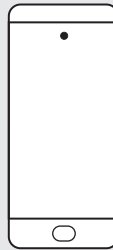
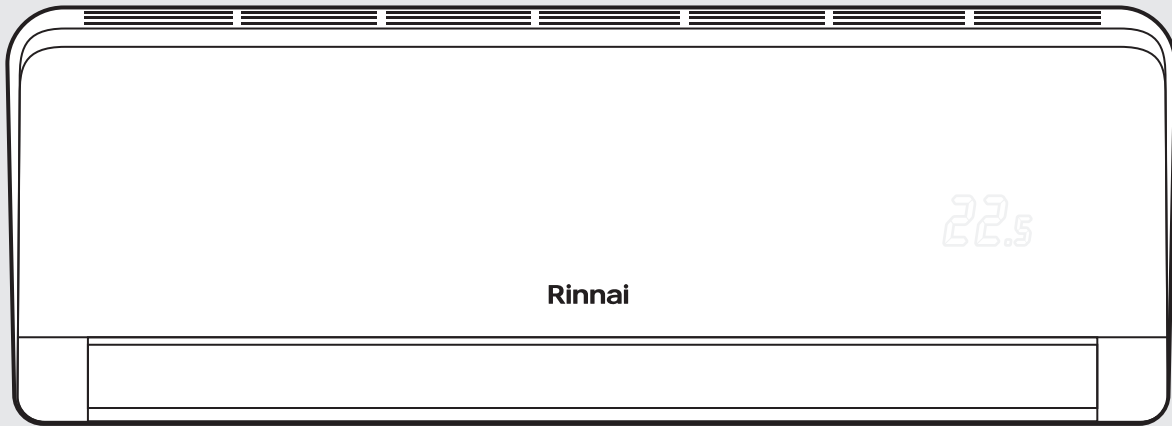


## Models

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

REFRIGERANT  
**R32**



# Q Series Split Type Wall Mounted Air Conditioner

## Wi-Fi Operation Manual

# Rinnai

This appliance must be installed in accordance with:

- Manufacturer's Installation Instructions
- Current AS/NZS 3000, AS/NZS 5141
- 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 manufacturer's instructions.



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# 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 iOS9.0+) 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>
------------------------	-----------------	-----------------	-----------------	-----------------	-----------------

**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 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 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 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 Wi-Fi 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.

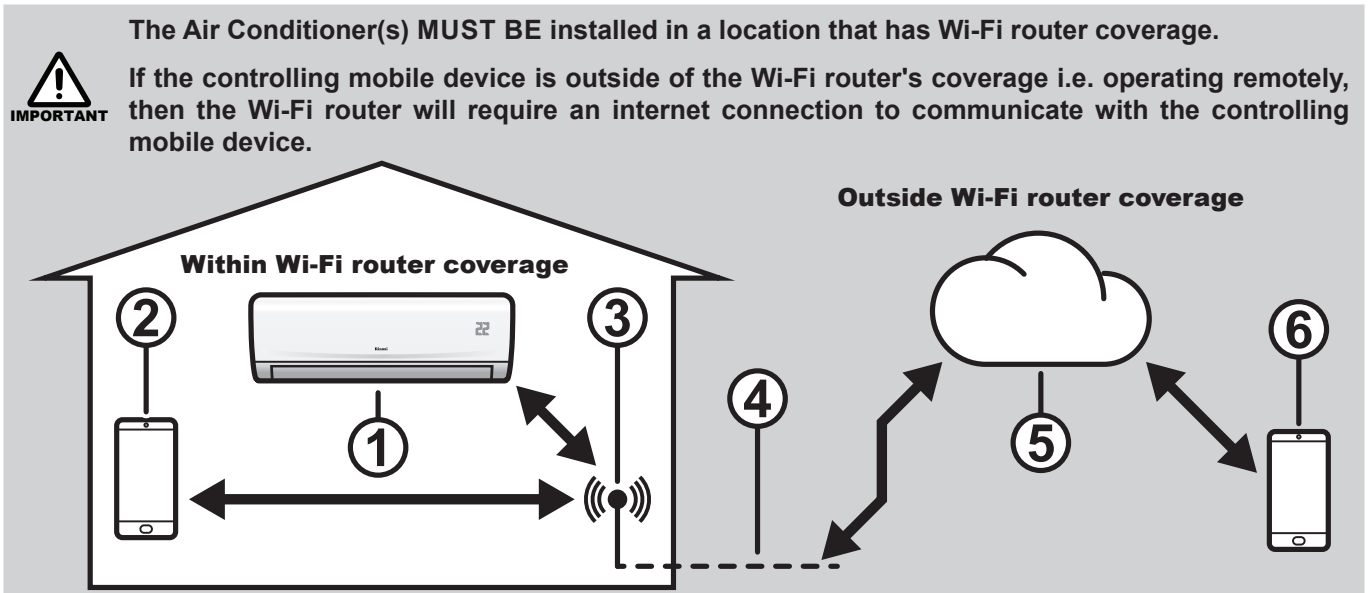
## 8. FORCE MAJEURE

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.

## Wi-Fi COMPATIBILITY / CONNECTIVITY

Rinnai Split Type Wall Mounted Air Conditioner models HSNRQ25B, HSNRQ35B, HSNRQ50B, HSNRQ70B and HSNRQ80B 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).



