

# airtouch<sub>2</sub><sup>+</sup>



## User Manual

[airtouch.net.au](http://airtouch.net.au)

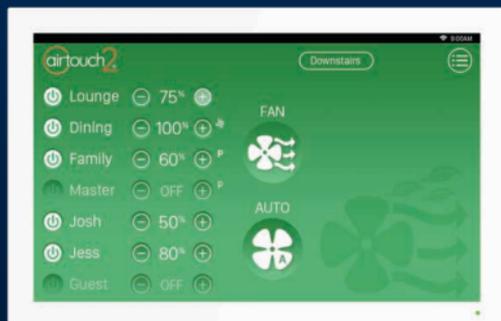
# COOL



# HEAT



# FRESH /FAN



Modes and functions available depend on your Air Conditioning Unit.

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# Quick Start - Console

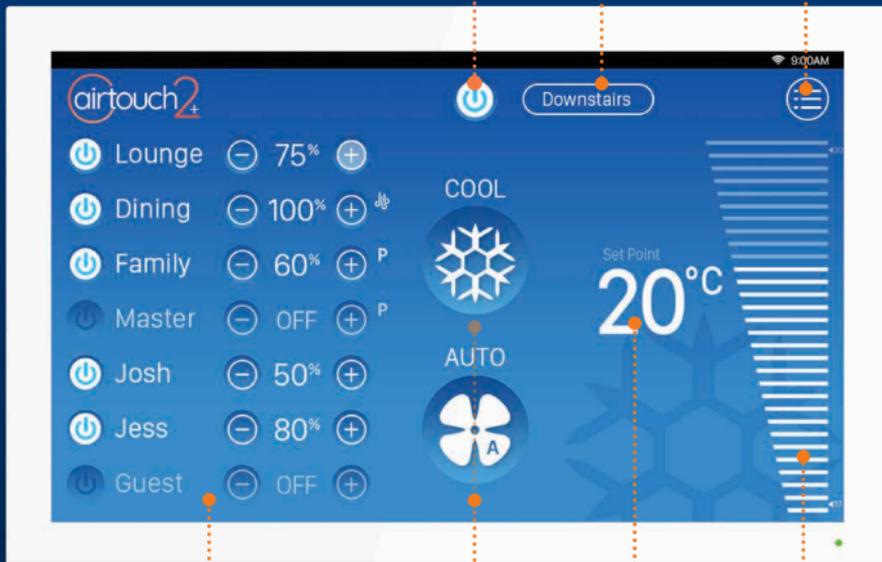
## Unit Selection

(Select to switch to other units if available)

## AC Unit On/Off Button

(Hold down to set Quick Timer, or turn on Away/Sleep Function)

## Quick Menu Button



## Zone Name & Airflow Percentage

Adjust with **+** and **-** buttons  
To rename your Zones see page 20.

## Set Point Temperature

**Slider**  
To change the temperature

## Mode & Fan Speed Control

Cool, Fresh, Heat, Dry & Auto  
(Depends on unit)

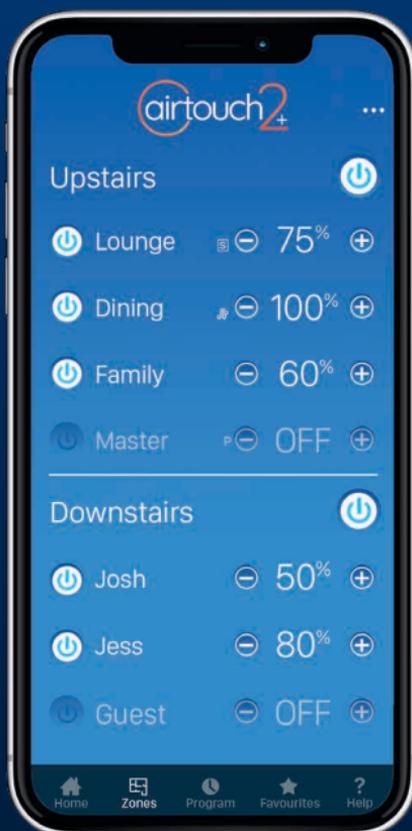
# Quick Start - Mobile App

## Home Screen



Some Settings & Zone names setup on the AirTouch Console will be replicated in the App.

