

INTOUCH RELAY HUB AND AUTOMATION QUICK START GUIDE

Insrg Relay Expansion Hub Installation Instructions

WARNING

This appliance is not intended for use by person (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

WARNING

This Appliance is to be supplied by an isolating transformer or supplied through a residual current device (RCD) having a rated residual operating current not exceeding 30 mA.

WARNING

To reduce the risk of electric shock replace damaged wiring immediately. Locate conduit to prevent abuse from lawn mowers, hedge trimmers and other equipment.

WARNING

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

All electrical work must be performed by a licenced electrician and conform to all national, state, and local codes. Applicable national codes, include but not limited to AS/NZ 3000 wiring rules and any other local and national installation codes.

inTouch Relay Hub Expansion

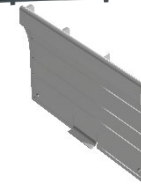
Insnrg inTouch Relay Hub must be hard wired by a licensed electrician and conform to all National, state, and local codes and regulations.



1 x inTouch Relay Hub



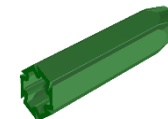
1 x Mounting Plate



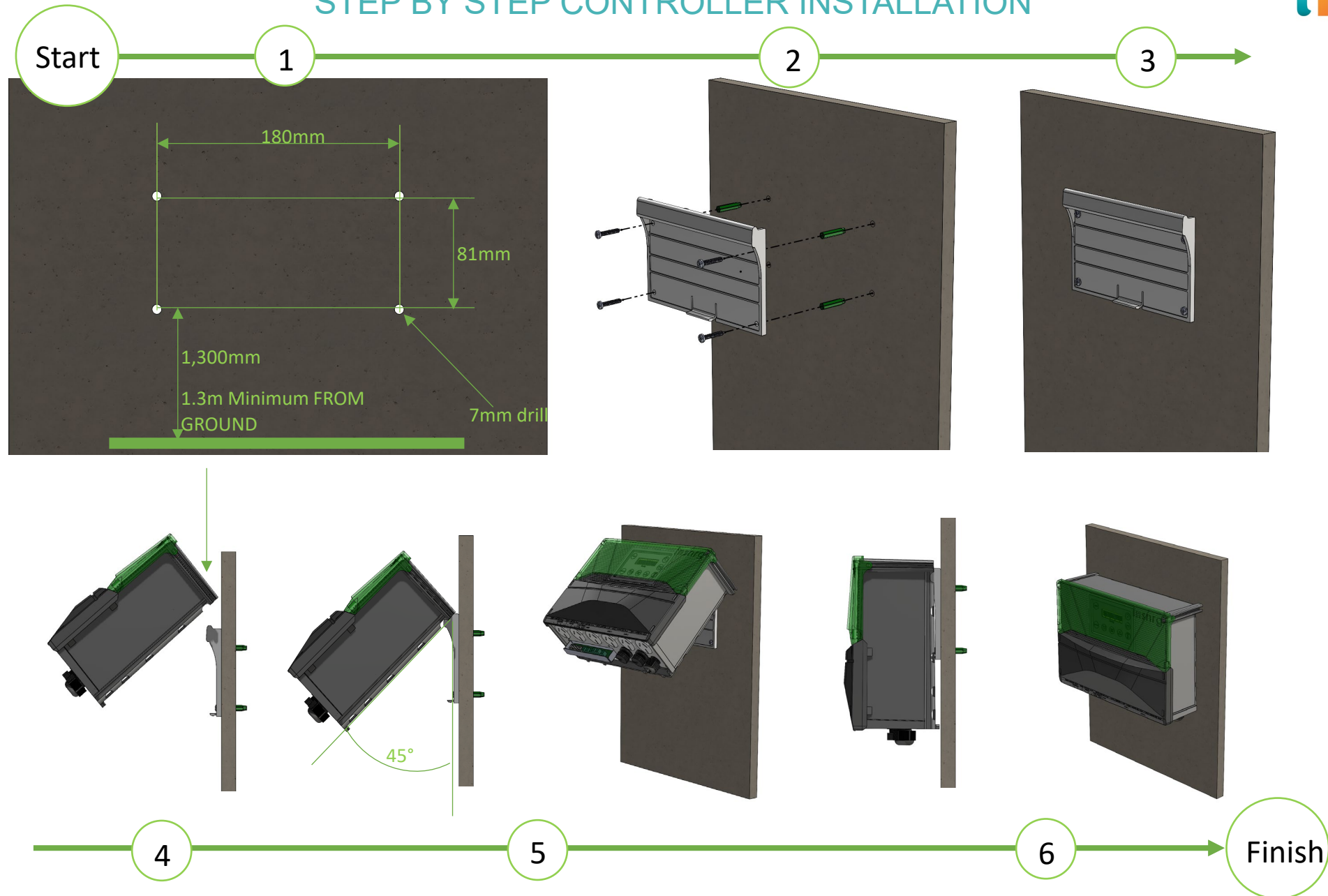
4 x Screws



4 x Plastic Anchors (Green)



STEP BY STEP CONTROLLER INSTALLATION



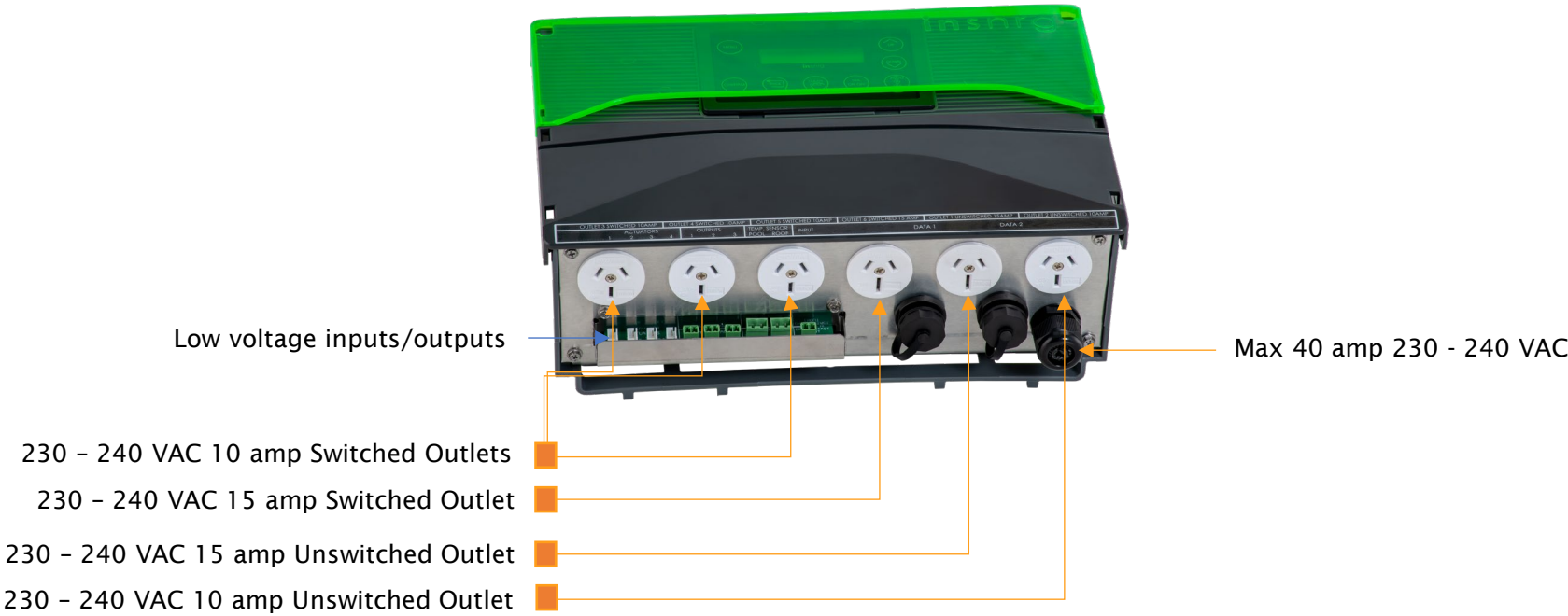
ELECTRICAL CONNECTION

Power Supply

Power Supply	Max Current	Connection	Circuit Breaker
230 - 240 VAC	40 amps	Hardwired	Max 40 amp, or sized to suit connected load

