ES Series electric fires
Wi-Fi operation guide

Rinnai

Important

This appliance shall be installed in accordance with:

- Manufacturer's installation instructions

Current:

- AS/NZS 3000 Electrical Standards

Appliance must be installed, commissioned, serviced, and removed by an authorised person.

The ES Series of electric fires are suitable for domestic applications only.

Warning
Improper installation, adjustment, alteration, service or maintenance can cause property damage, personal injury or loss of life.

For more information about buying, using, and servicing of Rinnai appliances call: 0800 RINNAI (0800 746 624).

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Contents

The electric fire app is called the TUYA SMART APP. This is a third party App independent of Rinnai. For this App to run, the home's internet router must be running on 2.4 GHz.

Wi-Fi compatibility / connectivity

Rinnai ES fire heater models are fitted with built-in Wi-Fi connectivity. Using the Tuya Smart App (available from the Apple App Store or Google Play) it is then possible to use a smart device to operate these appliances remotely. Multiple compatible appliances can be added as required.

A Wi-Fi router, paired with the appliance via the Tuya Smart App, is used to control the appliance(s).

The appliance(s) MUST BE installed in a location that has Wi-Fi router coverage.

If the controlling mobile device is outside of the Wi-Fi's router coverage, i.e. operating remotely, then the Wi-Fi router will require an internet connection to communicate with the controlling mobile device.
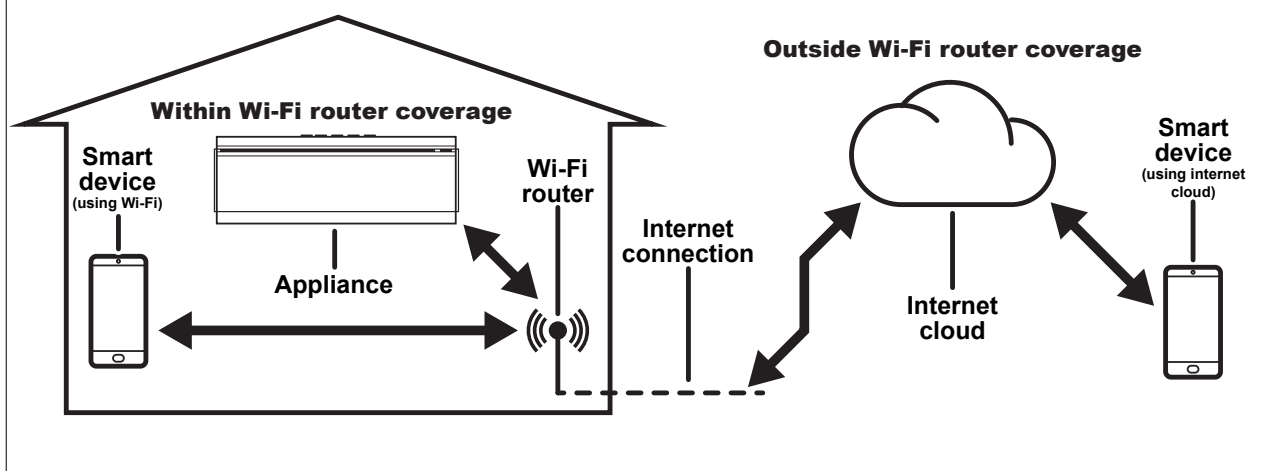
Minimum requirements
- Rinnai ES fire heater models
- Wi-Fi router, 2.4 GHz frequency range support 802.11 b/g mode, with coverage of the appliance(s) location
- For remote cloud based operation a Wi-Fi router / modem with an active internet connection
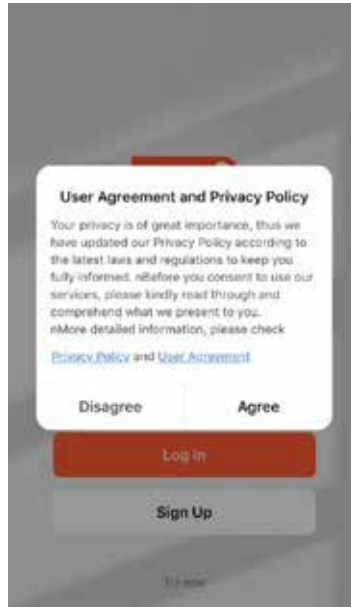- Smart device (Android 6.0+ or Apple IOS 11.0+) with latest Tuya Smart App installed

