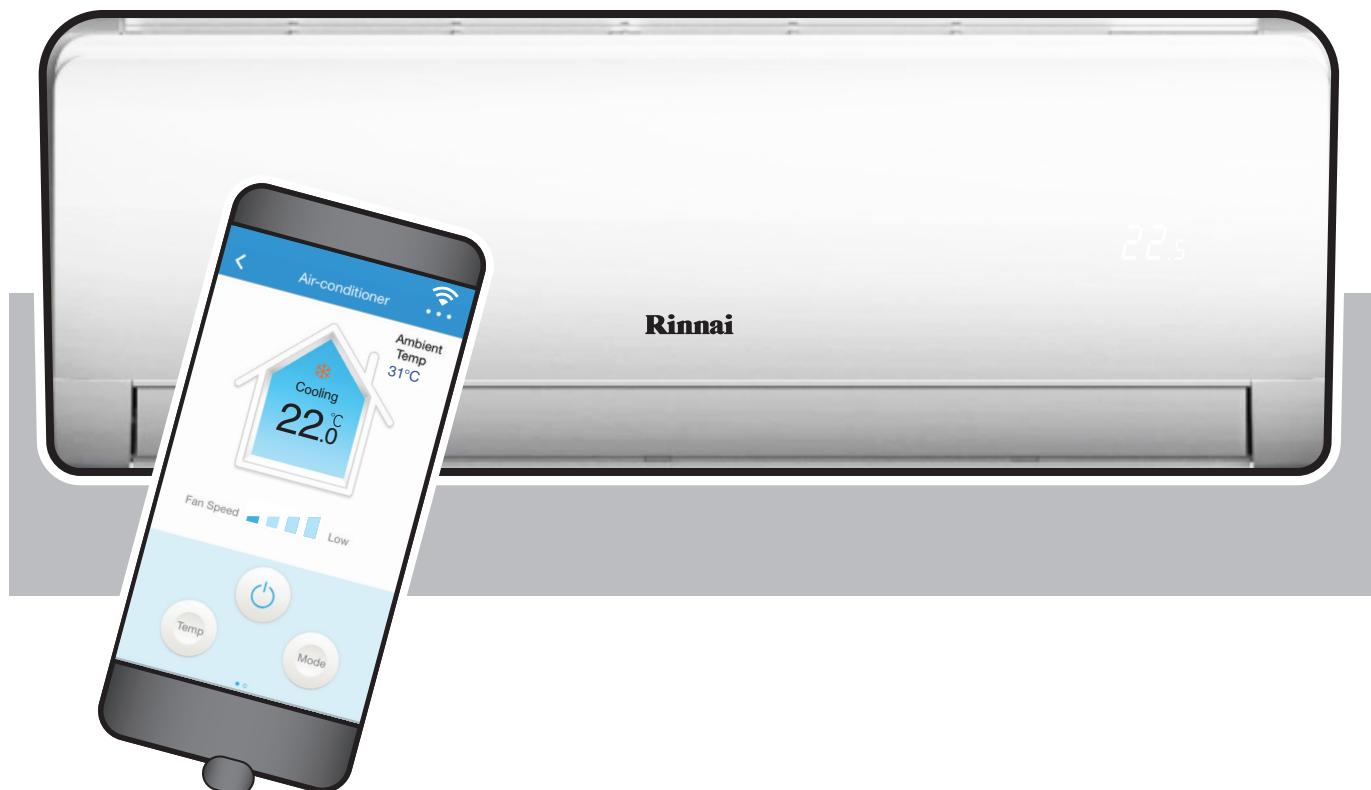


# Rinnai

## WiFi Operation Manual

### Split Type Wall Mounted Air Conditioner



Rinnai Systems Models

System	Indoor	Outdoor
HSNRQ25B	HINRQ25B	HONRQ25B
HSNRQ35B	HINRQ35B	HONRQ35B
HSNRQ50B	HINRQ50B	HONRQ50B
HSNRQ70B	HINRQ70B	HONRQ70B
HSNRQ80B	HINRQ80B	HONRQ80B

**This appliance shall be installed in accordance with:**

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

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

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



# TERMS & CONDITIONS

## 1. DEFINITIONS

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

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

**Device** means your smart phone/ tablet (Android. 4.1+ or Apple iOS6.0+) through which you have downloaded the App.

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

<b>Q Series Models</b>	<b>HSNRQ25B</b>	<b>HSNRQ35B</b>	<b>HSNRQ50B</b>	<b>HSNRQ70B</b>	<b>HSNRQ80B</b>
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**Rinnai, we, our or us** means Rinnai Australia Pty Ltd (ABN 74 005 138 769).

**WiFi Operations Manual** means the WiFi operations manual which details how to download and operate the App.

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

## 2. GENERAL

- 2.1 By downloading the App, you agree to be bound by these Terms & Conditions.
- 2.2 These Terms & Conditions should be read in conjunction with the WiFi 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 Q Series and App.

## 3. THE AUSTRALIAN CONSUMER LAW ('ACL')

Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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

## 4. USE OF THE APP

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

## 5. TERMINATION

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

## 6. INTELLECTUAL PROPERTY

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

## 7. DISCLAIMER

To the extent permitted by law:

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

## 8. FORCE MAJEURE

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

# INTRODUCTION

## WIFI COMPATIBILITY / CONNECTIVITY

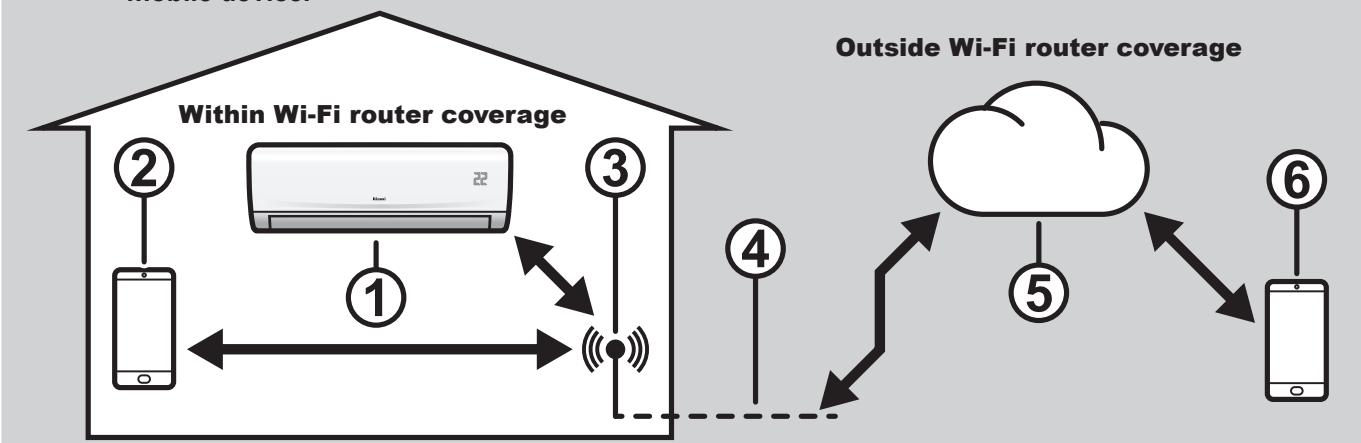
Rinnai Split Type Wall Mounted Air Conditioner models HSNRQ25B, HSNRQ35B, HSNRQ50B, HSNRQ70B and HSNRQ80B are fitted with built-in WiFi connectivity. Using the AC Freedom App (available from Apple App Store or Google Play) it is then possible to use a smart phone or tablet to operate these appliances remotely. Multiple compatible appliances can be added as required.

