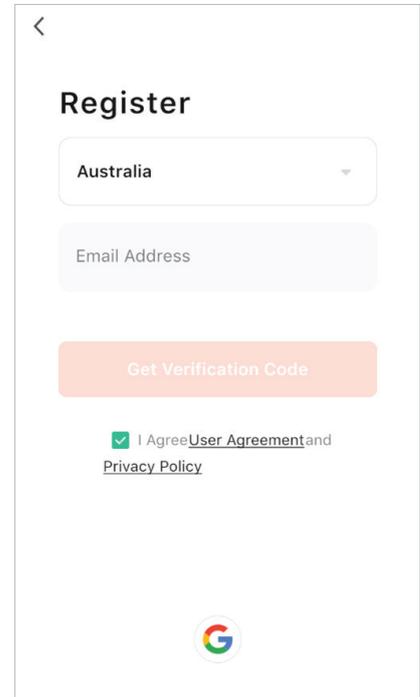
1. Open App, and Sign up for first time users.



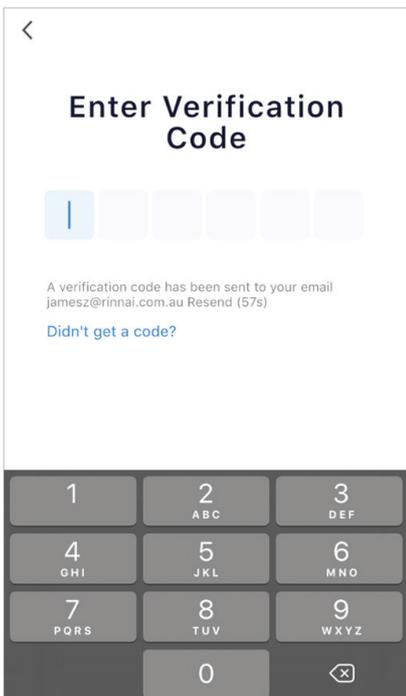
2. Read and confirm the User Agreement and Privacy Policy



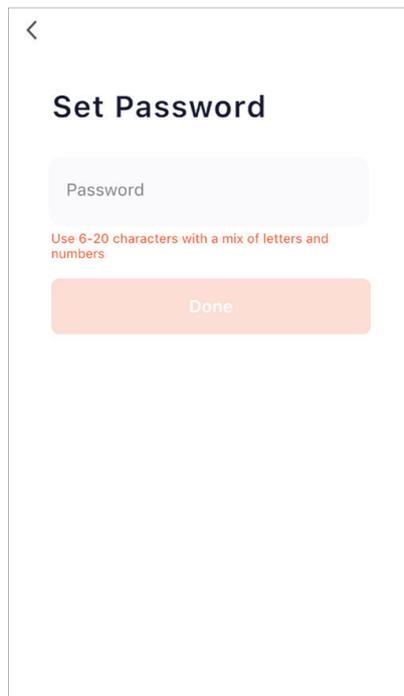
3. Register via email



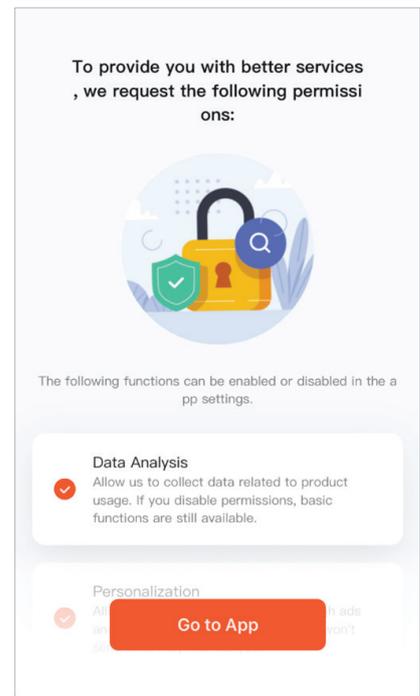
Enter verification code



Set password

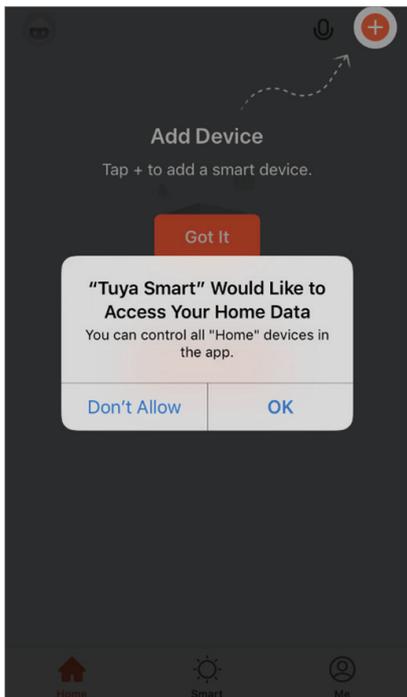


Allow permissions

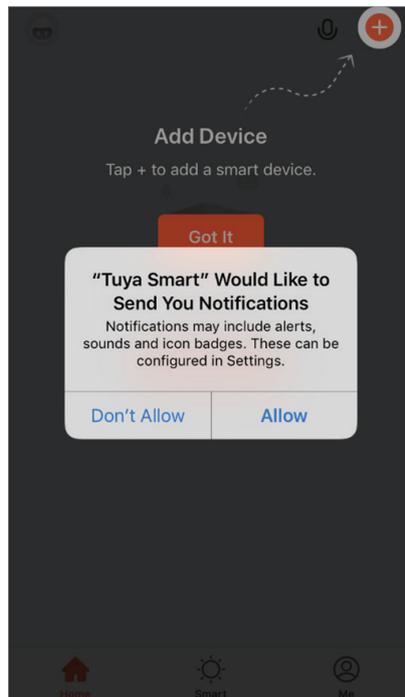


Password may require a number of characters including alphabet and numerals.