Wi-Fi set up

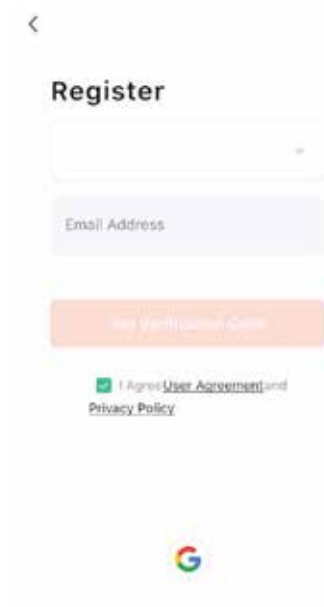Pairing with mobile device and Wi-Fi network.

1. Open App, and signup.

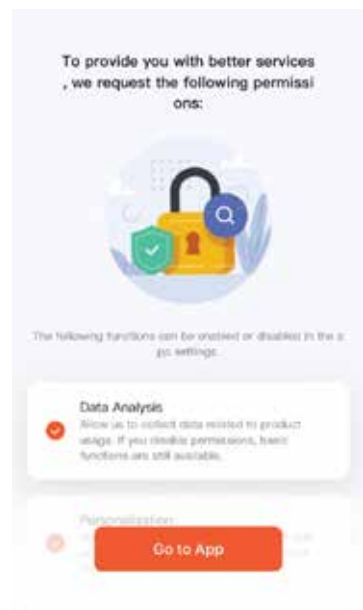**2.** Read and confirm user agreement and privacy policy.

3. Register via email.
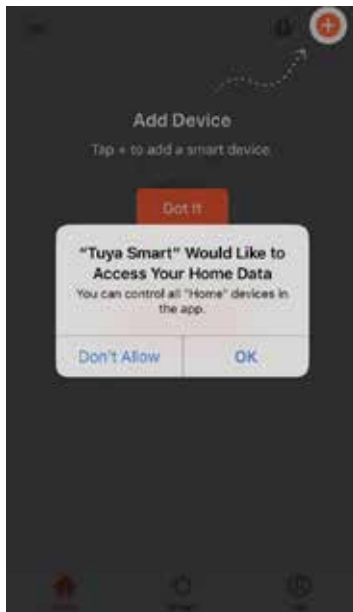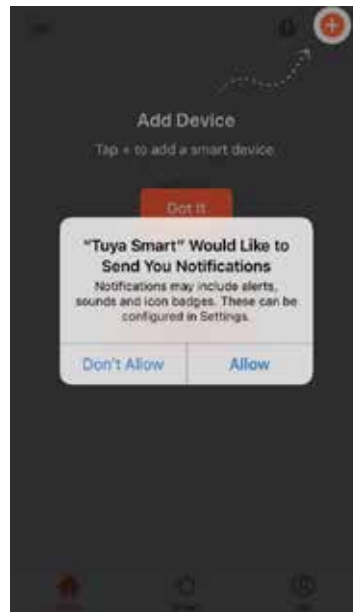

4. Enter verification code.

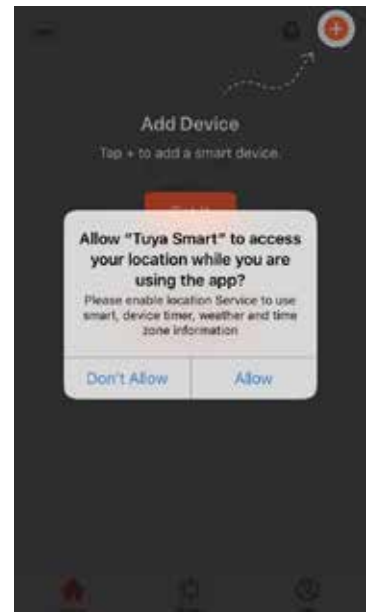**5.** Set password.