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

**The Air Conditioner(s) MUST BE installed in a location that has WiFi router coverage.**



If the controlling mobile device is outside of the WiFi router's coverage i.e. operating remotely, then the WiFi router will require an internet connection to communicate with the controlling mobile device.



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

## MINIMUM REQUIREMENTS

- Rinnai Split Type Wall Mounted Air Conditioner models: HSNRQ25B, HSNRQ35B, HSNRQ50B, HSNRQ70B and HSNRQ80B
- WiFi Router, 2.4G frequency range supporting 802.11b/g/n mode, with coverage of the Appliance(s) location
- For remote cloud based operation WiFi router / modem with active internet connection
- Smart phone / Tablet (Android 4.1+ or Apple iOS 6.0+) with AC Freedom App installed



Android QR code

or search AC Freedom in Google Play



iOS QR code

or search AC Freedom in Apple App Store

# WIFI SET UP

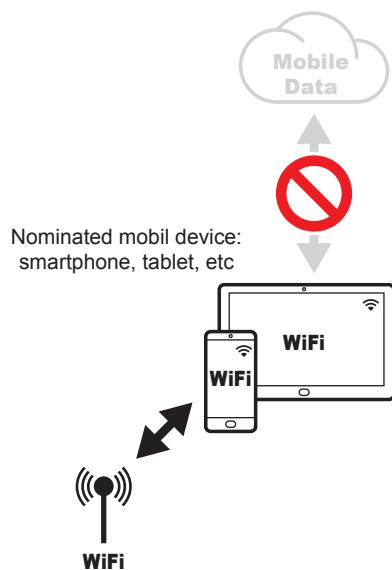
## Pairing With Mobile device & WiFi Network

1. Turn on the Air Conditioner that is to be paired, then activate the WiFi module by pressing the **HEALTH** button on the remote control 8 times.

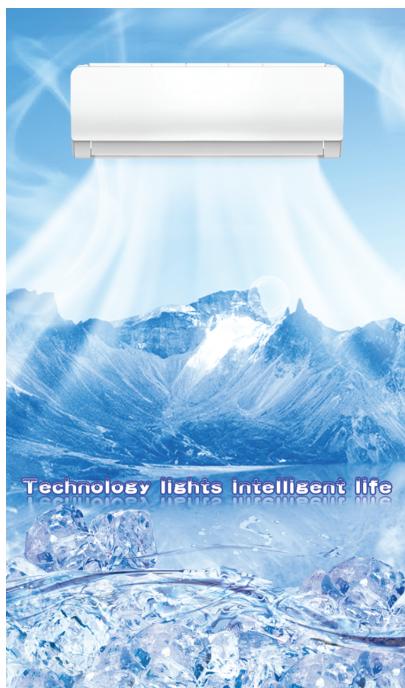


A double beep confirms that the WiFi module is activated and will be available to pair for 30 minutes.

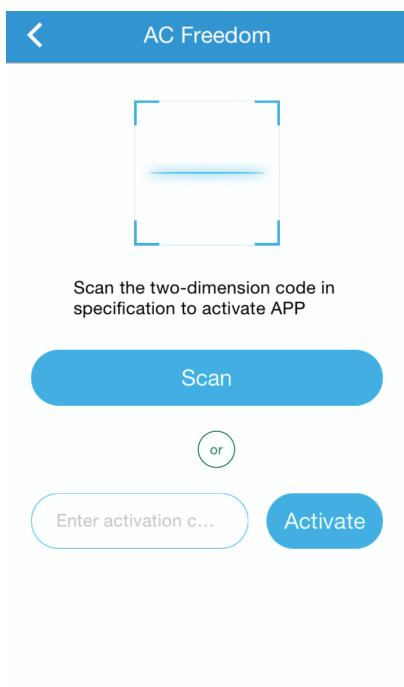
2. Select the mobile device for pairing (for best results only pair one mobile device and one AC device at a time). Turn off the mobile data for the mobile device , then connect it to the desired WiFi network.



3. Open the AC Freedom App, the following intro / loading page is displayed briefly.



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



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

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



Please note that if so prompted, give the App permission to use the mobile device's camera.



The activation code is case sensitive (all lower case).

5. A **Rinnai** welcome page is displayed briefly to confirm a successful activation.



The Device List page will open, select **Add device** to continue on to the configuration page and the name of WiFi network selected in step 2 will automatically fill the **WiFi name:** field to confirm that this network was found.

**Device List**

**Add device**

Add a new device to the WIFI network

WiFi name: WiFi Name

Password:  

Show password

[«Config failed check items»](#)

**Start the configuration**

6. Enter the password for the WiFi network into the **Password:** field and select **Start the configuration.**

**Add device**

Add a new device to the WIFI network

WiFi name: WiFi Name

Password: Wifi Password

Show password

[«Config failed check items»](#)

**Start the configuration**

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 AC device listed when configuration is complete. Repeat steps 1, 6, 7 & 8 to add additional AC devices to the current mobile device.

**Add device**

Configuration takes 1 minute or so,  
Please wait...

**Device List**

Air-conditioner  
XX:XX:XX:XX:XX:XX

**Add device**



If the configuration is unsuccessful, confirm that WiFi network is still up. If the WiFi network is working correctly then repeat steps 1, 6 7 and 8.

If configuration continues to fail contact Rinnai.

Repeat steps 1 through 8 to pair additional mobile devices.

# DEVICE EDITOR

Device Editor allows customising of the App to AC device interface and access to AC device firmware updates.

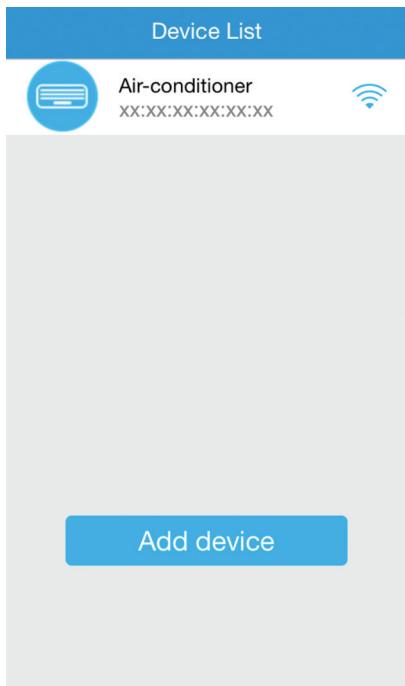


The AC device to be edited **MUST BE on and connected to the WiFi Network.**

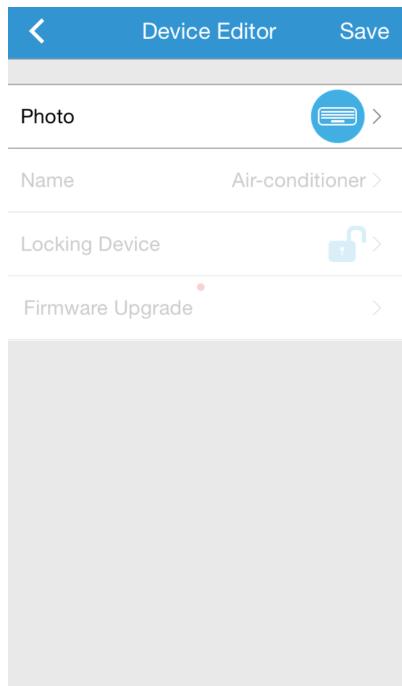
Before exiting the Device Editor, **Save changes**, as all unsaved changes will be LOST.

