

## Installation, Configuration & User Manual for iZone 400 to 435 Air Conditioning Control Systems

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screen or Apps

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#### Forward

Congratulations on the purchase of your iZone air conditioning control system.

iZone has been developed in Australia to provide affordable, reliable, automated control of your home or office air conditioning.

iZone is a scalable control system that can provide basic air-side zoning all the way up to fully integrated air conditioning unit control with individual room temperature control, occupancy sensing, lighting control, security, garden reticulation and power management.

You can begin your iZone journey with a basic system then add to it as funds become available without the need to replace what you have already purchased.

The iZone family is shown on the diagram below. Please check with your contractor which parts are available in your area.

#### Forward



### 1.0 Design consideration

#### 1.1 Designing the correct constant zone

All ducted air conditioning systems should have a percentage of air passing over the indoor coil at all times. This is a safety mechanism to protect the ductwork and the AC unit. If all the zone dampers in a system are closed then flexible duct could split or be blown off the spigots, or the indoor coil could ice up. It is much less likely for the coils to ice up on modern AC units as they have in-built safety controls to prevent this occurring, but it is still good practice to ensure airflow across the coil.

There are several ways of achieving this when designing a ducted air conditioning system.

#### i. Fixed ducted constant zone

This is a relatively old fashioned way of achieving constant airflow across the coil. It requires the system to be designed with one zone that has no zone damper fitted to it. This is normally the main living area in the home or a common area in an office building. The downside with this configuration is that air will always be delivered to this area regardless of whether it is occupied or not. This reduces the diversity of the system and may necessitate a larger AC unit to be installed, thereby increasing both the capital and running costs of the system. In addition to this noise to this constant zone may increase when all other zones are closed. (See Fig C01 below)

#### ii. Electronic constant zone

This option requires the system to be designed with one zone that has a zone motor fitted to it, which will automatically open if all other zones are closed. With electronic constants there are two options available as follows:

#### a. Standard electronic constant zone

Typically a zone damper would be fitted to the main living area in the home or a common area in an office building. This zone can be used like any other zone but will be automatically overridden open if required by the system to maintain the minimum airflow over the indoor coil. With an iZone system you can select as many zones as you need to be electronic constants and they will activate and deactivate progressively as required. While superior to i. (Fixed ducted constant zone), it does have a number of short comings. Most of the time the conditions in the standard electronic zone will be satisfactory however when required to operate to relieve pressure, conditions (temperature) in this zone will drift and may become uncomfortable. Individual room temperature control cannot be fitted to a standard electronic zone. Noise from the outlet may be higher when the electronic constant is operating (See Fig C02

### 1.1 Designing the correct constant zone (cont)

below)

#### b. Dedicated electronic constant zone

In this option an additional zone is installed into the system serving an unoccupied area such as a stairwell, passage or entry. This zone is left in the closed position and will only open if required by the system. With an iZone system you can select as many dedicated zones as you need. The benefit of the dedicated electronic constant zone is that all habitable areas can have individual temperature control and if the electronic constant is required to operate it will not affect the comfort of the occupants. The downside of this type of electronic constant is that conditions in the corridor or stairwell may feel mildly uncomfortable while transiting through them and the outlet in this area may generate some noise. (See Fig C03 below)

#### iii. Bypass electronic constant zone

In this option an additional zone is installed into the system looping from the supply air side of the A/C fan coil unit to the return air side of the A/C fan coil unit. This bypass zone is left in the closed position and will only open if required by the system. The benefit of the Bypass electronic constant zone is that all habitable areas can have individual temperature control and if the electronic constant is required to operate it will not affect the comfort of the occupants. No common areas are affected by the operation of the bypass constant and there is no increase in noise when the bypass is operating. In addition to this, the use of the bypass option increases the system efficiency as any conditioned air is kept within the system reducing the load on the AC unit and assisting to cycle the AC unit off earlier. (If set up to control from the units return air sensor). We recommend that all systems with individual zone temperature control are designed and configured with a bypass electronic constant zone and where possible control the A/C unit from "Zones". (See Fig C04 below)