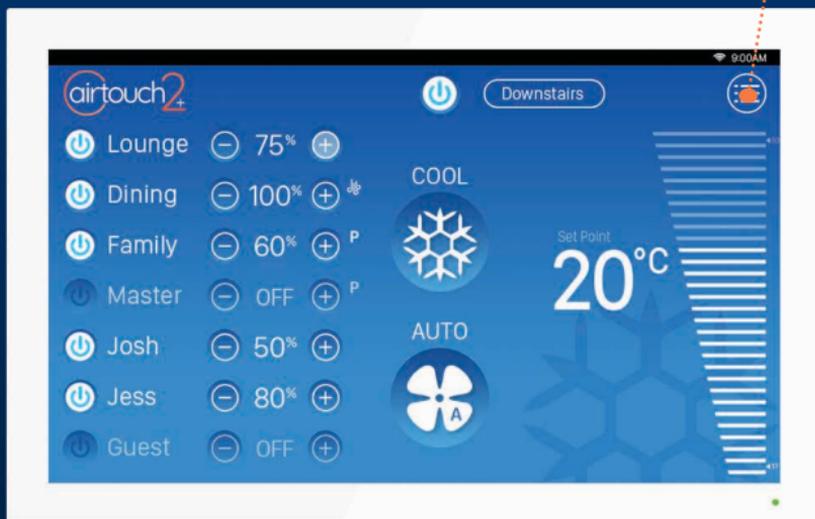
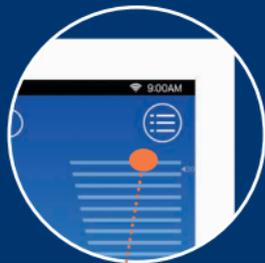
## Zones Screen



# Quick Menu & Controls

You can access common AirTouch features using the Quick Menu.

- 1 Access the **Quick Menu** by tapping on the menu icon ☰ in the top right.

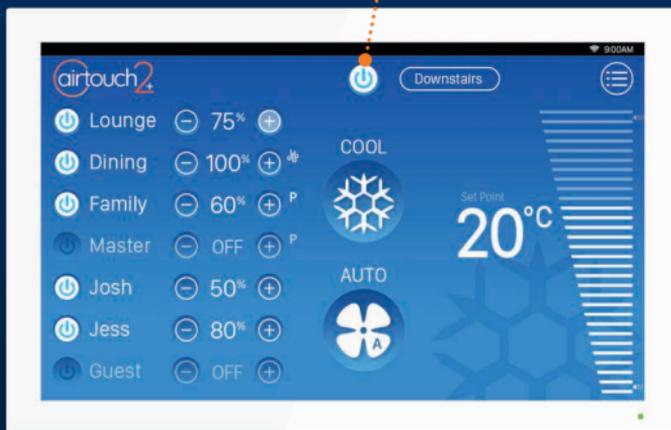


## Inside the Quick Menu



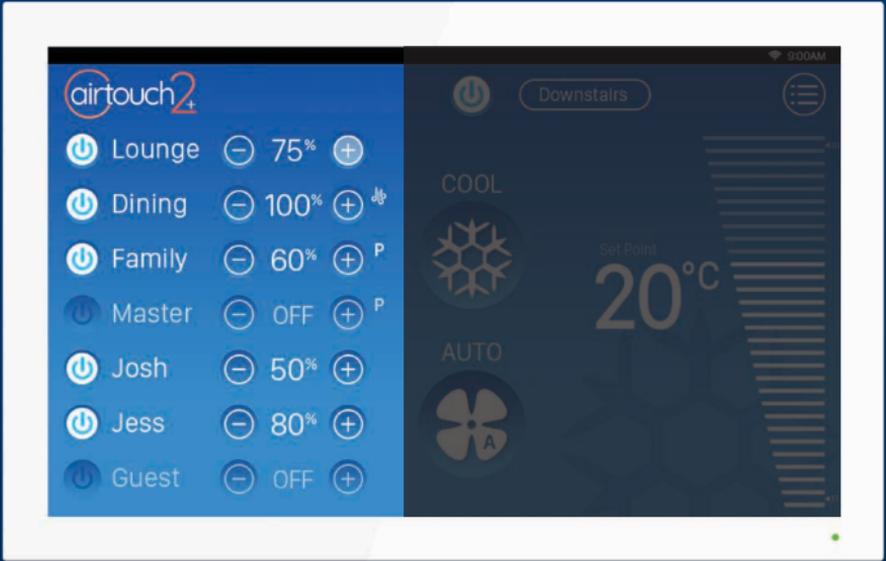
## Turn On/Off AC

To turn On or Off the AC tap the **Power** button.



# Adjusting Airflow for a Zone

Use the ⊕ and ⊖ buttons next to the zone names to increase or decrease the air flow in 5% increments.