Locking only restricts the ability to pair any additional mobile devices to an AC device.

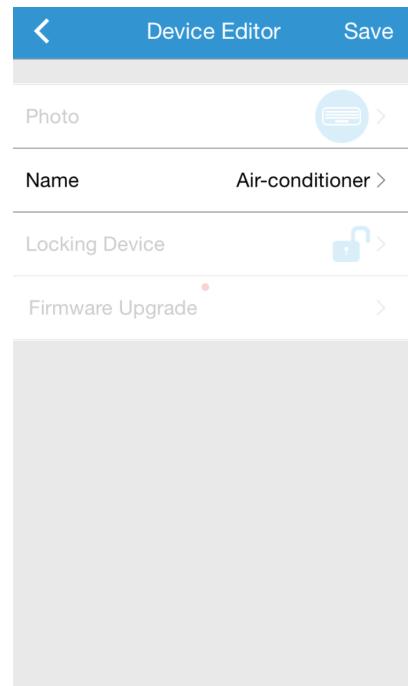
To enter the **Device Editor**, at the Device List page press on the **Icon** to the left of the desired device's name for 3 seconds.



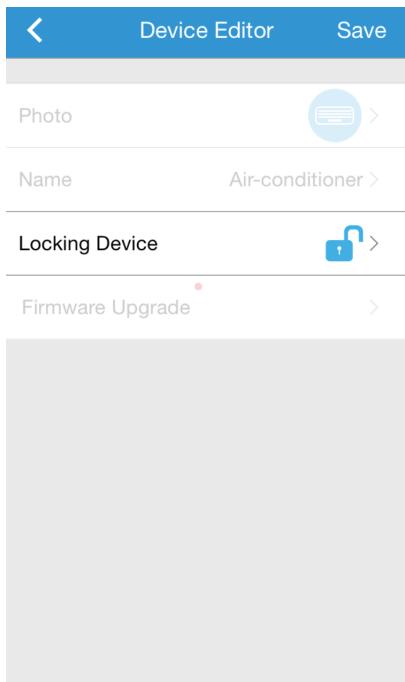
To change the AC devices icon for a specific mobile device, select **Photo** icon, and follow the on screen prompts to choose a new image.



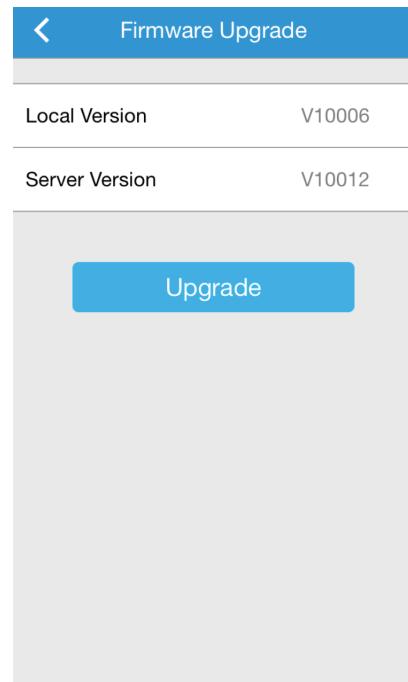
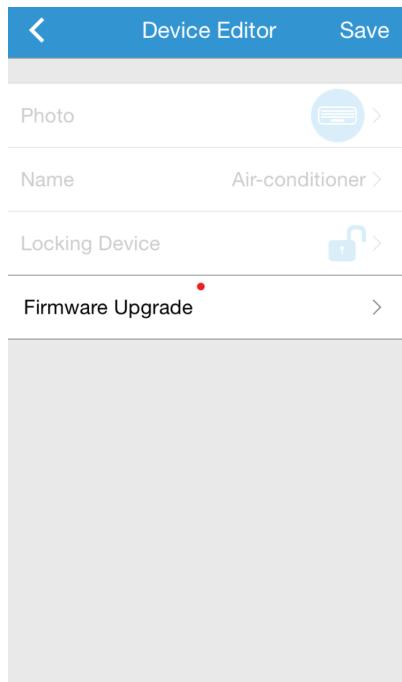
To change the AC devices name for all mobile devices, select the **Name** text field and type a new name (e.g. Bedroom, Upstairs, etc).



To restrict mobile device access select the **padlock** icon, blue / open is unlocked, red / closed is locked.



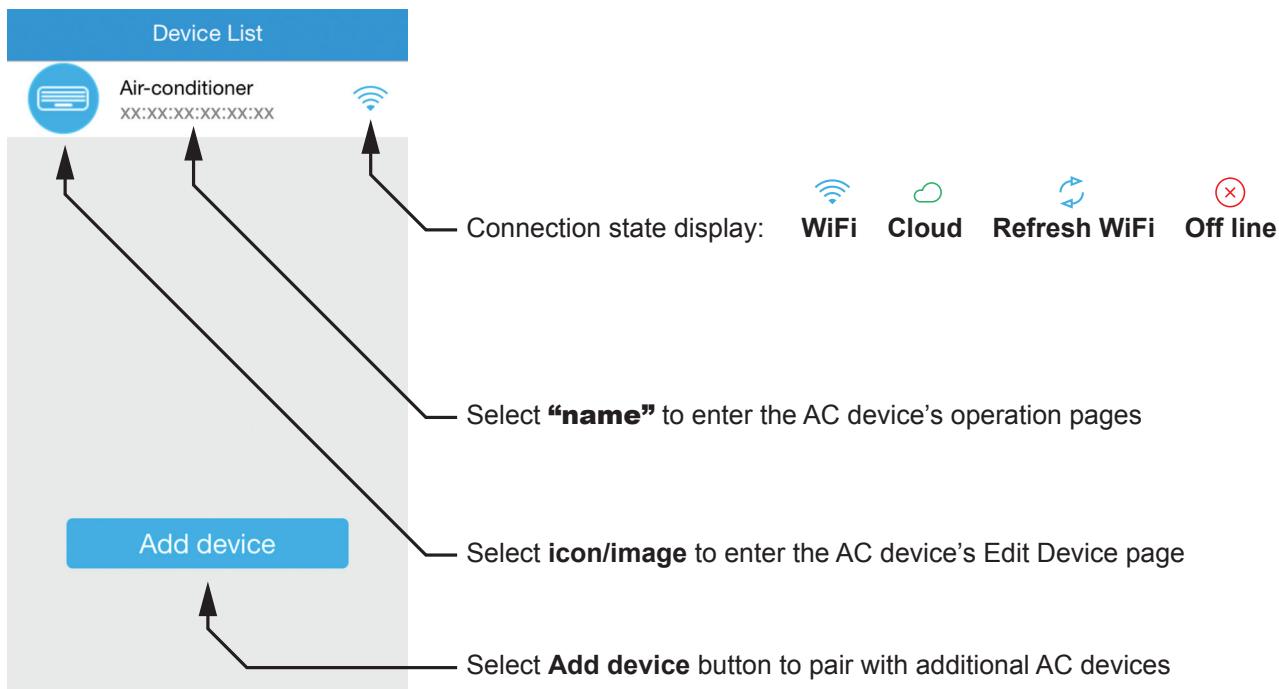
To update firmware, select **Firmware Upgrade**, if local and server versions are different select **Upgrade**, once updated both versions will be the same. The Wifi router **MUST** have an internet connection for firmware updates.



