

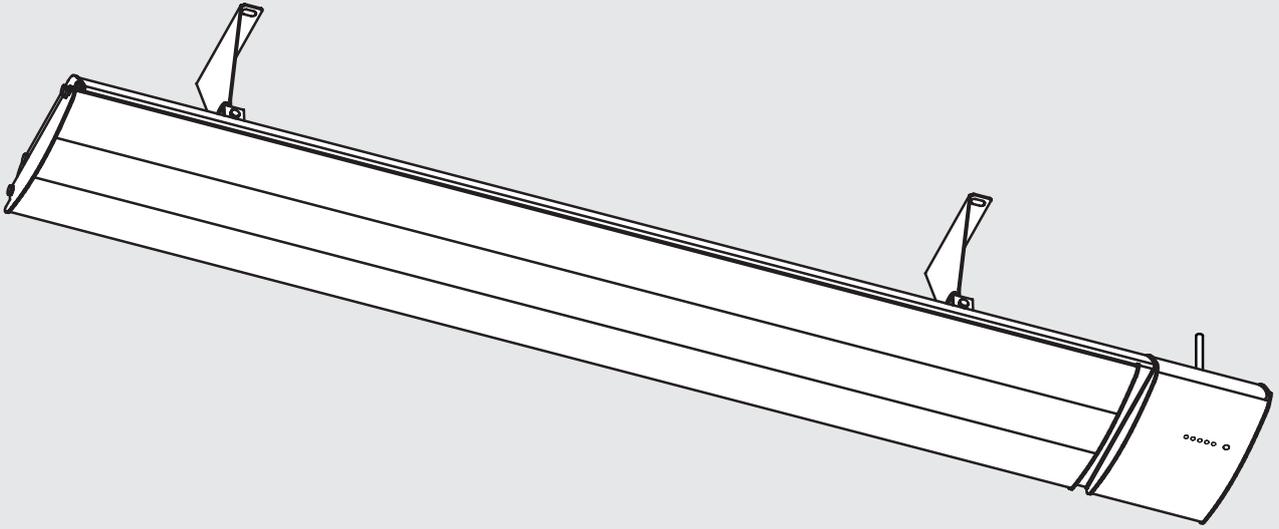
MODELS

ORH15WF

ORH18WF

ORH24WF

ORH32WF



**Outdoor Radiant 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 ORHxxWF Outdoor Radiant Heater.

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

**Device** means your smart phone/ tablet (Android 6.0+ or Apple 11.0+) through which you have downloaded the App.

**Rinnai ORHxxWF Outdoor Radiant Heater**, comprising the following models:

Models	ORH15WF	ORH18WF	ORH24WF	ORH32WF
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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 ORHxxWF Outdoor Radiant 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 ORHxxWF Outdoor Radiant 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 ORHxxWF Outdoor Radiant 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 ORHxxWF Outdoor Radiant 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 ORHxxWF Outdoor Radiant 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.

