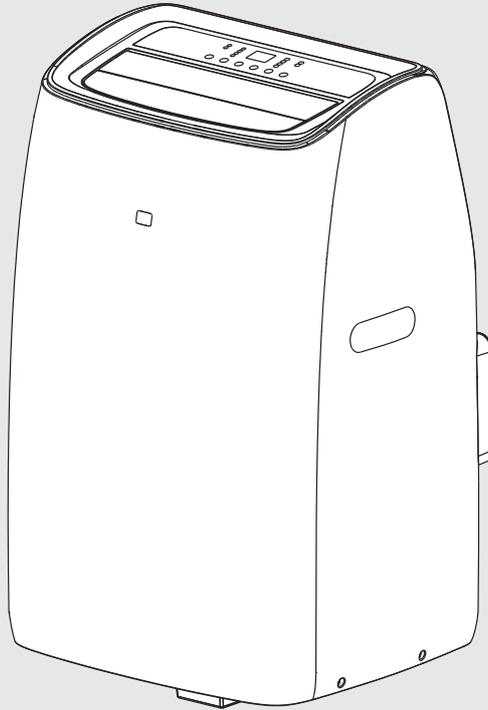


MODEL  
PN46CWF

REFRIGERANT  
**R290**



# POLOCOOL Portable Room Air Conditioner

## Wireless Operation Manual

**POLO**  
by Rinnai

This appliance must be installed in accordance with  
Manufacturer's Installation Instructions.

For continued safety of this appliance it must be installed  
and maintained in accordance with the manufacturer's  
instructions.

Before proceeding with the operation or installation of your  
new heater, please read this manual thoroughly and gain a  
full understanding of the requirements, features and  
operation.



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# TERMS & CONDITIONS

## 1. DEFINITIONS

**App** means the SmartLife-SmarHome App you can download to your Device to operate your POLO Portable Air Conditioner.

**Australian Consumer Law ('ACL')** is Schedule 2 of the Competition and Consumer Act 2010.

**Device** means your smart phone/ tablet (Android 6.0+ or Apple 11.0+) through which you have downloaded the App.

<b>POLOCOOL</b> (by Rinnai) <b>Portable Air Conditioner</b> , comprising the following models:	<b>PN46CWF</b>
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**Rinnai, we, our or us** means Rinnai Australia Pty Ltd (ABN 74 005 138 769).

**Wireless Operation Manual** means the manual which details how to download and operate the App.

**you or your** means a customer who uses the POLO Portable Air Conditioner 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 Operation 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 POLO Portable Air Conditioner 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 Operation Manual to operate the POLO Portable Air Conditioner 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 POLO Portable Air Conditioner, 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 POLO Portable Air Conditioner 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 POLO Portable Air Conditioner inoperable.

# INTRODUCTION

## WI-FI COMPATIBILITY / CONNECTIVITY

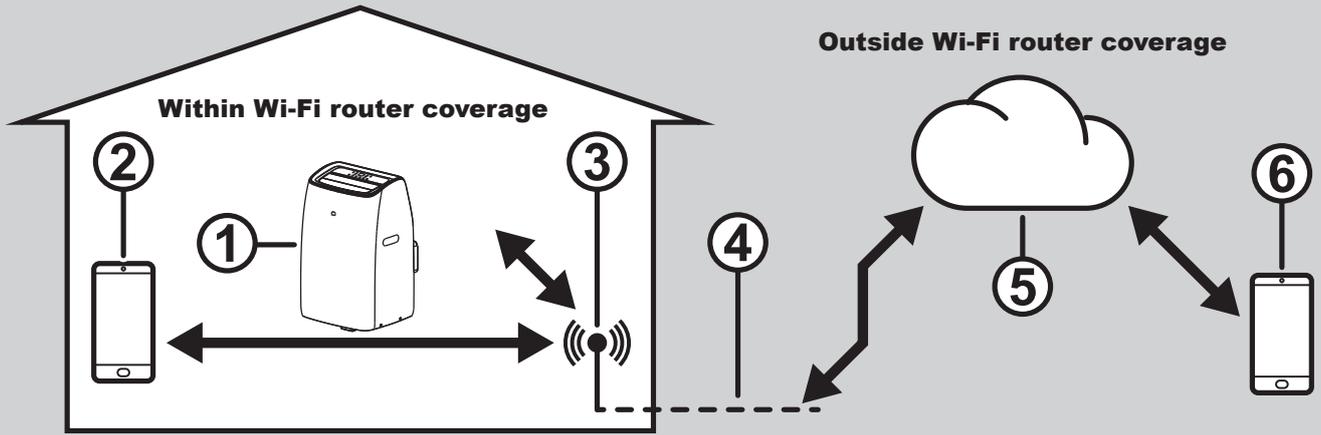
This Portable air conditioner is fitted with built-in Wi-Fi connectivity. Using the SmartLife-SmartHome App (available from Apple App Store or Google Play) it is then possible to use a smart phone to operate these appliances remotely. Multiple compatible appliances can be added as required.