Outlets

Switched Mains Outlet		Unswitch Mains Outlets		Voltage Free Contacts	Temperature Sensors	24 VAC Actuator sockets	RJ 45 data sockets
3 x 10 amp	1 x 15 amp	1 x 10 amp	1 x 15 amp	3	2	4	2



DISPLAY OVERVIEW

BUTTON ALLOCATION

1. The MENU button selects from the following menus:
 1. Change Settings
 2. Set Time
 3. Activate Timer Periods
 4. Service Menu
 5. Installation Menu
2. The CONFIRM button selects the menu displayed on the LCD screen and enters the selected MENU or equipment state
3. UP button – use to adjust values or move to next menu
4. DOWN button – use to adjust values or move to next menu
5. Use the BACK button to return to previous menus or screen displays
6. With chlorinator in the off state, press CLEAN-DOSE and use the UP arrow to select how long you wish to backwash or rinse your sand filter. At the end of the selected time (in minutes) the pump will turn off automatically. Can also be used to vacuum your pool for up to 30 minutes on high speed pump operation (when an Insnrg variable speed pump is installed and data cable connected).
7. SPA ON-OFF BUTTON allows you to automatically change motorised valve actuators (when installed), heat temperature to Spa Set point, and reduce chlorine output to suit the spa operation. Press again to return to Pool filtration.
8. AUTO>ON>OFF button controls the power to the pump.. The button will cycle the AUTO (Timer function) MANUAL on witch over-rides the timer settings and OFF, which shuts down the filter pump.



SYSTEM SET UP

If you are using the Insnrg inTouch Wi-Fi Portal and your Wi-Fi is operating and ready for connection GO TO PAGE 13.

If Appliances are wi-fi pairing compatible, go to page 8 and 9.

If you are not installing the inTouch Wi-Fi Portal GO TO PAGE 10

Pairing Appliance Wi-Fi Data Communications

Wi-Fi Pairing Enabled Appliances

Q4 Variable Speed Pump
Qi 1800 Variable Speed Pump
Gi and G9 Gas Heaters
Relay Hub

When a Vi Chlorinator and/or Relay Hub are installed, can use Wi-fi to pass data read and write commands. Wi-Fi pairing avoids the need to install data cables between appliances.

The Vi and Relay hub can then send commands to each Wi-Fi paired appliances and read the operating state of these appliances. Distance and obstacles between appliances should be minimised however, the Wi-Fi range is up to 50 meters.

Read and write data messages are encrypted for security purposes.

Pairing Button

A weatherproof back lit button is located on each of the above appliances.

On Vi Chlorinators and the Relay hub the pairing button is located underneath the control panel mounted in the aluminium heat sink.

On the Q4 and Qi pump the pairing button is located on the top of the motor controller.

On Gas Heaters the pairing button is located in a recess adjacent to the power lead on the left side.

Pairing Appliances for the first time

1. Locate the pairing button on each appliance.
2. Connect power to each appliance
3. Press the Pairing Button on one appliance for 5 seconds until it displays a Blue back light.
4. After pressing the first button for 5 seconds, press the pairing button on each other appliance for 5 seconds within 90 seconds.
5. After 2 minutes, each button will successively turn Green to indicate successful pairing.
6. To turn the status light off, press the pairing button momentarily (less than 1 second).
7. To check the status of the appliance when the pairing light is off, momentarily press the pairing button (less than 1 second).
8. The paired appliances will automatically reconnect with each other after power interruptions.

Assigning Appliances in the Install Menu of the inTouch App.

1. If the inTouch Wi-Fi portal is installed, connect the Vi Chlorinator or Relay Hub (if Vi is not installed) to the owners Wi-Fi network.
 2. Connect the Insnrg inTouch Automation App to the Mac Address on the Wi-fi Portal.
 3. Go to the Installation Menu of the inTouch App and tap on the Discover icon. This will read all current connected appliances.
- Then use the Installation Menu to assign power outlets, temperature sensors, actuated valves etc.

Assigning Appliances in the Install Menu of the Vi/Relay Hub (inTouch Wi-fi Portal NOT installed).

Press the Menu button 5 times to get to the INSTALL MENU then press CONFIRM.
Assign each power outlet, actuated valve, temperature sensor and Voltage Free (VF) lead to appliances connected to the individual Vi Chlorinator or Relay Hub.

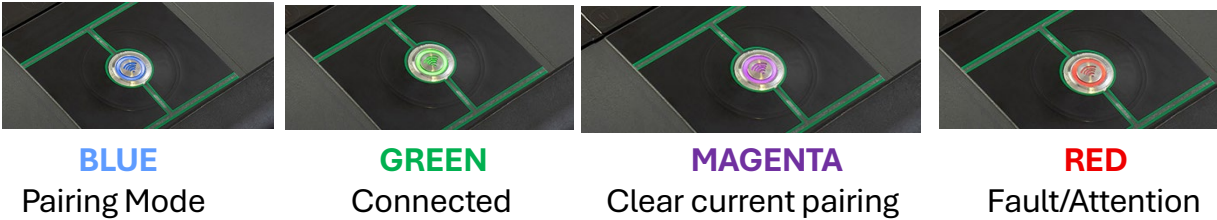
Resetting Paired appliances

If a product is replaced, all Appliances must have their pairing RESET and be paired again.

Press and hold each appliance pairing button for 10 seconds. The back light will turn Magenta.
After each pairing light turns purple the pairing settings have been deleted.
Now repeat the pairing procedure by pressing each button in succession for 5 seconds within a period of 90 seconds. A Green light on each button represents a successful

Testing Paired Appliances

From the Vi and Relay Hub, Press the MENU button to go to the CHANGE SETTINGS MENU. Press CONFIRM. Use the down or up buttons to navigate to EQUIPMENT S
Press CONFIRM, then use the down button to go to INDIVIDUAL, and press CONFIRM.
At each appliance turn the appliance On and then OFF to ensure Wi-Fi communication is operating.



DISPLAY OVERVIEW CONTINUED

- Manual ON: Press IO until Manual On is displayed and press CONFIRM to turn pump on.
- Manual ON and automatically return to Timer mode. Press Auto>ON>OFF until Manual ON is displayed, press UP or DOWN button to select hours of operation and press CONFIRM. If an Insrg Variable Speed Pump is installed with data cable connected, use UP/DOWN arrows to select pump speed and press CONFIRM. Pump will now revert to AUTO timer mode at end of selected number of hours.
- Auto – Filter pump will operate in conjunction with the timers that have been set.
- Off – Filter pump is off

MENU OVERVIEW

The MENU button is used to select the relevant area that you want to adjust on your Insrg Relay Hub. The following areas are accessed by pressing the Mode button the appropriate number of times then press the CONFIRM button to access this menu.

5 MENUS ARE AVAILABLE:

1. Change Settings
2. Set Time
3. Activate Timer Periods
4. Service Menu
5. Install Menu

To access each of the 5 menus, Press the MENU button and the screen will cycle between each menu. When the screen displays the MENU you wish to use, Press CONFIRM to enter that menu.