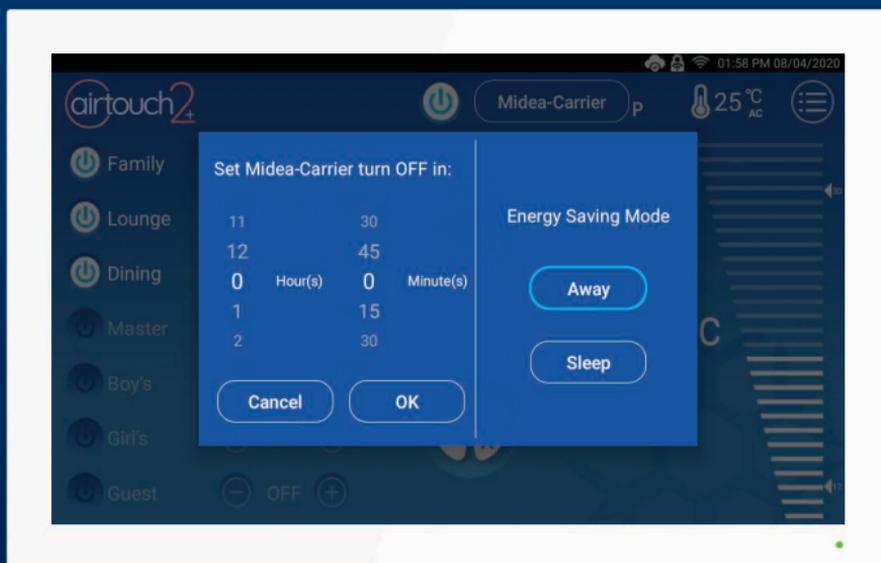


Your zone names are on the left of the home screen.

# Away Function

Efficiently make sure home doesn't get too warm or too cold while no one is home.

- 1 Press and hold the **AC On/Off Button**.
- 2 Press **Away**. The Away icon will appear in the top status bar. 🏠



- 3 To cancel Away Mode, press the **Away** button a second time, or adjust the Mode, Fan Speed or Temperature.

NOTE:

Only available on COOL, HEAT, or DRY Mode. When activated, the system will monitor the ambient temperature. When it approaches -1 of the upper limit (Cool) or +1 of lower limit (Heat), the system will turn On the AC. If the ambient temperature approaches -3 of the upper limit (Cool) or +3 of lower limit (Heat), the system will turn off.

# Setting the AC Timer



The AC Timer function is useful for automatically switching the AC on or off at a given time.

## Quick Timer

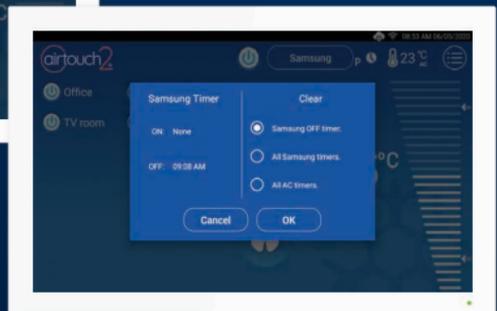
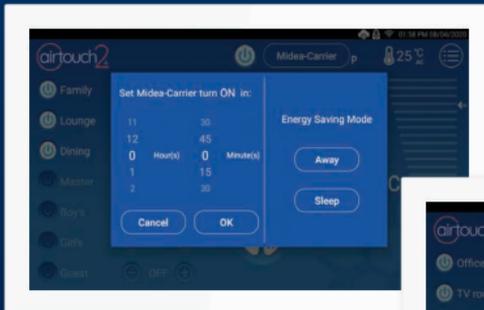
Setting the Quick Timer from the Home screen to Turn ON or OFF the Air Conditioning at a chosen time (up to 12 hours)

### Turn ON Timer

To Set a Quick Timer to **Turn On the Air Conditioning** when the unit is currently off, Tap and Hold the Power Button and scroll to select your desired **On Time**. The On AC timer icon will appear below the power button.

### Turn OFF Timer

To Set a Quick Timer to **Turn Off the Air Conditioning** when the unit is currently on, Tap and Hold the Power Button and scroll to select your desired **Off Time**. The Off AC timer icon will appear below the power button.



## Remove Timer

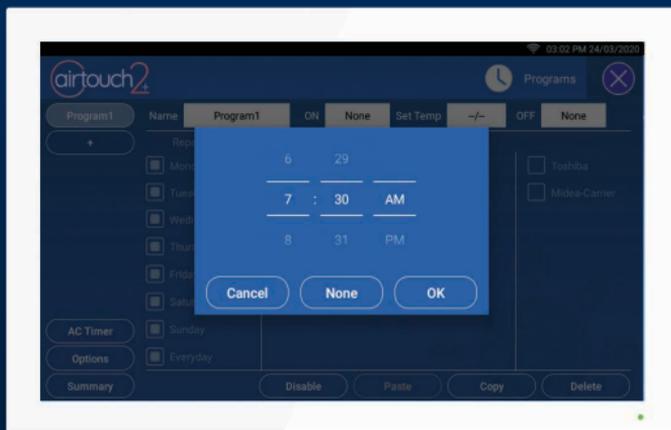
Touch  near the AC home to bring up Timer Setting dialogue. Choose the timer to be removed and touch **Confirm** button to finish.

## Advanced Unit Timer Functions

- 1 Open the **Quick Menu** and select **Programs**.



- 2 Tap **AC Timer** to load the Time Wheel, and choose the time for each operation. When a Timer event is scheduled, a Timer Icon will display on the home screen next to your AC Unit's name.