# BASIC OPERATION

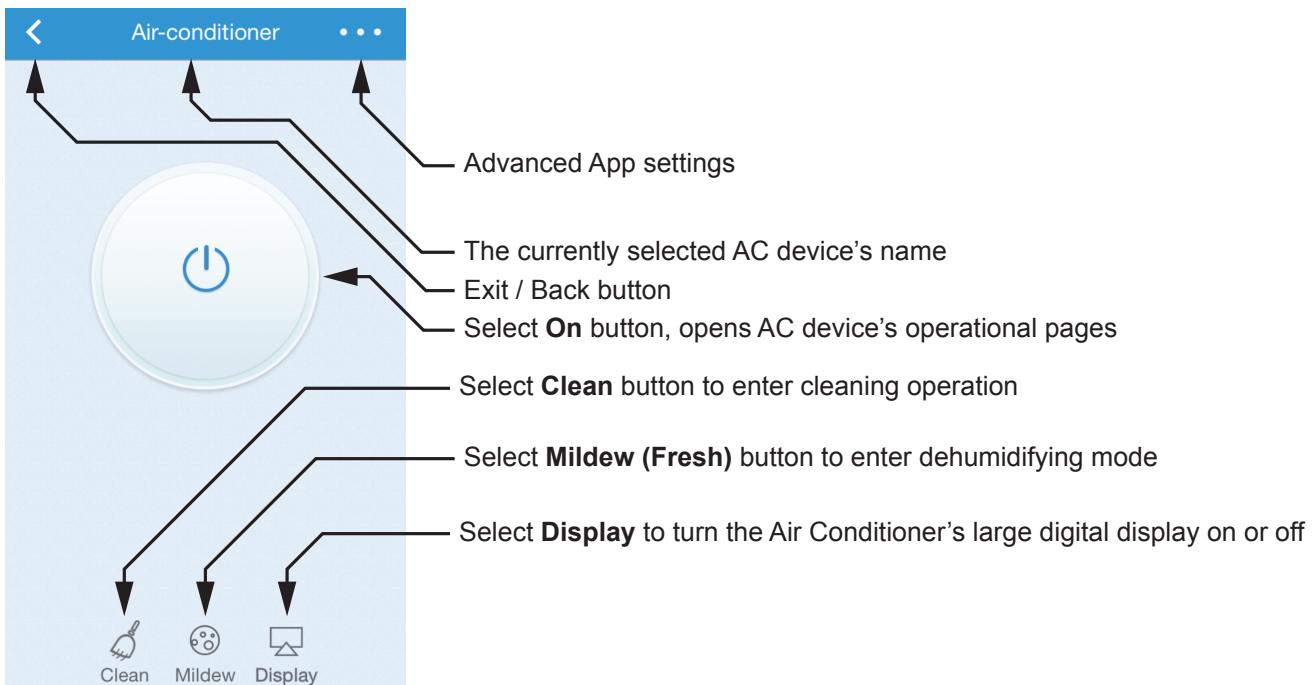
## DEVICE LIST PAGE

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



## STANDBY MODE PAGE

Air Conditioner is plugged in with the power turned on, but is not in an operational mode.



## CLEAN BUTTON

Cooling and dehumidifying operations can generate moisture inside the appliance. If the appliance is not going to be used for a long period (in excess of one month), it is suggested to run the cleaning operation to remove dust and moisture and avoid odours before leaving. Select the **Clean** button to start the cleaning operation.



**This cleaning operation takes approximately 35mins and the appliance automatically shuts off at completion of the cleaning cycle.**

## BASIC OPERATION

### MILDEW (FRESH)

Cooling and dehumidifying operations can generate moisture inside the appliance. Using the "FRESH" function removes such moisture by allowing the fan to run for 3 minutes after every shut-down, avoiding odours and keeping the unit fresh. Select the **Mildew** button to enable the Fresh operational mode.

### DISPLAY

Turns the large digital display that is built into the appliance and illuminates through the front cover of the indoor unit on or off.

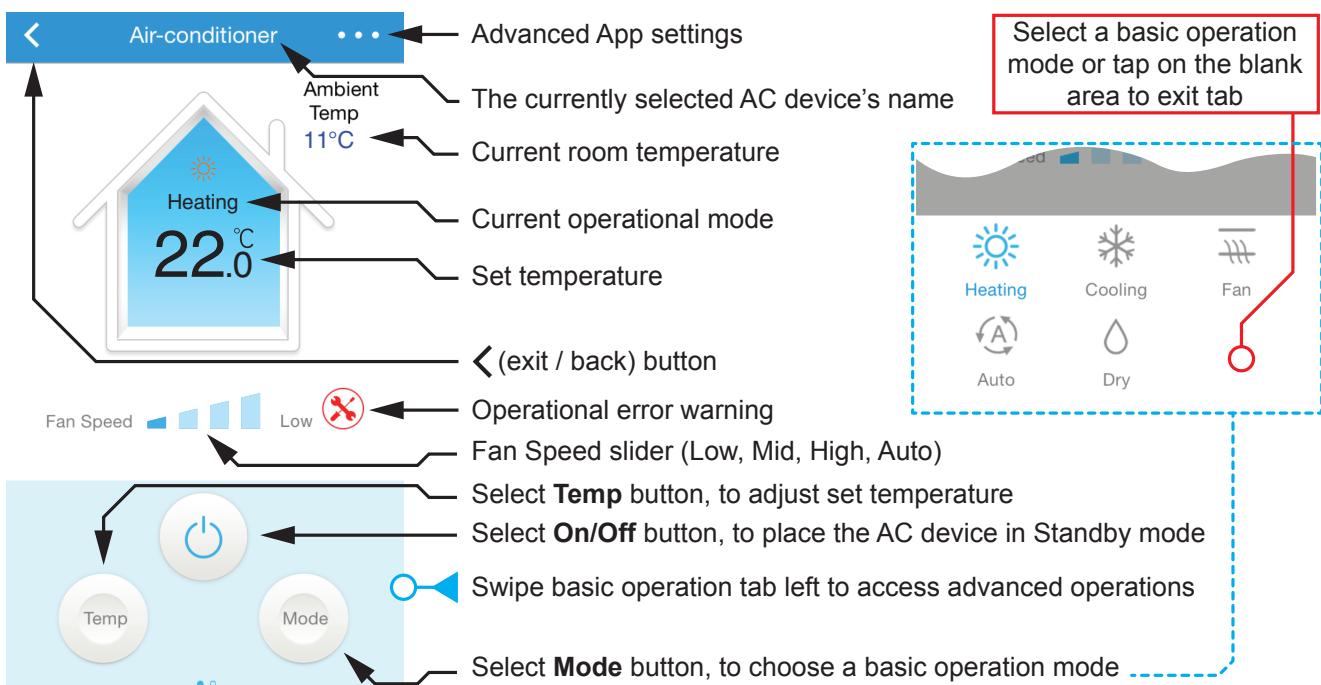


### < (EXIT / BACK) BUTTON

Exits the AC device page and returns to the Device list page, or returns to previous page when in a lower sub-menu. Selecting the < (exit / back) button does not affect current operational status of the Air Conditioner.

