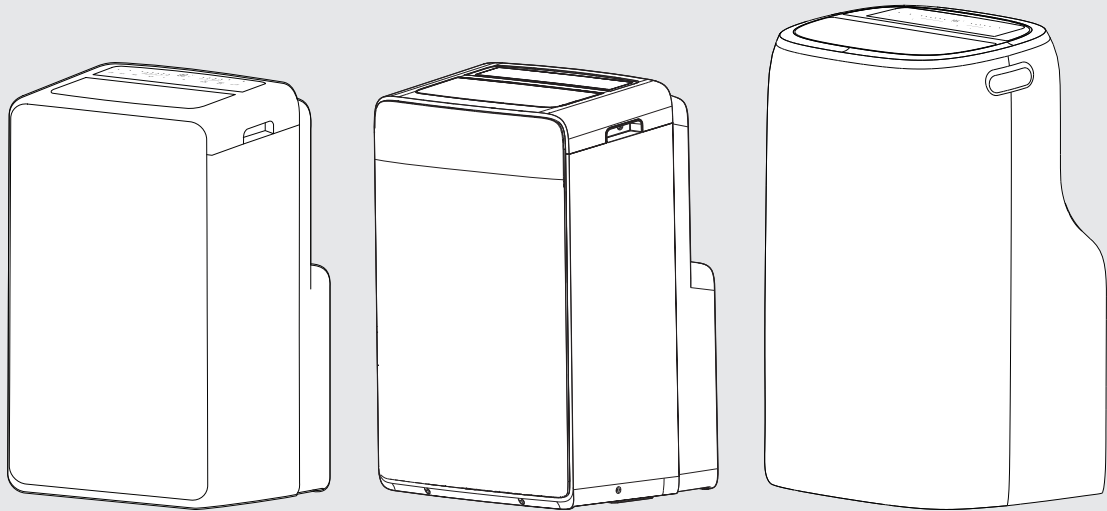Wi-Fi

MODEL

RPC26MCWF
RPC34MCWF
RPC41MCWF

REFRIGERANT
R32

Portable Room Air Conditioner

Wi-Fi Operation Manual

Rinnai

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

Before proceeding with the operation of your new Rinnai Portable Room Air Conditioner, please read this manual thoroughly and gain a full understanding of the requirements, features and operation of your new appliance.

REFRIGERANT
R290

TABLE OF CONTENTS

TERMS & CONDITIONS

1. DEFINITIONS

App means the AC Freedom App you can download to your Device to operate the Rinnai Portable Room Air Conditioner models in this manual.

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

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

Rinnai Portable Room Air Conditioner means a Portable Room Air Conditioner, comprising the following models:

Models	RPC26MCWF	RPC34MCWF	RPC41MCWF

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 Portable Room Air Conditioner models in this manual 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 Portable Room Air Conditioner 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 Portable Room Air Conditioner 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 Portable Room Air Conditioner, 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 Portable Room Air Conditioner 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.
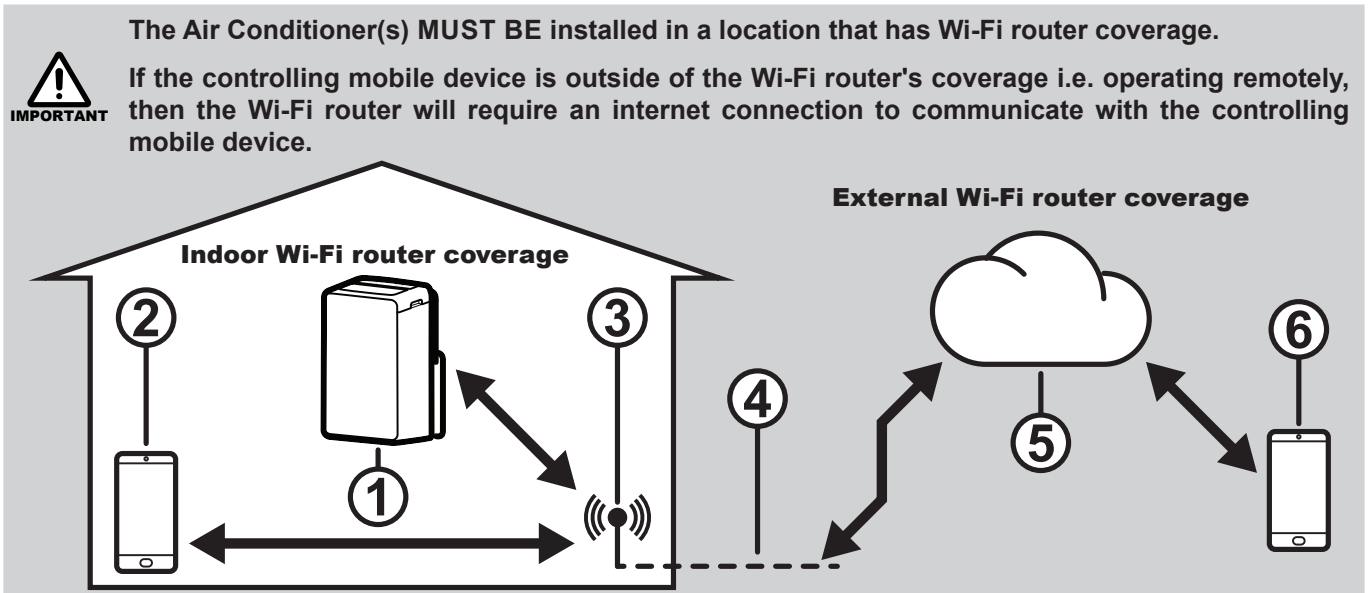
8. FORCE MAJEURE

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 Portable Room Air Conditioner inoperable.

WI-FI COMPATIBILITY / CONNECTIVITY

Rinnai Portable Room Air Conditioner models RPC26MCWF, RPC34MCWF, RPC41MCWF are fitted with built-in Wi-Fi connectivity. Using the AC Freedom App (available from Apple App Store or Google Play) it is then possible to use a smart phone to operate these appliances remotely. Multiple compatible appliances can be added as required.

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

> **⚠ IMPORTANT**
>
> **The Air Conditioner(s) MUST BE installed in a location that has Wi-Fi router coverage.**
>
> **If the controlling mobile device is outside of the Wi-Fi router's coverage i.e. operating remotely, then the Wi-Fi router will require an internet connection to communicate with the controlling mobile device.**

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

MINIMUM REQUIREMENTS

- Rinnai Portable Room Air Conditioner models RPC26MCWF RPC34MCWF RPC41MCWF
- 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 12.0+) 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

WI-FI SET UP

PAIRING WITH MOBILE DEVICE & WI-FI NETWORK

1. Open App, then read and confirm the Privacy Notice

PRIVACY POLICY

AUX Group Co. Ltd (the "Company", "we", "us") respect and protect your privacy right and personal data. In order to provide you with more accurate and personalized service, we collect and use your personal information in accordance with the Privacy Policy. The Privacy Policy explains to you how we collect, use, share and transfer information when you use our products and services, and the way how we protect your personal data.

Updated 22 May 2018

Effective 22 January 2019

This policy will help you understand the following:

What personal information we collect
How do we process your personal information
Cookies and other technologies
Disclosure to Third Parties
How long do we keep your personal information
Children under 13(or applicable age in your country)
Protection of Personal Information
Transfer of data abroad

✓ I have read and accept the terms

Continue

2. Select "Australia" as user area. Select OK. First time users will need to register via email or phone.

User area   OK

Please select your region to ensure the app is properly connected to the appropriate server