#### 1.2 Fixed ducted constant and standard electronic constant







Fig C02—Standard Electronic Constant

#### 1.3 Dedicated electronic constant & bypass electronic constant







Fig C04—Bypass Electronic Constant

#### 2.0 Installation

#### 2.1 iZone Naked 400 - Wiring layout for up to 8 zones



#### 2.2 iZone Naked 400 - Wiring layout for up to 14 zones



#### 2.3 iZone Naked 405 - Wiring layout for up to 8 zones





#### 2.4 iZone Naked 405 - Wiring layout for up to 14 zones

#### 2.5 iZone Naked 410 - Wiring layout for up to 8 zones

an optional extra



#### 2.6 iZone Naked 410 - Wiring layout for up to 14 zones



#### 2.7 iZone Naked 415 - Wiring layout for up to 8 zones



#### 2.8 iZone Naked 415 - Wiring layout for up to 14 zones



#### 2.9 iZone Nano 420 - Wiring layout for up to 8 zones



#### 2.10 iZone Nano 420 - Wiring layout for up to 14 zones



### 2.11 iZone Nano 425 - Wiring layout up to 8 zones



#### 2.12 iZone Nano 425 - Wiring layout for up to 14 zones



#### 2.13 iZone Nexus 430 - Wiring layout up to 8 zones



controller can be added as an optional extra.

#### 2.14 iZone Nexus 430 - Wiring layout for up to 14 zones



### 2.15 iZone Nexus 435 - Wiring layout up to 8 zones



#### 2.16 iZone Nexus 435 - Wiring layout for up to 14 zones



## 2.17 Stand alone VAV systems - Wiring layout for typical 4 zone system



### 2.18 Optional equipment for wireless temperature controlled zones



CRFS (optional) Wireless Temperature Sensors (Max 14 per system)





### 2.19 Optional equipment for wired temperature sensors



## 2.20 Optional equipment for iSense temperature and occupancy controlled zones



## 2.21 Optional equipment for colour touch screen temperature controlled zones



# 2.22 Example of different types of temperature sensors on a single system



# 2.23 Optional equipment for running multiple systems from a single iZone screen



### 2.24 Optional equipment for wired WiFi Control of system


## 2.25 Optional equipment for wireless WiFi control of system



Download the iZone App to your smart phone or tablet.



android app on Google play







# 2.26 iZone 415 to 435 - Optional equipment for iSave addition (up to 6 zones)





When the iSave option is used with an 8 zone system it is limited to a maximum of 6 Zones

### 2.27 iZone 415 to 435 - Optional equipment for iSave addition



#### Note:

When the iSave option is used with the CEXT the iZone system is limited to a maximum of 12 Zones

### 2.28 Optional equipment for Ethernet Home Automation connection



### 2.29 Integrated iZone A/C, Lights, Garden & Security



### 2.30 iZone - Wiring connection to AC units

Unit Make	Connection	Unit Make	Connection
Daikin	Take the P1 / P2 control wire from the fan coil unit and connect it to the iZone C225 / C325D	Panasonic	Take the A / B control wire from the fan coil unit and connect it to the AC Unit Control Cable on the C225 / C325P
Fujitsu*	Do <u><b>not</b></u> connect the 12V wire to the iZone (Usually Red). Connect the black and white wires from the fan coil unit to iZone C225 / C325F	Samsung*	Take the F3 / F4 control wire from the fan coil unit and connect it to the AC Unit Control Cable on the C225 / C325S. This connection requires the correct polarity. See detailed instructions on 2.33 page 45
Hitachi	Take the A / B control wire from the fan coil unit and connect it to the iZone C225 / C325H		
	See detailed instructions on 2.34 page 46	Temperzone	See detailed instructions on 2.32 page 44
LG	See detailed instructions on 2.31 page 43	-	
Mitsubishi Electric	Take the Remote Controller (A / B) control wire from the fan coil unit and connect it to the AC Unit Control Cable on the C225 / C325M	Toshiba	Take the A / B control wire from the fan coil unit and connect it to the AC Unit Control Cable on the C225 / C325T
		York	See detailed instructions on 2.35 page 47
МНІ	Take the Remote Controller wire from the fan coil unit and connect it to the AC Unit Control Cable on the C225 / C325MHI	Haier	See detailed instructions on 2.36 page 48
		Universal Control Module	The universal control module covers unitswith standard 24V control. See detailed instructions on 2.31 to 2.31.9 pages 49-58