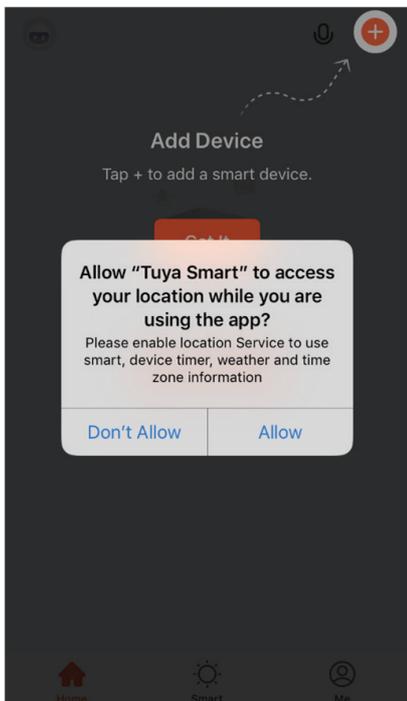
Follow prompts on the screen.



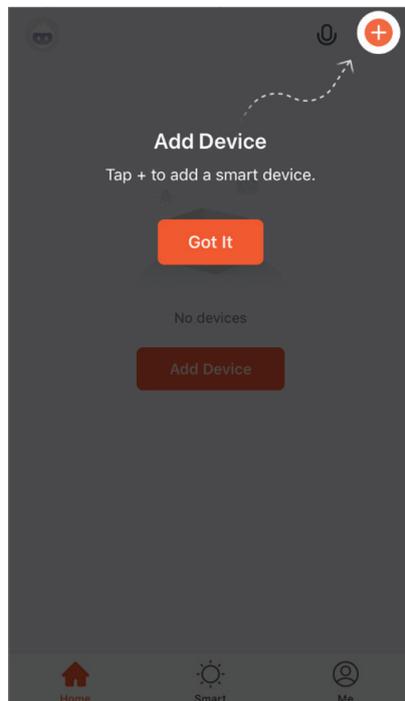
Follow prompts on the screen.



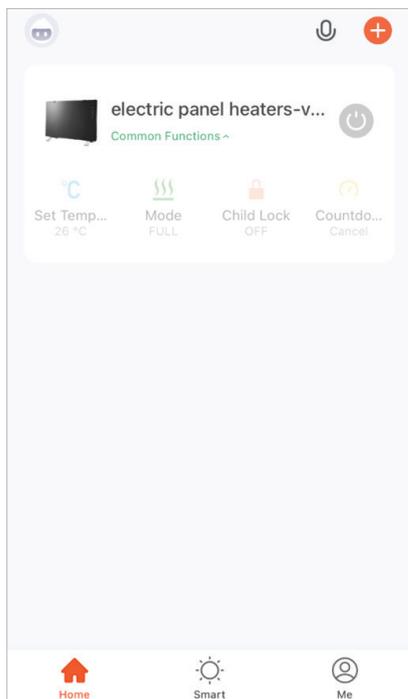
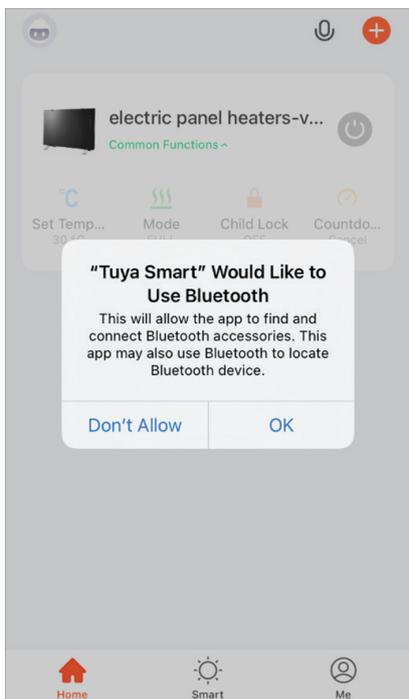
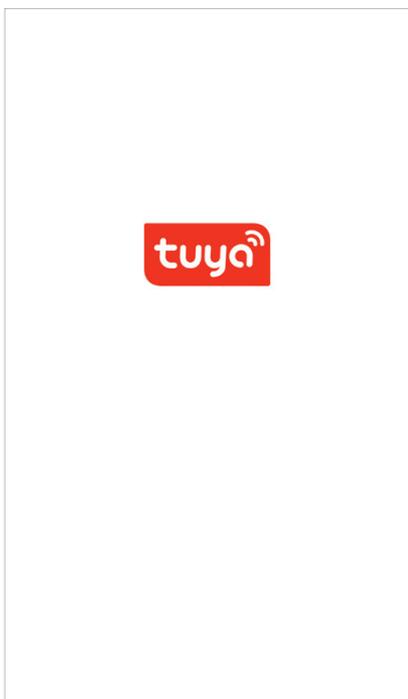
Follow prompts on the screen.



Follow prompts on the screen.



4. 'Welcome' page. If prompted, give the App permission.