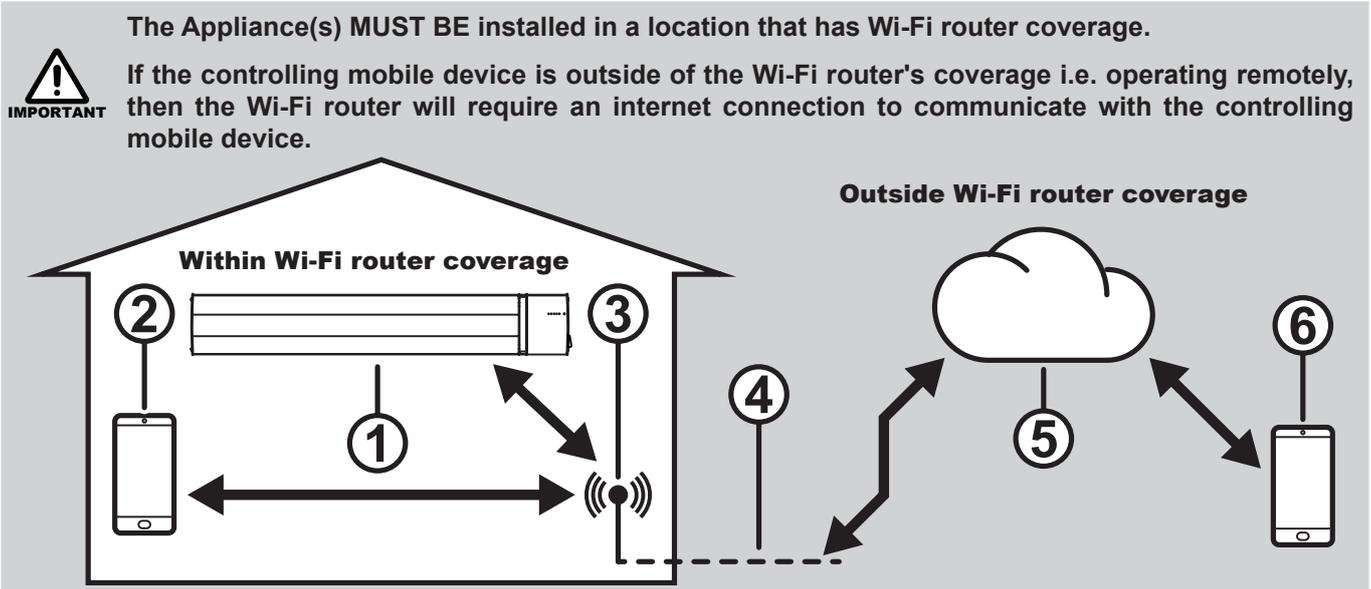
## 8. FORCE MAJEURE

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 ORHxxWF Outdoor Radiant Heater inoperable.

## Wi-Fi COMPATIBILITY / CONNECTIVITY

Rinnai ORHxxWF Outdoor Radiant 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)

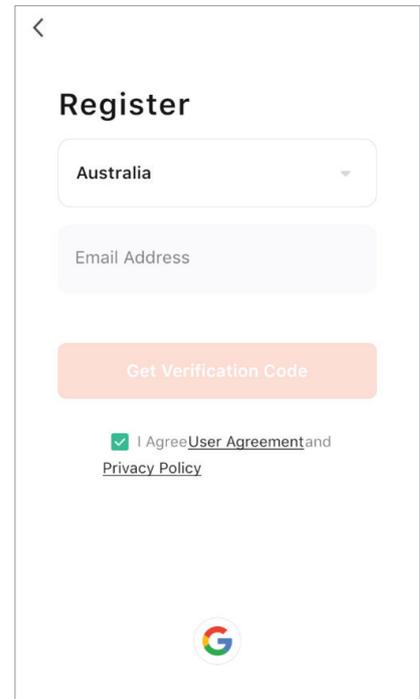
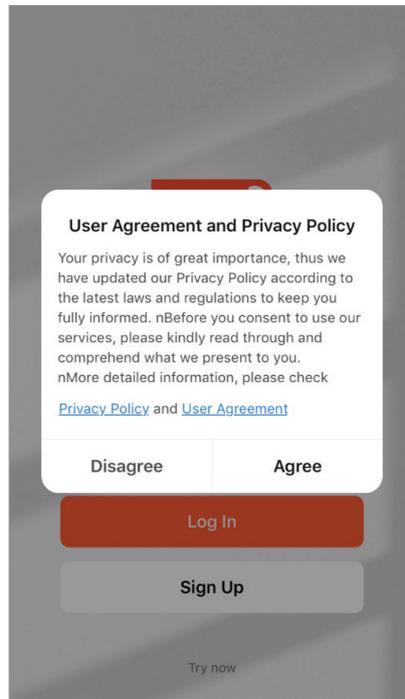
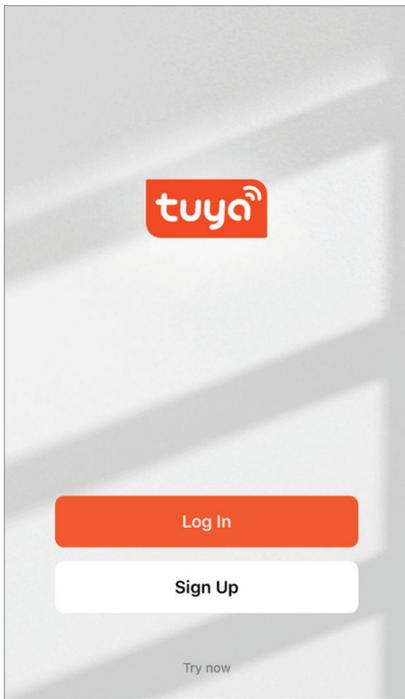
## MINIMUM REQUIREMENTS