### 2.31 iZone - Wiring connection to LG units

#### **Unit Make**

#### LG

LG condensing unit must be supplied with an optional PI485 Gateway (M) board in the condensing unit. LG dipswitch settings are as follows:

- $\Rightarrow$  Dip switches 1 and 4 **ON**
- $\Rightarrow$  All others are **OFF**

#### Connection

 Connect a shielded, 2 core, twisted pair control cable from the C225 / C325L to the PI485 Gateway (M) board in the condensing unit. (This cable is supplied by the installer). Polarity is critical see Fig (C) & (D) for correct connection.





Fig (C) - LG PI485 Gateway (M) board in condensing unit



### 2.32 iZone - Wiring connection to Temperzone units

#### **Unit Make**

Temperzone

- Connection
- 1. Connect a shielded, 2 core, twisted pair control cable from the C225 to the UC8 board in the condensing unit. (This cable is supplied by the installer). Polarity is critical see Fig A & B for correct connection.
- 2. Ensure the dip switches in the condensing unit are set correctly for the installed compressor type (digital / fixed speed) and fan speed control. Refer to the Temperzone service manual.



### 2.33 iZone - Wiring connection to Samsung units

#### **Unit Make**

Samsung

#### Connection

 Connect a shielded, 2 core, twisted pair control cable from the C225 / C325S to the F3 / F4 in the fan coil unit. (This cable is supplied by the installer). Polarity is critical see Fig (F) & (G) below for correct connection.



Fig (F) - Samsung indoor fan coil unit terminals

Fig (G) - iZone C225 / C325S

### 2.34 iZone - Wiring connection to Hitachi units

#### **Unit Make**

Hitachi

#### Connection

 Connect a shielded, 2 core, twisted pair control cable from the C225 / C325H to the A / B terminals and earth in the in the fan coil unit. (This cable is supplied by the installer). Polarity is not critical see Fig (H) for correct connection.

#### **Indoor Unit**



### 2.35 iZone - Wiring connection to York units

#### **Unit Make**

York



#### Connection

 Connect a shielded, 2 core, twisted pair control cable from the C225 / C325Y to the X / Y in the fan coil unit. (This cable and connector is supplied by York). Polarity is critical see Fig (i) (J) & (K) below, for correct connection.



Fig (j) - York (3Phase) indoor fan coil unit terminals



Fig (i) - York (1 Phase) indoor fan coil unit terminals

ΧÝ

Fig (K) - iZone C225 / C325S

Shielded, 2 core, twisted pair control cable (not supplied)



### 2.36 iZone - Wiring connection to Haier units

#### **Unit Make**

Haier

#### Connection

Connect a shielded, 2 core, twisted pair control cable from the C225 / C325HI to the 1 A / B terminals on the Haier Interface board YCJ-A002. Connect the interconnecting cable supplied by Haier to CN24 in the fan coil unit of the Haier Interface board YCJ-A002. Set the dipswitches as shown below. Polarity is critical.



#### Fig (N) - iZone C225 / C325HI

Fig (M) Haier FCU board

### 2.31 iZone - Wiring connection to Universal Control Module

#### **Unit Make**

#### Units that accept 24V control signals:

#### **Gas Heating Options**

- Gas Heating thermostat only
- 1 Stage Gas Heat + 1 x Fan Speed
- 1 Stage Gas Heat + 1 Stage Cool + 1 x Fan Speed
- 2 Stage Gas Heat + 1 Stage Cool + 1 x Fan Speed
- 2 Stage Gas Heat + 2 Stage Cool + 1 x Fan Speed

#### **Reverse Cycle Options**

- 1 Stage R/C + 1 x Fan Speed
- 1 Stage R/C + 3 x Fan Speed
- 1 Stage R/C + Aux Heating + 1 x Fan Speed
- 2 Stage R/C + Aux Heating + 1 x Fan Speed

#### Connection

- 1. Connect cables as shown on the wiring diagram for the respective option. (24V maximum)
- 2. Configure the correct system type on the touch screen.
- 3. Configure the Run on timer, anti-cycle timer, 2nd stage offset, 2nd stage delay and fan control on the touch screen, as applicable
- 4. Test for correct operation.