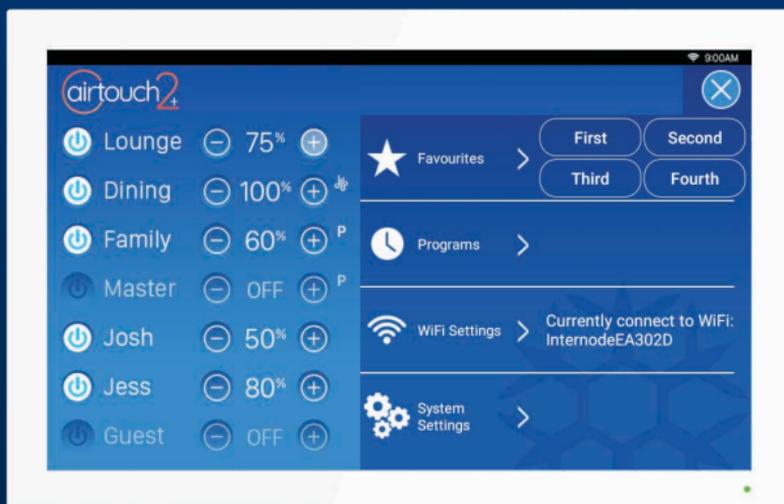


# Setting a Program



A more advanced version of the Timer function is the **Program** function, letting you turn the AC ON or OFF and specify a Temperature for your entire house or airflow for individual zones for specific time and day ranges.

- 1 Open the **Quick Menu** and select **Programs**.



## 2 Programs

Touch the **+** button to add a program (up to eight programs)

Touch the **Name** area to rename the program

Touch the **On**, **Set Temp** and **Off** areas to set the time and required temperature



Assign the program to the desired AC Unit/s here.

Tick the **Days** when the program will be repeated

Tick the **Zones** which will use the program. A zone can have multiple programs. Touching the zone name will show the programs assigned to it

Use **Delete** button to remove an unused program

Touch **Options** to tick or untick the Linked AC to Groups

Use **Copy** and **Paste** buttons to create new programs which have similar settings

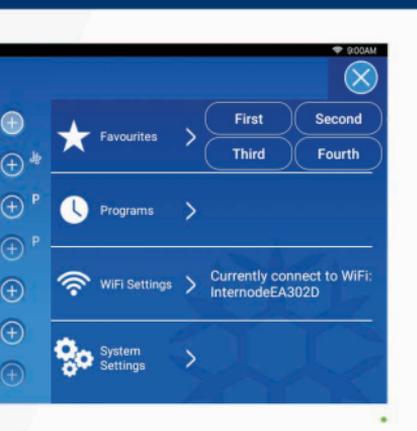
Use **Disable/Enable** button to deactivate/activate the program. When the program is disabled, its settings will be kept in the system but the On/Off action will not be carried out.

# Turbo Zone

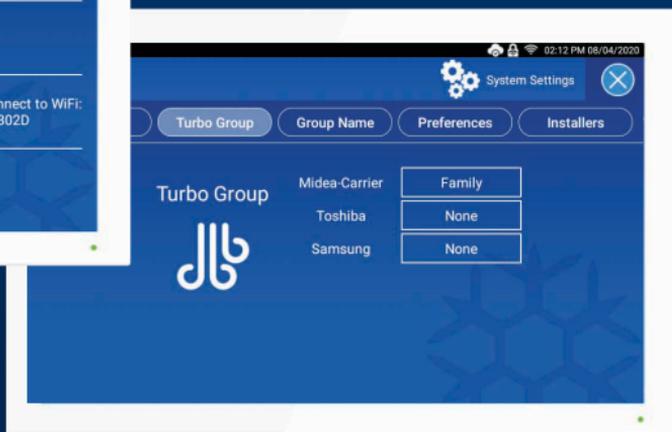


For high volumes of conditioned air in a single zone.

AirTouch's Turbo Zone feature can cool or warm a single zone quickly; or can be useful when there is a lot of activity and you need more conditioned air than normal.

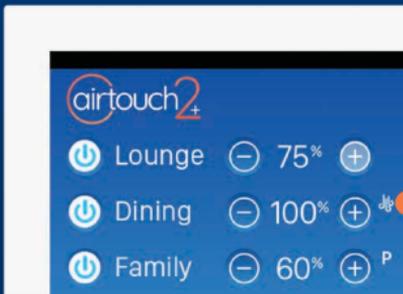


1 Open the **Quick Menu** and select **System Settings**.



2 Tap on **Turbo Group** and a drop-down menu will appear. Select which room you want a larger volume of air.

- 3 To activate the **Turbo** function, tap on the  button again.



If there is more than one system, multiple Turbo groups can be set.

The Turbo function cannot be programmed.  
It is activated manually from the console when needed.