Country or region   🔍

A

Albania

Algeria

Afghanistan

Argentina

Aruba

Andorra

Angola

Anguilla

‹   Register

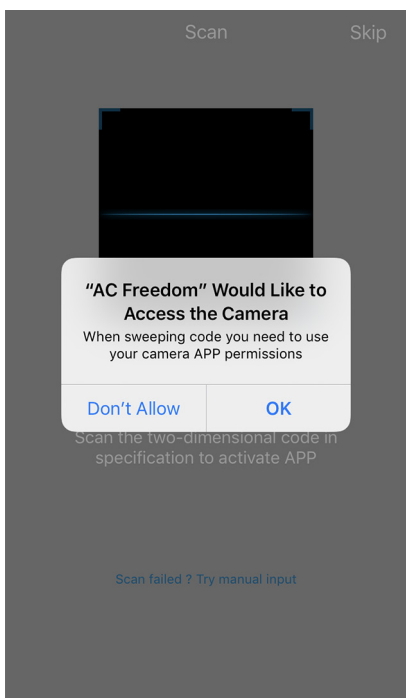**Email**   Phone

Australia   ›

After registration, the user area cannot be changed

email

Next

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

Scan   Skip

"AC Freedom" Would Like to Access the Camera
When sweeping code you need to use your camera APP permissions

Don't Allow   OK

Scan the two-dimensional code in specification to activate APP

Scan failed ? Try manual input

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

Activation code method - Type *rinnai* into the **enter activation code** field and select *activate*.
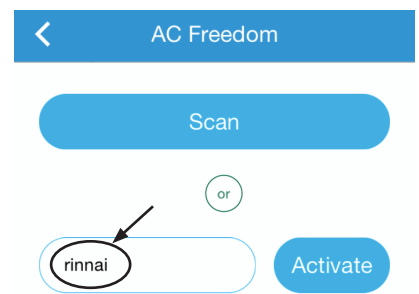
Note: If prompted, give the App permission to use the mobile device's camera.

‹   AC Freedom

Scan

or

rinnai   Activate

The activation code is case sensitive (all lower case)

4. 'Welcome home' page is displayed briefly with location to confirm a successful activation.

Welcome home

My home

Victoria Melbourne

Start to use

5. Enter user name and password to log into App. If you don't have a login, select 'Sign up'. Use phone number or email address with a unique password.

Email/Phone

Password

Sign in

Forgot password?

Don't have an account? Sign up

6. Check your email or mobile text messages for verification code. Enter code to complete registration.

← Sign Up

Phone number   *OR*   Email

+86 ⌄ | Phone number

Next

← Get verification code

Enter verification code send to
Mobile phone or email

Enter code

Verification code   Resend（57s)

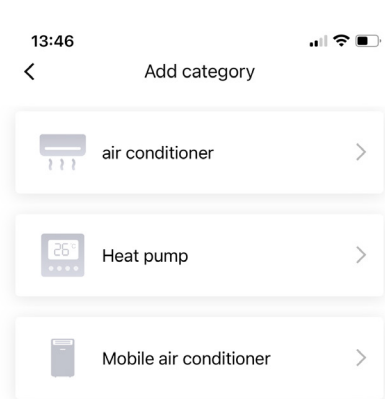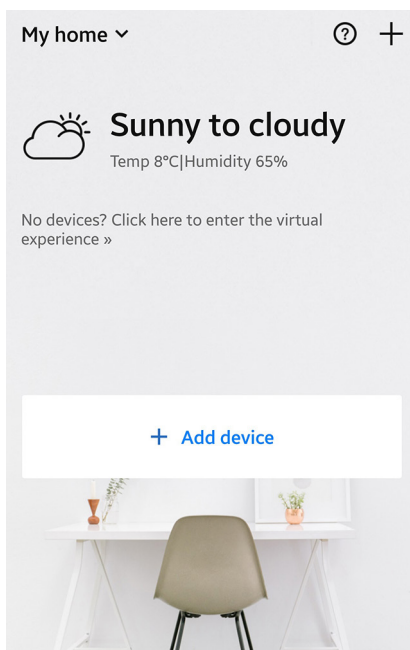Password

Enter password

Finsh

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

---

7. Select the + **Add device** button, on the Device List page. Follow prompts on the screen. Turn on the Portable Room Air Conditioner that is to be paired, then activate the Wi-Fi module by pressing and holding the 'WIFI' button on appliance control panel more than 5 seconds.

A double beep confirms Wi-Fi module is activated and will be available to pair for 30 minutes.