MENU OVERVIEW

MENU 1 – Change Settings

Press MENU until Change settings is displayed then press CONFIRM or use the UP or DOWN buttons to select the following:

1. EQUIP STATUS
2. TEMPERATURE SETTINGS

1. Equip status

This allows assigned equipment to be turned to Auto (Timer period), ON or OFF. This can be achieved all at once or individually. Use the UP or DOWN buttons to toggle between ALL AUTO, ALL ON or ALL OFF or go INDIVIDUAL to select a specific piece of equipment to set to AUTO, ON or OFF. This operation will only function once the equipment has been assigned through the INSTALL MENU.

2. Temperature Settings

- Solar – Used for setting the solar heating temperature and start time each day when solar heating is connected
- Pool – Used for setting Pool temperature when external heater is connected
- Spa – Used for setting Spa temperature when external heater is connected

MENU 2 – Set Time

If the inTouch Relay Hub is connected via the inTouch Portal select Auto Time, and location for automatic Time setting from the internet. If the Vi is not connected to the internet, Press the MENU button until Set Time appears on the Display, then press the CONFIRM button. The Cursor will then flashes on hours, press up or down buttons to change hours then press CONFIRM button to move to minutes, press up or down to change and press CONFIRM button to save.

MENU OVERVIEW

Menu 3 – Activate Timers

Press the MENU button until Activate Timer Periods appears on the Display, then press the CONFIRM button. Screen will display “Timer 1 Active” with cursor flashing on “Active”, press up or down buttons to cycle between “Active” and “Off”. Press CONFIRM to select and move to next screen.

If “Active” is selected, cursor will move to Timer 1 Start and flash under hours, press up or down button to change, then press CONFIRM button, cursor will move to minutes, press up or down button to change then press CONFIRM button, cursor will then move to Timer 1 Finish and flash under hours, press up or down button to change, then press CONFIRM button, cursor will move to minutes, press up or down button to change, then press CONFIRM.

If Insnrg Variable Speed Pump has been set-up the cursor will now move to “Pump Speed”, press up or down button to select the correct speed, then press the CONFIRM button to save.

This process can now be repeated for the four (4) available timer periods available in the MENU.

“Each timer period will ask if you want the Chlorinator or Filtration Pump to operate with these timers. Specify ‘NO’ if you want to operate other equipment during set timer periods without the chlorinator or filtration pump operating.

MENU 4– Service Menu

Press the MENU button until Service appears on the screen, then press the ENTER button to enter menu. Enter the code 1 1 1 1 to access the SERVICE MENU. We recommend you do not divulge the code to casual users of your equipment.

Once the combination of secret buttons is entered, the Screen will display:

1. Power Supply to the unit
2. Internal Temperature of the controller
3. Firmware Version Number
4. If an Insnrg Wi-Fi Portal is connected will display View Wi-fi. Use the up or down arrows to view the Wi-Fi Connection and strength
5. If an Insnrg Wi-Fi Portal is connected, will then display Set Up Wi-Fi. This menu will allow selection of Wi-Fi and password entry to connect.
6. Test Outlets. Select yes to test if 240V outlet, actuator and VF contact is working

MENU OVERVIEW

Menu 5 – Installation Menu

Press the MENU button until INSTALL MENU appears on the screen, then press the ENTER button to enter menu.

Screen will display:

- Insnrg Chlorinator – The default setting will display YES. If the Relay Hub is stand alone and NOT operating with a Vi Chlorinator, then use the DOWN button to select NO and press CONFIRM. Selecting YES to Insnrg Chlorinator will make the Relay Hub a slave to the chlorinator.
- Insnrg Pump – If you have an INSNRG Qi Pump installed, and it is data cabled to the Relay Hub, select YES and press CONFIRM. The Data Cable connecting the Relay Hub to the Pump is a special green coloured Data Cable purchased only from Insnrg.
- Insnrg Gas – If the Relay Hub is stand alone and an Insnrg Gas heater is data Cabled (Cat 5 or 6e) to the relay hub, then select YES. This will enable the Relay Hub to control the heater on/off function and pool and spa temperature.
- Solar – Allows you to set-up the Relay Hub to activate your Solar System as per the following options, set temperature and default start time.
 1. None – Solar not used
 2. 2. Ind Pump – When independent pump is running solar it allows you to set temperature and start time
 3. 3. Valve – Operates assigned valve for solar
 4. 4. Inline

Channel 3 - Press up or down button to scroll through names you want to assign to this Channel.

Channel 4 - Press up or down button to scroll through names you want to assign to this Channel.

Channel 5 - Press up or down button to scroll through names you want to assign to this Channel.

Channel 6 - Press up or down button to scroll through names you want to assign to this Channel.

Valve 1 - Press up or down button to scroll through function you want to assign to this Channel.

Valve 2 - Press up or down button to scroll through function you want to assign to this Channel.

Valve 3 - Press up or down button to scroll through function you want to assign to this Channel.

Valve 4 - Press up or down button to scroll through function you want to assign to this Channel.

Stat 1 - Can be assigned to Water Sensor, Roof Sensor (solar) or air sensor (optional sensor required to sense temperature)

Stat 2 - Can be assigned to Water Sensor, Roof Sensor (solar) or air sensor (optional sensor required to sense temperature)

MENU OVERVIEW

Menu 5 – Installation Menu Continued

6. VF Contact 1 - Voltage Free contact used for connection of heat pump or gas heater. If assigned and water sensor (Stat 1 or Stat 2) is connected and assigned, will allow the Controller to turn heater on and off. Usually, the water pressure switch or dedicated external connection is wired to the VF contact. (Not suitable for high current or 240 Volts)
7. VF Contact 2 - Voltage Free contact used for connection of heat pump or gas heater. If assigned and water sensor (Stat 1 or Stat 2) is connected and assigned, will allow the Controller to turn heater on and off. Usually, the water pressure switch or dedicated external connection is wired to the VF contact. (Not suitable for high current or 240 Volts)

Return To Fact Settings – This will return all settings to the original factory settings.

WI-FI PORTAL INSTALLATION

Choose location where Wi-Fi Reception is good

Turn Power Off to all pool equipment

1

2

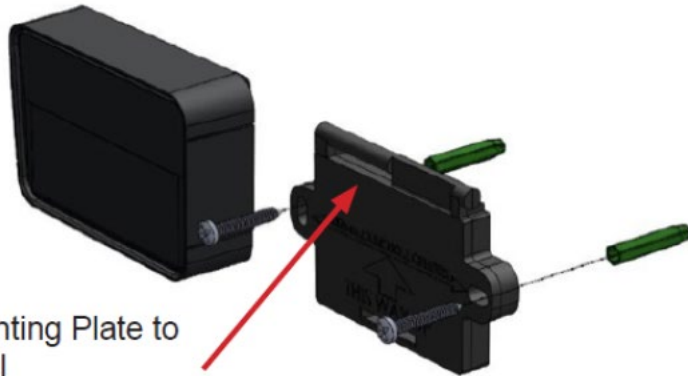
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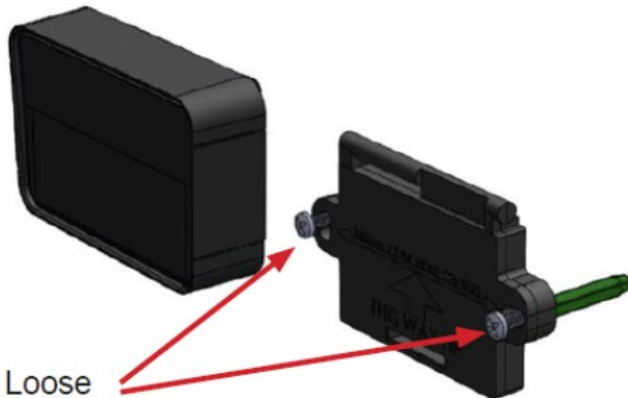
Step.1