1. Indoor air conditioning unit (AC Device)
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 Split Type Wall Mounted Air Conditioner models: HSNRQ25B, HSNRQ35B, HSNRQ50B, HSNRQ70B and HSNRQ80B
- Wi-Fi Router, 2.4G frequency range supporting 802.11b/g/n 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 4.1+ or Apple iOS 9.0+) 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 Q

A

- Albania
- Algeria
- Afghanistan
- Argentina
- Aruba
- Andorra
- Angola
- Anguilla

Register

Email    Phone

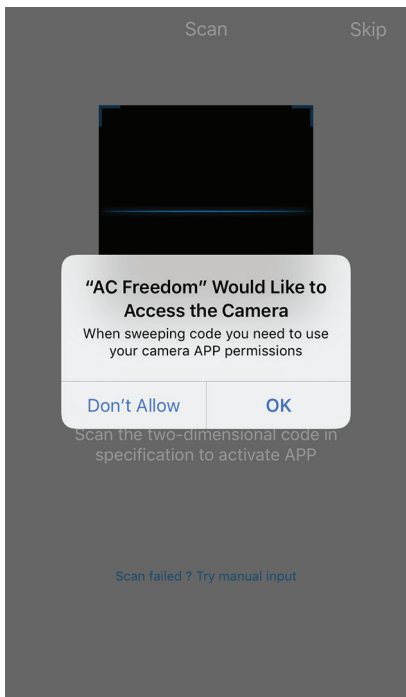
Australia >

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**



**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**.



<
AC Freedom

Scan

or

rinnai

Activate

**Note:** If prompted, give the App permission to use the mobile device's camera.

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

Finish

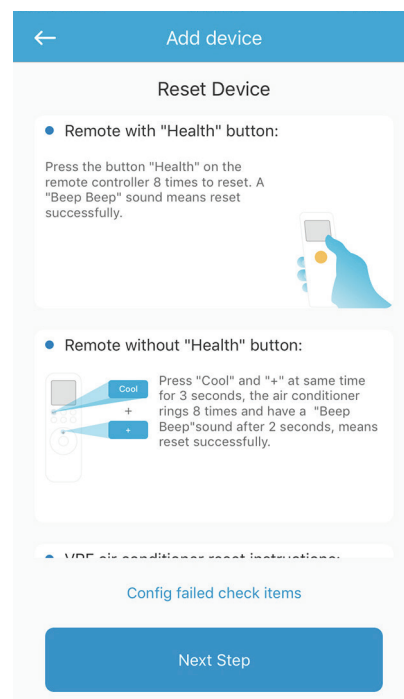
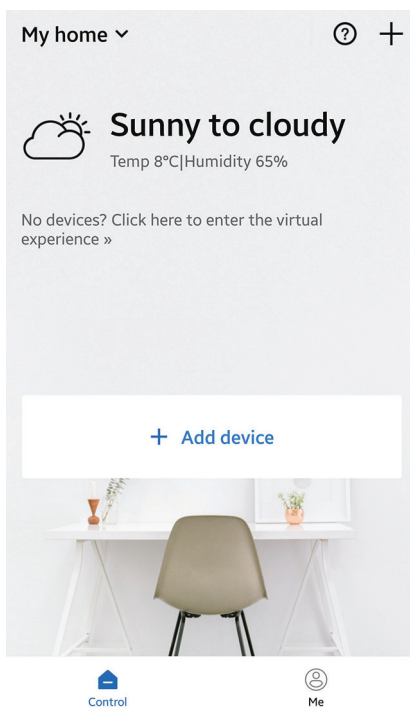


**NOTE** Password requires a minimum of 8 characters including alphabet and numerals.

7. Select the + **Add device** button, on the Device List page. Follow prompts on the screen. Turn on the Air Conditioner that is to be paired, then activate the Wi-Fi module by pressing the **HEALTH** button on the remote control 8 times.

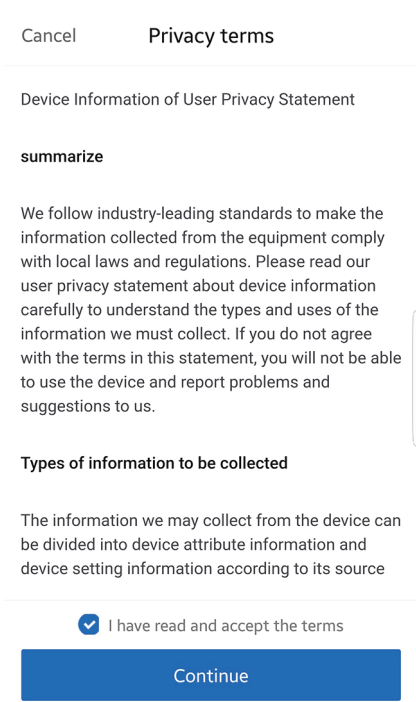
A double beep confirms Wi-Fi module is activated and will be available to pair for 30 minutes.