- Rinnai ORHxxWF Outdoor Radiant 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 6.0+ or Apple iOS 11.0+) with Tuya Smart App installed

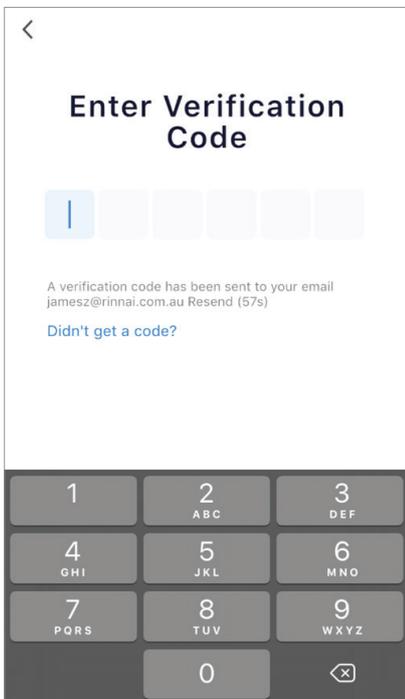
# WI-FI SET UP

## Pairing With Mobile device & Wi-Fi Network

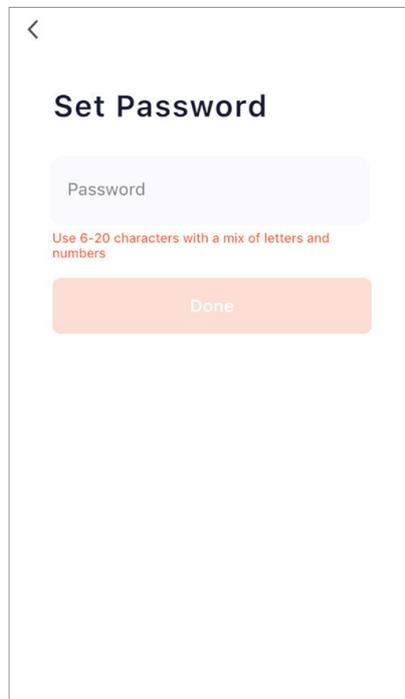
1. Open App, and Sign up for first time users.
2. Read and confirm the User Agreement and Privacy Policy
3. Register via email