A Wi-Fi router (paired with the appliance via SmartLife-SmartHome 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 router's coverage i.e. operating remotely, then the Wi-Fi router will require an internet connection to communicate with the controlling mobile device.



1. The Appliance
2. Smart phone (using Wi-Fi)
3. Wi-Fi router
4. Internet connection
5. Internet cloud
6. Smart phone (using internet cloud)

## MINIMUM REQUIREMENTS

- Portable air conditioner PN46CWF
- Wi-Fi Router, 2.4G frequency range supporting 802.11b/g mode, with coverage of the Appliance(s) location
- For remote cloud based operation Wi-Fi router / modem with active internet connection
- Smart phone / Tablet with latest SmartLife-SmartHome App installed

## QUICK START GUIDE

Please refer below to quick start guideline for simple instructions for your reference.

Operation Steps	Operation Items	New Account	Re-install APP (previously registered)
Step 1	Download and install	YES	YES
Step 2	Active APP	YES	YES
Step 3	Registration Account	YES	NO
Step 4	Login	YES	YES
Step 5	Add Device to control	YES	Registered device will remain

# WI-FI SET UP

## DOWNLOAD AND INSTALL THE APP

1. Please scan the QR code with a browser scanner, download and install the APP.



iOS



Android



QR Code



SmartLife-SmartHome APP

2. For Android smart phone, open the Google "Play Store" on your smart phone and search "SmartLife-SmartHome", download and install the APP.

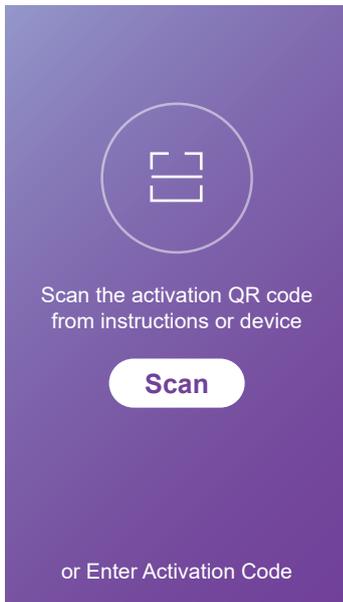
For IOS smart phone, open the Apple "App Store" on your smart phone and search " SmartLife-SmartHome", download and install the APP.



**Please enable the permissions of Storage / Location / Camera / Wi-Fi / Bluetooth for this APP when installing. Otherwise it may have problems when operating.**

## ACTIVATE THE APP

1. The first time you enter the APP, it will display the activation interface. Select the activation QR code (click "Scan" button and scan the activation QR code below) or type in the "Activation code" (see below), click "Activate" button to initiate.



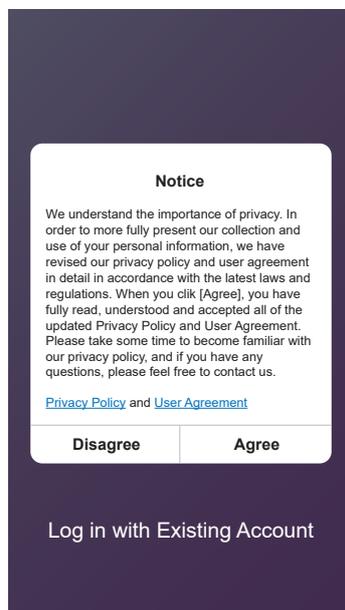
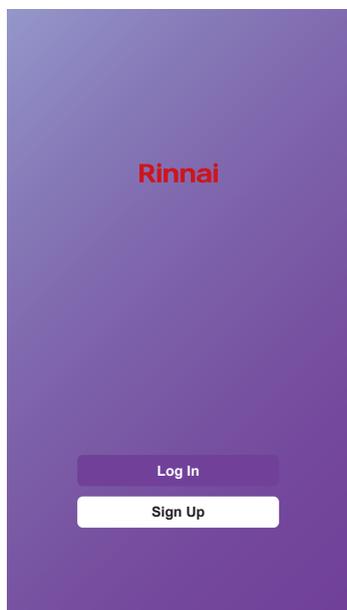
2. Rinnai Activation QR code