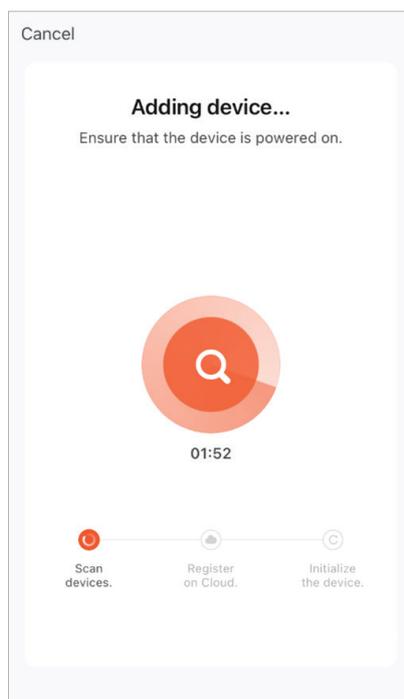
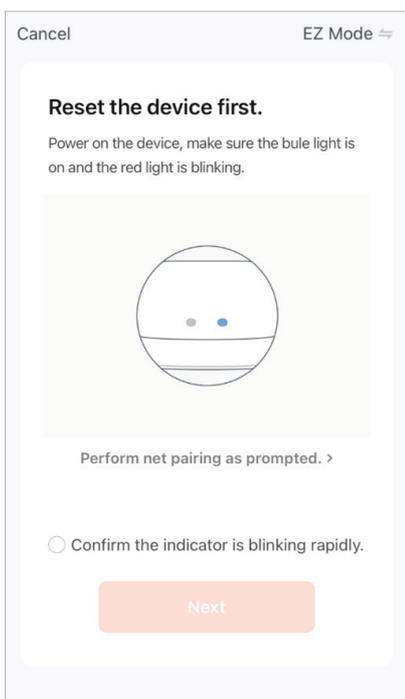
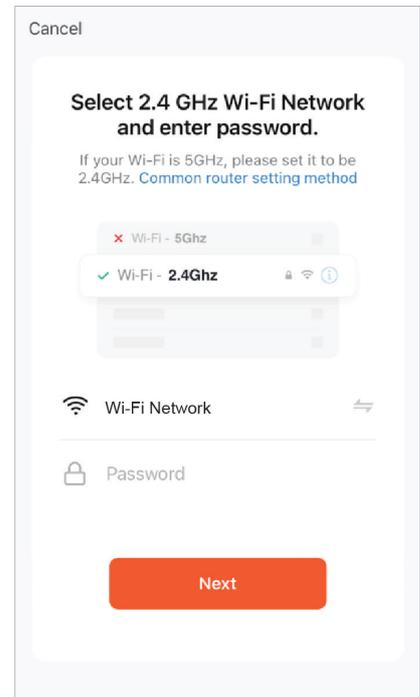
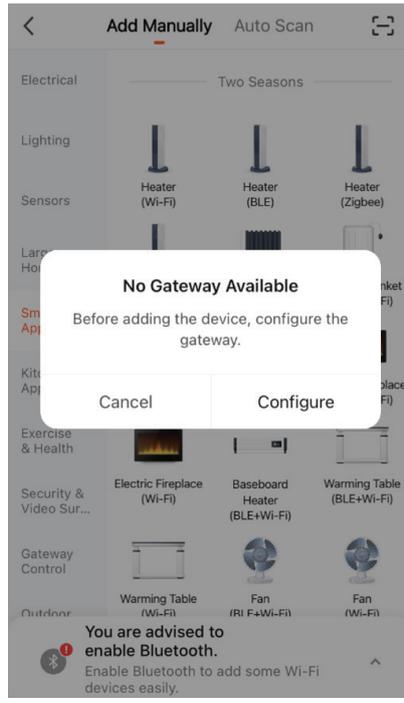
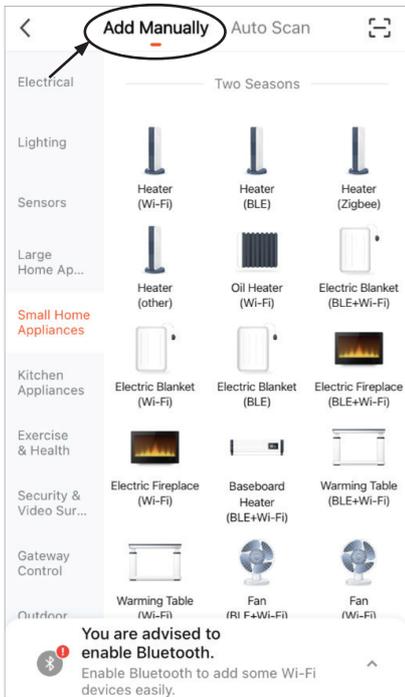
5. Add Device. Turn on the panel heater that is to be paired, then activate the Wi-Fi module by pressing and holding the Wi-Fi button on the remote control more than 5 seconds, the appliance will respond with a beep and Wi-Fi indicator flash to confirm Wi-Fi activation.

Select the + **Add device** button, on the Device List page.