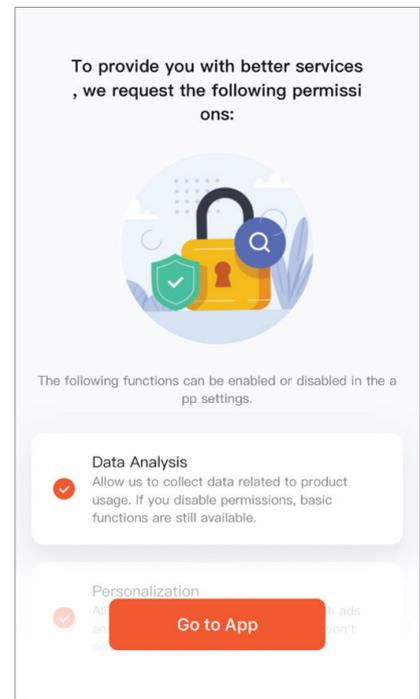
### Enter verification code



### Set password

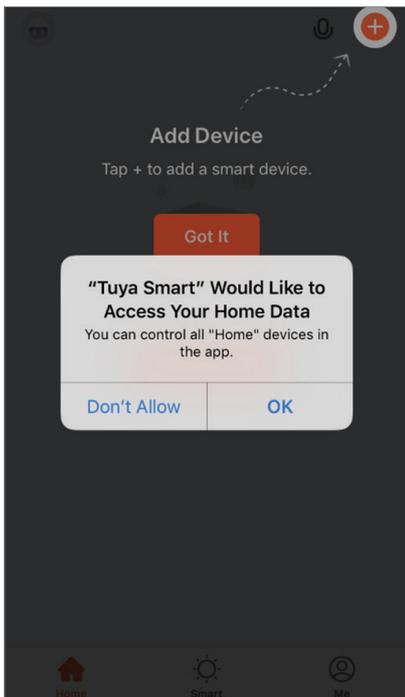


### Allow permissions

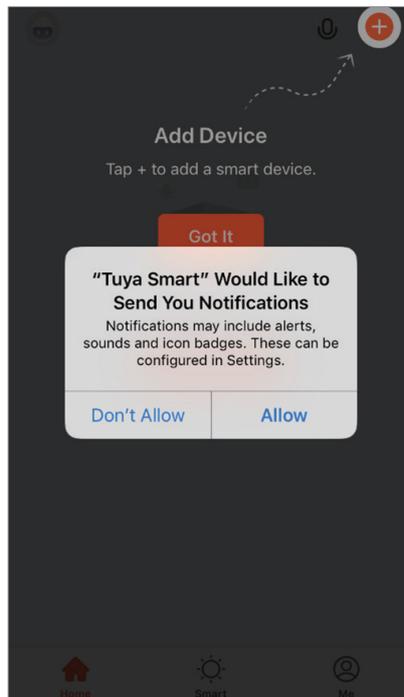


**NOTE** Password may require a number of characters including alphabet and numerals.

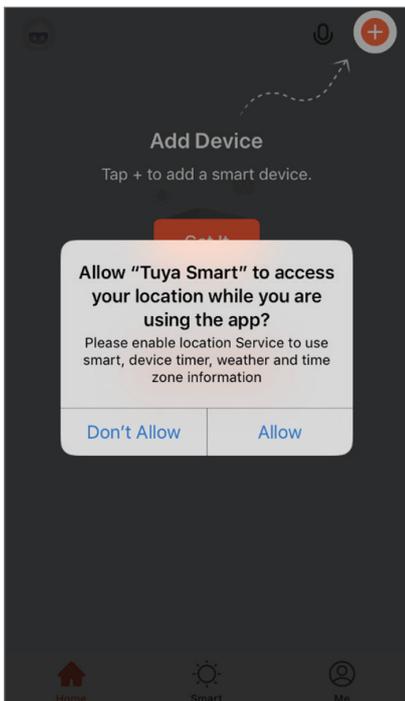
Follow prompts on the screen.



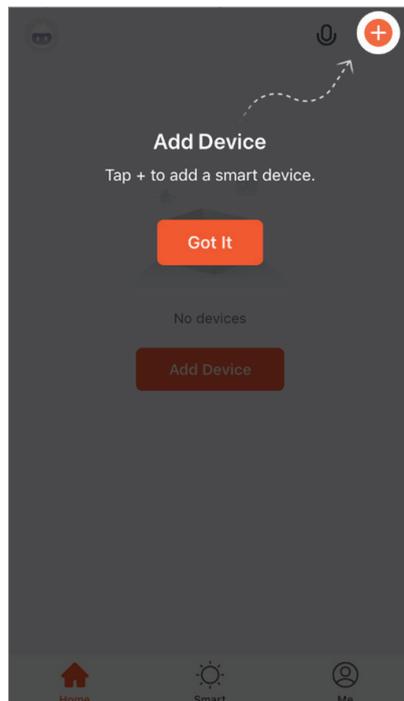
Follow prompts on the screen.