Rinnai

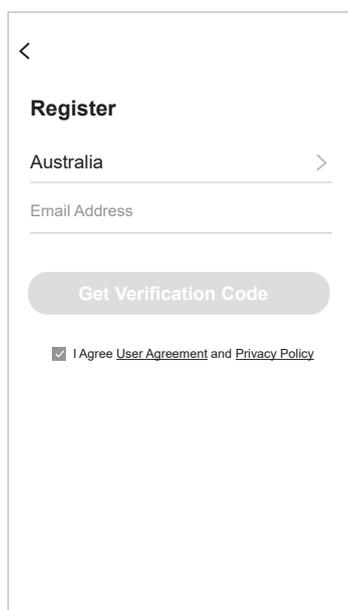
Activation code word: Rinnai

## REGISTRATION

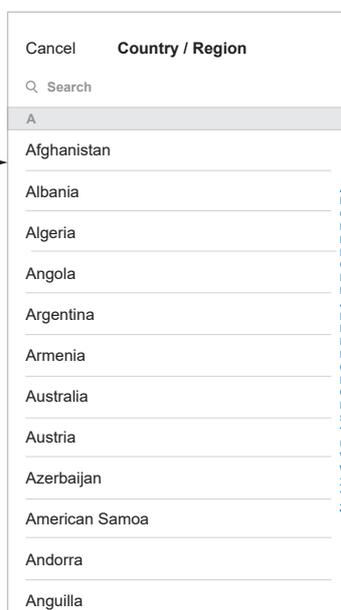
1. If you don't have any account please tap button "Register".
2. Read the "Privacy Policy" and tap "Agree".



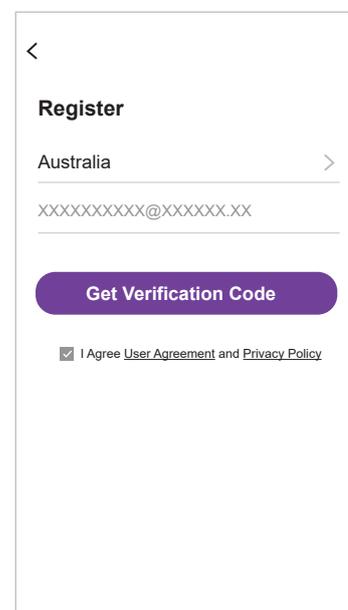
3. Tap ">" and choose the country. Follow prompts on the screen.



Search the country or slide the screen up/down to find and choose the country.



4. Enter your email address.
5. Tap "Get Verification Code" button.



## WI-FI SET UP

6. Enter the verification code you received from email.

7. Set the Password with 6-20 characters including characters and numbers.

8. Tap "Done".

## LOG IN

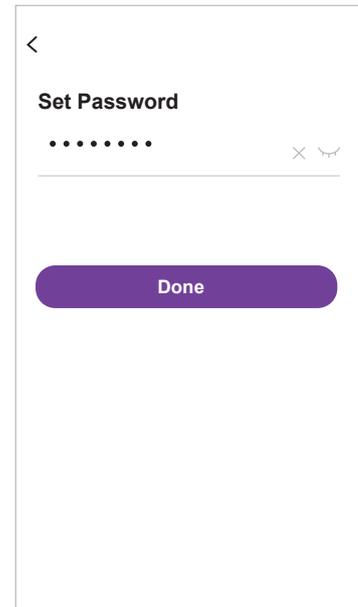
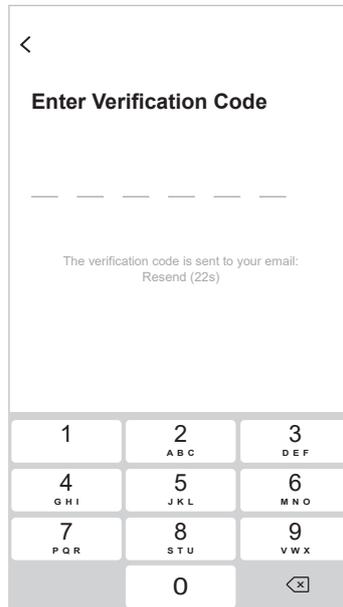
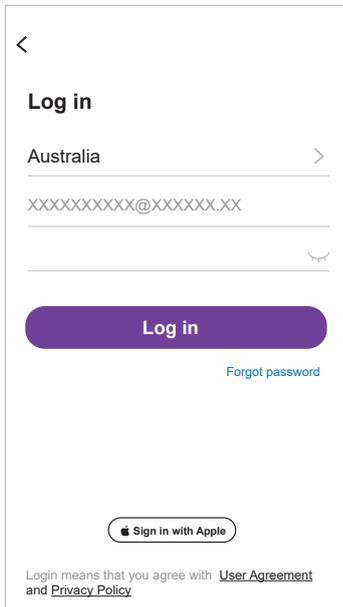
1. If you already have account, tap "Log in with Existing Account".