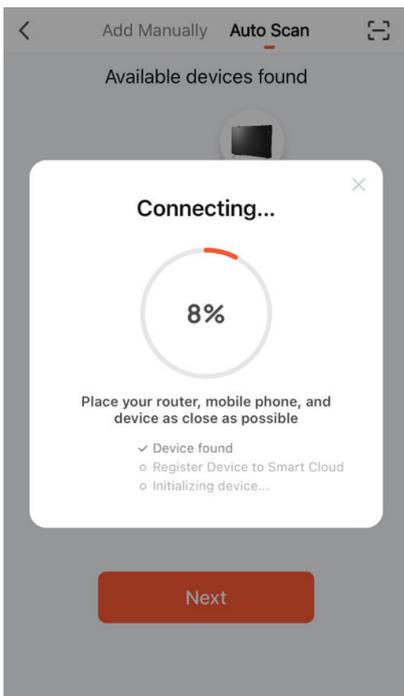
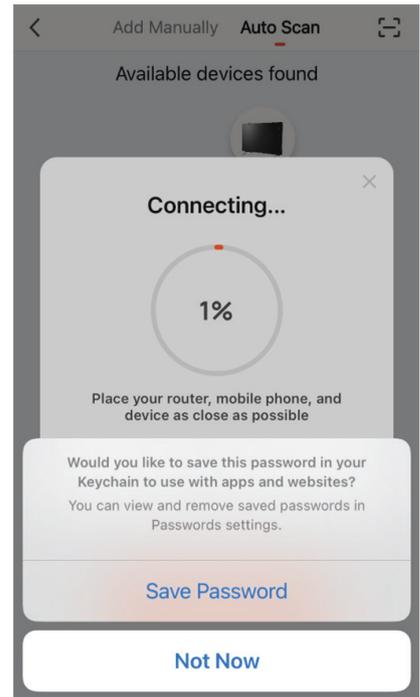
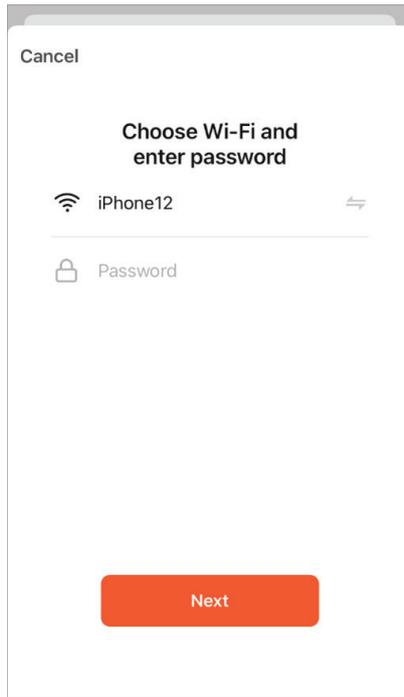
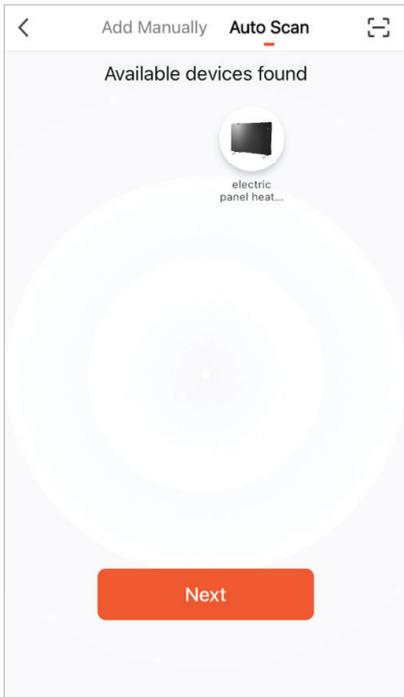
Add Manually or Auto Scan, follow prompts on the screen.

Add Manually

Follow prompts on the screen.



Auto Scan (Allow the app to use Bluetooth)

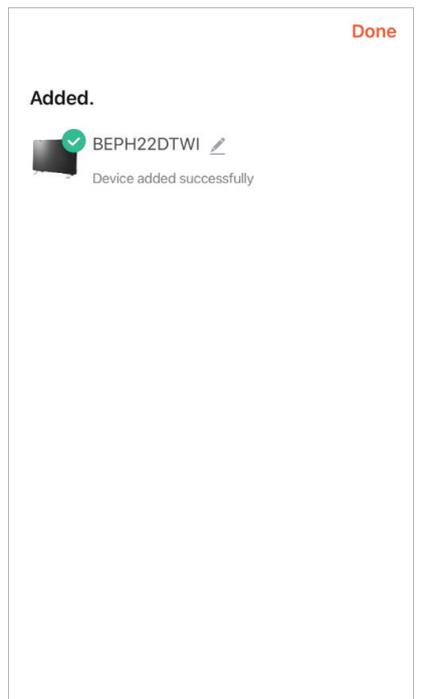
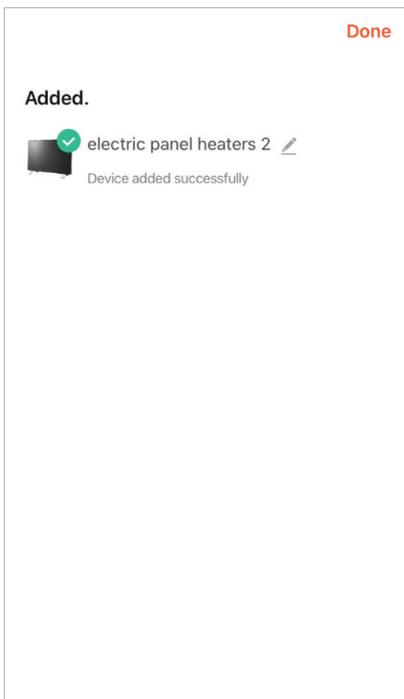


The configuration process may take up to a minute or more depending upon signal strength. The Device List page will be displayed with the new device listed when configuration is complete. To add additional device to the current mobile device press the + 'Add button' and follow the screen prompts.



Changing your internet provider/service may mean you need to add device again.