Select Next Step

My home ⌄   ⑦ +

☁️ **Sunny to cloudy**
Temp 8°C|Humidity 65%

No devices? Click here to enter the virtual experience »

➕ **Add device**

🏠 Control   👤 Me

13:46   �..l 🛜 🔋

‹   Add category

air conditioner   ›

Heat pump   ›

Mobile air conditioner   ›

⚠️ **NOTE**

Changing your internet provider/service may mean you need to 'Add Device'.

Cancel

Which Wi-Fi will your device connect?

Select your home's Wi-Fi SSID, only 2.4Ghz Wi-Fi is supported.

📶

[⌄]

[👁]

Connect to Wi-Fi

✓ Save password to ACFreedom allows supported devices to automatically connect to your Wi-Fi in the future. Learn more

---

Cancel   AP Config

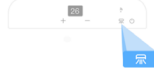### Please reset your device before adding:

▍ **Method 1:** There is a 【WIFI】 button on the control panel

Long press the [WIFI] button for 5 seconds and hear a "beep" sound, indicating that the device has been reset

▍ **Method 2:** There is a 【swing】 button on the control panel

Long press and hold the [swing] button for 5 seconds, and hear a "beep" sound, indicating that the device has been reset

---

Connecting to "Wi-Fi Network"

✓ Sending Wi-Fi SSID and password to the device

✓ The device is connecting to the Wi-Fi

❄ The device has successfully connected to the Wi-Fi

Cancel

Add devices ❄

Select a device and set it up.

| 📱 Mobile air conditioner |

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. To add additional AC devices to the current mobile device press the + 'Add button' and follow the screen prompts.

8. Select device location and name.

Cancel

Where is your device?

Choose a room for this device. This will help organize your devices.

My rooms

Living room ✔

Guest room

Study room

Baby room

Kitchen

Bathroom

Dining room

Children room

Master bedroom

Cancel

What's your device name?

Device name can be used to voice control Google home or Alexa.

RPC26MCWF ✕

Save

q w e r t y u i o p

a s d f g h j k l

✔

Done!

Use device now

> ⚠ **NOTE** **If the configuration is unsuccessful, confirm that Wi-Fi network is still up. If the Wi-Fi network is working correctly then repeat configuration steps.**
>
> **If configuration continues to fail contact Rinnai.**

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 SmartLife-SmartHome to control the appliance.

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

| Description	Analysis of cause
Appliance can't be configured successfully	1. Please enable the permissions of Storage / Location / Camera / Wi-Fi / Bluetooth for this APP when installing. Otherwise problems may occur when operating. 2. Check that the mobile is connected to WLAN router SSID and password is correct; 3. Check whether there are additional settings of WLAN router as shown below. • Firewall by router or by PC • MAC address filtering • Hidden SSID • DHCP server Reboot WLAN router, mobile device and appliance (WLAN module) and connect appliance by CF or AP mode again. Before rebooting, check nobody has already connected to same appliance.
Mobile can't control appliance	1. When appliance (WLAN module) is rebooted and App displays device remove, ignoring this confirmation as this will lead to mobile device losing control of permission of the appliance. You will need to connect the appliance by CF or AP mode again. 2. In case of power failure, mobile device will lose control of permission of the appliance for 3 minutes after power failure. (Notification will show on the mobile device.) If you cannot control the App (appliance) even after power is restored, you will need to connect the appliance by CF or AP mode again.
Mobile can't find appliance	1. App shows that appliance is offline. Please check the following conditions. • The appliance has been reconfigured. • Appliance is out of power. • Router is out of power. • Appliance can't connect to router. • Appliance can't connect to network through the router. • Mobile device can't connect to network. 2. After adding the device, it will disappear from the device list. Hold and slide down to refresh the device list. If there is no change, shut down the App and start again.