Screw Mounting Plate to suitable wall



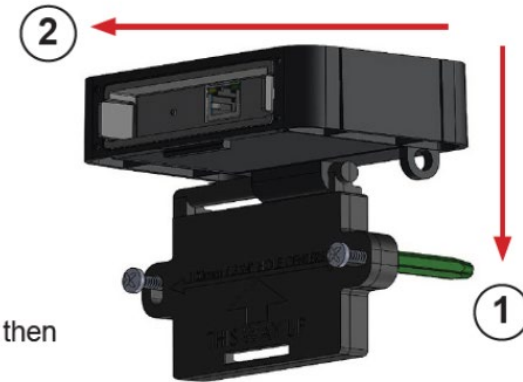
Step.2

Leave Screws Loose



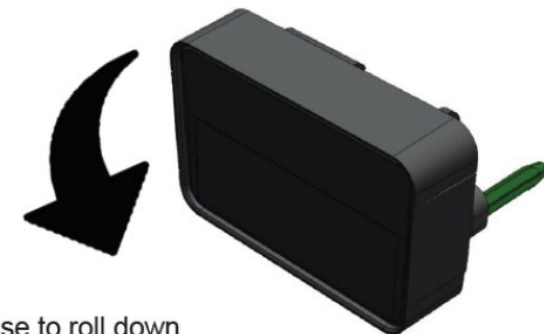
Step.3

Fit Portal Casing then slide to the left



Step.4

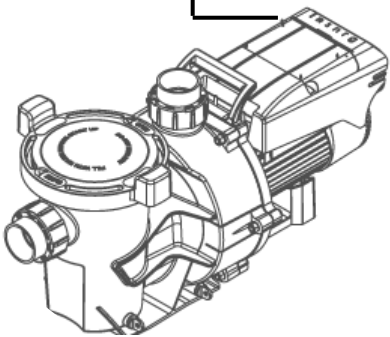
Allow Portal Case to roll down then gently snap into position



STAND ALONE RELAY HUB INSTALLATION

1

- a) Turn Power Off to all Pool Equipment
- b) Cat 5e Data Cable Chlorinator to data cable port on side of Pump
- c) Hand tighten gland to data port connection to weatherproof



2

- a) Cat 5e Data Cable from Relay Hub to InsnrG Gas Heater
- b) Hand tighten gland to data port connections on controller and heater to weatherproof



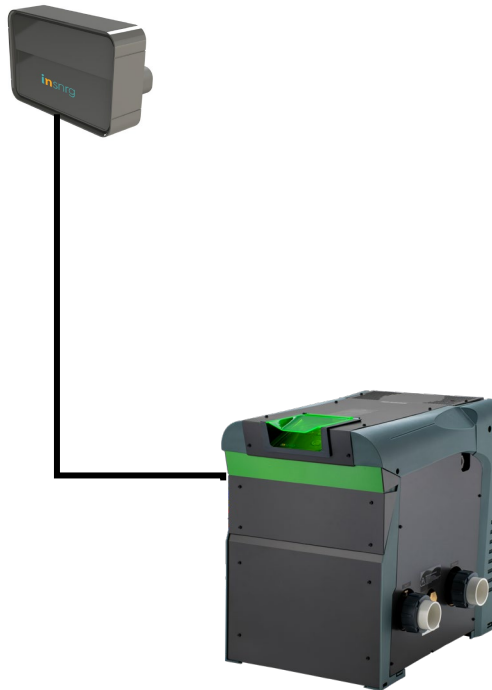
STAND ALONE RELAY HUB INSTALLATION

3

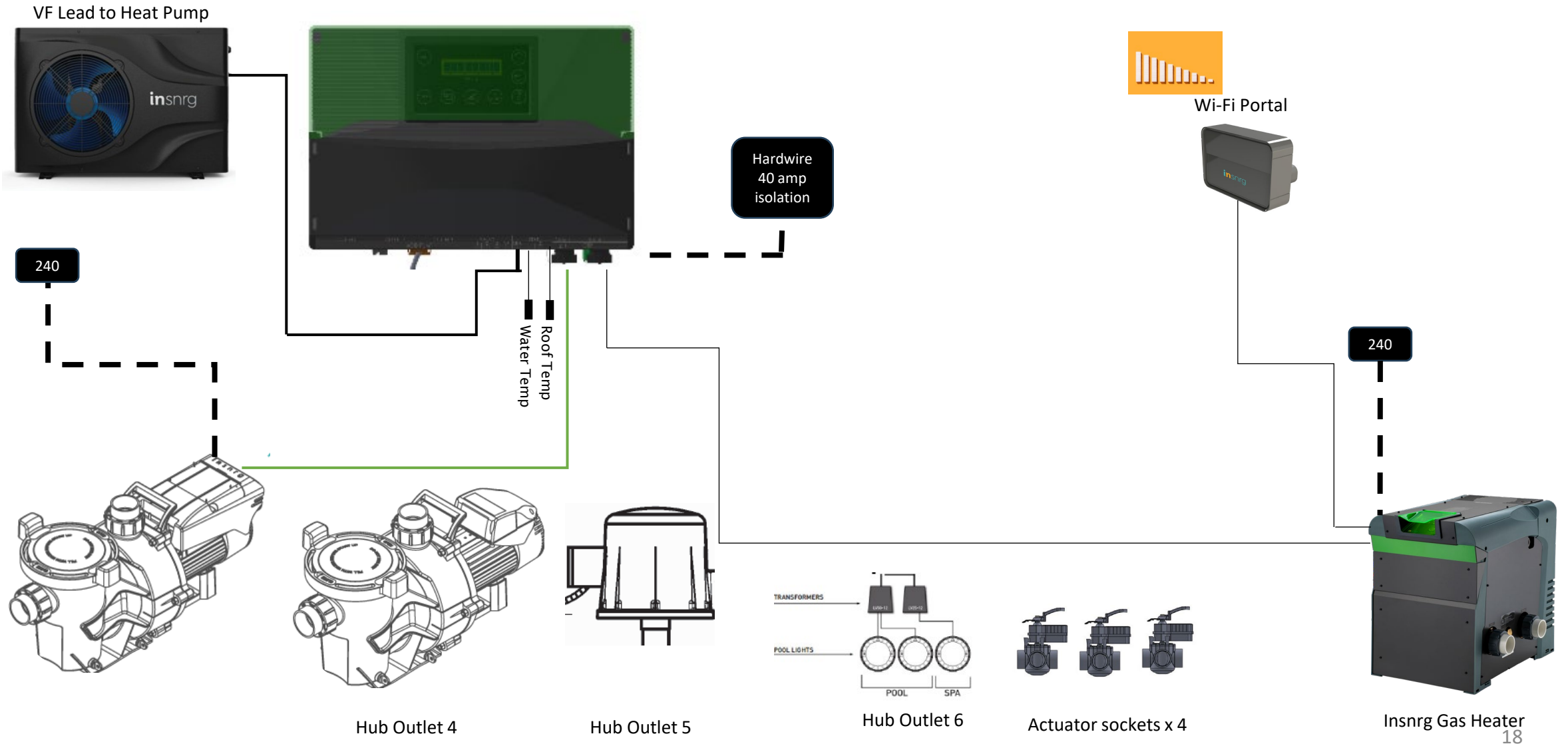
- a) Cat 5e from spare heater data port to inTouch Portal. Hand tighten weatherproof gland on Heater