2. Enter your registered account and password.

3. Tap "Log in" button.

## FORGOTTEN PASSWORD

If you have forgotten your password, or you wish to reset the password, refer to the following.



# CONNECTION

## ADD DEVICE

There are two methods to adding the device.

Power on the appliance, but do not press the "⏻" button to turn on. The screen will display as



## CF MODE

### Reset Wi-Fi

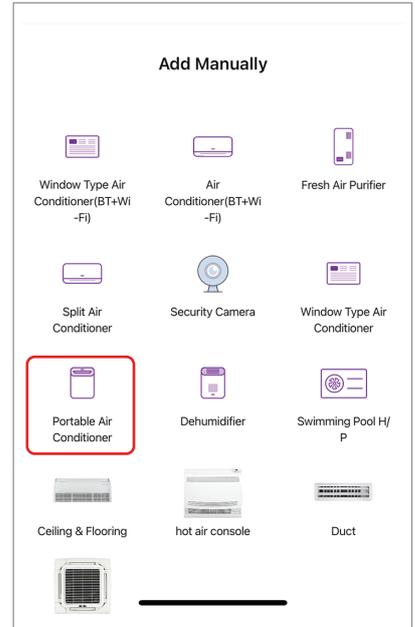
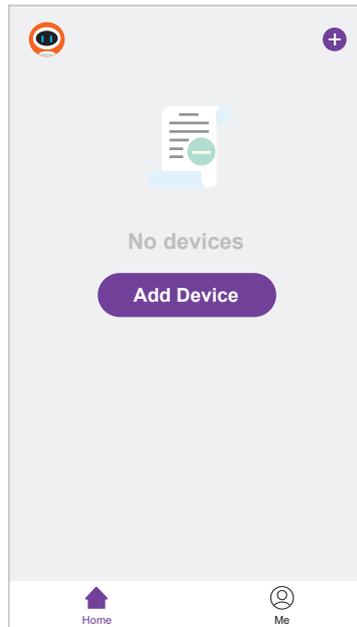
There is one method to reset the Wi-Fi module.

Press the "FAN SPEED" button on the control panel 6 times within 4 seconds;

Please wait about 10 seconds, until the LED screen shows "CF", and connect again.

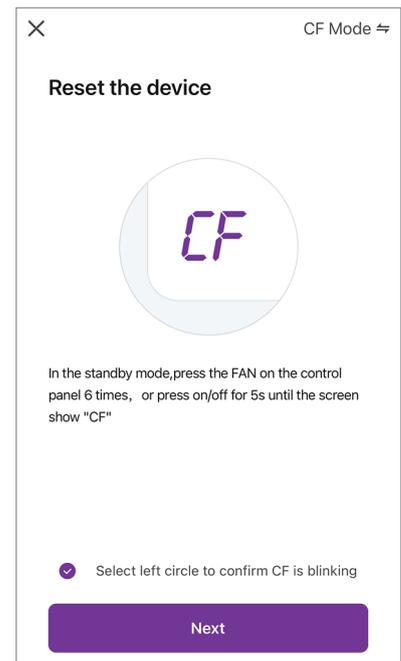
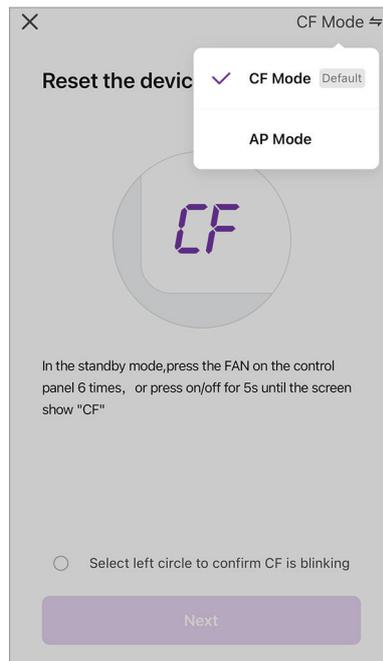
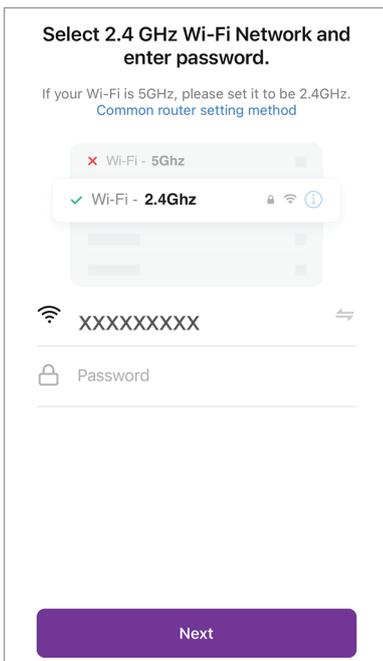
Click "+" in the upper right corner of the "Home" screen or tap "Add device" on the room which has no device.