### BASIC OPERATION PAGE

On this page all basic operational controls (Heating, Cooling, Fan Speed, Set Temperature, etc) can be accessed.

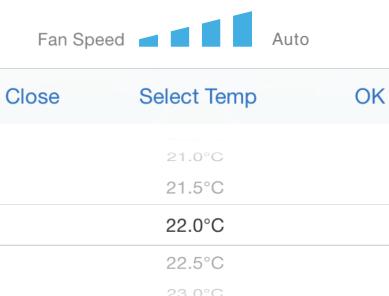


### ON / OFF BUTTON

When selected (and confirmed) the appliance will shut down into standby mode, the standby page is then displayed.

### FAN SPEED SLIDER

The fan speed can be adjusted manually or set to automatic. The available fan speeds are Low , Mid, High or Auto. Select "Auto" if you wish the fan speed to be adjusted automatically by the appliance.



### TEMP (TEMPERATURE) BUTTON

When selected use the temperature wheel to scroll to the desired temperature (0.5°C increments), then choose **OK** to save, or **Close** to make no change.

### OPERATIONAL ERROR WARNING

Displays when the appliance has an error or fault condition.

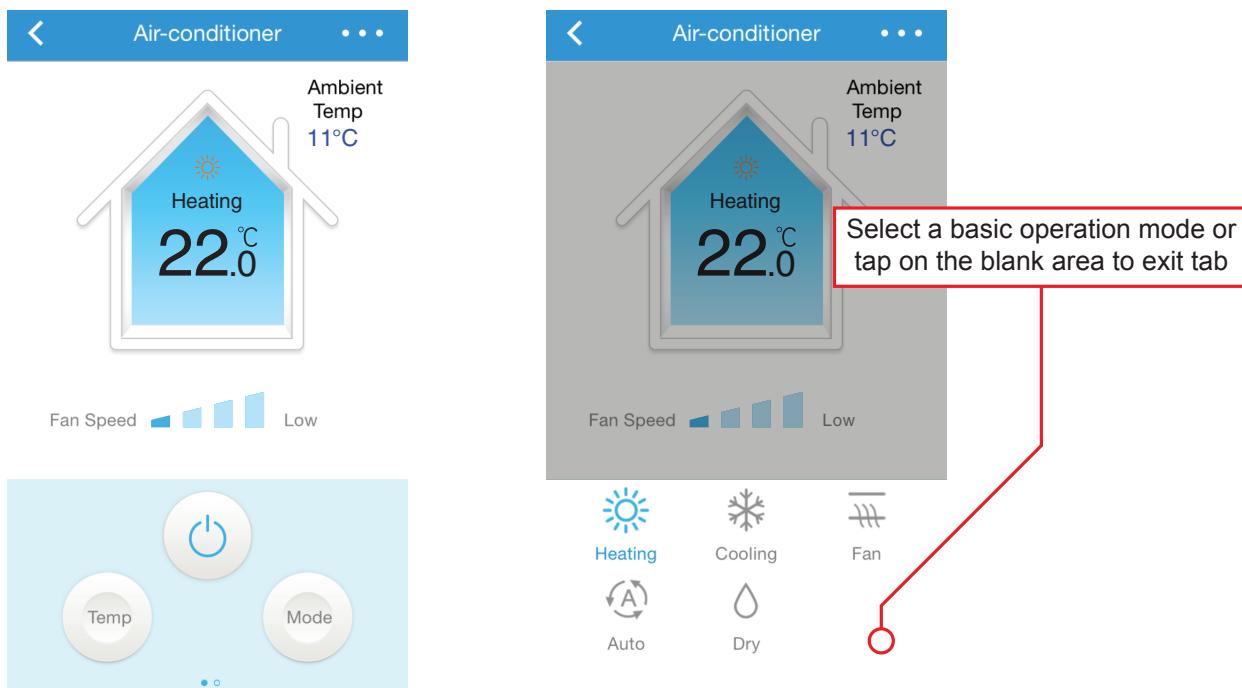


Refer to the CARE & MAINTENANCE section of the AC device's operation manual for fault diagnostic and clearance procedures.

### < (EXIT / BACK) BUTTON (Same as above)

## MODE BUTTON

This opens the basic operation mode selection tab.



### HEATING

When selected this mode operates the Air Conditioner as a heating appliance (the available temperature range is 16°C ~ 32°C in 0.5°C increments).

### COOLING

When selected this mode operates the Air Conditioner as a cooling appliance (the available temperature range is 16°C ~ 32°C in 0.5°C increments).

### FAN

This mode uses the fan to circulate room air without changing the room temperature.

### AUTO

In this mode, the fan speed, heating or cooling mode and the temperature are all adjusted automatically by the appliance, based on the current room temperature.

The table below describes the relationship between room temperature and modes of operation when set to Auto.

Room Temperature	Set Temperature	Operation Mode
≥ 27°C	24°C	Cooling Mode
20°C ~ 27°C	24°C	Dry Mode
≤ 20°C	24°C	Heating Mode

### DRY (DEHUMIDIFYING)

In periods of high humidity this mode removes excess moisture from the room, in order to prevent mould and mildew and increase comfort.

This mode adjusts the room temperature and the fan speed automatically to maintain the optimal level of humidity.

## ADVANCED APP SETTINGS

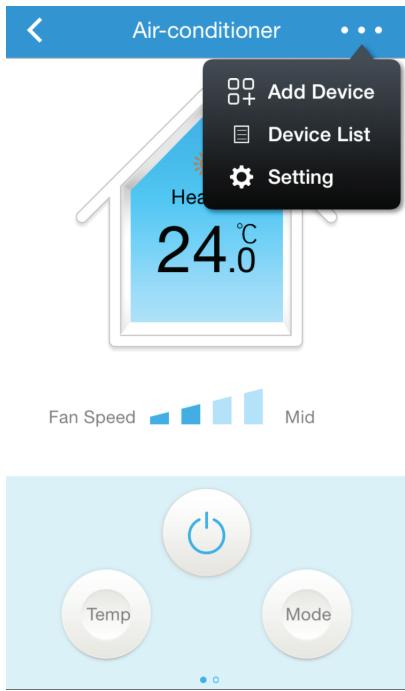
See Advanced Operation on the following page.

# ADVANCED OPERATION

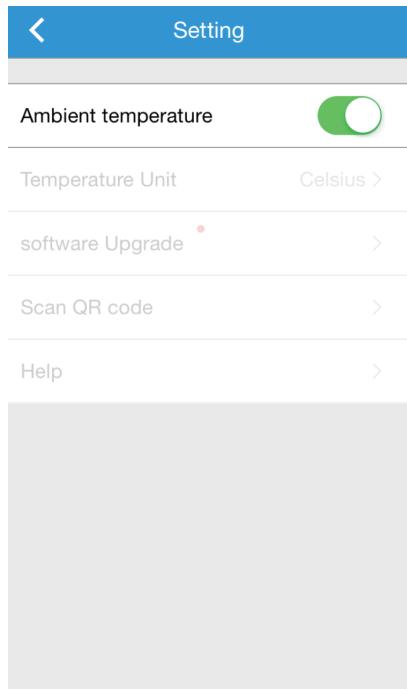
## ADVANCED APP SETTINGS

Direct access to the previously described AC Device related pages **Add Device** and **Device List**, is provided, while the third option **Setting** enables access to additional App and AC device related settings.