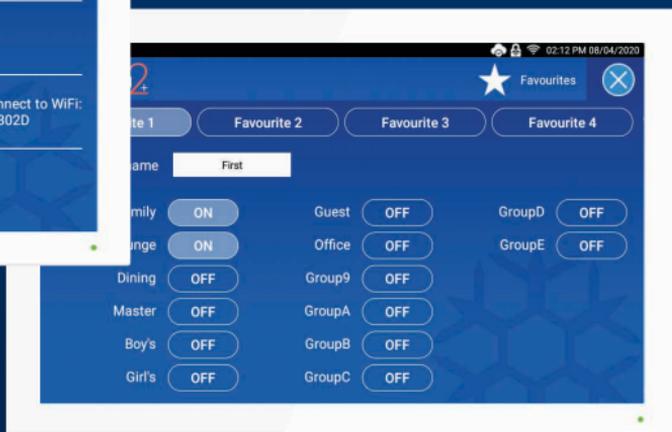
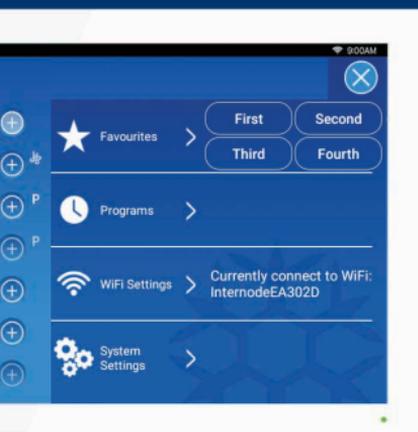
# Setting up Favourites



AirTouch's Favourites feature allows you to save your climate control scenarios.

1

Open the **Quick Menu** and select **Favourites**.

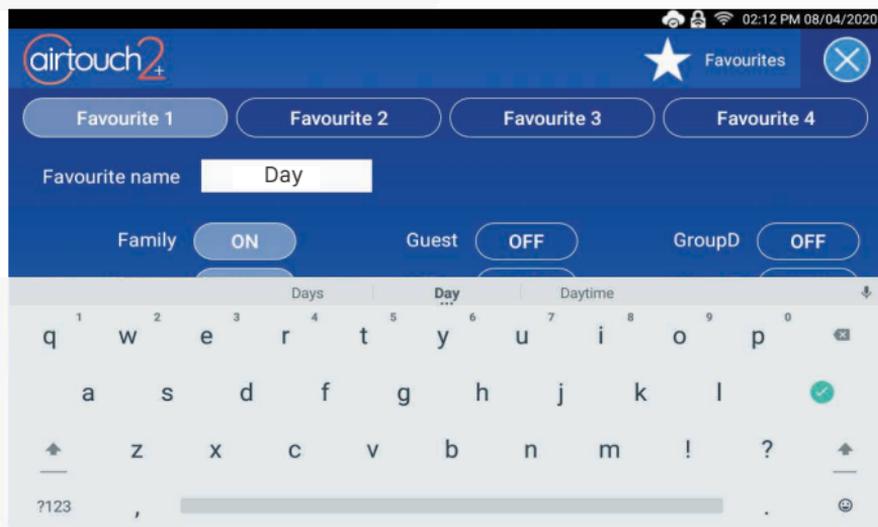


2

Create up to four **Favourite** presets. Select whether you want each zone ON or OFF.

3

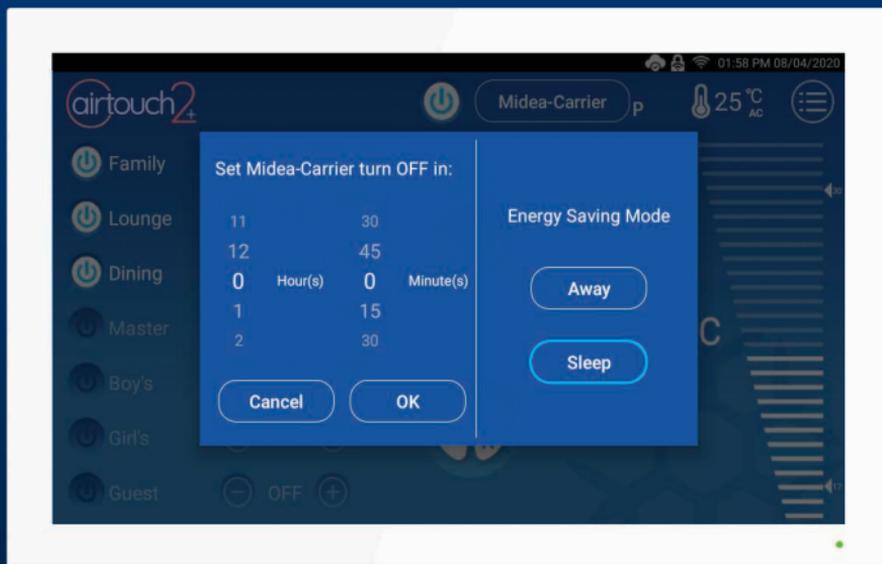
Give your **Favourite(s)** option a name and you're good to go!