Tap the "Portable Air Conditioner" icon.



Enter the Wi-Fi password which is the same as your smart phone connection, then tap "Next".

Click "↔" in the upper right corner and select the "CF Mode" and tap "Next".



You will see rate of connection in progress. "PP", "SA", "AP" should show on display.

"PP" means "Searching the router" "SA" means "connected to the router" "AP" means "connected to the server"

If connection to the Wi-Fi fails, please try to reset the Wi-Fi module and try connecting again.

**Note:** Every time you reset the Wi-Fi, you must wait 10 seconds, then the screen will display “CF” or “AP” 5 times.

**AF MODE**

**Reset Wi-Fi**

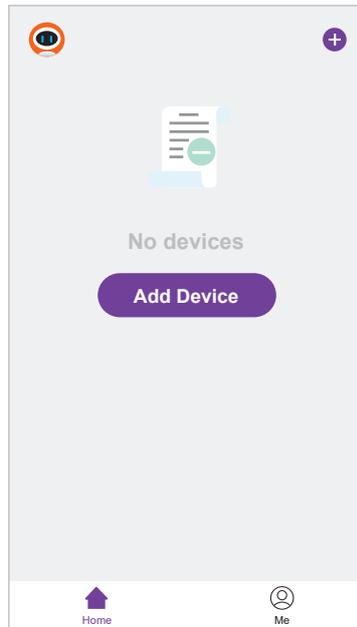
There is one method to reset the Wi-Fi module.

Press the “FAN SPEED” button on the control panel 6 times within 4 seconds;

Please wait about 10 seconds, until the LED screen shows “AP”, and connect again.

**Note:** The original state of the newly bought unit is in CF mode. If you choose to use AP mode, please reset the Wi-Fi module and wait about 10 seconds until the LED screen show “AP”, then start to connect it.

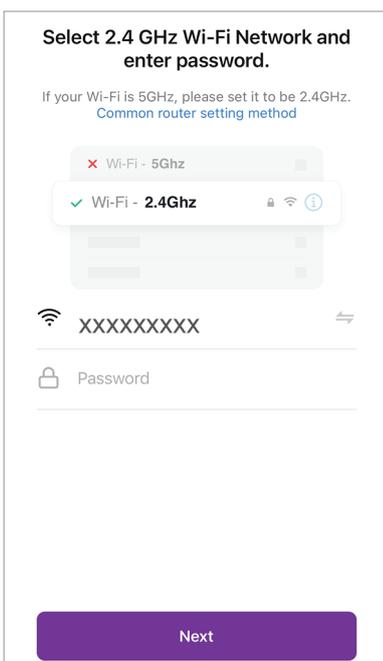
Click " + " in the upper right corner of the "Home" screen or tap "Add device" on the room which has no device.



Tap the "Portable Air Conditioner" icon.