4

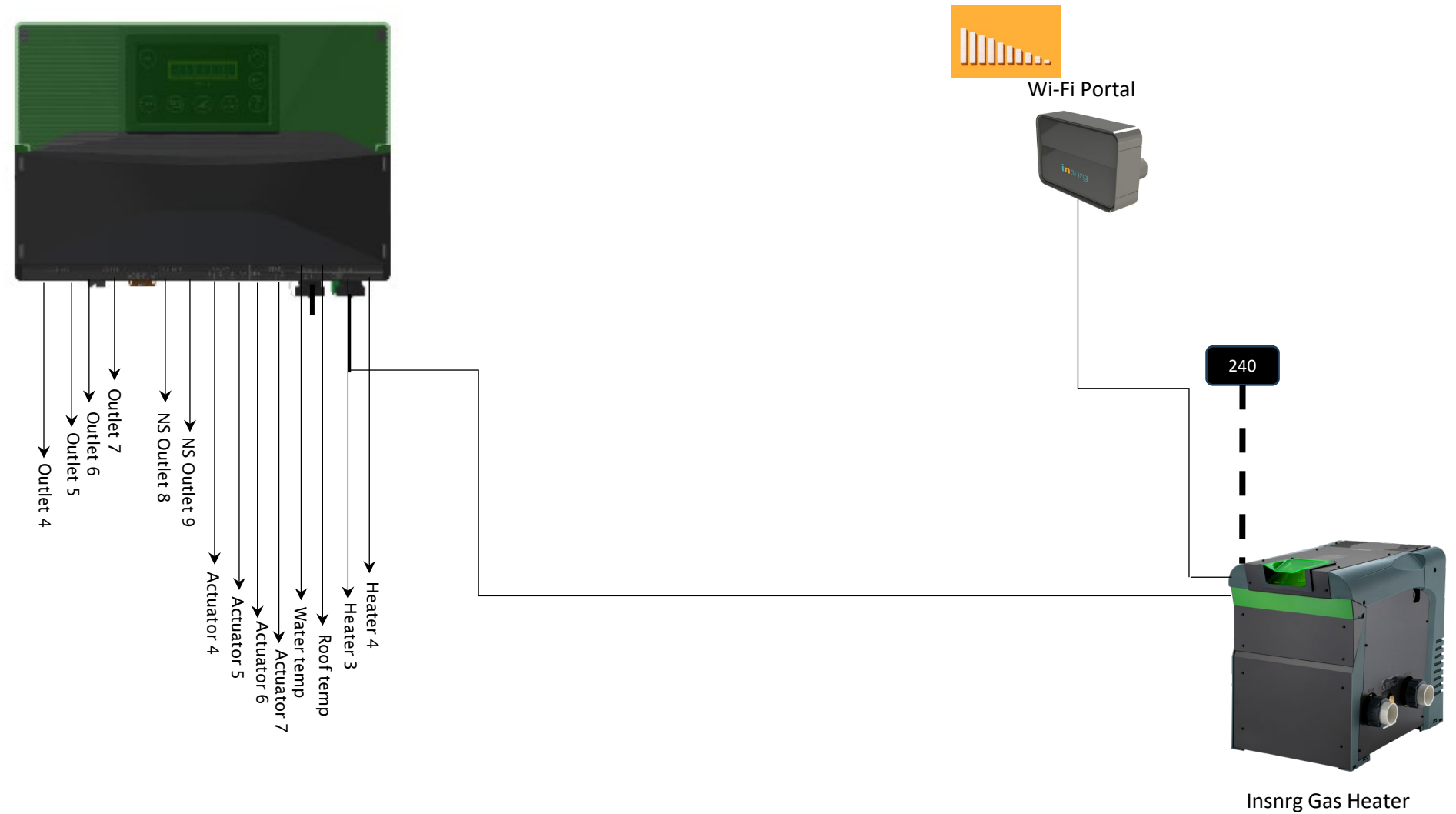
- a) **Prime pumps, and turn power on to all appliances**