# Sleep

Sleep comfortably while saving energy.

- 1 Press and hold the AC On/Off Button.
- 2 Press **Sleep**. The Sleep icon will appear in the top status bar. 



- 3 To cancel Sleep Mode, press the **Sleep** button a second time, or adjust the Mode, Fan Speed or Temperature.

## NOTE:

Only available on COOL, HEAT, or DRY Mode. When activated, the set point will increase (Cool mode) or decrease (Heat mode) by 1 degree every hour for 3 hours. But the displayed AC set point will remain at your chosen temperature. After three hours, the AC will remain at the decreased/increased set the point until Sleep Mode is cancelled.

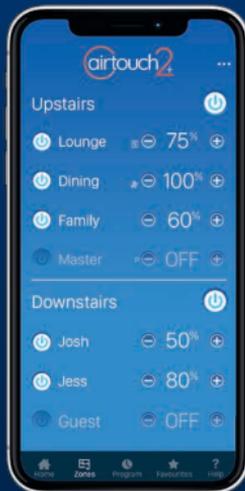
# AirTouch 2+ App

The AirTouch 2+ App can be downloaded free.

After downloading the application, follow the prompts to link to your AirTouch console.

AirTouch 2+ is compatible with:

- iOS 8.0 and above
- Android 4.4 and above



## NOTE:

If a mobile device is connected to the same WiFi network as your AirTouch 2+ , the app will automatically direct you to the control interface. Alternatively, if you are unable to access the control interface, you will be prompted for the AirTouch ID and password to continue. The AirTouch ID can be found in the Preferences section on the console.

When away from home the app will connect to AirTouch using your phones' 3G or 4G connection.



System

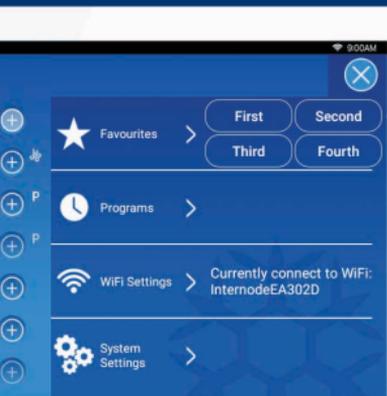
Settings

# Naming your Zones

\*Zones are referred to as Groups in System Settings.  
Customise AirTouch's Zone Names to suit your home

1

Open the **Quick Menu** and select **System Settings**.



2

Select **Group Names** and edit individual **Groups/Zones** by tapping on the space provided to enter information.

To make it easy a preset name can be selected by selecting **Name List**.

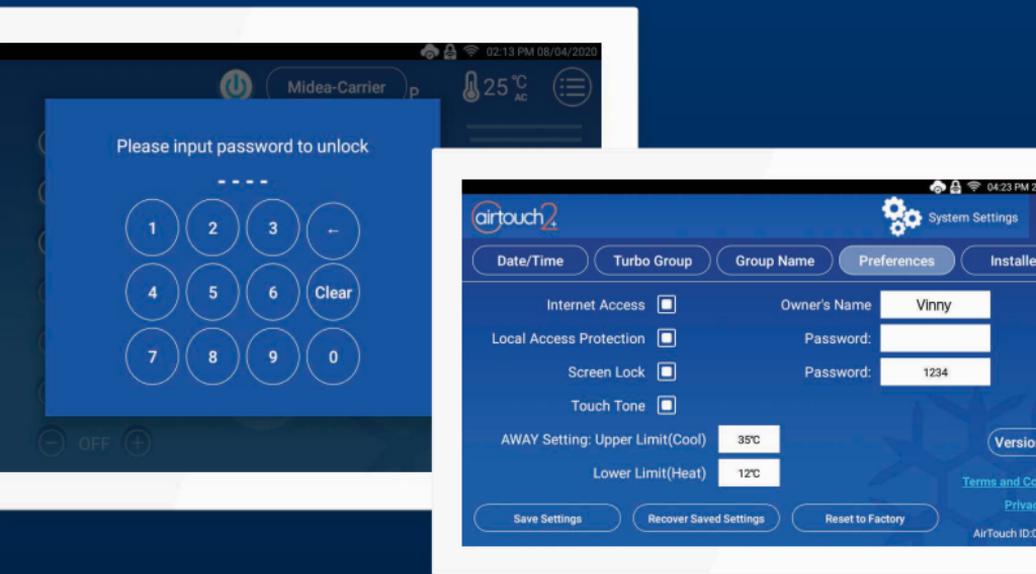
# Screen Lock



The Screen Lock Protects your Air Conditioning and AirTouch from potential damage caused by children playing with the console.

- 1 Select Screen Lock and choose a four digit password.

Now, when the console goes to sleep and turns blank, you can unlock it using the password.