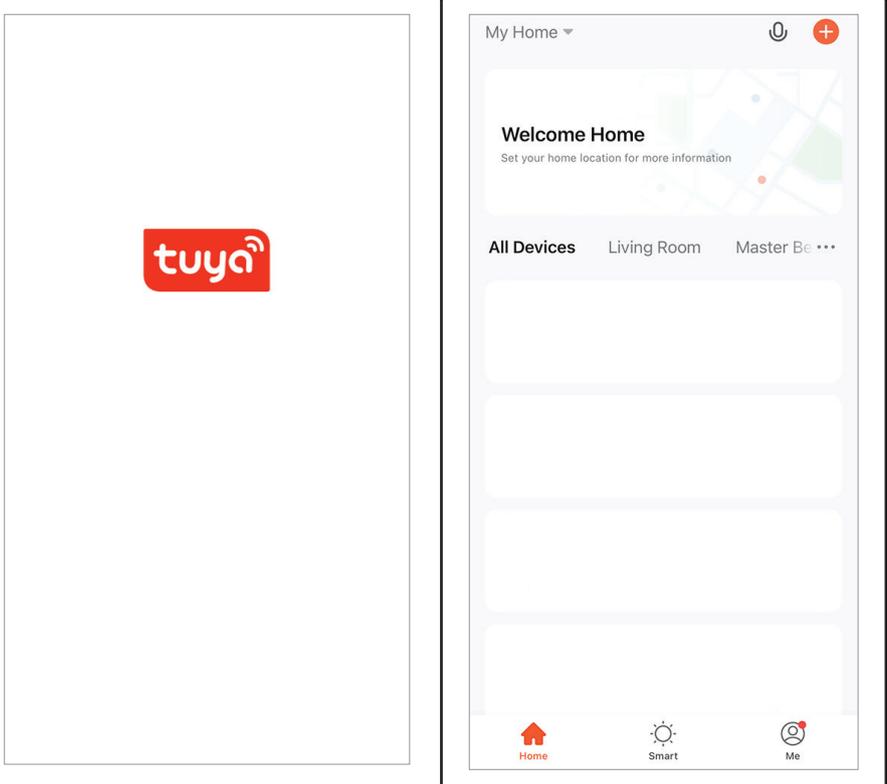
Follow prompts on the screen.



Follow prompts on the screen.

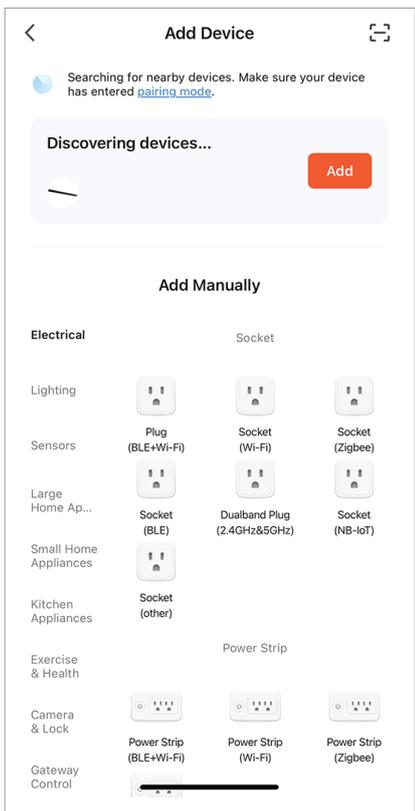


4. 'Welcome' page. If prompted, give the App permission.