6. Allow permissions.

7. Follow screen prompts.

8. Follow screen prompts.

9. Follow screen prompts.

10. Follow screen prompts.
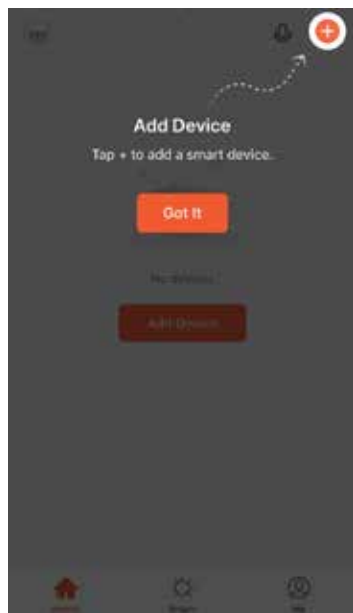
11. Welcome page.

12. Add device using the App.

Select the *'+ Add device'* button on the device list page
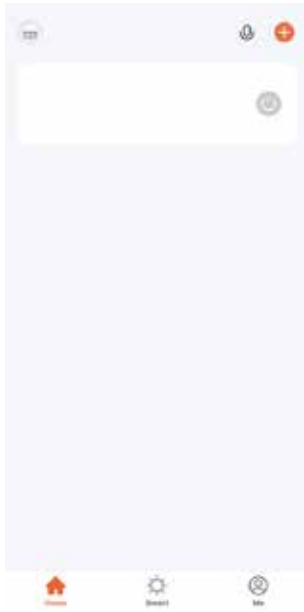
13. Select ' *Small Home Appliance and Heater (Wi-Fi)* from the menu, then follow the screen prompts.

14. Follow prompts.
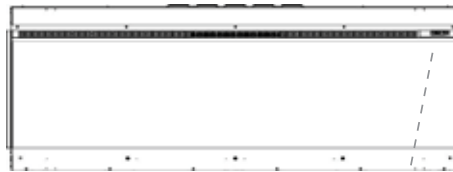
Turn on the appliance that is to be paired, then activate the Wi-Fi module by pressing and holding the Wi-Fi button on the appliance for more than five seconds. The appliance will respond with a beep and a flashing red fuel bed to confirm Wi-Fi activation.

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

15. Follow screen prompts.

16. Follow screen prompts.

17. Follow screen prompts.

**18.** Follow screen prompts.
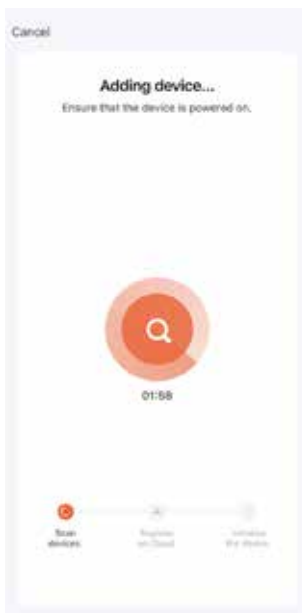
19. Follow screen prompts.

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

The fuel bed colour indicates the status of the fire. When first initiating the pairing the fuel bed will flash red. Once successfully paired the fuel bed will display green. If a flashing blue fuel bed appears check your connection and repeat the pairing procedure.