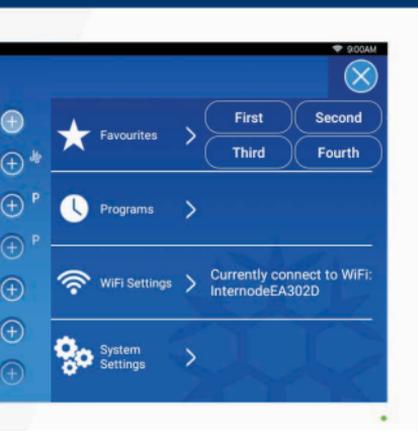


- 2 Untick Screen Lock on the Preferences page to remove it.

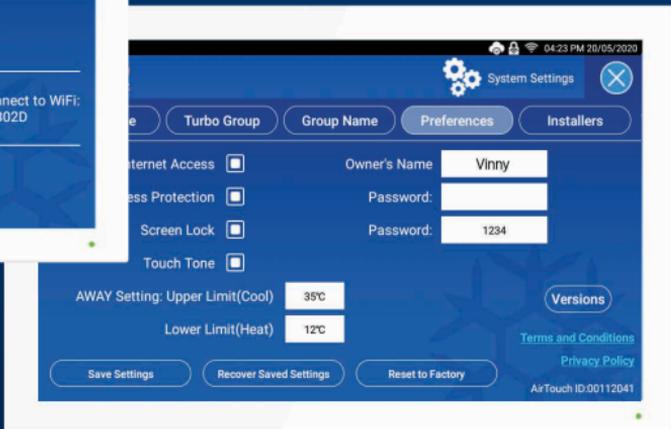
# Owner's Name

Owner's Name is used by the mobile app to distinguish between AirTouch 2+ systems.

The maximum length for a name is 16 letters.



- 1 Open the **Quick Menu** and select **System settings**.



- 2 Select **Preferences** and edit **Owner's Name** by tapping on the space provided to enter your details.

# Balance & Grouping Tables

(Filled in by your installer)

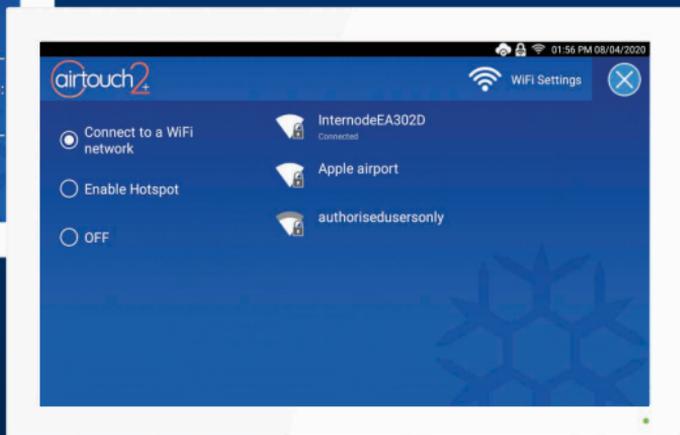
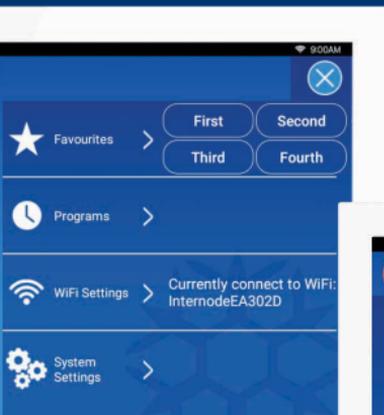
Group	Group Name	Zones Included	Sensors	Turbo Function	Balance
1					
2					
3					
4					
5					
6					
7					
8					
9					
A					
B					
C					
D					
E					
F					
G					

# WiFi & Internet Setup



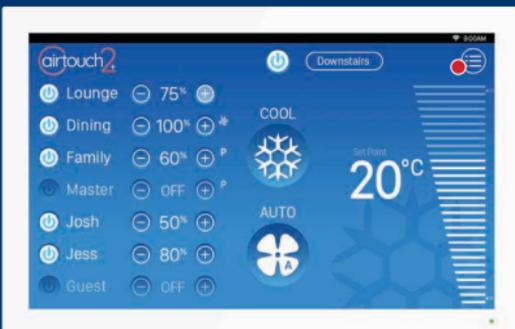
Connect AirTouch 2+ to a home WiFi network to enable the control/operation of the AC unit and zoning via local WiFi and internet.

- 1 Open the **Quick Menu** and select **WiFi Settings**.



- 2 Select your WiFi network, and enter in the password when prompted.

When your are connected successfully, the WiFi icon  will appear in the status bar.