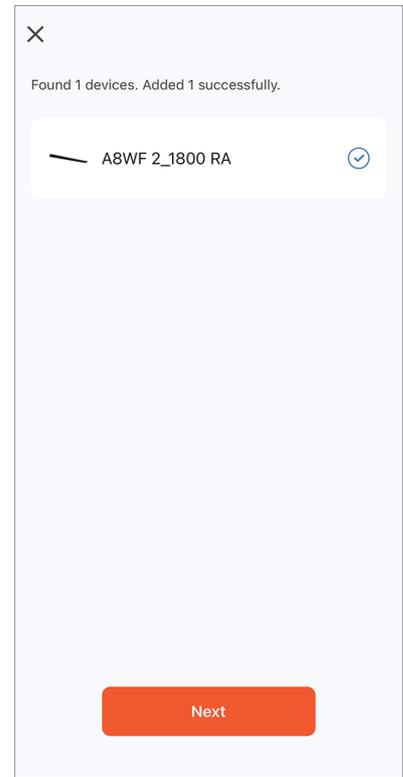
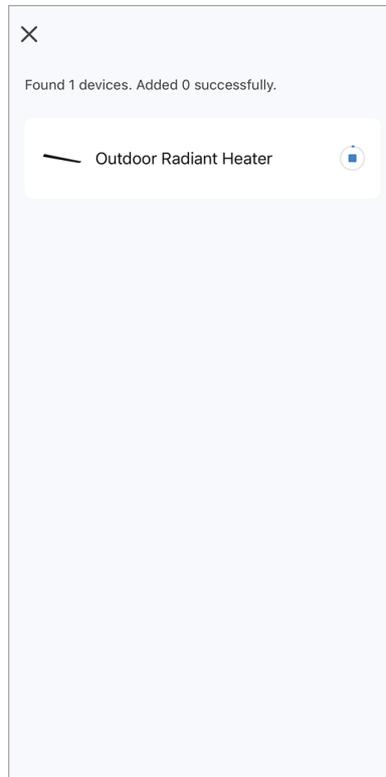
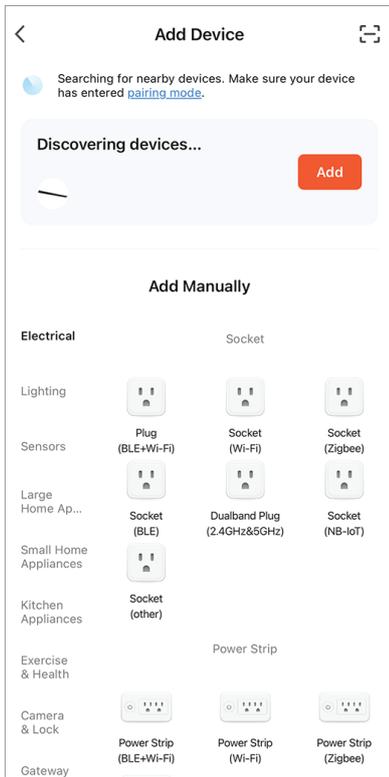


5. Add Device. Turn on the appliance that is to be paired, then activate the Wi-Fi module by pressing and holding the Wi-Fi button on the remote control more than 5 seconds, the appliance will respond with a beep and Wi-Fi indicator flash to confirm Wi-Fi activation.

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



Auto Scan (Allow the app to use Bluetooth)

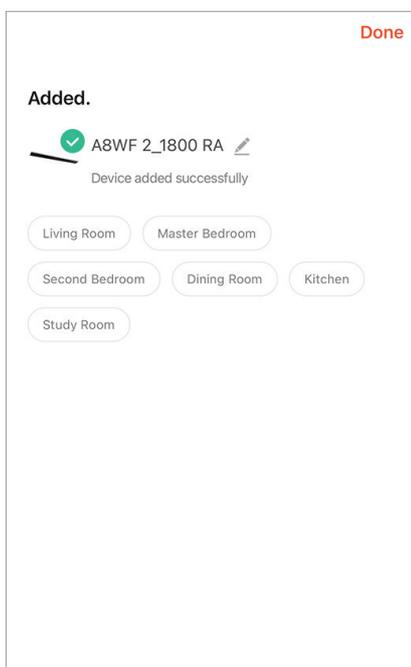


**NOTE** The configuration process may take up to a minute or more depending upon signal strength. The Device List page will be displayed with the new device listed when configuration is complete. To add additional device to the current mobile device press the + 'Add button' and follow the screen prompts.