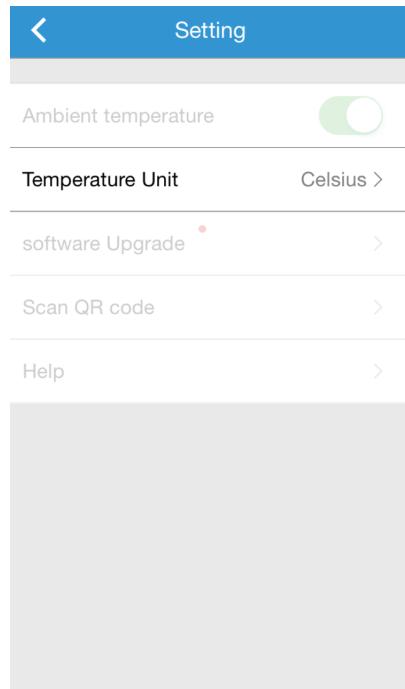
Selecting the horizontal **three dots** at the top right on the relevant pages opens the advanced App setting dialogue box.



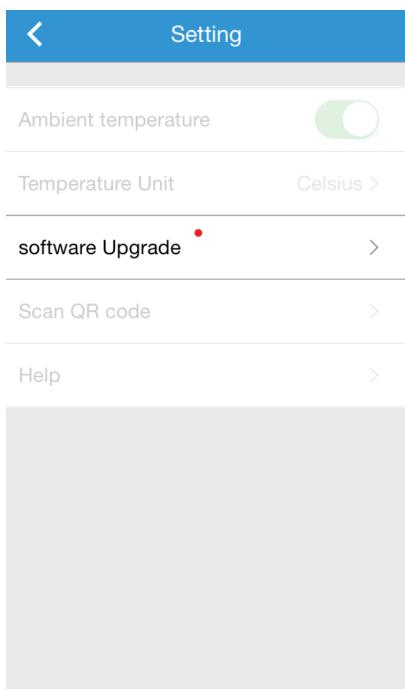
**Ambient Temperature**, this toggle shows or hides the current room temperature display.



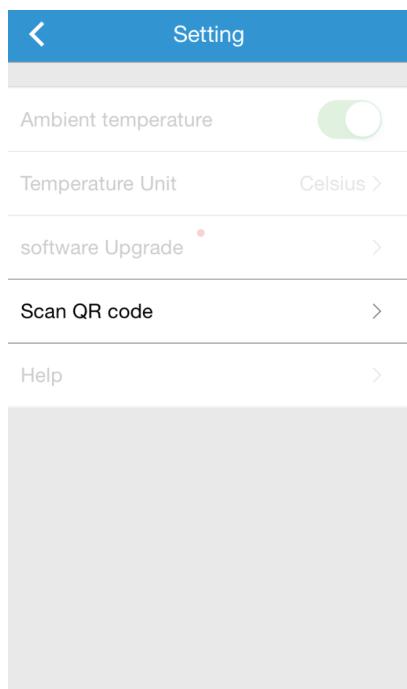
**Temperature Unit**, used to select either Celsius or Fahrenheit as the display unit of measure.



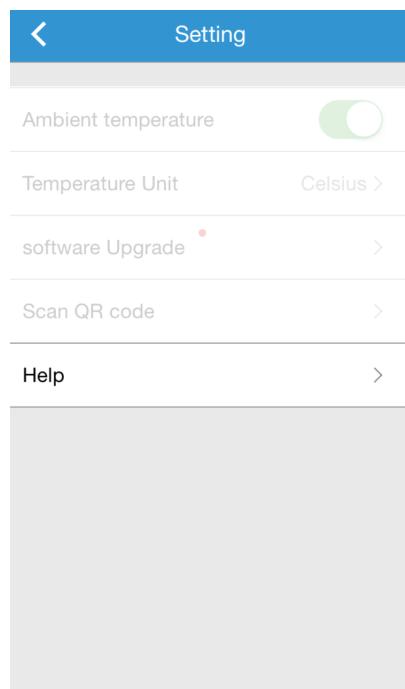
**software Upgrade**, checks for updates to the AC Freedom App. Either the Wifi router or mobile device **MUST** have an internet connection to get App updates.