## Software Updates

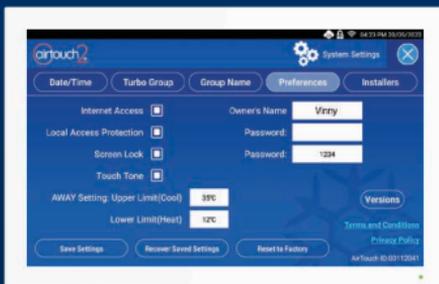
Please make sure AirTouch 2+ is connected to the home WiFi network with internet access. If there is a red dot on the top right corner of the Quick Menu, a new software version is available for update. Follow the red dot and prompts to update the system.

## Remote Internet Control

For remote AC control over the internet, ensure Internet Access is ticked under **System Settings > Preferences**.

## Local Access Password Protection

When enabled, mobile devices connected to the same WiFi Network as AirTouch will need to use the set password to use the App.



## Hotspot

If AirTouch doesn't have access to the internet, you can still control it locally over WiFi with the AirTouch App by using the console as a WiFi Hotspot.

To setup AirTouch as a Hotspot, go to **WiFi Settings**, tick **Enable Hotspot** to turn it on and set a password which will also be used as the Local Access Password Protection password.

You can then connect your smart devices to this WiFi Hotspot to control AirTouch using the App.

# Troubleshooting

## Problem meets solution.

Problem	Suggested Action
LED in the lower right corner flashes quickly	<p>No communication between the console and main module. Check if the AirTouch 2+ App is running and the wiring.</p> <p>Disconnect the cable to the touchscreen and connect it back. Or power off the main module of the AirTouch 2+ and power it back on in a minute.</p>
LED flashes slowly (Every one second)	<p>AC has an error. Either AC is faulty or the communications between AC and AirTouch 2+ is lost. Call technician to further investigate.</p>
No LED light	<p>No power to the console.</p>
Dampers have no response when turned on or off	<p>Check if LEDs on the main module light up for relevant zones when the zone dampers are being turned On/Off. If Green/Red LEDs are not activated for the respective zone, the main module may be faulty, replace it.</p> <p>If there is response, there might be a faulty cable and the cable would have to be replaced. If the zone is still non-functional then there might be a faulty damper motor.</p> <p>Check if the cable from touch-pad to the main control module is faulty. If it is a faulty cable, then replace the cable.</p> <p>Check Grouping and find out if the right zones have been assigned to the right groups and have been turned ON/OFF in Zoning section.</p>

<p>Some zones cannot be turned off</p>	<p>Check if 'Spill' status is displayed for the zone. Opening other zones will rectify the error *Check spill groups.</p>
<p>No display on the LCD</p>	<p>*Check if the cable is plugged in properly. Unplug the cable and reconnect it.  *Check if there is power to the unit.</p>
<p>LCD Display Corrupted</p>	<p>Reset LCD by holding RESET button on the right side of the console for 2s.  If error is still not resolved, reset console by unplugging the cable from behind and then reconnect it after about 15 seconds. If the corrupted display remains, power off/on the console. Otherwise, replace the console.</p>
<p>WiFi symbol  disappeared from the touchpad</p>	<p>After a power failure, AirTouch 2+ will re-connect to home router and WiFi icon () will be back on in 3 minutes from Power ON.  Turn the wireless router OFF and turn it back ON. Wait for 3 minutes for the AirTouch 2+ system to initialise. If WiFi icon () does not appear, follow WiFi setup process to re-establish connection between your home router and AirTouch 2+.</p>
<p>The response on the console seems slow.</p>	<p>Press and hold the top right button on AirTouch 2+ for 2 seconds to force it to reboot.</p>
<p>"AC ERRORxx" is on touchpad</p>	<p>This error is displayed due to a fault with the AC unit. The AC ON/OFF function will be disabled when this error is displayed. The xx is the error code. The error descriptions will be displayed in the top menu bar. Please call an AC technician quoting the error code.</p>

# Specifications

## Electrical Requirements

Power supply: 24V AC  $\pm$ 10%

Line frequency: 50 Hz

## Environmental Requirements

Operating Temperature: 0°C to 60°C

Altitude: 0 to 2000 meters

Operating relative humidity: 10% to 80%

Avoid static electricity hazards

Avoid electromagnetic radiation sources

Avoid dust contamination

Avoid highly corrosive environments



## Zone Output

Output voltage: 24VAC, 50Hz

Current: 200mA (1 damper motor)

## Transformer

Input Voltage: 240VAC, 50Hz

Output Voltage: 24VAC, 50Hz

Wattage 40W

Supply Air Sensor NTC type, 10 k $\Omega$  at 25°C

Fuse Dimension 5x20 mm,  
Fast-Acting 2A, 250V

1300 980 656

airtouch<sub>2</sub><sup>+</sup>

#### Liability and Disclaimer

All specifications and procedures are correct at time of publication, but are subject to change without notice. Please read the instructions before installing this Zone Control System. Polyaire Pty Ltd does not accept any responsibility for loss or damage that may occur as a result of the incorrect installation or operation of this AirTouch Control System.

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