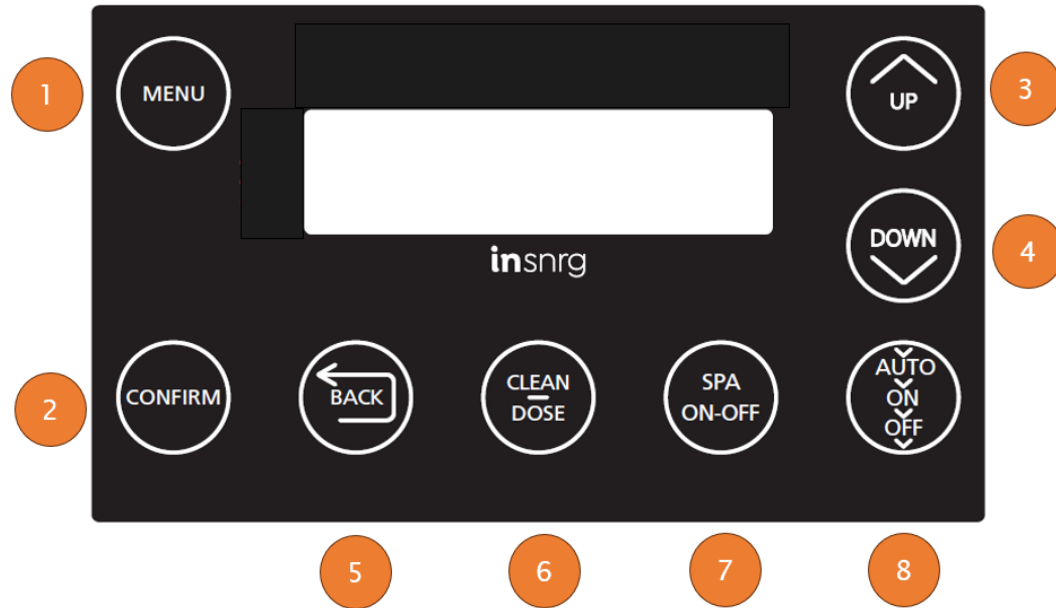


STANDALONE RELAY HUB INSTALLATION



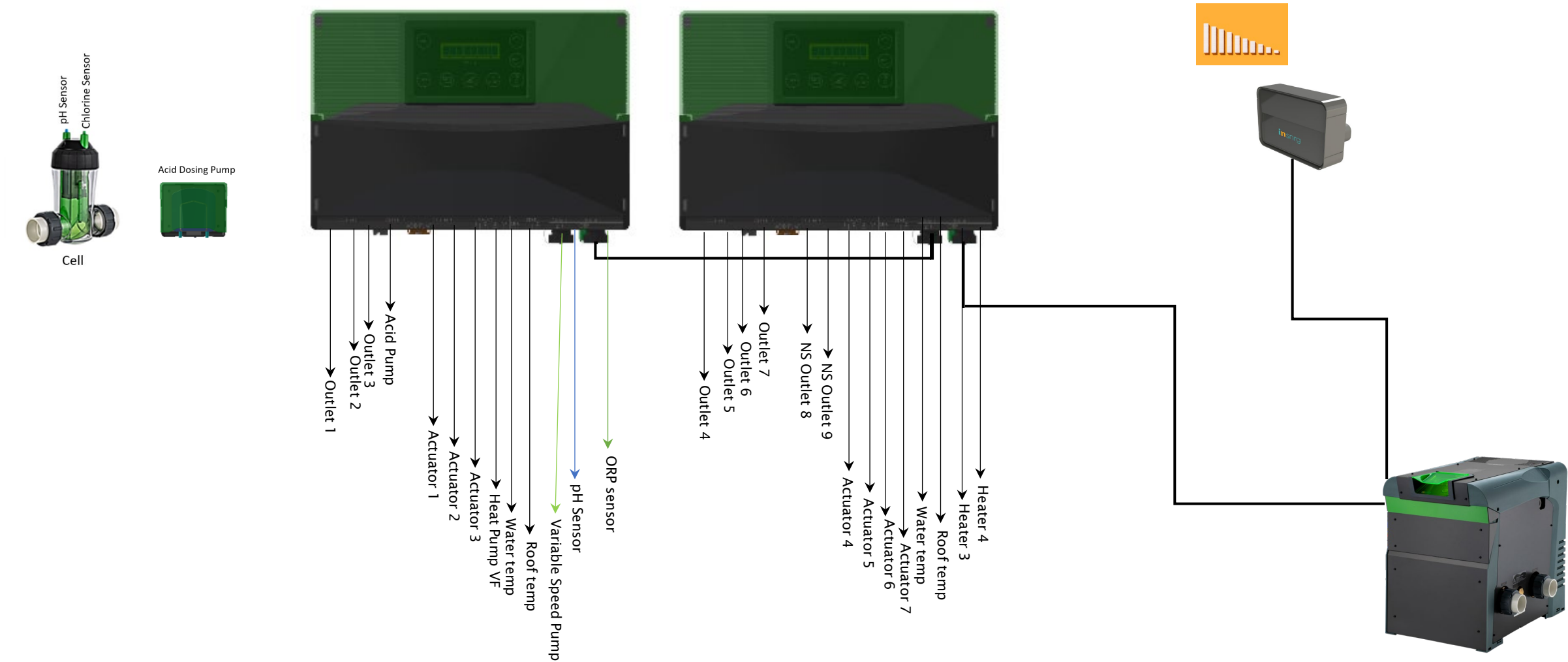
STANDALONE RELAY HUB CAPABILITY

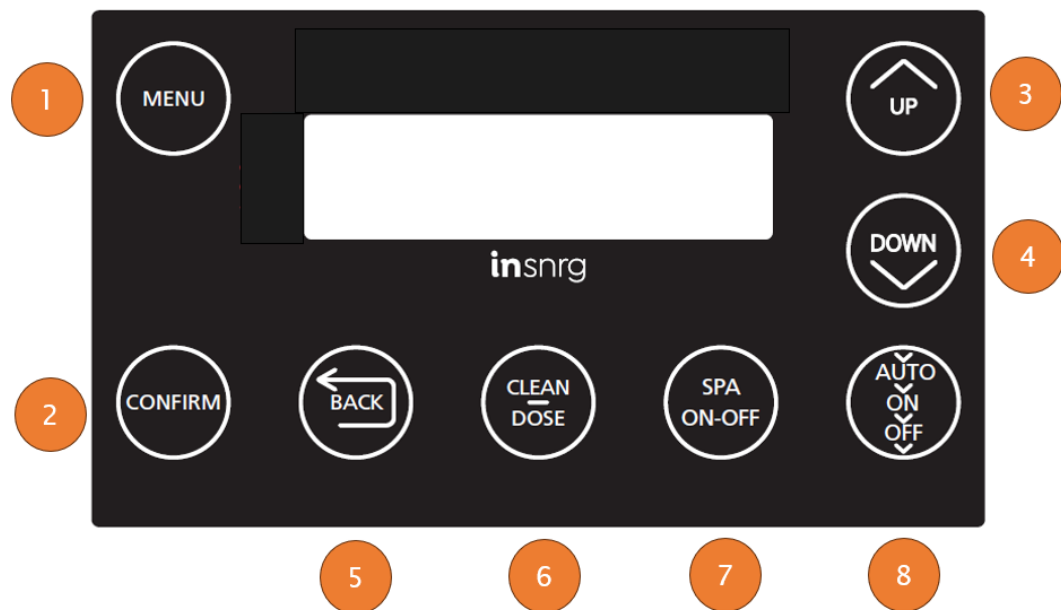




1. Go to INSTALLATION MENU (5) and turn INSNRG CHLORINATOR OFF>press CONFIRM.
2. Press Menu (1) about 4 times until SERVICE MENU is displayed, press CONFIRM
3. Using the UP button select 2 and press CONFIRM
4. Enter 2 2 2 2
5. Press CONFIRM button until SET UP wi-fi is displayed, select YES with the UP button and press CONFIRM
6. Using the UP and DOWN buttons select the correct Wi-Fi
7. The Spa On-OFF button will now select:
 - a. a (lower case letters)
 - b. A (upper case letters)
 - c. 1 (numerals)
 - d. * (symbols)
8. After selecting the correct case, digit or symbol) use the UP or DOWN buttons to enter the password letters. Once selected, wait until the cursor moves to the next position and enter the next letter.
9. After entering the password, wait until the cursor moves past the last letter and then press CONFIRM.
10. The Controller will now display 'CONNECTING TO WI-FI' and once successful will display "CONNECTED".
11. Go to Page 20

Vi CHLORINATOR AND RELAY HUB INSTALLATION





1. From Vi Controller, Press Menu (1) about 4 times until SERVICE MENU is displayed, press CONFIRM
2. Using the UP button select 2 and press CONFIRM
3. Enter 2 2 2 2
4. Press CONFIRM button until SET UP wi-fi is displayed, select YES with the UP button and press CONFIRM
5. Using the UP and DOWN buttons select the correct Wi-Fi
6. The Spa On-OFF button will now select:
 - a. a (lower case letters)
 - b. A (upper case letters)
 - c. 1 (numerals)
 - d. * (symbols)
7. After selecting the correct case, digit or symbol) use the UP or DOWN buttons to enter the password letters. Once selected, wait until the cursor moves to the next position and enter the next letter.
8. After entering the password, wait until the cursor moves past the last letter and then press CONFIRM.
9. The Controller will now display 'CONNECTING TO WI-FI' and once successful will display "CONNECTED".

PROGRAMMING CONTROLLER AND APPLIANCES

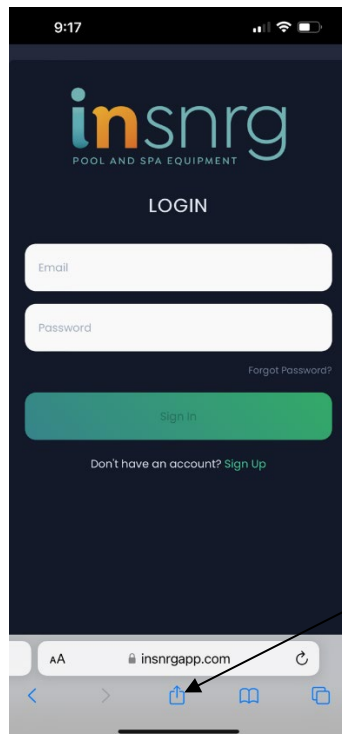
1

Skip this step and go to step 5 if you already have the inTouch App
Your Insnrg Equipment is now ready for connection to the inTouch Automation App.

iPhone or iPad using Safari as web browser:

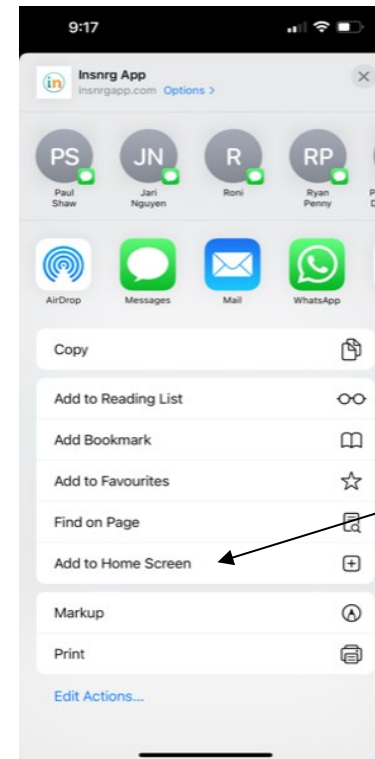
Open Safari Web Browser on your iPhone or iPad