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

6. Select device location and name.



# 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 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.

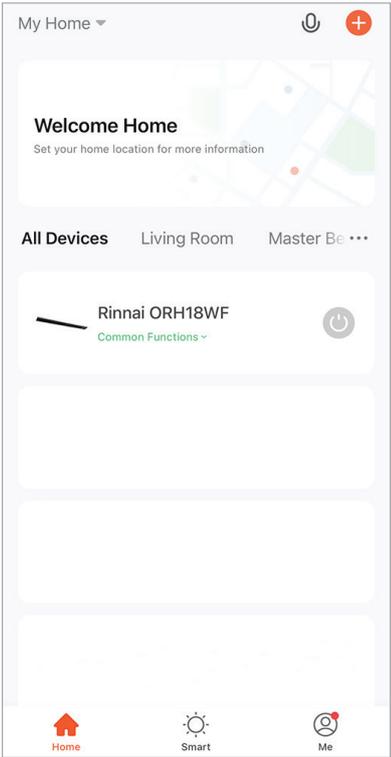
How do I know if my Wi-Fi signal is strong enough or if the appliance is out of range?

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 Tuya App 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.

## DEVICE LIST PAGE

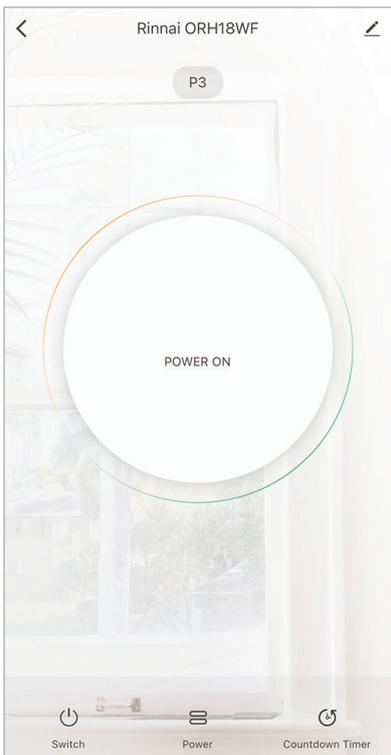
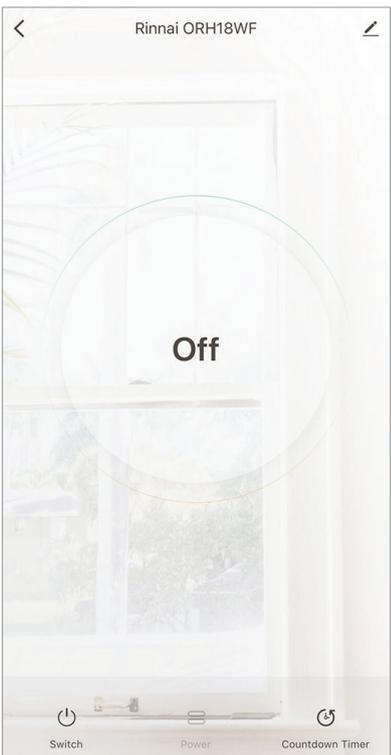
After opening the App the Device List page is displayed, select the desired device that you wish to control.