## 2.31.1 iZone - Wiring connection to Universal Control Module

#### Gas heating thermostat only



### 2.31.2 iZone - Wiring connection to Universal Control Module

#### 1 Stage Gas Heating + 1 x Fan Speed



## 2.31.3 iZone - Wiring connection to Universal Control Module

### 1 Stage Gas Heating + 1 Stage Cooling

### + 1 x Fan Speed

C225





## 2.31.4 iZone - Wiring connection to Universal Control Module

### 2 Stage Gas Heating + 1 Stage Cooling

### + 1 x Fan Speed



## 2.31.5 iZone - Wiring connection to Universal Control Module

### 2 Stage Gas Heating + 2 Stage Cooling

### + 1 x Fan Speed



### 2.31.6 iZone - Wiring connection to Universal Control Module

#### 1 Stage Reverse Cycle Heat Pump + 1 x Fan Speed



### 2.31.7 iZone - Wiring connection to Universal Control Module

#### 1 Stage Reverse Cycle Heat Pump + 3 x Fan Speed



## 2.31.8 iZone - Wiring connection to Universal Control Module

### 1 Stage Reverse Cycle Heat Pump +

#### Aux Heating + 1 x Fan Speed



## 2.31.9 iZone - Wiring connection to Universal Control Module

### 2 Stage Reverse Cycle Heat Pump +

#### Aux Heating + 1 x Fan Speed



### 2.32 General installation instructions

- 1. The C225, C325 and CEXT can be installed close to the indoor fan coil unit.
- 2. If any wireless sensor (CRFS) or wireless bridge (CB) is not within the range of the C225 then additional repeaters (CR) should be added to help relay the signal from the field device to the C225.
- 3. Do not run the network cables alongside 240 Volt wiring.
- 4. When installing network cables down wall cavities or chasing network cables into walls, tape up and protect the RJ45 connector to avoid damage to the connectors. Installation damage to cables **is not** covered under warranty.
- 5. Always install zones in consecutive ports starting at Zone 1. The C225 and CEXT are marked with the zone port numbers.
- 6. Do not directly hardwire the CT24V into the AC unit's power supply. This may void the warranty as it will require an electrician in the event that a repair of the iZone power supply is required.
- 7. Connect Zone Damper Actuators (CZDA) to the zone ports using the RJ11 cables as shown.
- 8. Connect the Colour Touch Screens (CCTS) to the iZone Net ports using the RJ45 cables. If you are connecting more than 3 components requiring iZone Net ports to the system you will need to connect a Network Extension Module Kit (CNEMK) to one of the iZone Net ports on the C225 using a short RJ45 cable.
- 9. If any zone is temperature controlled, connect an in Duct Temperature Sensor (CDTS) to the CDTS port. Install the sensor into the **supply air** duct upstream of all dampers. Secure the sensor in place by using reinforced aluminium tape.
- 10. When installing temperature controlled zones ensure the CCTS or sensor for the associated zone is installed in a location that is representative of the temperature in the room / zone. The sensor should be installed at approximately 1600mm above the floor and should not be subject to draughts, direct sunlight or heat from equipment such as computers, TV screens etc. The supply air outlets to this room must <u>not</u> blow conditioned air directly onto the sensors or touch screens.
- 11. Connect the AC unit control cable to the C225 / C325. See table 2.30 for details. (This control cable is not supplied by Airstream.)
- 12. The building must be fitted with a compatible WiFi modem. Contact Airstream for a list of approved and recommended modems.
- 13. If connecting the iZone system to a Home Automation system use the Ethernet connection on the bridge.
- 14. Only connect the power supply to the CT24VAC port after all components have been connected.
- 15. Any existing or new air conditioning units that require modification or additional boards to facilitate the correct operation of the iZone system, is the responsibility of the installing contractor.