**Scan QR code**, same as described in "WiFi Set Up" on page 4.

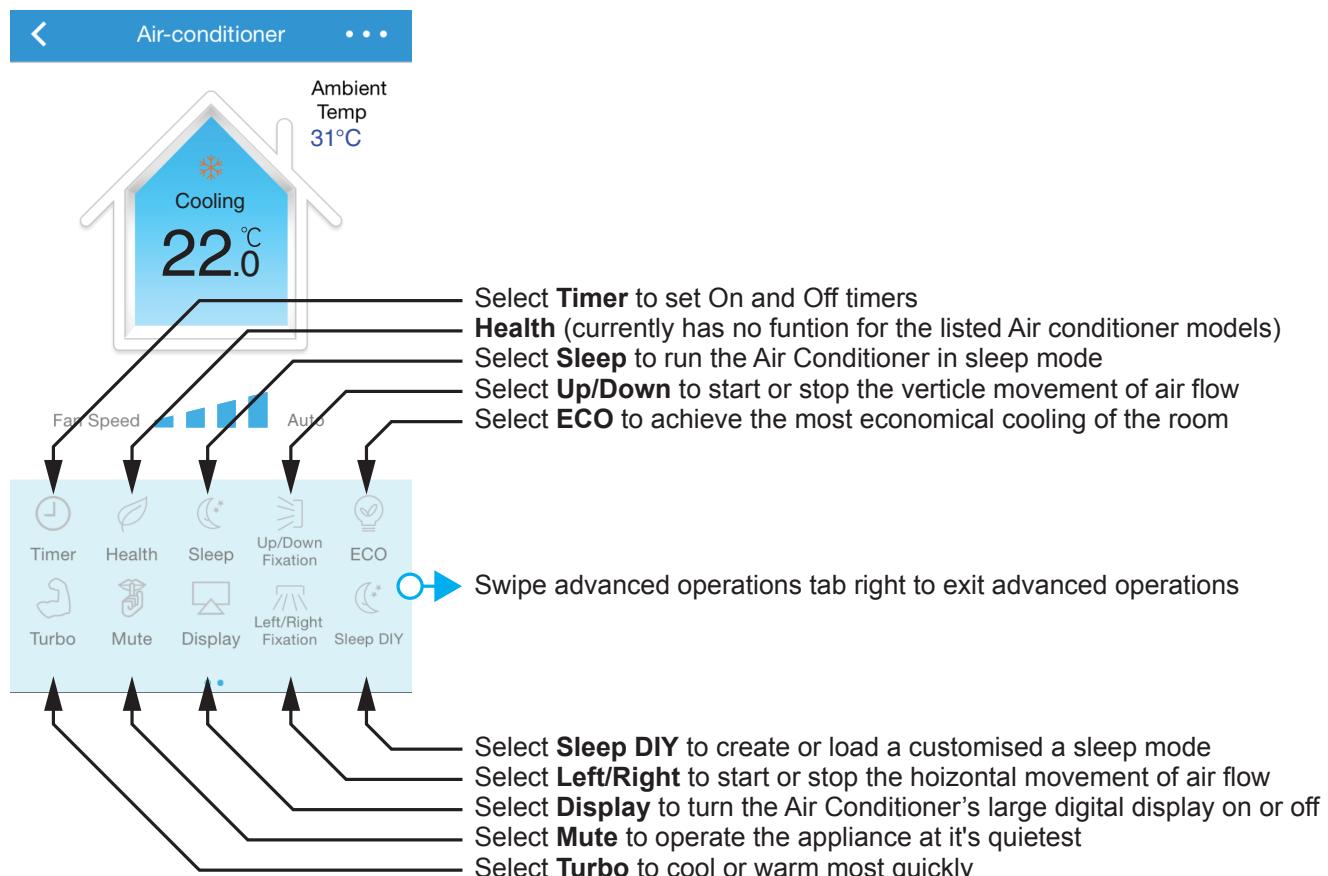


**Help**, App help instructions.



A set of more advanced control operations are also available. To open the advanced operation tab, swipe the on the basic tab to the left.

To exit the advanced operation tab and return to the basic operation page swipe the advanced operation tab to the right.



## TURBO

Select this mode to achieve the quickest cooling times in summer or the quickest heating times in winter.

Fan Speed Turbo



**When the appliance is operating in AUTO, FAN or DRY modes the Turbo function is not available.**

**In turbo mode the fan is set to operate at the maximum output. Attempting to alter the fan speed during TURBO mode operation will cancel this mode and return the appliance to manual operation.**

## MUTE (QUIET)

Select this mode to operate the appliance at its quietest, ideal for when minimal noise levels are desired. In Mute mode the Fan Speed slide bar displays mute.

Fan Speed Mute



**Attempting to alter the fan speed during Quiet mode operation will cancel this mode and return the appliance to manual operation.**

## ECO - ECONOMY (COOLING ONLY)

In this mode the appliance automatically sets the operation to achieve the most economical cooling of the room.



**ECO mode operation runs for an 8 hour period, after which normal cooling operations will be resumed, reselect ECO mode after this period to restart ECO mode operations again.**

**Be aware that ECO mode cooling times may be longer than those for non ECO mode cooling.**

**UP/DOWN (SWING)**

**Continuous Circulation:** To adjust the direction of the air flow vertically for an even air circulation, select the **Up/Down** button, this activates a continuous cyclic movement of the louvre.

**Fixed Direction:** Select the **Up/Down** button at any time to stop the cyclic movement of the louvre as desired.



**DO NOT attempt to adjust the air deflector louvres manually as this can result in damage to the louvre movement mechanisms.**

**LEFT/RIGHT (SWING)**

**Continuous Circulation:** To adjust the direction of the air flow Horizontally for an even air circulation, select the **Left/Right** button, this activates a continuous cyclic movement of the louvre.

**Fixed Direction:** Select the **Left/Right** button at any time to stop the cyclic movement of the louvre as desired.



**DO NOT attempt to adjust the air deflector louvres manually as this can result in damage to the louvre movement mechanisms.**

**DISPLAY**

Turns the large digital display that is built into appliance and illuminates through the front cover of the indoor unit on or off.

**TIMER (ON / OFF Delay Timers)**

To create, edit or delete a delay timer, select **Timer**, to open the Timer List page.



**Pages with a Save option will require saving before exiting. Exiting such a page without saving will result in the loss of any unsaved edits.**

**Creating a new Delay Timer:**

To add a new delay timer, select the **+** sign at the top right of the Timer list page to open the Add Timer page.



Select and edit each of the following as required.

**Timing:** sets the desired time delay.

**Power:** sets ON or OFF timer type.

**Temperature:** sets the temperature.

**Fan Speed:** sets the fan speed.

**Mode:** sets the operational mode

**Repeat:** opens the Week Timer page, select the desired level of frequency, select save the Add timer page.

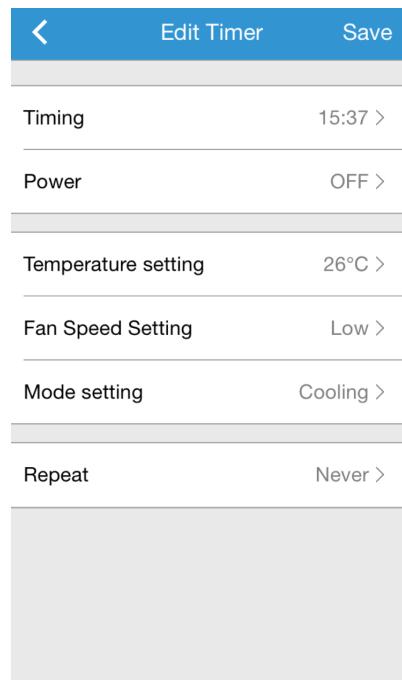
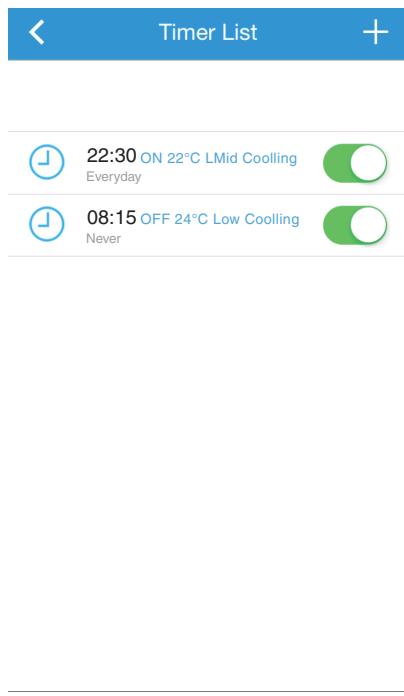
**Save:** after the timer parameters have been set select **Save**, the new timer will be added to the Timer List page.

Add Timer		Save
Timing	15:37 >	
Power	OFF >	
Temperature setting	26°C >	
Fan Speed Setting	Low >	
Mode setting	Cooling >	
Repeat	Never >	

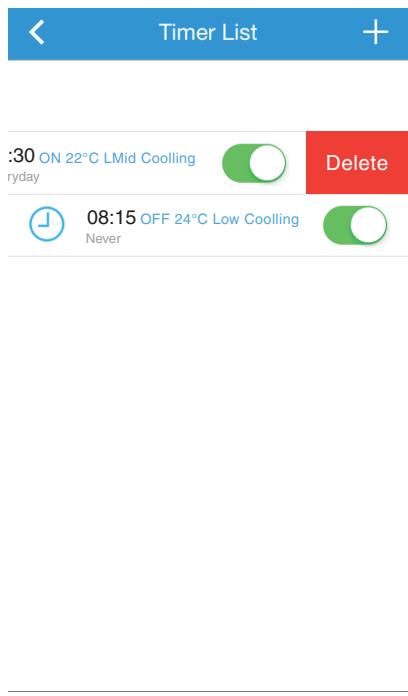
Week Timer		Save
Everday	<input checked="" type="checkbox"/>	
Sun	<input type="checkbox"/>	
Mon	<input type="checkbox"/>	
Tue	<input type="checkbox"/>	
Wed	<input type="checkbox"/>	
Thu	<input type="checkbox"/>	
Fri	<input type="checkbox"/>	
Sat	<input type="checkbox"/>	

### Editing a Delay Timer:

To edit an existing listing from the Timer list page, tap on the name of the desired listing, this will open the Edit Timer page which functions the same as the Add Timer page. Saved listings may then be toggled **ON** or **OFF**.