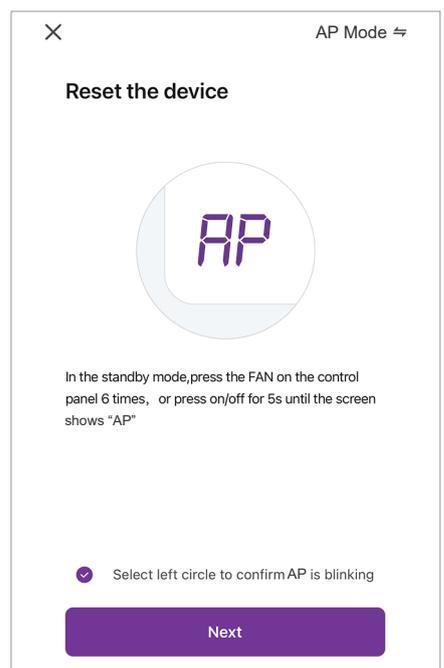
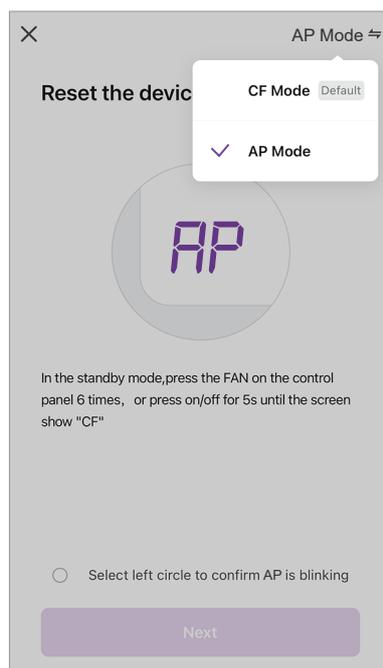
Enter the Wi-Fi password which is the same as your smart phone connection, then tap "Next".



**Note:** Make sure the “Password” is correct, or the connection will fail.

Power on the appliances. No need to launch the appliances. Follow prompts on the following screens.

Click " ← " in the upper right corner and select the "AP Mode", then check "Select left circle to confirm AP is blinking" and tap "Next".



Select the device name “Smartlife-XXXX” at the WLAN setting. Then go back to the APP interface. The APP will automatically align.

You will see rate of connection in progress. "PP", "SA", "AP" should show on display.

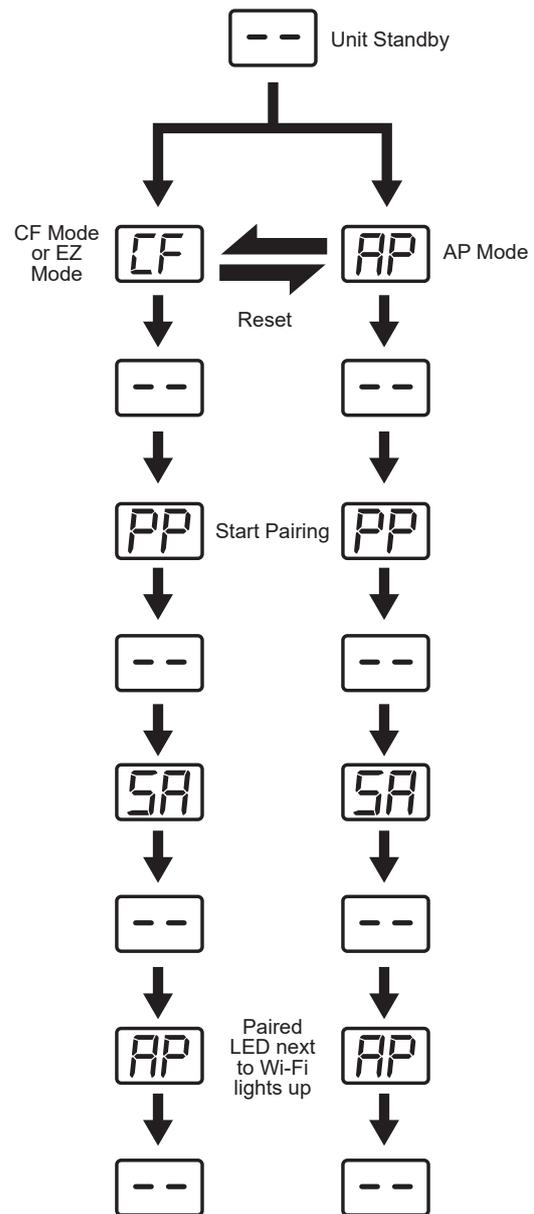
"PP" means "Searching the router" "SA" means "connected to the router" "AP" means "connected to the server"

If connection to the Wi-Fi fails, please try to reset the Wi-Fi module and try connecting again.