6. Select device location and name.



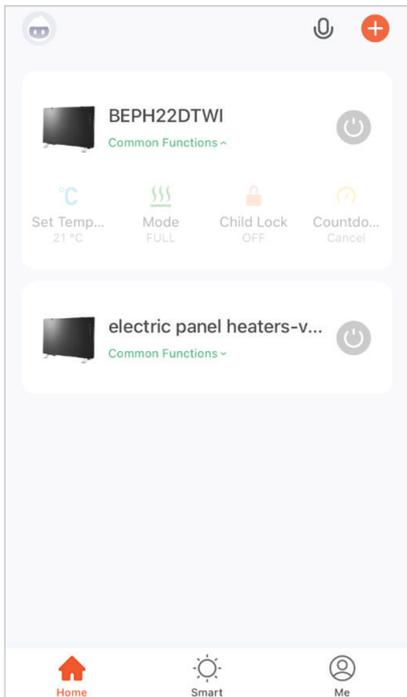
If configuration continues to fail, check Wi-Fi Router, make sure you only have 2.4G frequency range and bandwidth setting 802.11b/g mode.

**If configuration continues to fail contact Rinnai.**

# OPERATION

## DEVICE LIST PAGE

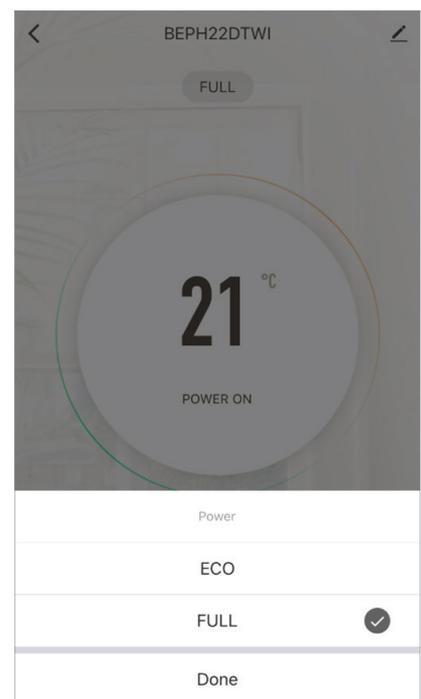
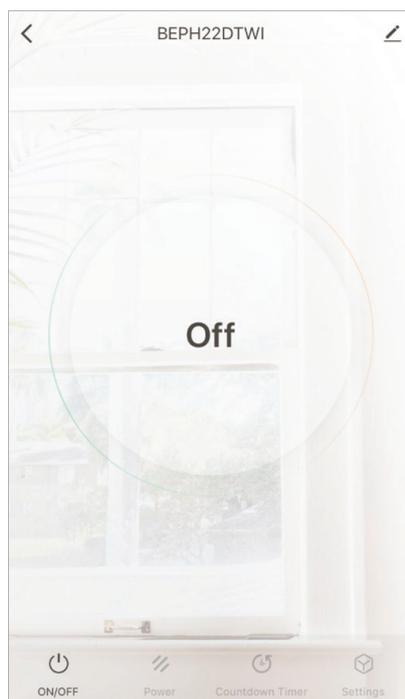
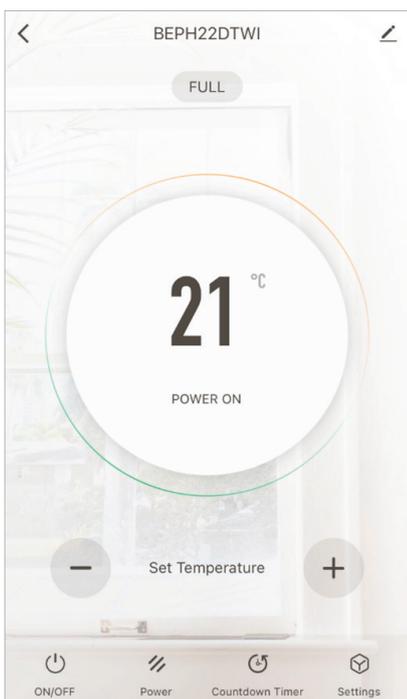
After opening the App the Device List page is displayed, select the desired device that you wish to control.

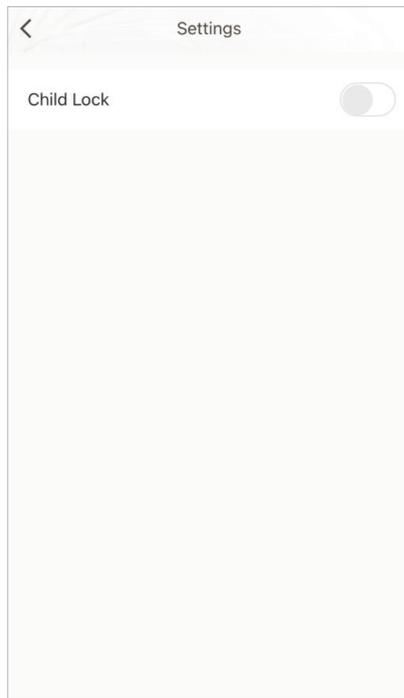
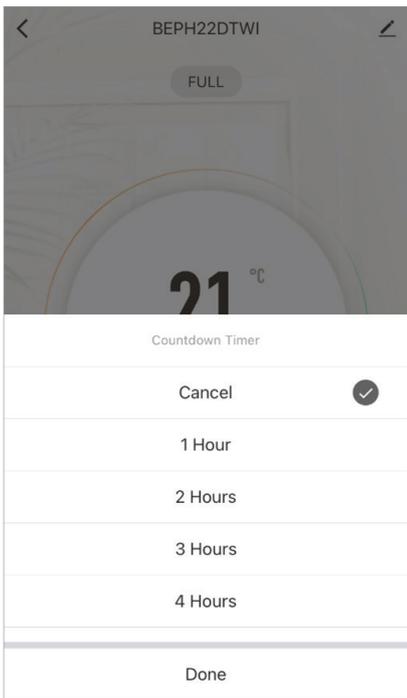