**Select Next Step**

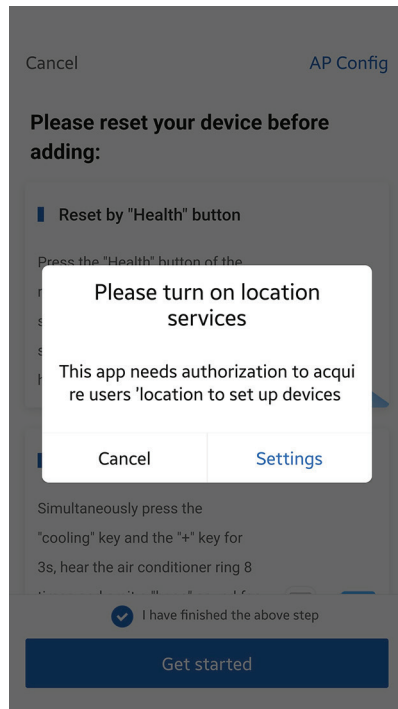


**NOTE** Changing your internet provider/service may mean you need to uninstall the App and register again.

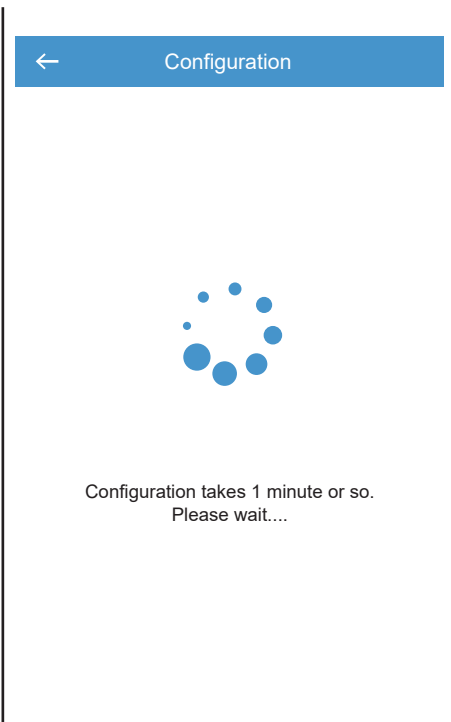
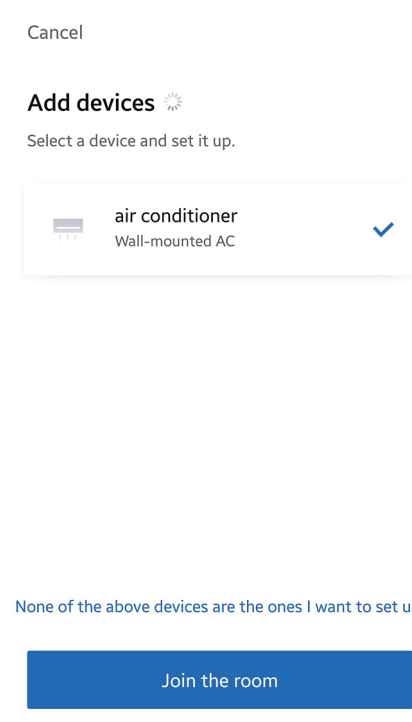
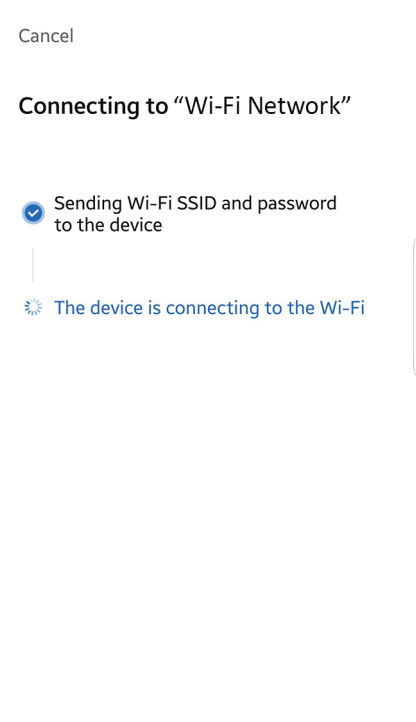
8. Accept Terms and Conditions.



9. Turn on location service.



10. Connect to desired Wi-Fi network to begin 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. To add additional AC devices to the current mobile device press the + 'Add button' and follow the screen prompts.



11. Select device location and name.

Cancel

**Where is your device?**

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

Create new


- Living room
- Bedroom
- Master bedroom
- Family room
- Bathroom
- Kitchen
- Dining room
- Entryway

Next , name your device

Cancel


**What's your device name?**

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



air conditioner ×

Save



**Done!**

Use device now

[Back home page](#)



**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.**

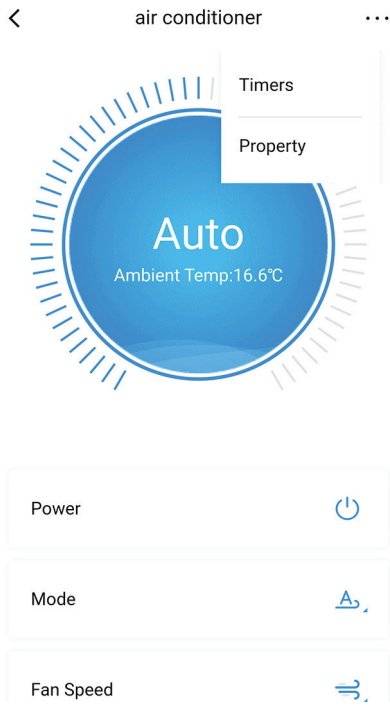
# DEVICE EDITOR & TIMER



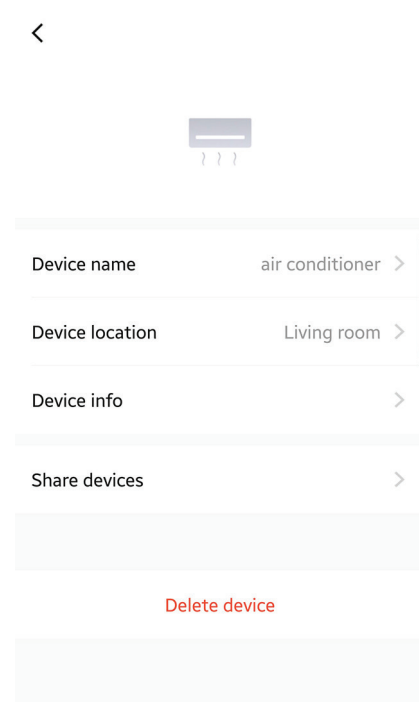
The AC device to be edited **MUST BE** on and connected to the Wi-Fi Network.  
 Before exiting the Device Editor, **Save** changes, as all unsaved changes will be **LOST**.  
 Locking only restricts the ability to pair any additional mobile devices to an AC device.