OPERATION

DEVICE LIST PAGE

After opening the App the Device List page is displayed, select the desired AC device that you wish to control.
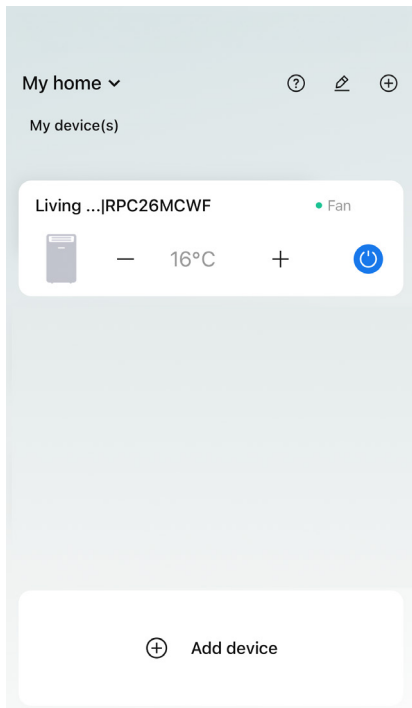
OPERATION FUNCTIONS
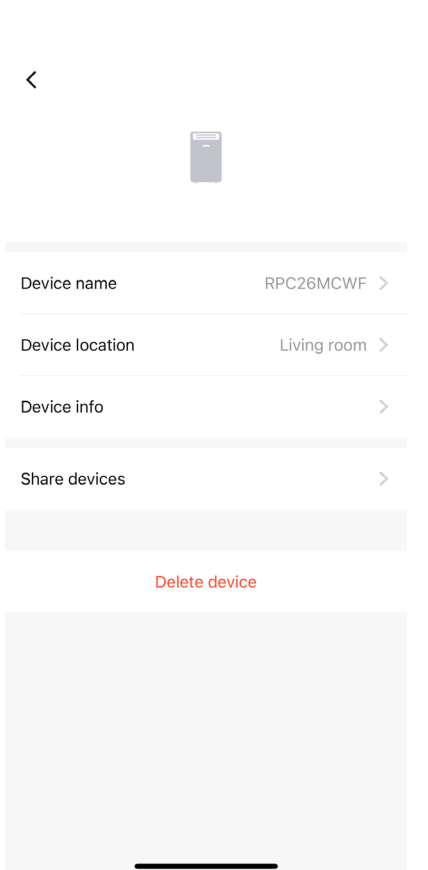
Operate the appliance via app
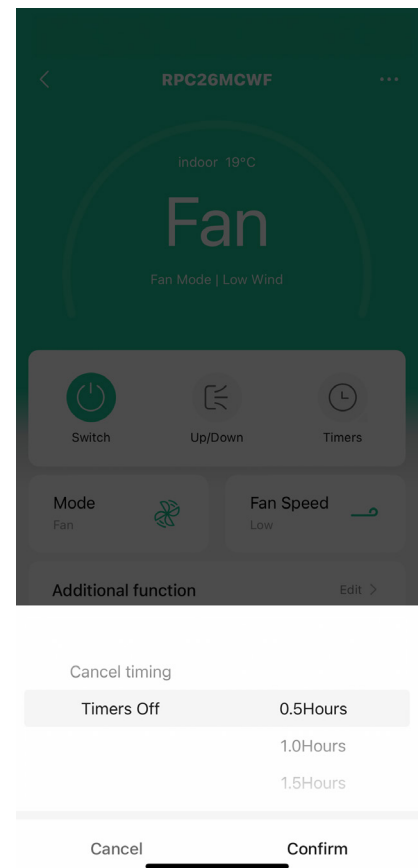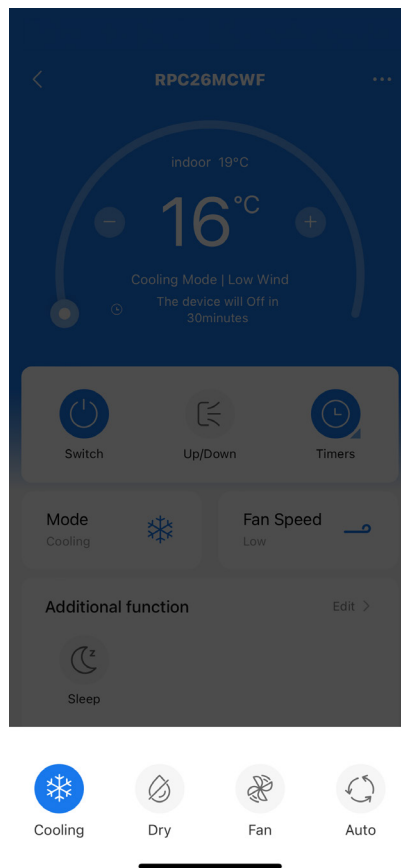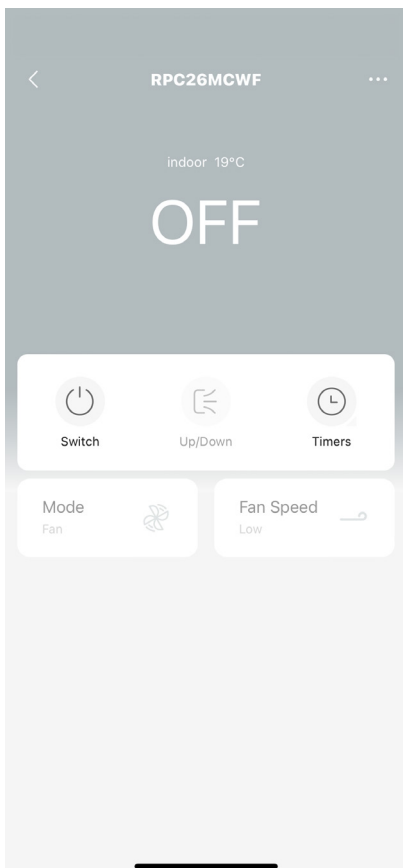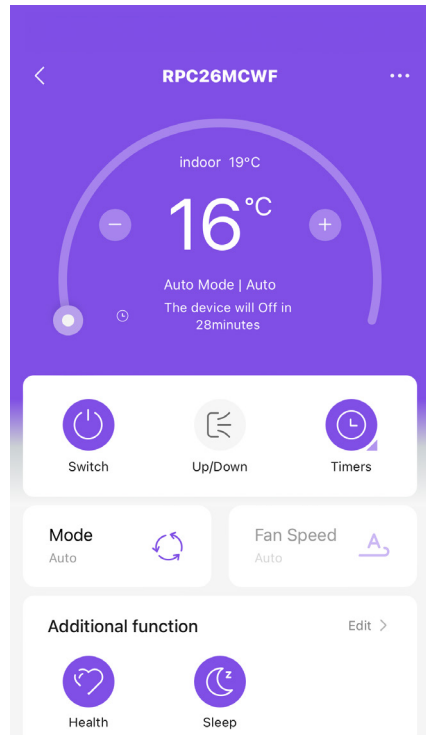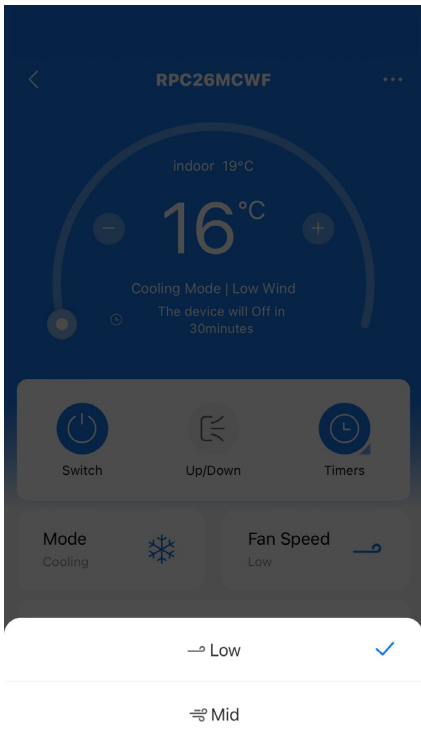
NOTE **Pages with a *Save* option will require saving before exiting. Exiting such a page without saving will result in the loss of any unsaved edits.**

DEVICE SETTINGS

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

Device name	RPC26MCWF >
Device location	Living room >
Device info	>
Share devices	>
Delete device	

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**
or email **enquiry@rinnai.com.au**

Rinnai has a Service and Spare Parts network with personnel who are fully trained and equipped to give the best service on your Rinnai appliance. If your appliance requires service, please call 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.