**Note:** Every time you reset the Wi-Fi, you must wait 10 seconds, then the screen will display "CF" or "AP" 5 times.

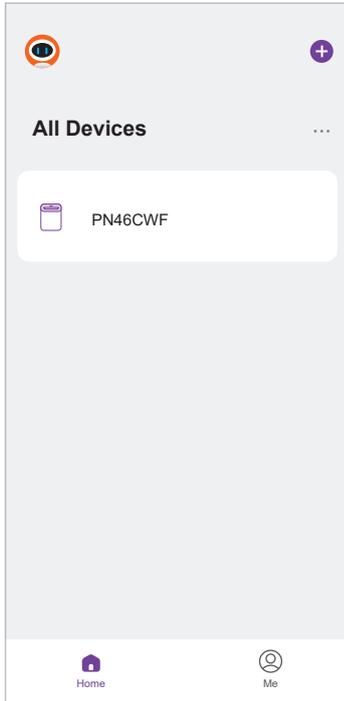
**PARING PROCESS**

<b>CF</b>	Waiting to pair after reset
<b>AP</b>	1. Hot-spot connect mode 2. Access to the Internet
<b>PP</b>	Searching and trying to connect
<b>SA</b>	Connect successful



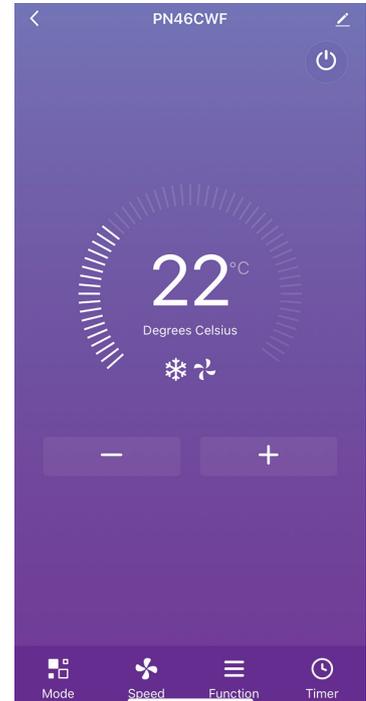
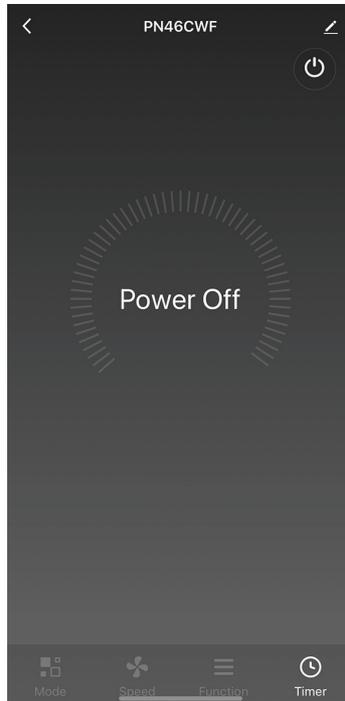
## DEVICE LIST PAGE

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



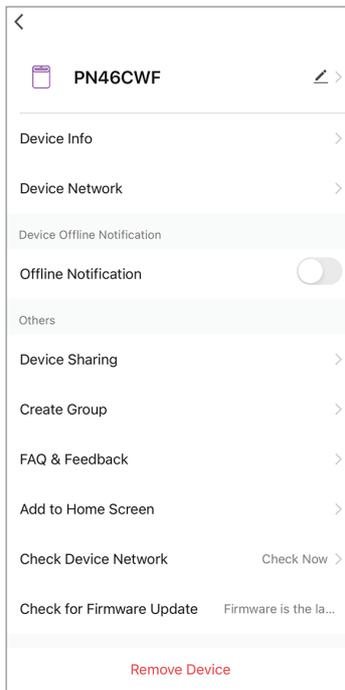
## OPERATION FUNCTIONS

Operate appliance via App.



## DEVICE SETTING INFORMATION

To enter the Device settings, tap  at the top right hand of Operation page. Set device as preferred.



# TROUBLESHOOTING

If configuration continues to fail, please check:

- Ensure your appliance is in standby mode.
- Your appliance and smart phone is in Wi-Fi router coverage.
- Your smartphone/tablet is connected to your home network.
- Ensure the latest version of the App is installed on your phone or tablet.
- Check your network has a good signal strength.