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

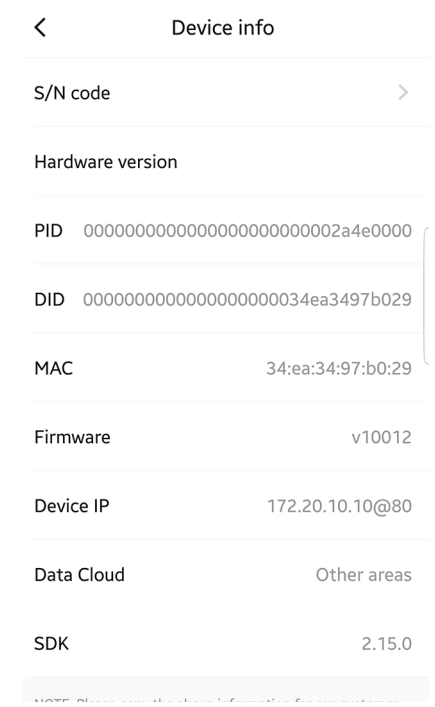
To enter the Device Editor, press the 3 dots **Icon** at the top right hand corner and select 'Property'.



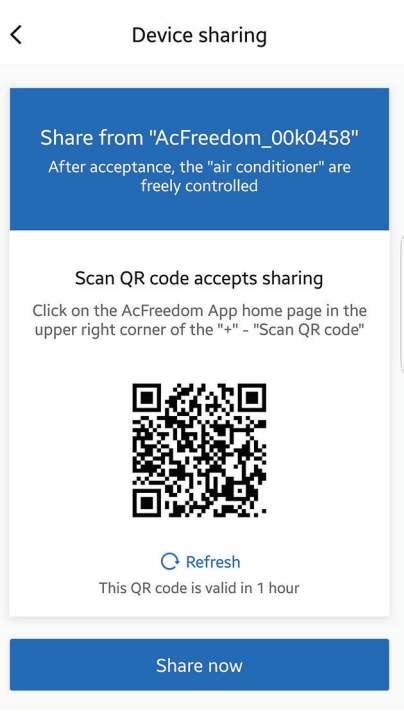
To change the AC devices icon for a specific mobile device, select **Photo** icon, and follow the on screen prompts to choose a new image.



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).



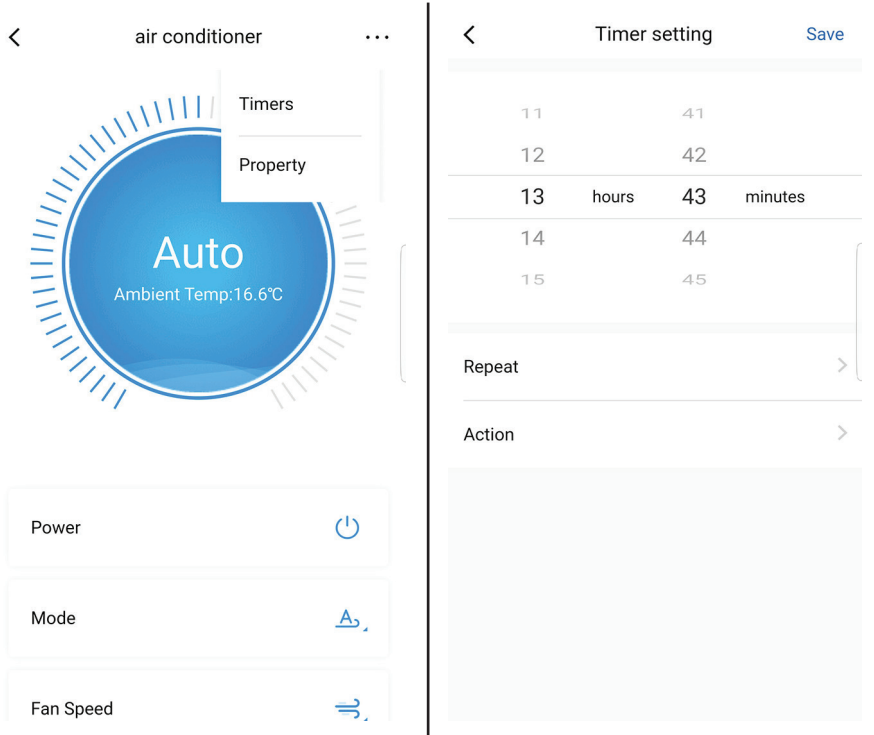
To update firmware, select **Firmware Upgrade**, if local and server versions are different select **Upgrade**, once updated both versions will be the same. The Wi-Fi router **MUST** have an internet connection for firmware updates.