## OPERATION FUNCTIONS

Operate appliance via app

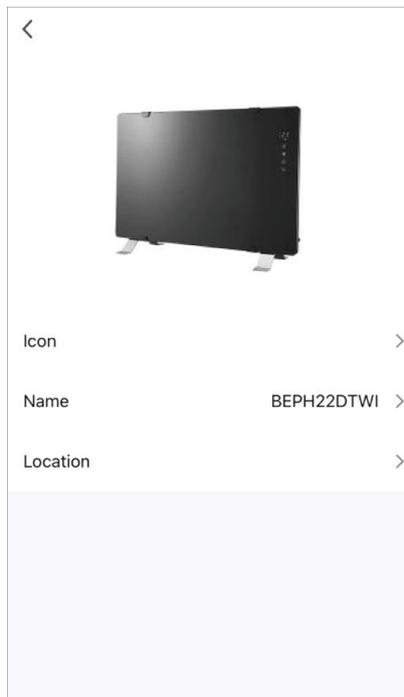
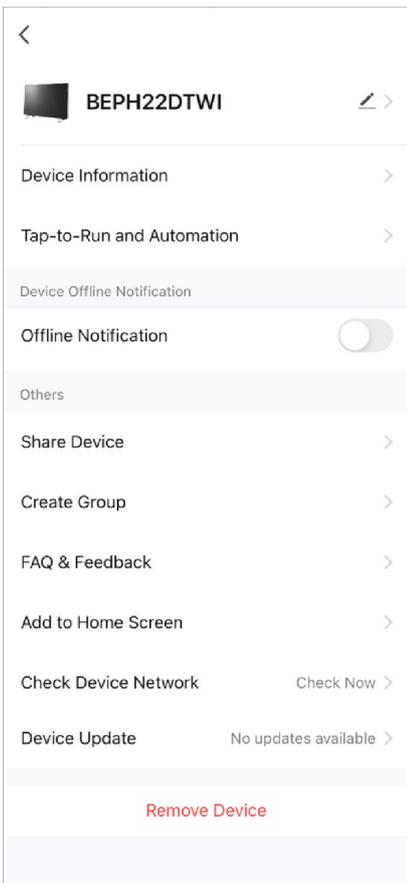
- Power `ON` / `OFF`
- Power Rate
- Timer
- Settings - Child Lock

