ACTRONCONNECT FAQ's

(Visit www.actronair.com.au/acm for the latest FAQs)

FAQ's ABOUT THE PRODUCT

Q. What is ActronConnect Module?

A. The ActronConnect Module is a device that allows the wireless control of your ActronAir ducted system using your smartphone, tablet or computer.

Q. What AC models are compatible with ActronConnect?

A. ActronConnect is available with ESP product range and selected Classic models (except SRA230 and SRA260) manufactured after mid October 2013. Visit actronair.com.au/acm for more information.

Q. How do I contact ActronAir for help & support with my ActronConnect Module or Actron Connect "App"?

A. For assistance please contact ActronAir technical support at: **1800 119 229** or via email at **technicalsupport@actronair.com.au**

Q. What internet browsers are supported by ActronConnect?

A. The internet browsers that are supported by ActronConnect are:

- Internet Explorer 10
- Safari 6
- Chrome 27
- Mozilla Firefox 22

If you are only able to see parts of the web site you may need to update your browser.

Q. What devices can use the ActronConnect "App"?

A. To set up the ActronConnect "App", you will require an iPhone 4 and above; iPod Touch 4th Generation and above; iPad Mini and iPad 3rd Generation and above. You will also need to use iOS operating version 6.1.3 and above.

Once this is set up, you can use ActronConnect using other devices via a web browser.

Q. What routers are compatible with ActronConnect?

A. Any router that supports IEEE 802.11 b/g/n protocols with WPA or WPA2 security.

Q. Can I have 2 ActronConnect with 2 different accounts in the same browser?

A. No, it is advisable to use only one web "App" at a time in the browser.

Q. Will ActronConnect "App" be made available for Android devices or Windows 8 phones and tablets?

A. At this stage, ActronConnect requires an iOS operating version 6.1.3 and above for set-up.

Android and other devices can only operate ActronConnect via a web browser.

At this stage, Android, Windows, Symbian and Blackberry operating systems are not available.

Q. What is the ActronAir web portal address

A. www.actronair.com.au/acm

FAQ's ABOUT INSTALLATION

Q. How do I grant another user access to my ActronAir air-conditioner?

A. To grant a user access to your ActronConnect account, you must share the same user name and password. ONLY one set of credentials can be set up per ActronConnect module.

Q. How do I remove access from one of my granted users?

A. To delete a user from your Actron Connect account, you MUST reset your Actron Connect account password to a new password. Start by clicking the My Account link under settings tab in your iOS devise at the bottom of the page and follow the instruction.

Q. How do I delete my account from Actron Connect?

A. To delete your account with ActronAir Actron you need to contact ActronAir service department at **1800 119 229** or email **service@actronair.com.au**

Q. What do I do if I forgot my password to ActronConnect?

A. From the ActronConnect log in page, click on the Forgot Password link and follow the instructions.

Q. I never received my registration email. What do I do?

A. Check the spam folder in your email inbox. If you are still unable to find the registration email please contact ActronAir service department at **1800 119 229** or email **service@ actronair.com.au**

Q. What do the lights on my ActronConnect module Internet Gateway mean?

- Red – ACM is powered on.
- Green – Flashes when Ethernet communications are not available for one minute after power on, then light will turn off when communication is established.
- Blue – Flashes when WiFi network is not connected, light stays on when WiFi network is connected.

Q. What do the buttons on my ACM mean?

- RST button – Performs a software reset.
- MODE button to:
  - Turn the air conditioner ON/OFF (Press Once).
  - Place the device into access point mode (Press mode button for 4 seconds).
  - Reset the ACM to factory defaults (Press for 10 seconds).

Q. Can I install the ACM in the roof space?

A. Yes, provided the roof space does not exceed 60°C.

Q. Where can I find the MAC ID of my Actron Connect Module?

A. The Media Access Control address (MAC ID) is the 12 digit alphanumeric code located on the outside of the box and also on the top of the Actron Connect Module itself. Each Actron Connect Module has a unique MAC ID and is unique to each ducted system.

Q. How long does it take to receive an confirmation of registration?

A. The response time depends on Internet traffic. It may take up to a minute for the response.

Q. Without this confirmation of registration can the installer set it up?

A. Please wait for the registration confirmation before setting it up.

Q. Can this be installed in a metal frame or colour bond roof applications?

A. You can install the ACM in a metal frame or colour bond applications but this may affect the range of the device. Range extenders can be used if you do not get enough WiFi signal from your router. Refer to Appendix A - Requirements for ACM Optimum Signal Performance.

Q. Does the ACM "App" bring up fault codes?

A. Currently, the "App" does not show any fault codes related with the system. However, you can view the system's fault codes via your wall controller.

Q. If zone lights drop out on master controls do they appear on your ActronConnect ?

A. The ActronConnect will show the current status and updates itself regularly. The "App" will only show what is there on the system.