If you are still experiencing issues, please uninstall the App from your device and reinstall then repeat the above steps.

## ADVANCED WI-FI ROUTER GUIDANCE

In order to connect your appliance, make sure you choose 2.4G frequency range, bandwidth setting 802.11b/g mode.

The range of wireless transmissions can reduce at high frequencies, because at those levels they do encounter difficulties when trying to penetrate through solid objects, these objects can be structural, or general building fabrics, such as metal framework, walls & floors.

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

If there are certain areas of your home where you find your signal drops, it may be due to a blockage.

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 a problem. You should also keep electronics such as microwaves, lamps, speakers, TVs and monitors as far away from the router as possible.

If issues are encountered when trying to connect your appliance, our best advice would be to follow the below:

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

Check if you are experiencing the same connection problem across other devices, you can do this by checking their Wi-Fi status. Typical devices to be checked would be your mobile phone, tablet, laptop, or even your TV.

Try adding a new device to your wireless network – this will verify that the wireless password & SSID are correct.

Are you using wireless extenders? If so, turn off all wireless extenders and add try adding a new device (a mobile phone for example) in the same location as your wireless router. This confirms that your Wireless router is accepting new devices without issue.

The last step would be to reset the wireless router.

## TIPS AND ADVICE

If the appliance is installed out of the range of your 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. You can purchase a Wi Fi booster from any computer store, online or an electrical retailer.

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

Simply stand in front of the appliance holding the device in close proximity to the control panel, you will find this on the front of the appliance. By using an existing device, that is already connected to the wireless network, this could be a phone or tablet, and then see if the Wi-Fi indicator shows that you have signal? If the signal strength is not full, it may indicate connectivity issue. If they are greyed out or only 1 or 2 bars are showing, then the signal strength of your home network will need boosting, in order for your SmartLife-SmartHome to control the appliance.

If the connection problems persist and you are unable to connect to the appliance, please contact your network provider for advice on the best solution.

Description	Analysis of cause
<b>Appliance can't be configured successfully</b>	<ol style="list-style-type: none"> <li>1. Please enable the permissions of Storage / Location / Camera / Wi-Fi / Bluetooth for this APP when installing. Otherwise problems may occur when operating.</li> <li>2. Check that the mobile is connected to WLAN router SSID and password is correct;</li> <li>3. Check whether there are additional settings of WLAN router as shown below. <ul style="list-style-type: none"> <li>● Firewall by router or by PC</li> <li>● MAC address filtering</li> <li>● Hidden SSID</li> <li>● DHCP server</li> </ul> </li> </ol> <p>Reboot WLAN router, mobile device and appliance (WLAN module) and connect appliance by CF or AP mode again. Before rebooting, check nobody has already connected to same appliance.</p>
<b>Mobile can't control appliance</b>	<ol style="list-style-type: none"> <li>1. When appliance (WLAN module) is rebooted and App displays device remove, ignoring this confirmation as this will lead to mobile device losing control of permission of the appliance. You will need to connect the appliance by CF or AP mode again.</li> <li>2. In case of power failure, mobile device will lose control of permission of the appliance for 3 minutes after power failure. (Notification will show on the mobile device.)</li> </ol> <p>If you cannot control the App (appliance) even after power is restored, you will need to connect the appliance by CF or AP mode again.</p>
<b>Mobile can't find appliance</b>	<ol style="list-style-type: none"> <li>1. App shows that appliance is offline. Please check the following conditions. <ul style="list-style-type: none"> <li>● The appliance has been reconfigured.</li> <li>● Appliance is out of power.</li> <li>● Router is out of power.</li> <li>● Appliance can't connect to router.</li> <li>● Appliance can't connect to network through the router.</li> <li>● Mobile device can't connect to network.</li> </ul> </li> <li>2. After adding the device, it will disappear from the device list. <p>Hold and slide down to refresh the device list. If there is no change, shut down the App and start again.</p> </li> </ol>

# Rinnai Australia Pty Ltd

ABN 74 005 138 769 | AU45204

100 Atlantic Drive, Keysborough, Victoria 3173  
P.O. Box 460, Braeside, Victoria 3195  
Tel: (03) 9271 6625

## **National Help Line**

Tel: 1300 555 545\*

*Monday to Friday, 8.00 am to 5.00 pm EST.*

*\*Cost of a local call may be higher from a mobile phone.  
(National calls from public phones in Australia are free.)*

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.