**TIMER**

**Creating a Customised 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.

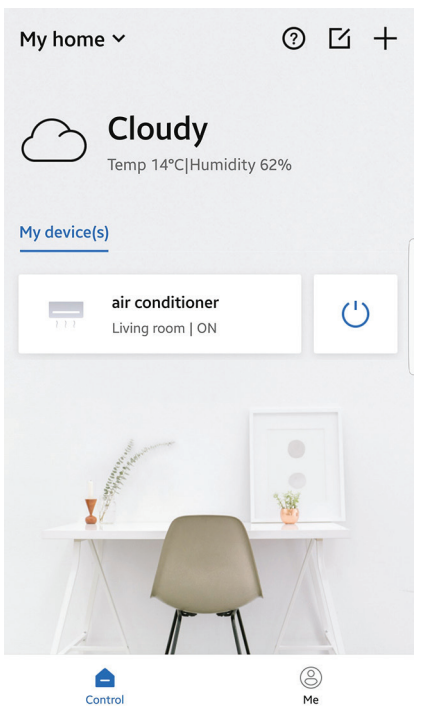


Select and edit each function as required. Follow the screen prompts for desired time, repeat etc. Don't forget to SAVE after timer parameters have been selected.

# OPERATION

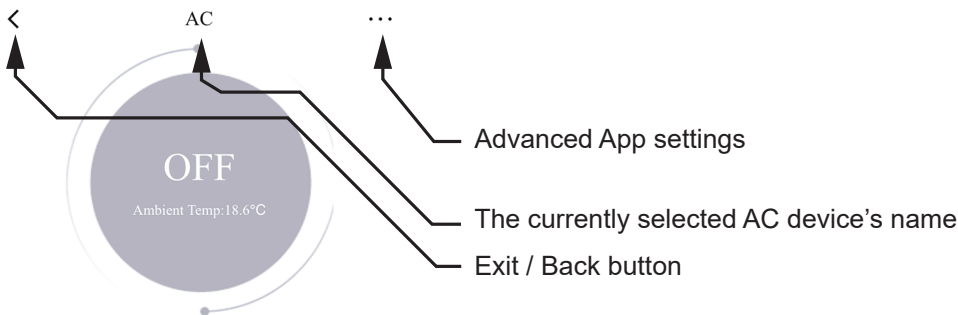
## DEVICE LIST PAGE





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



## STANDBY MODE PAGE (TO BE UPDATED)

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



- Power  ← Select **On** button, opens AC device's operational pages
- Clean  ← Select **Clean** button to enter cleaning operation
- Mildew  ← Select **Mildew (Fresh)** button to enter dehumidifying mode
- Display  ← Select **Display** to turn the Air Conditioner's large digital display on or off

## POWER BUTTON

Select to turn the appliance ON or OFF.

## 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.

**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**

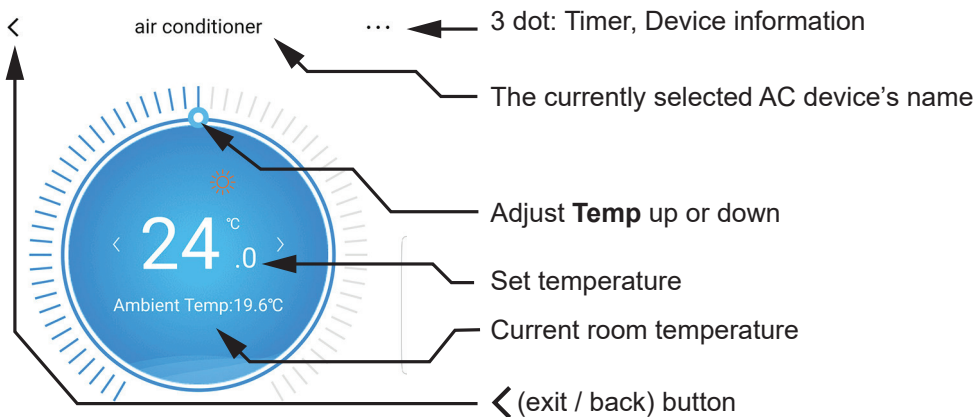
Turns the large digital display that is built into the appliance and illuminates through the front cover of the indoor unit on or off.



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

**OPERATION FUNCTIONS**

When on this screen, all operational controls (Heating, Cooling, Fan Speed, Set Timer, etc) can be accessed.



- Power ← Select **On/Off** button, to place the AC device in Standby mode
- Mode ← Select **Mode** button, to choose a basic operation mode
- Fan Speed ← Fan Speed (Mute, Low, Mid, High, Turbo, Auto)

**MODE BUTTON**

This opens the basic operation mode selection tab.

air conditioner ...

**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).

**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).

**FAN**

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

## OPERATION

### 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.



### AUTO



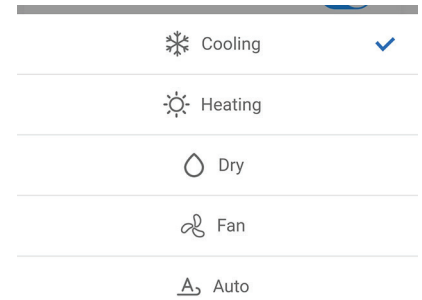
In this mode, the fan speed, heating or cooling mode and the temperature are all adjusted automatically by the appliance, based on the current room temperature.