Q. What is the maximum cable run from the ACM to the indoor unit?

A. The connect module comes with 3m cable. You can extend it up to 10m , using a 7m cable and joiner, which can be purchased as accessories from ActronAir.

Q. Can the ActronConnect module be hard wired from the Modem?

A. No. The ActronConnect can only be connected to a modem via a wireless connection.

Q. What if I change my router?

A. If you change your router and keep the SSID and Passphrase the same as on your old network, the ActronConnect module will work fine. If you change any one of either the SSID or the PassPhrase, you need to re configure the ACM.

FAQ's ABOUT OPERATION

Q. **My timer page on the "App" is not responding based on my command?**

A. The ActronConnect timer clock is not synchronised with the wall controller timer installed at your premises. The two timers function independently of each other. For example, if you set the ActronConnect "App" to turn off in 1hr, this will not be shown on the home wall controller and vice versa.

Q. **Can I turn on the ESP mode via the "App"?**

A. No, ESP Auto on ActronConnect is for indication only and you can switch ESP Auto on or off at the main wall controller installed at your premises.

In the event the ESP is activated by the wall controller and a fan speed is changed using the "App", the ESP mode will be disabled. ESP mode can be enabled again via the wall controller.

Q. **If multiple people are logged onto your account, who gets the priority?**

A. The System services the requests on a first come first serve basis.

Q. **If upper/lower limits is set on master wall control, can you adjust outside of these via ActronConnect?**

A. Currently there is only the upper max limit and lower min limit. The ActronConnect will only allow changing the set temp within these limits. The "App" will update to the current set point of the system always.

Q. **Can I control 2 ActronAir air conditioners from my "App"?**

A. The ID you use to login into ActronConnect is linked to one ACM only. So you can only control 1 air conditioner at a time.

You will need another ActronConnect module and create a separate ID for each device.

Q. **What if I move my house?**

A. You can only take your ACM with you when you move house if you have a compatible ActronAir air conditioner in your new house. You or your installer will need to plug in the ACM to your air conditioner. If you leave the ACM with the house, make sure you do a factory reset of the ACM to clear all settings related with your login ID.

Q. **Can I use the same login credentials to create a new account?**

A. The system does not allow creating the same usernames. You need to delete the first one before you create a new one. You can use change password if you want to change your password.

ACTRONCONNECT TROUBLESHOOTING GUIDE

(Visit www.actronair.com.au/acm for the latest Troubleshooting Guide)

LEDs on ActronConnect Module

RED – Power	ON for Power. OFF for No Power.
GREEN – Ethernet	FLASHES when Ethernet communications are not available for 1 minute after power is turned On. SOLID ON when Ethernet communication is established.
BLUE – WiFi	FLASHING for no connection. RAPID FLASHING for connecting to network. SLOW PULSE in access point mode. SOLID ON when connected.

BUTTONS on ActronConnect Module

MODE	Press once quickly, turns air conditioner On or Off. Press and hold for 4 seconds for access point mode. Press 10 seconds or longer for factory reset.
RESET	Press to restart board.

TROUBLESHOOTING

Cannot connect to module	• Check RED light is on. • Check module is connected to network (BLUE light is on) • Place module in access point mode. (press MODE button for > 4 seconds) and attempt connection to "ActronConnect" network. • Press RESET button
Cannot control air conditioner	• Check air conditioner link by pressing MODE button briefly and checking the air conditioner can be turned on/off • Check air conditioner is working via other control panels • Press RESET button
Poor network connection	• Check antenna is connected • Check home network signal strength • Place in access point mode (press MODE button for > 4 seconds) and connect to "ActronConnect" network. Check signal strength of "ActronConnect" network.

Note the module can be powered by either of the air conditioner link or the external power connecter.

ActronAir®

WARRANTY TERMS

1. This express warranty ("warranty") covers the Product described on the Warranty Card against defects, design, materials and workmanship for the period in Table 1. The warranty period starts when the Product is commissioned. If the commissioning date is more than 12 months after the purchase date of the Product from ActronAir, the warranty period starts 12 months after the purchase date of the Product from ActronAir.

2. Product defects covered by this warranty will be repaired or replaced at the discretion of ActronAir without cost to the owner for the replacement parts or Product. The repair or replacement shall be performed during normal business hours by ActronAir or repair agent authorised by ActronAir.

3. Any part or Product replaced under this warranty will be warranted in accordance with the provisions of this warranty for the remainder of the original warranty period or 12 months from the completion of the repair, whichever is the greater.

4. This warranty covers accessory items supplied by ActronAir and were purchased at the same time as the air conditioning unit was purchase such as ActronAir zone barrels, controls Etc the period is in Table 1.

5. Except where inconsistent with the owner's statutory rights and the rights given by this warranty, all other warranties and all liability of ActronAir for any loss or damage direct and consequential (including loss of profits) is expressly excluded.