### 3.0 System initialisation

All new or modified systems must be initialised prior to system configuration.

To initialise the system press the reset button on any colour touch screen. The time to initialise the system will vary depending on the number of motors connected.

The system will also initialise when power is restored after a power failure.



### 3.1 During initialisation



### 4.0 System configuration

WARNING ! Only qualified iZone installers should configure the iZone System. Incorrect configuration could result in damage to your air conditioning unit and system.

To configure your system click on the System Config icon on the home page.



41

Enter the system password "wamfud" and press the enter button. The enter save changes.

button must always be touched to

You will now be in the System Configuration area.

## 4.1 Configuration main menu

Note:

Information on the configuration screen may vary depending which devices are connected to the system and which model of iZone you have



### 4.2 Zone set up



## 4.2 Zone set up (cont)



## 4.2.1 Sensor configuration

Indicates the status of the wireless signal strength from the sensor in this zone. It can take up to 10 minutes of normal operation to get an accurate reading. To speed up the process press the Off / Auto button on the sensor 5 times.

Displays the Radio frequency channel the system has been configured to. This channel can be changed if RF interference is being experienced.

If the channel is changed all wireless devices need to be paired



### 4.2.2 Pairing and configuring iZone RF Sensors



Remove front cover from sensor

Note:

To pair other devices such as an iZone bridge or repeater simply press the pairing button on the device and at the same time press the paring button on the touch screen and wait for the update to complete.

Set the zone selector switch to the correct zone number

Press and hold Pairing button on the wireless device . At the same time press the Pairing Button on the touch screen (see 4.2.1) and wait until the update is complete

### 4.2.3 Sensor Calibration



### 4.2.4 iSense controller configuration

Press and hold the "iSense" button to enter the Occupancy Strategy configuration menu. Follow the prompts to select the most appropriate strategy for your room or use the Custom Setup option to design your own strategy

#### Note:

When iSense has been activated movement is required in the range of the occupancy sensor to keep the zone operating. The use of the iSense feature in bedrooms, when the occupants are asleep, is not recommended.



System reset button under here

## 4.3 AC unit configuration



### 4.3.1 Fan auto configuration



### 4.3.2 Fan auto zone area setup


# 4.3.3 Master Slave Setup



Airstream does not accept responsibility if these setting do not work correctly on your particular system

**Important Notes:** 

iZone technicians.

suitable.

# 4.4 System Options (Display, Taglines & Filter Maintenance)

Note:

Information on the configuration screen may vary depending which devices are connected to the system and which model of iZone you have



# 4.4 System Options (Locks & Non Standard Damper Motors)

6

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Back

#### Note:

Information on the configuration screen may vary depending which devices are connected to the system and which model of iZone you have

Select here for non standard dampers such as Belimo.

You will need to type in the drive time in seconds from fully closed to fully open.

Please note this will change the timing for all motors in the system so you cannot have a mix of different motors on the same system when using this feature.

The damper fault detection is ignored when this mode is used.

### System Options

### Locks

Temperature Adjustment Airflow Adjustment System Lock Out

#### Damper Control Type

Timing Dampers

Touch here to set limits for set point adjustment and to lock this setting

Touch here to lock airflow adjustment. You can lock minimum airflow only or both minimum and maximum air flow adjustments

Touch to lock the AC Unit. You will need to enter a PIN number and then the number of days you want the system to operate for, until it is automatically locked off. Do not forget your PIN. Service charges will apply for a technician to attend site to unlock your system.