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

Room Temperature	Set Temperature	Operation Mode
$\geq 27^{\circ}\text{C}$	$24^{\circ}\text{C}$	Cooling Mode
$20^{\circ}\text{C} \sim 27^{\circ}\text{C}$	$24^{\circ}\text{C}$	Dry Mode
$\leq 20^{\circ}\text{C}$	$24^{\circ}\text{C}$	Heating Mode

### FAN SPEED BUTTON

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



**NOTE** Only one mode of operation is available for use at any one time.

### Scroll down screen for more functions

**Display** – to turn the air conditioner's large digital display On or Off

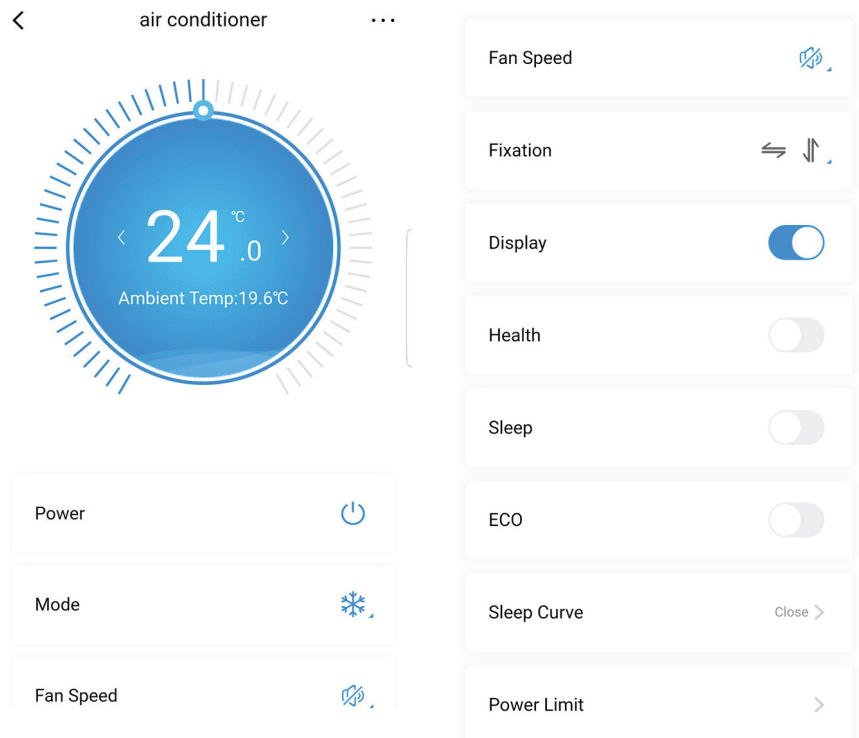
**Health** – currently has no function for the listed Air Conditioner models

**Sleep** – select to run the air conditioner in sleep mode

**ECO** – select to achieve the most economical cooling of the room

**Timer** – select to program On and Off timers

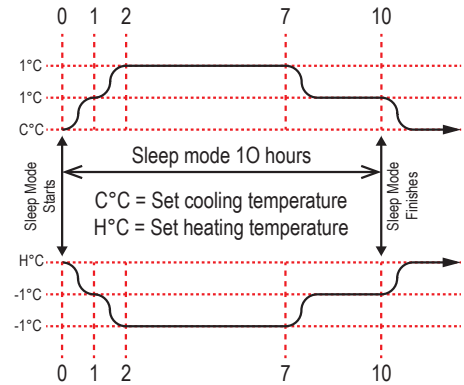
**Power Limit** – select to run the Air Conditioner in low power rate mode.



**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.

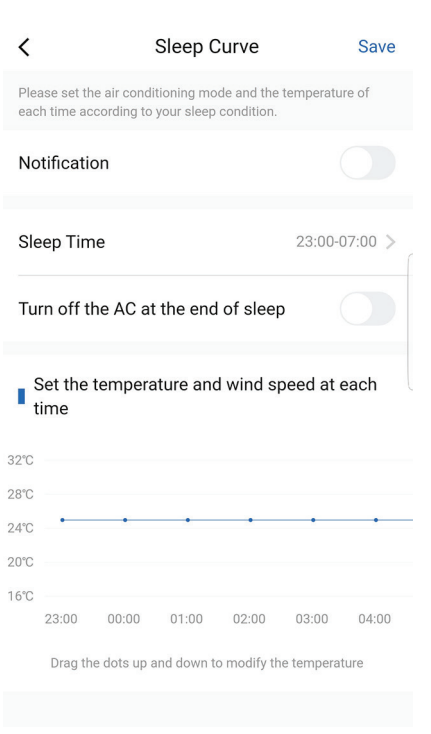
**SLEEP CURVE**

This is a user definable version of the Sleep function, allowing the user to create a customised sleep curve.