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

   Please note that the rights under the Australian consumer law are limited in circumstances, where the purchaser of an ActronAir product is not a "consumer". You are a Consumer only if the price of the goods is below $40000 or the goods are of a kind ordinarily acquired for personal, domestic household use or consumption.

6. **THIS WARRANTY DOES NOT COVER:**
   a. Damage or problems or unsatisfactory performance caused to the Product by faulty or incorrect external electrical wiring, incorrect power supply, voltage fluctuations, over transients or electromagnetic interference not originating within the Product;

   b. Damage or problems or unsatisfactory performance resulting from incorrect installation or commissioning;

   c. Damage or problems or unsatisfactory performance caused by the use of an accessory, component or Product not supplied by ActronAir;

   d. Damage or problems or unsatisfactory performance caused by storm, fire, flood, hail, atmospheric fallout, vandalism, misuse, negligence, Acts of God, earthquake, war, vermin, foreign matter entering the Product (eg dirt and moisture) or any other outside agency;

   e. Damage or deterioration to the external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions;

   f. Any cost associated with gaining acceptable service access to Product installed in restricted or unsafe (eg high) locations;

   g. Freight charges including insurance or travelling cost for repairs performed outside the area normally serviced by ActronAir's dealers;

   h. Product which has been installed in a transportable or mobile application (eg caravan, portable/transportable homes or boats);

   i. Product which has been reinstalled at a location other than the original location;

   j. Any consumable item (eg batteries, filters, belts) supplied with the Product unless the item is shown to be defective at the time of purchase;

   k. Damage or problems or unsatisfactory performance caused directly or indirectly by the operation of the equipment in an environment where:
      i. Operation in an environment where climatic comfort of humans is not the primary function of the Product; or
      ii. Operation at conditions outside the operating conditions specified in ActronAir's technical sales literature applicable to the Product; or
      iii. Misapplication of the Product; or
      iv. Incorrect use or installation of any consumable; or
      v. Failure to check and clear obstructions in both the indoor and outdoor sections of the Product, including the air filters, vents, coils and drainage pipes; or
      vi. Exhausted, leaking or used batteries.

7. **THE PURCHASER IS RESPONSIBLE FOR:**
   a. The correct operation and regular maintenance of the Product as noted below. The correction of any non Product fault or problem is not covered by this warranty;

   b. Operation of the Product is in accordance with the operating instructions;

   c. Carrying out periodic maintenance of the Product, in the case of residential once every 12 months, and in the case of commercial once every 3 months;

   d. Regular cleaning of the air filter(s) and the replacement where necessary;

   e. Ensuring that the air inlet and the outlet on the outdoor unit is kept clear of any obstructions (eg dirt, leaves, plants);

   f. Ensuring that the condensate drain is kept clean;

   g. Replacement of exhausted batteries;

   h. The application of additional corrosion protection if the Product is installed in a corrosive environment (for example industrial pollution, sea air).

8. In respect of any goods supplied under the contract where the price is more than $40000 or the goods are not of a kind ordinarily acquired for the personal domestic household use or consumption, unless the owner establishes the following limitation of liability would not be fair and reasonable, the liability of ActronAir for any defect of design, materials or workmanship will be limited to any of the following as determined by ActronAir:
   a. Replacing the Product or supplying equivalent Product;

   b. Repairing the Product;

   c. Paying the cost of replacement of the Product or acquiring equivalent Product; or

   d. Paying the cost of having the Product repaired.

9. Product described as Heat Reclaim System comprising of air conditioning equipment manufactured by ActronAir and goods supplied or manufactured by others to be used in conjunction with ActronAir manufactured air conditioning will be subject to the following provisions;
   a. ActronAir manufactured air conditioning equipment – warranty period of 2 years. No extensions of warranty apply to these products through the extended warranty policy;

   b. Goods supplied or manufactured by others specifically relating to Heat Reclaim Function – warranty period will be the warranty provided by the supplier or manufacturer;

Table 1:

Product Groups	Residential Applications	Commercial Applications
* SRE, SRA, SRG, SRD, SRV, SRM, * SWA, SWB, ERV, ERM, CRV, ARV, FRV	5 Years Parts & Labour	5 Years Parts & Labour
* SCA, SCG, PCA, PCG CAY, * EVY, ELY, PKY, PMD, PKV	2 Years Parts & Labour	2 Years Parts & Labour
ActronAir Zone Barrel Assemblies	5 Years PARTS ONLY	5 Years PARTS ONLY
* ACM (ActronConnect Module)	2 Years PARTS ONLY	2 Years PARTS ONLY

* Represents the first three letters of the model.

✂ -

AFFIX STAMP HERE

Actron Engineering Pty Ltd

PO Box 7705

Baulkham Hills NSW 2153

ActronAir®

Australian for air conditioning™

1800 119 229
actronair.com.au