-Touch here to go back to the previous configuration page

iZone Inventive Intelligent Intuitive

# 4.5 Wifi bridge configuration



# 4.5.1 Manual IP Configuration

Select either Auto If manual is selec the IP, Subne Primary DNS S Server addresses manual configurat

Touch here to

						screen.	
o or Manual Configuration. cted you will need to know et Mask, Default Gateway, Server and Secondary DNS if applicable. If you require tion please contact your IT specialist to assist you.	*	WiFi Configuration					
	IP Address						
	O Auto Configuration						
	Manual Configuration						
				0	0		
		et Mask					
	0			0	0		
	Defau	lt Gateway					
	0	0		0	0	]	
	Primary DNS Server						
apply the changes to the configuration	0	0		0	0	]	
	Secondary DNS Server						
	0	0		0	0	Touch here to go back without saving the changes.	
	Apply Previous 🗩 Back						
		į,	Zone			_	
Inventive Intelligent Intuitive							

Touch here to go to the home

# 4.5.2 WiFi connection



A grey symbol indicates the Bridge is connected to the iZone system but is not connected to the local computer network

# 4.5.3 Smart Phone, Tablet or PC configuration - System Requirements

#### Smartphone, Tablet or PC

• You will need a smartphone or tablet. The following platforms are supported: Apple & Android.

#### **System Requirements**

#### **iOS SOFTWARE REQUIREMENTS**

• Compatible with iPhone, iPod touch, and iPad. iOS 6.0 and higher.

#### ANDROID SOFTWARE REQUIREMENTS

• Requires Android: 2.1 and higher.

#### WiFi modem or network switch

• You will also need a compatible WiFi modem or network switch with a spare RJ 45 access port. Some WiFi modems, firewalls and security settings are not compatible with the iZone bridge and will need to be changed or replaced to enable the iZone app to run.

#### Download the iZone App

• You will need an account with the manufacturer of your phone to enable you to down load Apps from their

respective store.

- Apple—Apple App Store
- Android—Google Play Store
- Login to the respective store.
- To search for the iZone App type "iZone Controller" into the stores search menu.
- Select iZone Controller and download the iZone App.



# 4.5.4 Smart Phone, Tablet or PC configuration - Equipment Required and Configuration

#### Equipment

• See 2.24 & 2.25 For details of equipment required and wiring diagram.

#### Configuration

- Power up the WiFi Bridge
- Press the System Config button on the touchscreen



• Enter the system password "wamfud"

#### Pair the wireless bridge to the iZone system

• Press and hold the blue button on the side of the Bridge. At the same time press the "Pair Wireless Device" button on the touchscreen







• Wait a few seconds. Press the home button on the touch screen.



• The grey WiFi symbol should appear at the bottom of the home screen.



 Connect the RJ 45 cable from the Bridge to the modem / router. The symbol will change to 100% green.



# 4.5.5 Smart Phone or Tablet configuration - Using your App

#### Using your iZone App in your local WiFi area

• Press the iZone button on your phone or tablet.



• A nine digit number will appear on at the top of the screen. This is you system ID number. Write it down as you will need it to register on iZone World Wide for control of your system away from home. Press on the nine digit number and you will go into the App. Now you can name your system using the "Rename" button.



Do <u>NOT</u> press the iZone World Wide button unless you are registered for iZone world wide <u>and</u> you are outside your local WiFi area

#### iZone World Wide Service

- You can only have access to the system from outside your local WiFi range <u>after</u> you have subscribed to iZone World Wide.
- To register on iZone World Wide Go to:

#### https://worldwide.izone.com.au/signup

- Follow the prompts to subscribe. You will need the system ID number . This is a nine digit number.
- You will also be asked for an email address and password which you should remember as you will need these to access your system when you are trying to use the App from outside the WiFi range.
- When you login to iZone World Wide there is an option to save your username and password (Login and Remember Me). We recommend you select this option to make it faster and easier to login to your system remotely.
- To reduce the data usage there may be a slight delay between changing a setting on your phone, and the system updating, when using iZone World Wide.
- Do not use iZone World Wide when you are in your WiFi zone unless you have turned off the WiFi on your smart phone or tablet.

## 4.6 Home automation integration

iZone systems can be integrated into any home automation system that has an Ethernet interface. The WiFi bridge is fitted with an Ethernet connection .

For interface specifications please download a copy of Airstream's Technical Catalogue at

#### http://www.izone.com.au

Your home automation integrator will need to write suitable code to control your AC system. This service is not provided by Airstream or iZone.