Type <https://www.insnrgapp.com/home>



Tap this Icon

2



Select "Add to Home Screen"

PROGRAMMING CONTROLLER AND APPLIANCES

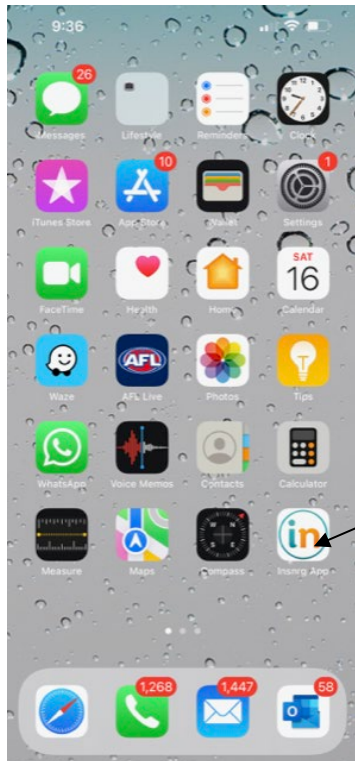
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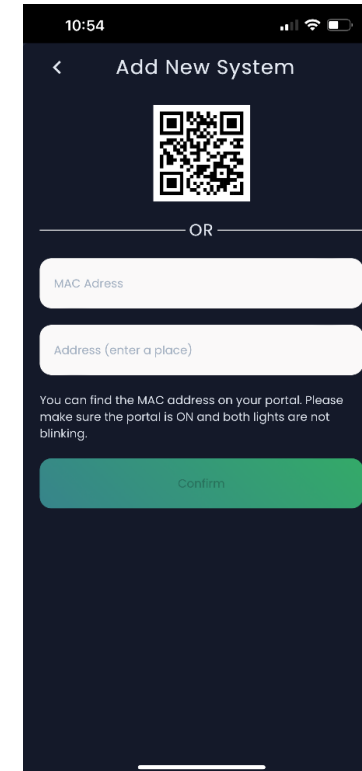
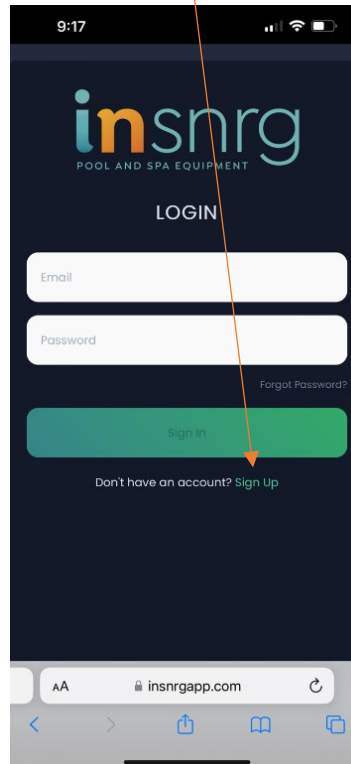
5

Sign Up with email that is received on your phone (you will be sent a OTP code by email)
Tip: use a password that you remember, you will be prompted for the password when logging in, or changing significant settings.

Tap the top left drop down menu and select Connected Systems>Add New System.
Tap on QR code and take photo of the QR code on rear of inTouch Portal. Alternatively, you can type the portal MAC address.
Add street address and type city into time zone



Tap this Icon

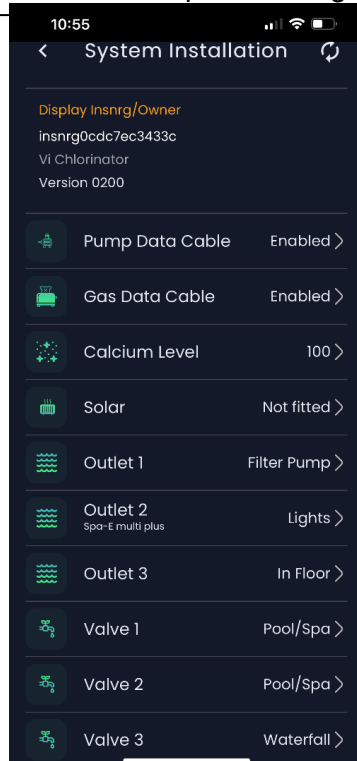


PROGRAMMING CONTROLLER AND APPLIANCES

6

Tap on top right drop down menu>System Settings>System Installation>enter Code. Scroll down and implement System Reconfiguration before assigning Appliances to each outlet, enter pool size, spa size and pool shell type.

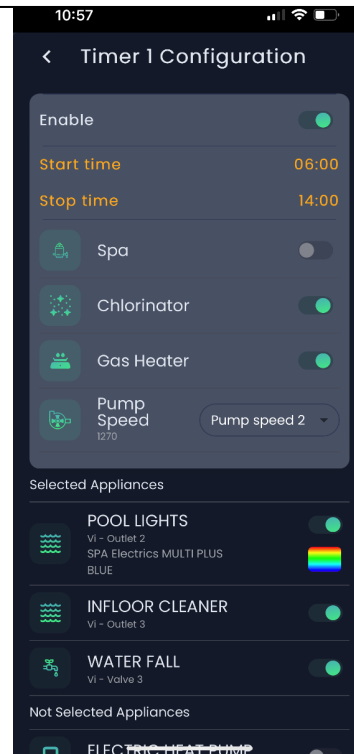
If actuators have been installed, power off the Vi Controller and power on again.



7

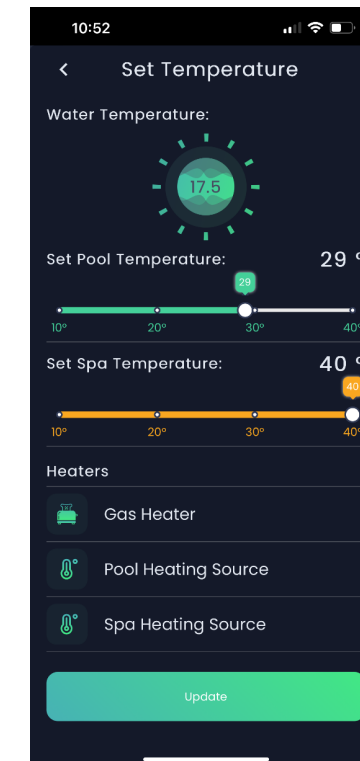
Return to Home Page and tap on Timers Icon and Set Timer 1, 2, 3, and 4 as desired.

Do not start timer before previous time ends. Enable Timer and enable chlorinator to run filter pump and chlorinator in the timer.



8

Return to home page and tap the temperature icon. Set pool and spa temperatures then tap on each heater displayed to turn ON, OFF or TIMER mode.