## OPERATION FUNCTIONS

Operate appliance via app

- Switch – `ON` / `OFF`
- Gear – P1, P2, P3 / P1=33% of the rated power, P2=66% of the rated power, P3=100% of the rated power
- Countdown – 1~4 Hours



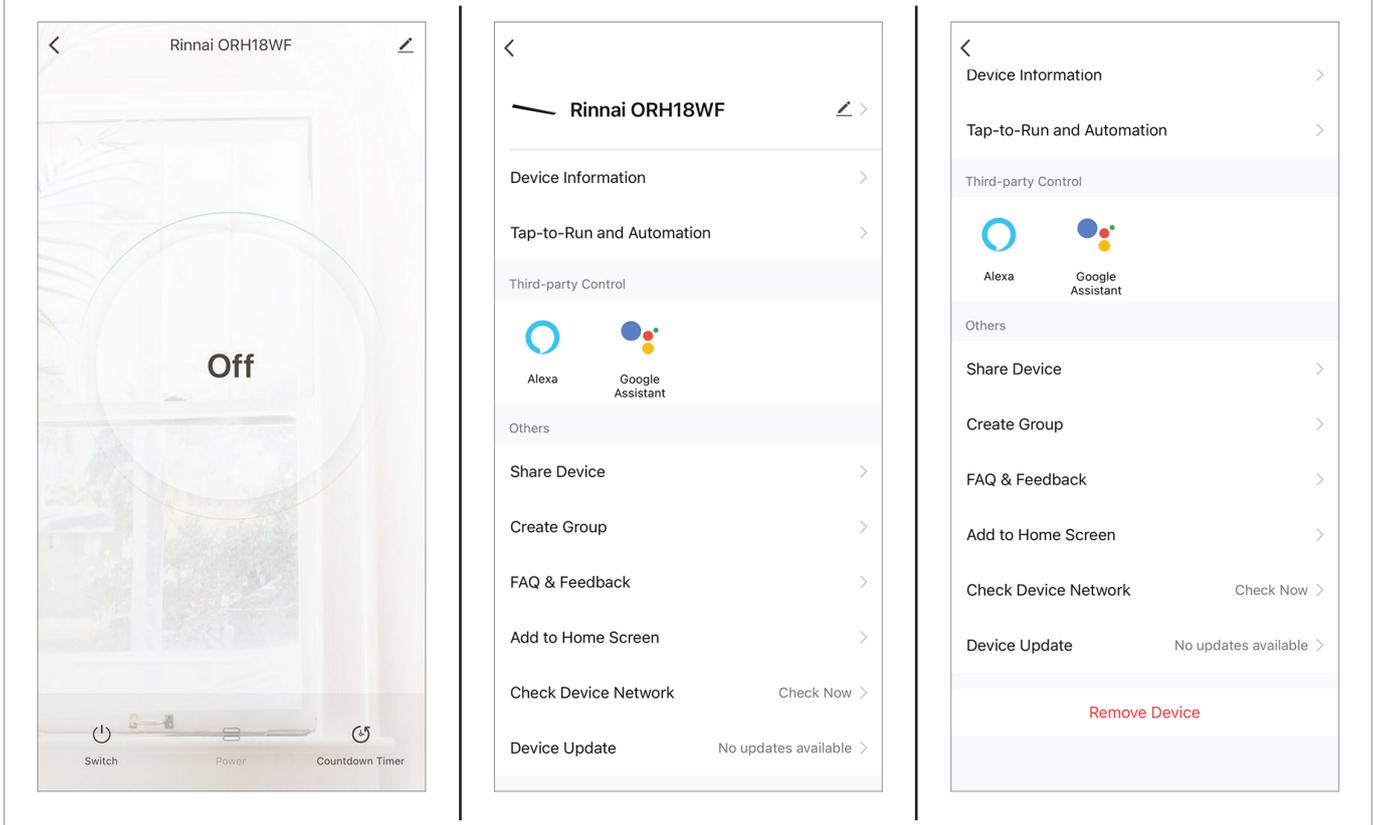


**DEVICE SETTINGS**

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



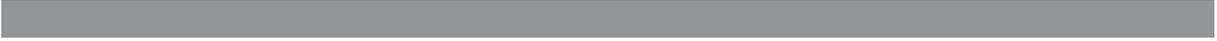
**Third-party Control function is not available.**





# NOTES

**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

## **National Help Line**

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 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.