# 5.0 User manual5.1 iZone 400 & 405 home

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- To get back to the Home screen at any time press.
- When entering names or values using the keyboard it is easier to use a thin object such as a toothpick. Do not use sharp, hard objects as they may damage the screen. The enter button must always be pressed to save the changes you have made.
- Some functions may have been locked by your installer to ensure the commissioned values are not changed. To make changes to these values contact your installation company.



# 5.2 iZone 410 - 435 home screen

• To get back to the Home screen at any time press.



- When entering names or values using the keyboard it is easier to use a thin object such as a toothpick. Do not use sharp, hard objects as they may damage the screen. The enter button must always be pressed to save the changes you have made.
- Some functions may have been locked by your installer to ensure the commissioned values are not changed. To make changes to these values contact your installation company.



# 5.3 AC unit control



# 5.4 Zone control



# 5.5 Edit zone names & settings





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# 5.7 Zone airflow summary



# 5.8 Changing zone airflows

Please note: It is possible to lock the maximum and minimum airflow settings in the configuration menus. If you screen does not display as indicated here and you require to make changes to airflows please contact your installer to activate your display.



### 5.9 Favourites



# 5.10 Assigning and editing favourites



# 5.11 Schedules



# 5.12 Setting and editing a schedule



# 5.13 Setting the time



# 5.14 Changing the home screen colour



# 5.15 iSense controller



# 6.0 Warranty registration

Your system is supplied with a standard 2 year warranty.

To extend your warranty you are required to complete this warranty registration form and email, fax or post it to Airstream along with a copy of your invoice. For terms and conditions please see Airstream's warranty policy at www.air-stream.com.au

Full Name:
Contact Phone number including area code: Email address :
iZone System ID number (if applicable):
Address where the system is installed:
Date of purchase:
Installation Company:
Proof of Purchase attached: Signature Date
Post, fax or email your registration to :
Airstream Components
9 Geelong Court, Bibra Lake,
WA 6163
Fax: 08 9494 1346 Email: info@air-stream.com.au

### 6.1 Airstream product warranty policy

This document sets out the warranties that are provided by Airstream Components WA Pty Ltd ACN 146 196 778 ("Airstream") in relation to each Product.

#### Definitions

In this document

"Australian Consumer Law" means the law set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth) and any corresponding provisions of state or territory fair trading legislation.

"Customer" means the party that acquired the Product from Airstream for that party's use or, if the party who acquired the Product from Airstream was an authorised distributor, reseller or dealer, the party who acquired the Product from the distributor, reseller or dealer.

"iZone Tablet" means the product known as the "iZone Tablet".

"Product" means:

an iZone Tablet: or

other product manufactured by or for Airstream.

"Site" means the place at which the Product is located.

"Third Party Goods" means a product (including batteries) or item of equipment manufactured by a third party which is supplied with, or fitted to, a Product.

"Warranty" has the meaning given in clause 2.1.

"Warranty Claim Form" means the warranty claim form available on the Website.

"Warranty Period" means:

for an iZone Tablet, one (1) year;

- for a Product (excluding an iZone Tablet) that has not been registered in accordance with clause 3, two (2) years; or
- for a Product (excluding an iZone Tablet) that has been registered in accordance with clause 3, eight (8) years,

from the date of purchase by the Customer

"Website" means the Airstream website at www.air-stream.com.au.

#### Warranty

Subject to clauses 4 and 5, Airstream expressly warrants that each Product is free from operational defects in workmanship and materials for the Warranty Period ("Warranty").

The benefits of the Warranty are in addition to all other rights and remedies which the Customer may have under Australian Consumer Law and any other law in relation to the Product to which the Warranty relates.

Each Product comes with guarantees that cannot be excluded under Australian Consumer Law.

#### Extended Warranty

In order to receive an extended eight (8) year Warranty for a Product ("Extended Warranty") the Customer must register the Product by completing, and providing to Airstream, the registration form supplied in the Product user manual or downloaded from the Website ("Registration").