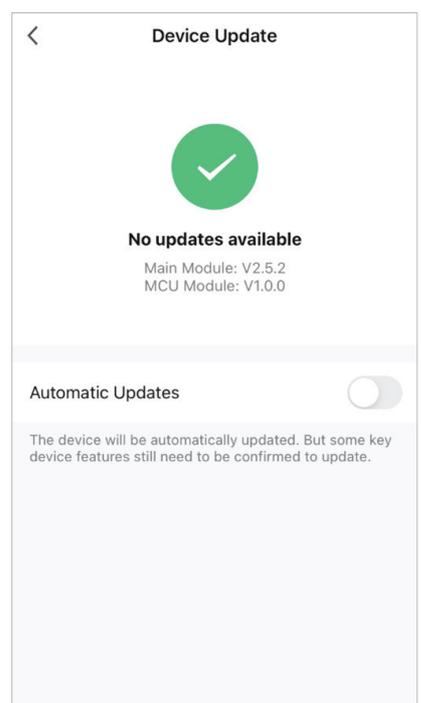
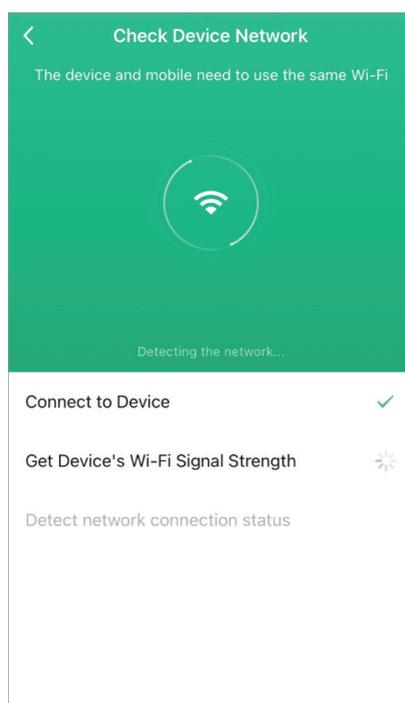
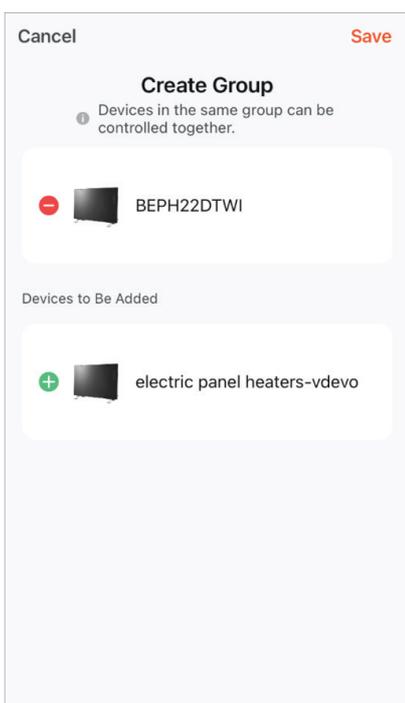
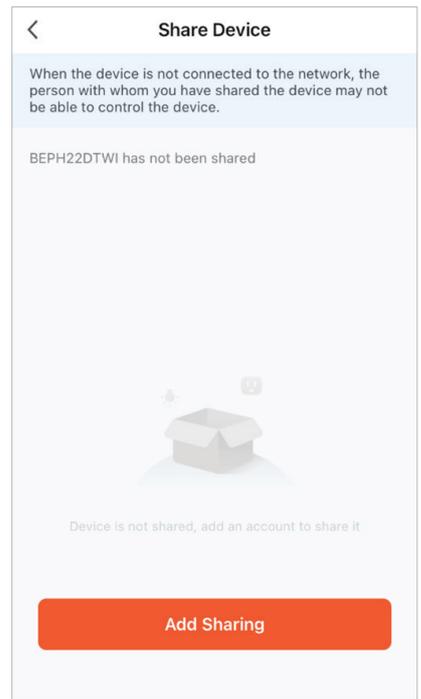
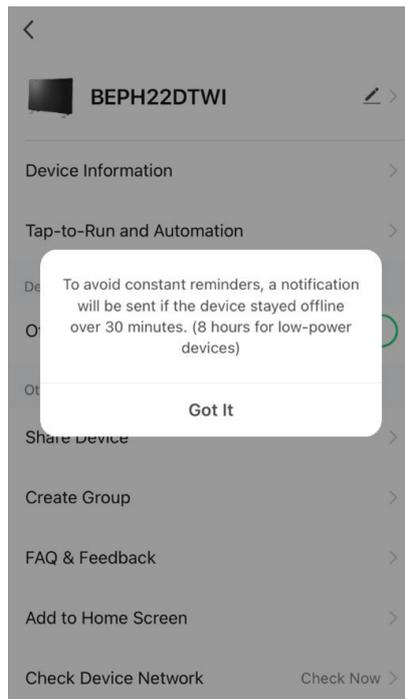
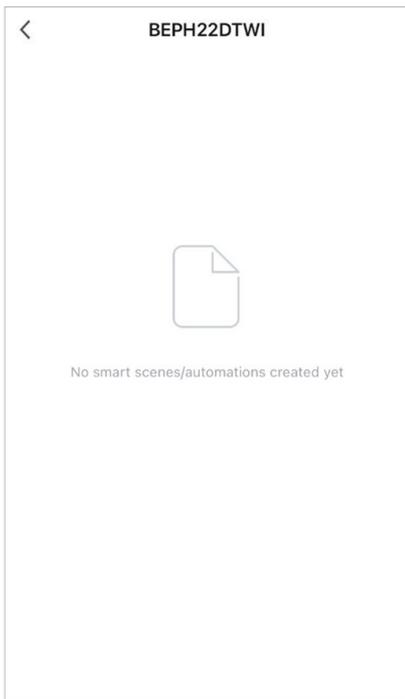




**DEVICE SETTINGS**

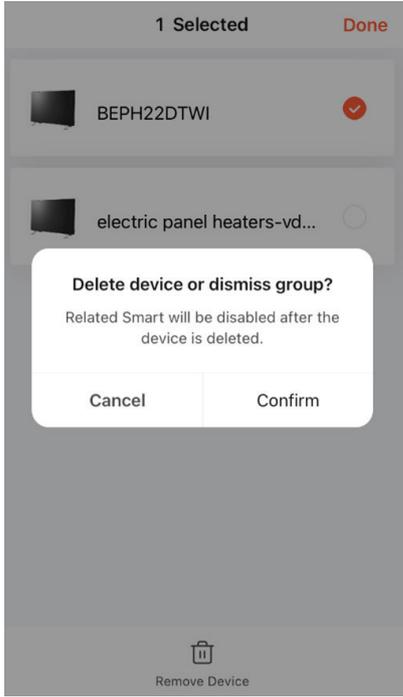
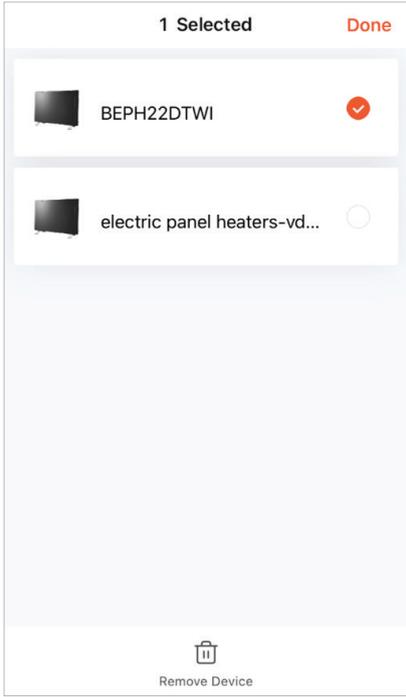
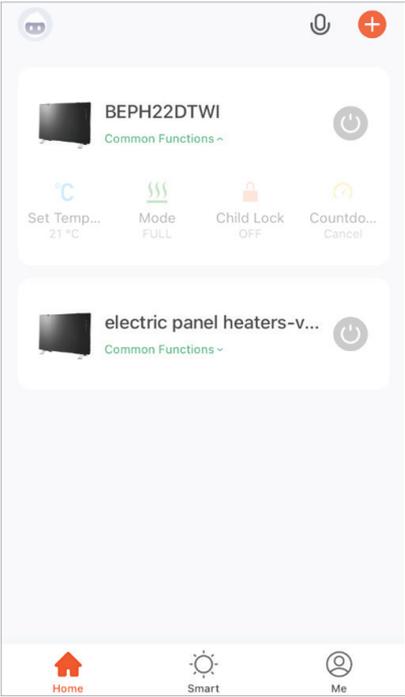
To enter the Device settings, press  at the top right hand corner of Operation Page. Follow the screen prompts.