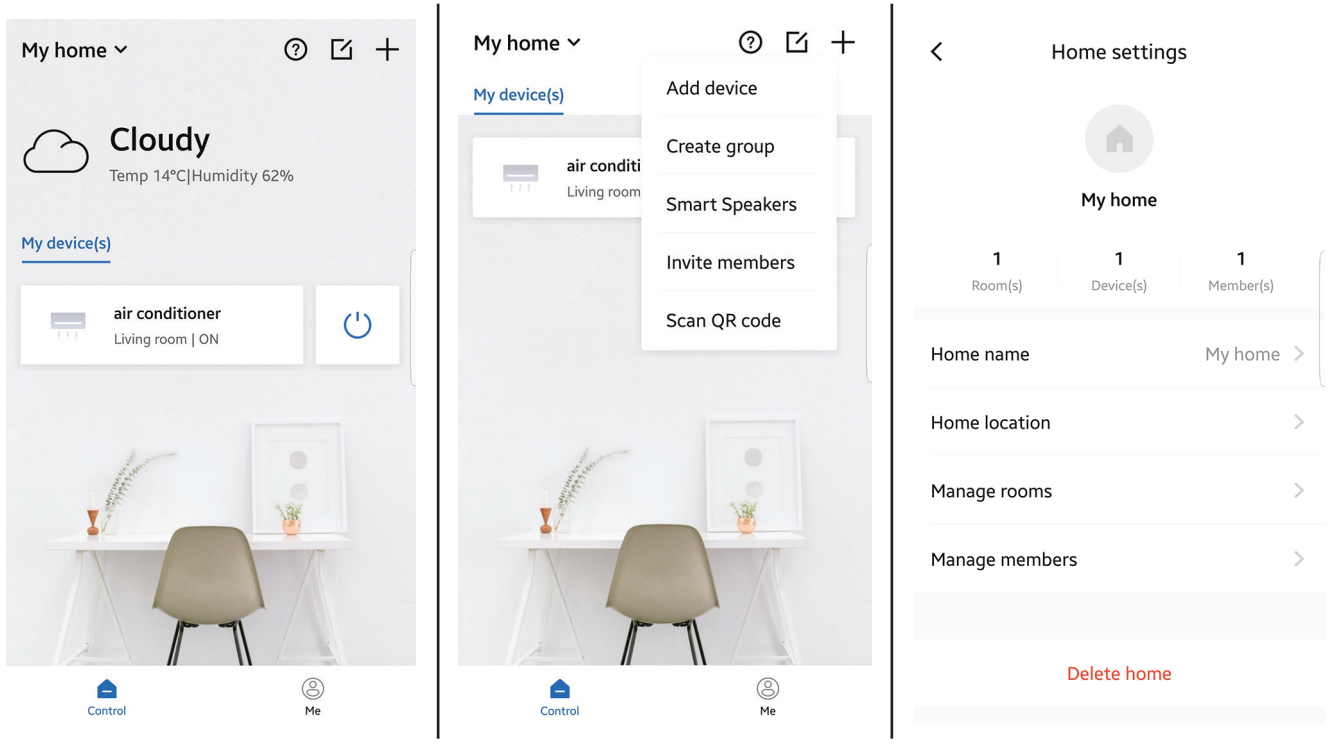
Only one sleep curve program can be saved at any time. It is important to note that if the power supply to the Air Conditioner is interrupted or turned off then the settings for the saved sleep curve will be lost and will need to be re-entered.

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.



# APP SETTINGS

Direct access to the previously described AC Device related pages Add Device and Device List, can be found in “Control” tab. Renaming and additional room, device and members can be added from “My home” tab.



Following set of more advanced control operations are also available at “Me” tab including third party services (i.e. Alexa, Google home).

## THIRD-PARTY SERVICES

Provides voice assistance via supported third party services.

## MANAGE HOMES

Creates and renames home.

## VIRTUAL EXPERIENCE

Mimic basic operations of Air Conditioner.

## ELECTRONIC INSTRUCTIONS

Remote control and operational manual of air conditioner.

## ACTIVATE BRAND CODE

Scan QR code.

## HELP & FEEDBACK

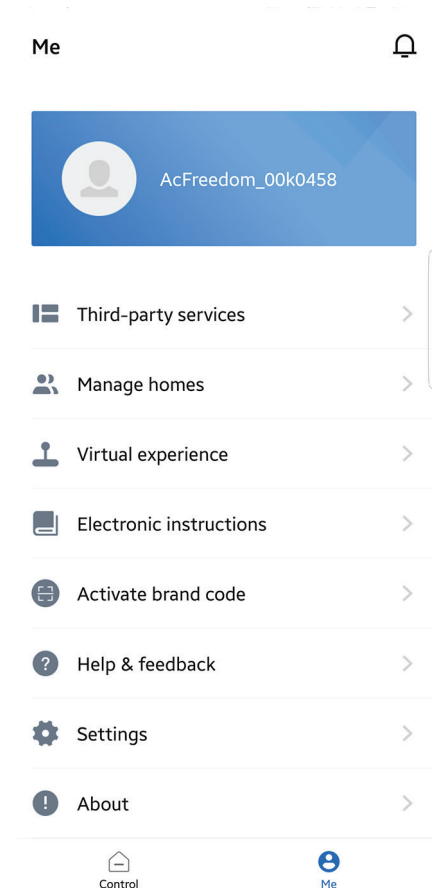
Provides device related FAQ.

## SETTINGS

Selects language and vibration on/off

## ABOUT

App and privacy information with provision of downloading app data.





## VOICE CONTROL WITH GOOGLE HOME OR AMAZON ALEXA

The Rinnai Q Series features Wi-Fi control via the 'Freedom AC' 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 'Freedom AC' 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 'Freedom AC' App

See the integrated guide in the 'Freedom AC' App.