Registration must be completed within sixty (60) days of the Product being purchased by the Customer.

#### Exclusions to Warranty

The Warranty does not cover Third Party Goods.

- Subject to any statutory provisions to the contrary, the Warranty does not extend to cover damage to furniture, carpets, walls, ceilings, foundations, vehicles, or any other consequential loss arising either directly or indirectly due to the malfunction of the Product.
- If a third party installer knowingly installs a defective Product, the Warranty will be strictly limited to the resupply of that Product and shall not include any labour costs

#### Repair or Replace

During the Warranty Period, Airstream will, subject to clause 6, replace or repair any defective Product or defective component of a Product without, subject to clause 8, charge provided that the defect does not constitute damage that has arisen from

faulty, improper, incorrect or incomplete adjustment, operation or installation of the Product:

any modification of the Product, without the written approval of Airstream, including tampering with or any attempt to disassemble the Product:

inadequate or improper maintenance of the Product;

misuse or abuse;

normal wear and tear

failure for any reason to follow the instructions for use given in any user manual applicable to the Product;

act of God:

fire, flood, collision or other trauma; or

insects or animals.

#### Warranty Claim Procedure

To obtain the benefit of the Warranty the Customer must:

- contact Airstream within the Warranty Period or within seven (7) days of the discovery of the defect, whichever is the earlier:
- complete and send to Airstream the Warranty Claim Form accompanied by proof of purchase of the Product.
- On receipt of the Warranty Claim Form and proof of purchase of the Product, Airstream will contact the Customer to determine the extent of the issue or defect with the Product
- If there is an issue or defect with the Product that is covered by the Warranty then Airstream will at its sole option:
  - require the Customer, at the Customer's expense, to have the defective Product, or defective component part, delivered to Airstream: or

- provided the Site is located in the Perth metropolitan area, send an Airstream service technician to the Site to effect repairs to or replacement of the Product, save that the reasonable travel expenses (including travelling time) of the technician must be paid by the Customer.
- In order to complete repairs or replacement of a Product in accordance with clause 6.3(b). Airstream requires safe and ready access to the Site and each Product including where required via scaffolding and access panels. If Airstream considers access to the Site or Product to be unsafe or not readily available. Airstream will not commence or will cease all work to repair or replace the Product. All costs incurred in the obtaining of safe and ready access to the Site and Product shall be payable by the Customer.
- Any services requested by the Customer outside of the scope of the Warranty will be charged to the Customer in accordance with the following schedule of charges ("Charges"):

Description	Charges		
Call out fee plus first hour on Site	\$165.00 plus GST		
Hourly labour rate after first hour on Site Replacement parts for Product and	\$100.00 plus GST As per Airstream's current price list		
deliveries			

The Charges are subject to variation by Airstream from time to time.

Airstream will replace, or conduct repairs to, a Product as soon as practicable but will not be liable for any loss or damage caused by any delay.

#### Assignment

The Customer may not assign or otherwise transfer the Warranty.

Airstream may at its sole discretion transfer or assign the Warranty.

#### Transportation Costs and Risk During Transit

- All transportation charges incurred in returning a defective Product, or any defective component parts of a Product, to Airstream for repair or inspection, and the cost of returning them to the Customer must be paid by the Customer.
- The Customer assumes the risk of, and shall be responsible for, any loss of or damage to any Product during transit. For this reason, Airstream recommends that the Customer take out shipment/postage insurance.

#### **Third Party Warranties**

Third Party Goods may be covered by independent manufacturer warranties. It is the Customer's responsibility to familiarize itself, himself or herself with these warranties. No additional warranty is provided by Airstream for Third Party Goods.

# 7.0 Further assistance

- 1. If you require warranty or maintenance on your air conditioning system or iZone system you should contact your installation company.
- 2. If you want to add more zones or temperature control to any zone you should contact your installation company.
- 3. If you require assistance from the manufacturer contact:

Airstream Components 9 Geelong Court Bibra Lake Western Australia 6163

Email: support@air-stream.com.au Phone: +61 8 9418 6631 www.air-stream.com.au www.izone.com.au