Flashing red - pairing

Flashing green - successfully paired

Flashing blue - pairing failed
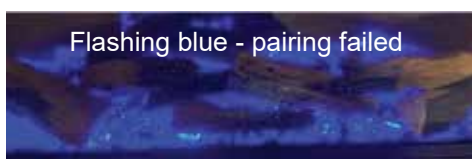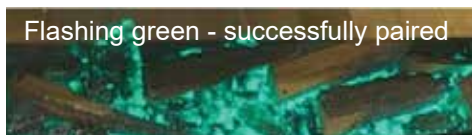
Operation

After opening the app the device list page is displayed. Select the device that you want to control and use the app to operate the appliance.
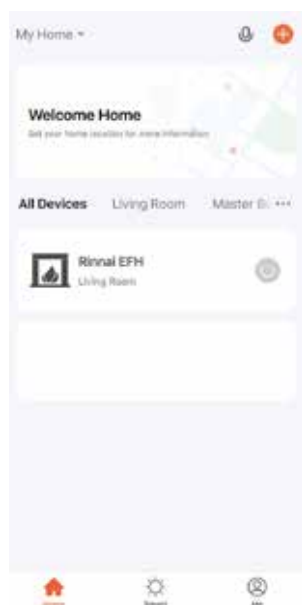
Settings

- **My Flame**, choose preset flame modes.
- **Flame Effect**, choose flame colour, brightness, speed, sound effect, bed colour (brightness, speed), bed downlight colour and brightness
- **Mood light**, not applicable for NZ models
- **Set Flame Program**, set the timer to allow Flame Mode ON
- **Flame Mode**, set to auto or manual
- **Set Heater Program**, set the timer to allow when the heater comes on
- **Heater Mode**, set to auto or manual
- **Temperature Unit**, set to °C or °F

Flame Effect
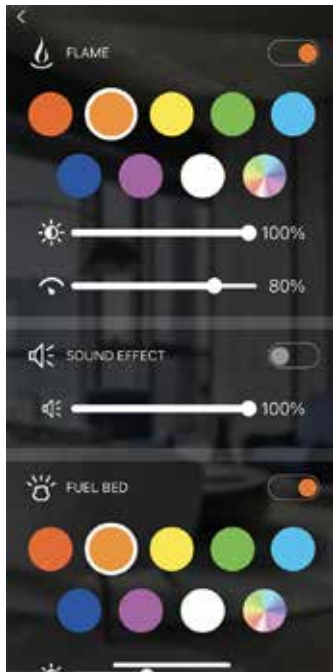
Set Flame Program

Flame Mode
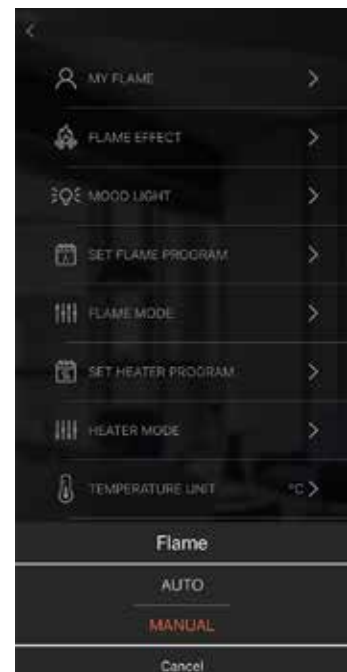
Set Heater Program

Heater Mode
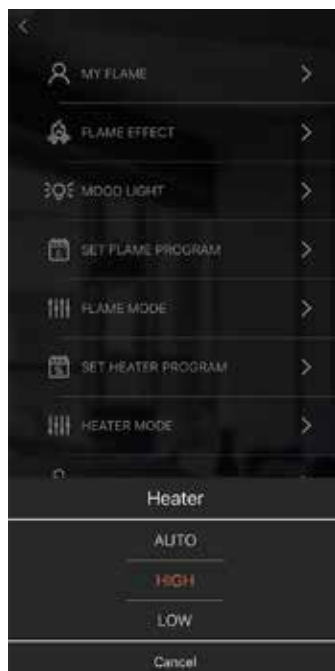
Temperature Unit
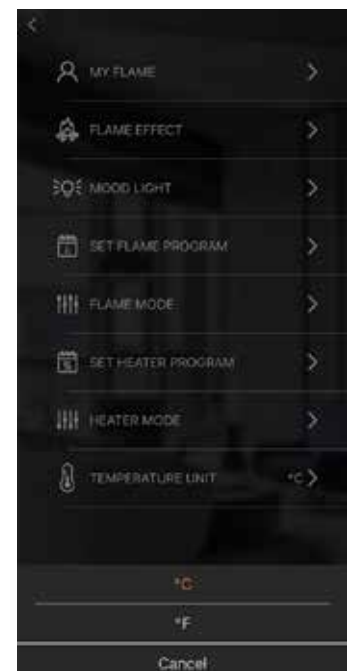
Device setting information

To enter device settings click on the icon at the top right hand side of the operation page. Set preferences for device.