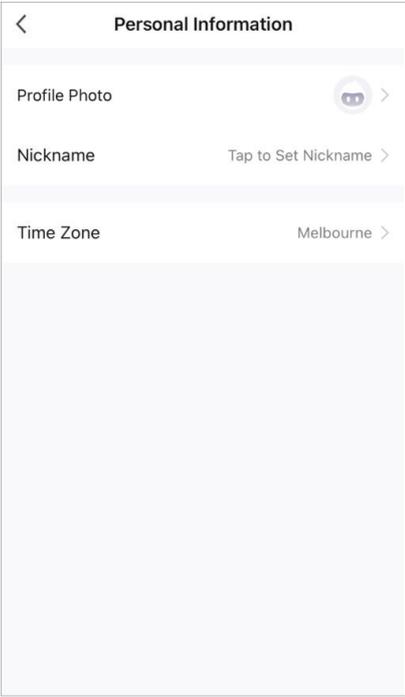


## APP SETTINGS

Press the desired device and hold, this will allow to remove device.



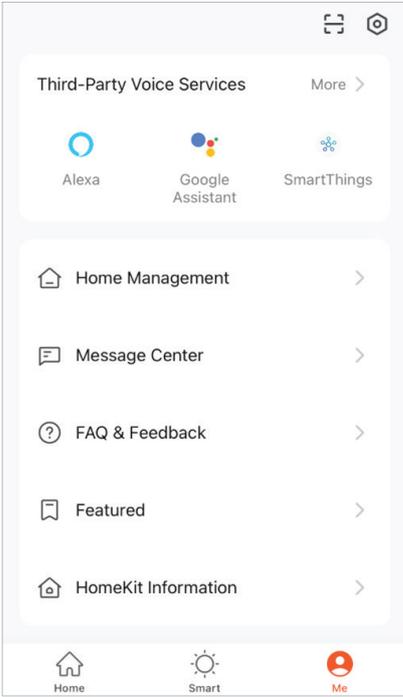
Press  at the top left hand corner of Device List Page to set Personal Information



Smart – NA

## Me

Press 'Me' to have more app setting.



Some functions and settings may not be applied for this model.

### **VOICE CONTROL WITH GOOGLE HOME OR AMAZON ALEXA**

This appliance features Wi-Fi control via the 'Tuya Smart' App. It can be compatible with your Google Home and Amazon Alexa smart devices. Instructions on how to install are illustrated below.

#### **HOW TO CONNECT TO AMAZON ALEXA**

##### **1. Set up your App**

If Wi-Fi Control is already configured and working with your air conditioner continue to next step. Otherwise, download the 'Tuya Smart' App from the Apple Store or Google Play, and follow the Wi-Fi manual to set up it.

##### **2. Set up your Amazon Alexa and App**

If Amazon Alexa is already configured, then continue to next step. Otherwise, follow Amazon's guide.

##### **3. Link Alexa with 'Tuya Smart' App**

See the integrated guide in the 'Tuya Smart' App.

#### **HOW TO CONNECT TO GOOGLE HOME**

##### **1. Set up your App**

If Wi-Fi Control is already configured and working with your air conditioner continue to next step. Otherwise, download the 'Tuya Smart' App from the Apple Store or Google Play, and follow the Wi-Fi manual to set up it.

##### **2. Set up your Google Home Device and App**

If Google Home is already configured, then continue to next step. Otherwise, follow Google's guide.

##### **3. Link Google Home with 'Tuya Smart' App**

See the integrated guide in the 'Tuya Smart' App.

## HOW TO CONTROL AMAZON ALEXA

After you have successfully linked 'Tuya Smart' App to Amazon Alexa, you can now control your device(s) with Amazon Alexa.

Voice commands examples:

For example, if you have the Wi-Fi Control device connecting to Google home named 'Panel Heater'.

To turn on the device, ask	"Alexa, turn on Panel Heater"
To turn off the device, ask	"Alexa, turn off Panel Heater"

## HOW TO CONTROL GOOGLE HOME

After you have successfully linked 'Tuya Smart' App to Google Home, you can now control your device(s) with Google Home.

Voice commands examples:

For example, if you have the Wi-Fi Control device connecting to Google home named 'Panel Heater'.

To turn on the device, ask	"ok google, turn on Panel Heater"
To turn off the device, ask	To turn off the device, ask "ok google, turn off Panel Heater"

**NOTES**





# Rinnai Australia Pty Ltd

ABN 74 005 138 769 | AU45204

100 Atlantic Drive, Keysborough, Victoria 3173  
P.O. Box 460, Braeside, Victoria 3195  
Tel: (03) 9271 6625  
Fax: (03) 9271 6622

## **National Help Line**

Tel: 1300 555 545\* Fax: 1300 555 655  
*Monday to Friday, 8.00 am to 5.00 pm EST.*

*\*Cost of a local call higher from mobile or public phones.*

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 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.