### HOW TO CONNECT TO GOOGLE HOME

#### 1. Set up your App

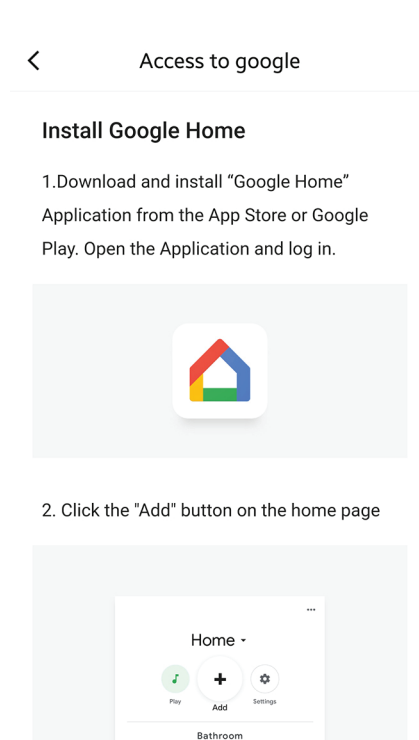
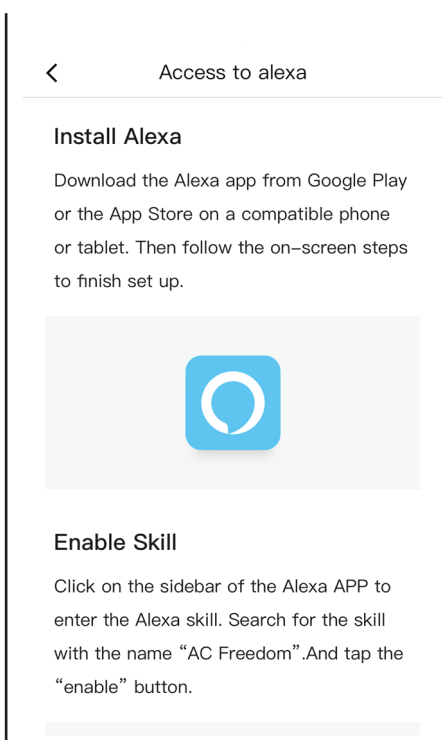
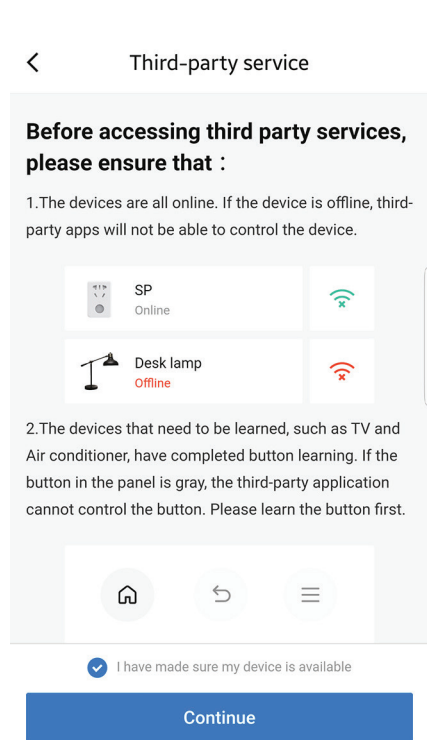
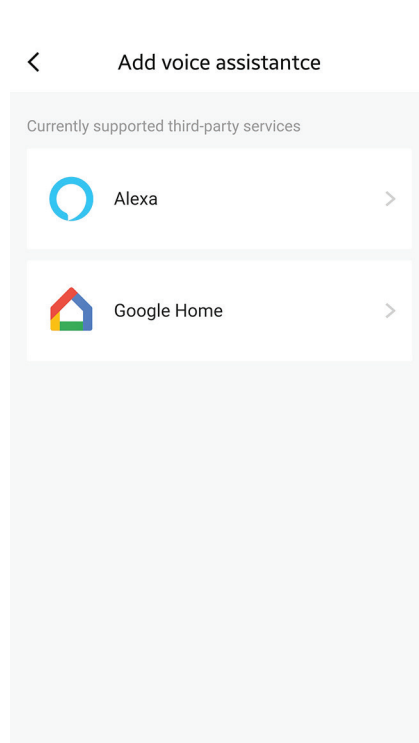
If Wi-Fi Control is already configured and working with your air conditioner continue to next step. Otherwise, download the 'Freedom AC' App from the Apple Store or Google Play, and follow the Wi-Fi manual to set up it.

#### 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 'Freedom AC' App

See the integrated guide in the 'Freedom AC' App.



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.

**HOW TO CONNECT TO AMAZON ALEXA**

After you have successfully linked 'Freedom AC' App to Amazon Alexa, you can now control your air conditioner(s) with Amazon Alexa.

Voice commands examples:

For example, if you have the Wi-Fi Control air conditioner connecting to Google home named 'AC'.

To turn on the device, ask	"Alexa, turn on AC"
To turn off the device, ask	"Alexa, turn off AC"
To set temperature, ask	"Alexa, set AC to 20 degrees"
To set mode, ask	"Alexa, set the AC to AUTO mode"
	"Alexa, set the AC to HEAT mode"
	"Alexa, set the AC to COOL mode"

**HOW TO CONNECT TO GOOGLE HOME**

After you have successfully linked 'Freedom AC' App to Google Home, you can now control your air conditioner(s) with Google Home.

Voice commands examples:

For example, if you have the Wi-Fi Control air conditioner connecting to Google home named 'AC'.

To turn on the device, ask	"ok google, turn on AC"
To turn off the device, ask	"ok google, turn off AC"
To set temperature, ask	"ok google, set AC to 20 degrees"
To set mode, ask	"ok google, set the AC to AUTO mode"
	"ok google, set the AC to HEAT mode"
	"ok google, set the AC to COOL mode"
To set fan speed, ask	"ok google, set AC to speed auto"
	"ok google, set AC to high"
	"ok google, set AC to medium"
	"ok google, set AC to low"



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## **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.