Cancel **Save**

Create Group

ⓘ Devices in the same group can be controled together.

🔴 🔥 **Rinnai EFH**
Living Room

Devices to Be Added

< **Rinnai EFH** **More**

🔍 Enter your questions

Device Related FAQs

How to Keep Matter Connection Between Mobile Phone and Device >

I can't use this device. How to seek help? >

The device indicator fails into flash mode? >

The device is turned on but no power is passed through? >

My network is fast and stable, but when I control the device, the device latency is alwa... >

How long can the device history (such as alarm records, door opening records, power... >

How to adjust the App and devices' alarm ringtone type and the volume? >

After the device is successfully added, the remaining battery is displayed incorrectly? >

Do you have contact information for the seller / manufacturer? >

⬜ Unresolved? Send Feedback

< **Check Device Network**

The device and mobile need to use the same Wi-Fi

📶

Detecting the network...

Connect to Device ↻

Get Device's Wi-Fi Signal Strength

Detect network connection status

< **Device Update**

✓

No updates available
Main Module: V2.1.3
MCU Module: V1.0.0

Automatic Updates ⬤

The device will be automatically updated. But some key device features still need to be confirmed to update.

Troubleshooting

If configuration continues to fail, please check:
*   Appliance is in standby mode
*   Appliance and smart device is within Wi-Fi router coverage
*   Smart device is connected to home network
*   Latest version of the app has been installed
*   Network has good signal strength
*   Router running in 2.4 GHz frequency range, bandwidth setting 802.11 b/g

If still experiencing issues, uninstall and reinstall the app.

Advanced Wi-Fi router guidance
The range of wireless transmissions can reduce at high frequencies, because at those levels they do encounter difficulties trying to penetrate through solid objects, these objects can be structural, such as metal framework, walls or floors.

For the best possible connection to your appliance, the location of your Wi-Fi router is key.

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 of the problem. Keep electronics such as microwaves, lamps, speakers, TVs and monitors as far away from the router as possible.

If issues are encountered when connecting, check the following:

*   Check location of appliance in relation to wireless router, are there any objects that may be causing a problem with the signal?

*   Check if you are experiencing the same connection problem across other devices?

*   Try adding a new device to the wireless network, this will verify that the password and other settings are correct?

*   Using wireless extenders? If yes, turn them off and try adding a new device (e.g. a mobile phone) in the same location as the wireless router. This will confirm if the router is accepting new devices.

The last step would be to reset the wireless router.

Tips and advice
If the appliance is installed out of range of the 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.

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

Stand in front of the appliance holding the device close to the control panel on front of the unit. By using an existing device, that is already connected to the wireless network, you can see if the Wi-Fi indicator shows a signal. If the signal strength is not full it may indicate a connectivity issue. If they are greyed out or only showing 1 or 2 bars, then the signal strength to your home network will need boosting.

Using the App: Terms and Conditions

1. USE OF THE APP

1.1   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.

1.2   You must not use the App for any prohibited or unlawful purpose.

1.3   The App is available as another means to control and monitor the Rinnai ES Fire Heater, but should not be used for critical heating or cooling applications.

1.4   You may not modify, copy, sell, reproduce, interfere with or distribute the App in any way.

2. TERMINATION

2.1   You may terminate these Terms and Conditions by deleting and ceasing use of the App.

2.2   Rinnai may terminate these Terms and Conditions immediately through the App or by any other means if you are in breach of the Terms and Conditions.

3. DISCLAIMER

To the extent permitted by law:

3.1   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.

3.2   Rinnai will not be liable for any indirect, incidental, special or consequential loss.

4. 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 ES Fire Heater inoperable.

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