To permanently delete listings swipe the selected listing to the left and select **Delete**.



## HEALTH

Currently has no function for the listed Air Conditioner models.

## SLEEP

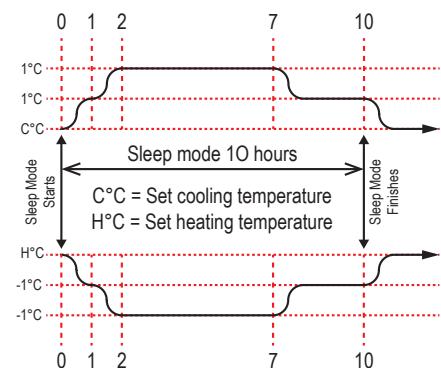
**For Cooling:** Allows the set temperature to increase and decrease over a 10 hour period at pre-set time intervals to maintain your comfort while saving energy (see graph right).

**For Heating:** Allows the set temperature to decrease and increase over a 10 hour period at pre-set time intervals to maintain your comfort while saving energy (see graph right).



**Sleep mode is not available in FAN only mode.**

The Delay Off Timer can be used in conjunction with SLEEP mode to turn off the Air Conditioner automatically.



## SLEEP DIY

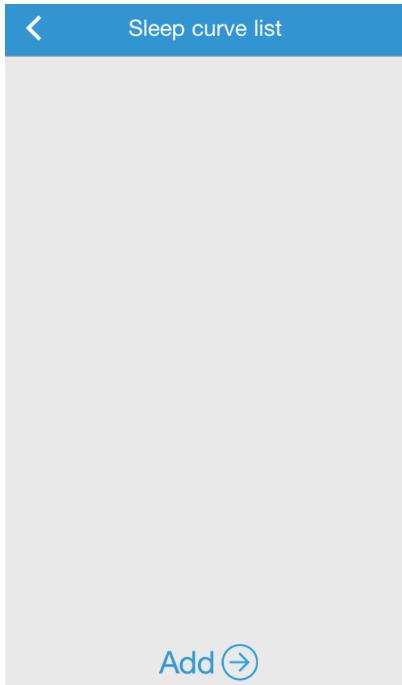
This is a user definable version of the Sleep function, allowing the user to create a customised sleep curve based **Time** (from a minimum of 0.5 hour to 12 hours in 0.5 hour increments), **Temperature** and **Fan Speed** (choose from Low, Mid and High or use the Mute and Turbo functions) via an interactive graph.



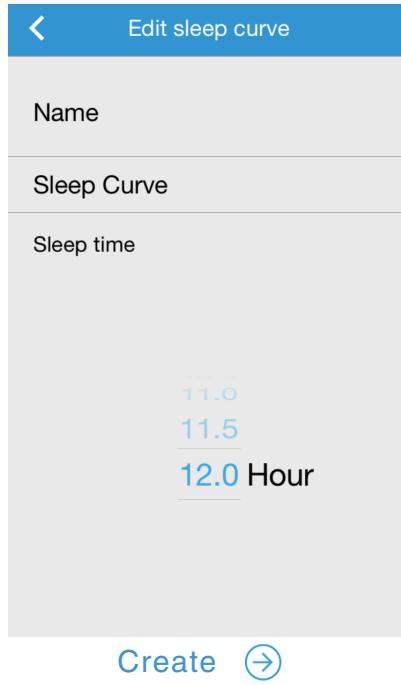
**Only one sleep curve program can be saved at any time. It is important to note that if the power supply to the Air Conditioner is interrupted or turned off then the settings for the saved sleep curve will be lost and will need to be re-entered.**

Pages with a **Save** option will require saving before exiting. Exiting such a page without saving will result in the loss of any unsaved edits.

Select **Sleep DIY** to open Sleep curve list page and select **Add** from the bottom of the page.



This opens the Edit sleep curve page, type in a name and select the desired sleep operation time, then select **Create** from the bottom of the page.

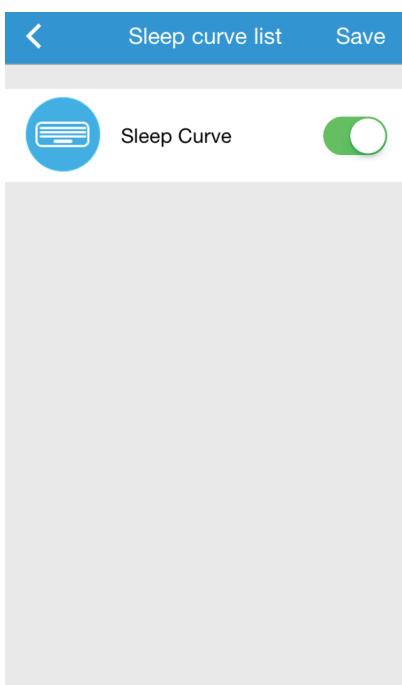


Use the interactive graph to edit fan and temperature settings for desired plot points (it maybe necessary to swipe right to access other plot points), select **OK** to finish.



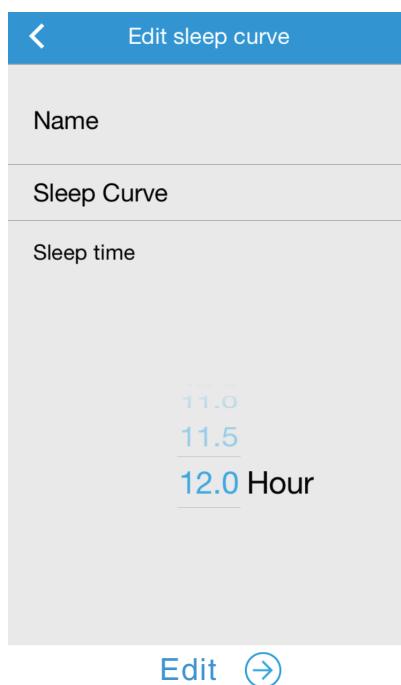
Select **Save** to add the Sleep curve to the Sleep curve list page.

Toggle the sleep curve **ON** or **OFF** as required, noting that the toggle state **MUST BE** saved for it to take effect.



To edit the Sleep curve, press on the **Name** of that listing for 3 seconds.

This opens the **Edit sleep curve** page, type in a new name (optional) and select the desired sleep operation time, then select **Edit** from the bottom of the page.



Use the interactive graph to edit fan and temperature settings for desired plot points), select **OK** to finish.

Ensure to select **Save** before exiting the following Sleep curve list page to save the edited changes.





# Rinnai

**Rinnai Australia Pty. Ltd.**  
ABN 74 005 138 769

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Braeside, Victoria 3195  
  
AU45204

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. Rinnai recommends that this appliance be serviced at least every 2 years.

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

## **Product Sales & Service National Help Line**

Tel: **1300 555 545\*** Fax: **1300 555 655**  
\*Monday to Friday, 8.00am to 5.30pm EST

For further information visit [www.rinnai.com.au](http://www.rinnai.com.au)  
or email [enquiry@rinnai.com.au](mailto:enquiry@rinnai.com.au)