TRANSFER OWNERSHIP AND EXPLORE

1

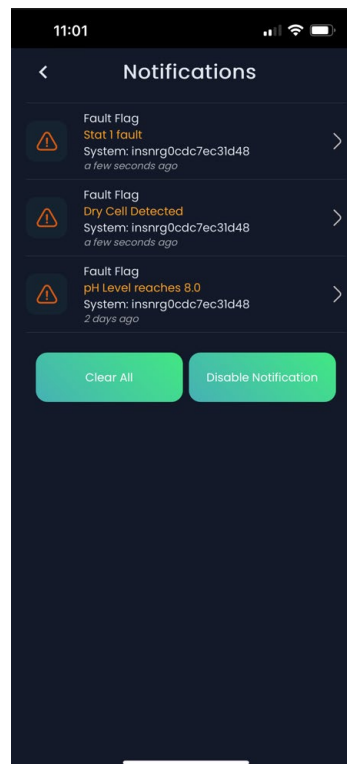
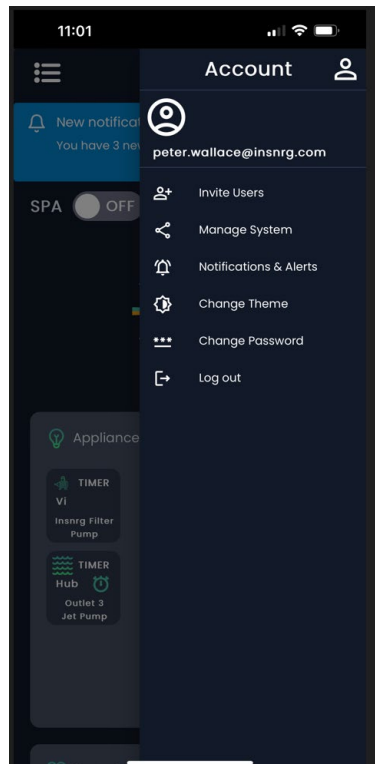
Tap top right drop down menu>Manage System>Transfer Ownership. Enter email address of new owner and tap confirm

2

Notifications and Alerts When a red dot appears at the top right of menu tap on drop down menu and open notifications and alerts to see system faults

3

From the home screen open Dashboard to see system status, temperature graphs, Wi-Fi Strength, and service status



EXPLORE

4

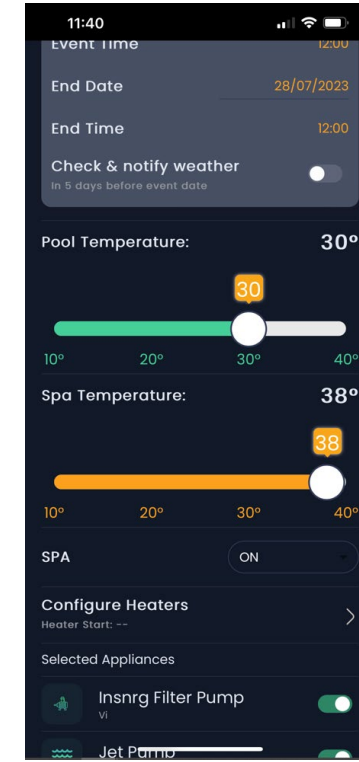
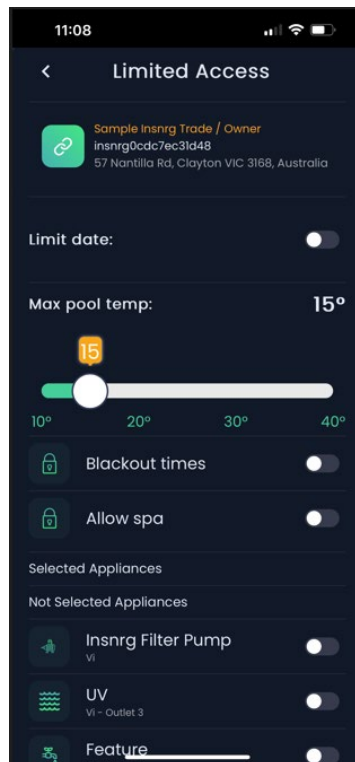
Invite Users with full access or limit access to dates, times and functions. They will receive an email notifying them for easy download and access to the pool and spa functions given to them.

5

EDIT the home screen and hide or expand or hide favourite views

6

Plan an EVENT in advance and set your appliances to turn on at the desired time



EXPLORE

7

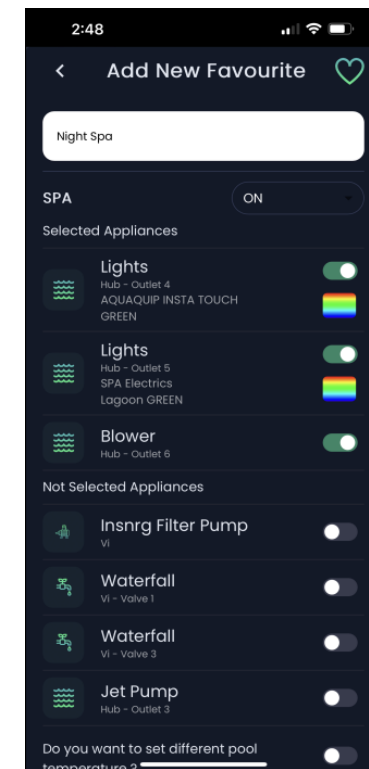
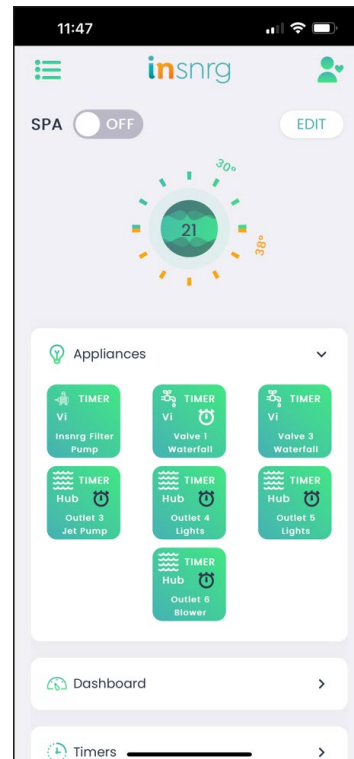
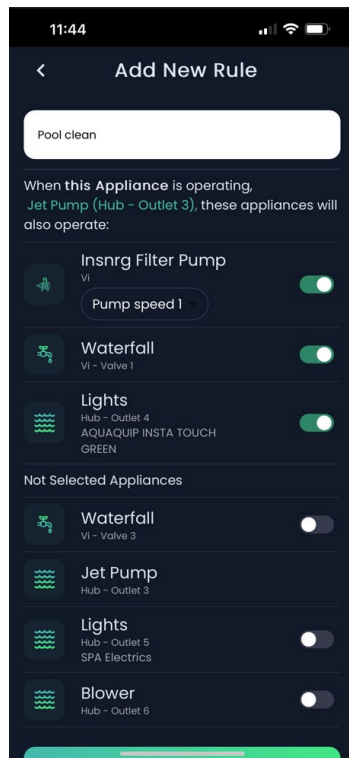
8

9

Create Rules – if this is on always turn that on

Change Theme for variety

Create favourite macros so you can start and stop multiple appliances with the tap of one icon.



Insnrng Product Security Statement

This statement summarises the security principles used in Insnrg pool automation products and the company's commitment to maintaining the security of connected devices.

Security Architecture

Insnrg pool automation appliances communicate with a central automation controller rather than connecting directly to the internet. This controller-centric architecture reduces device exposure to external networks and limits potential attack surfaces.

Communication between appliances and the controller uses encrypted wireless messaging, while the controller communicates with Insnrg cloud services using secure TLS connections.

Default Password Policy

Insnrg products do not rely on universal default passwords for network access. The system architecture avoids direct internet exposure of appliances and uses controlled device pairing and controller-mediated communication.

Security Update Support Period

Insnrg provides security updates for supported products for a minimum period of five years from the product release date. Updates may include firmware improvements, security patches, and cloud platform enhancements.

Vulnerability Reporting

Insnrg welcomes responsible disclosure of potential security vulnerabilities. Security researchers and customers can report issues to: iotsecurity@insnrg.com

Reports should include product details, a description of the issue, and steps required to reproduce the vulnerability where possible.

Commitment to Security

Insnrg continuously reviews and improves product security as part of its product development process. Security considerations are incorporated into system architecture, firmware updates, and cloud platform operation.



Insnrg Contact Details

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