



RELAY HUB AND AUTOMATION QUICK START GUIDE



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Insrg Relay Hub Installation Instructions

WARNING This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless supervised or instructed 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.

WARNING All electrical work must be performed by a licensed electrician and conform to all national, state and local codes, including AS/NZS 3000 and any other applicable installation codes.

inTouch Relay Hub Expansion

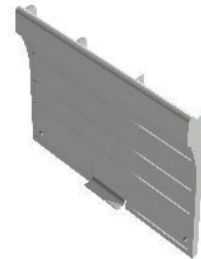
Insnrng inTouch Relay Hub must be hard wired by a licensed electrician and conform to all national, state and local codes and regulations.



1 x inTouch Relay Hub



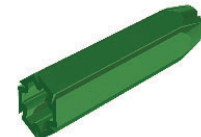
1 x Mounting Plate



4 x Screws



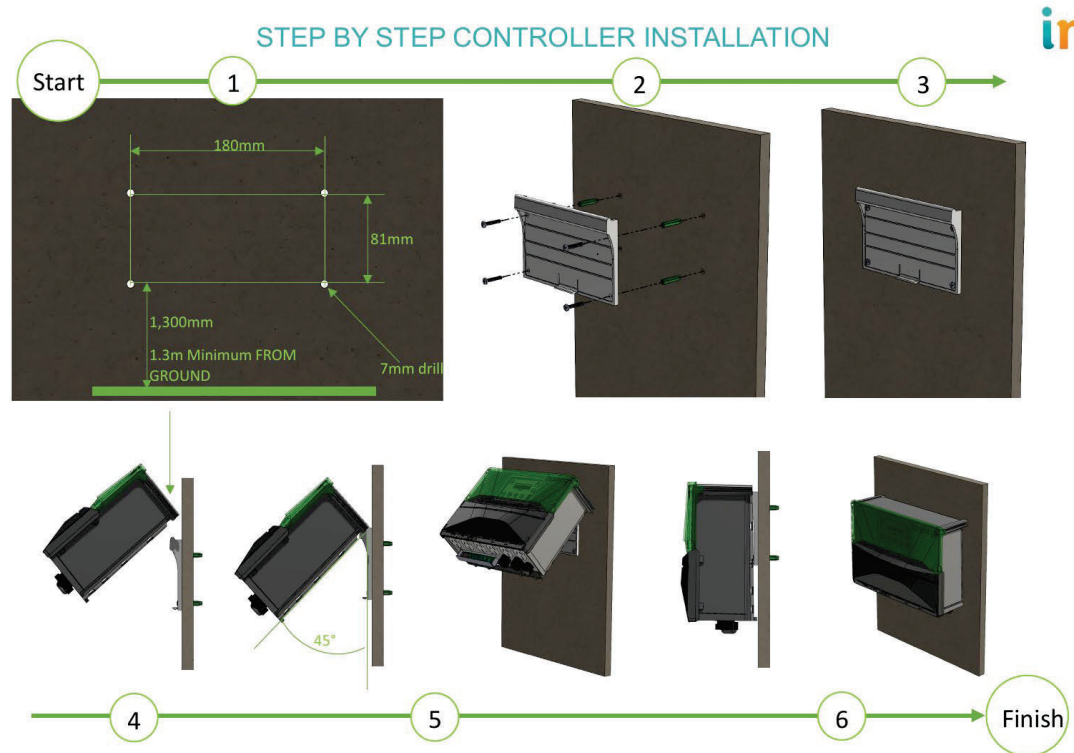
4 x Plastic Anchors (Green)



Package contents supplied with the Relay Hub.

Step by Step Controller Installation

Use the mounting dimensions shown below and fit the mounting plate securely before hanging the controller.



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 and low voltage inputs/outputs

Switched Mains Outlet	Unswitched Mains Outlet	Voltage Free Contacts	Temperature Sensors	24 VAC Actuator Sockets	RJ45 Data Sockets
3 x 10 amp 1 x 15 amp	1 x 10 amp 1 x 15 amp	3	2	4	2

Reference layout

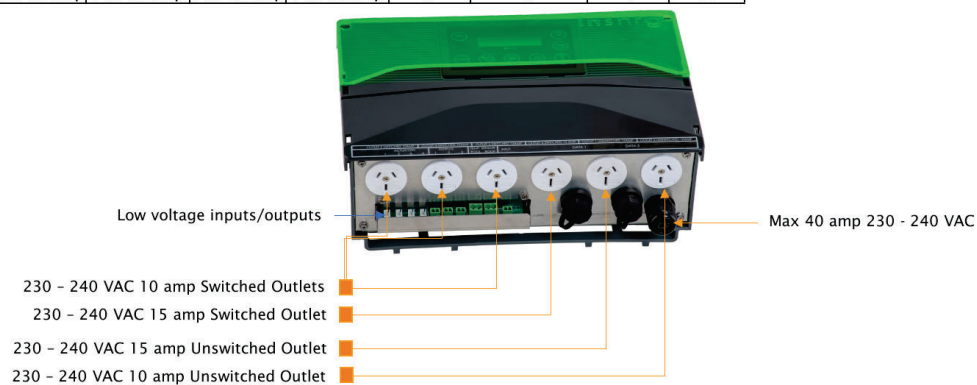
ELECTRICAL CONNECTION

Power Supply

Power Supply 230 - 240 VAC	Max Current 40 amps	Connection Hardwired	Circuit Breaker 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: Change Settings, Set Time, Activate Timer Periods, Service Menu and 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 the next menu.
4. DOWN button – use to adjust values or move to the next menu.
5. Use the BACK button to return to previous menus or screen displays.
6. With the 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.
7. SPA ON-OFF changes motorised valves (when installed), heat temperature to spa set point and reduces chlorine output to suit spa operation.
8. AUTO > ON > OFF controls power to the pump and cycles between AUTO timer mode, MANUAL ON and OFF.

System Set Up

Use the following pathways depending on the hardware installed.

- If you are using the Insnrg inTouch Wi-Fi Portal and your Wi-Fi is operating and ready for connection, go to the Wi-Fi Portal and app connection steps.
- If appliances are Wi-Fi pairing compatible, complete appliance Wi-Fi pairing before final assignment.
- If you are not installing the inTouch Wi-Fi Portal, continue with the stand-alone Relay Hub installation and menu assignment pages.

Pairing Appliance Wi-Fi Data Communications

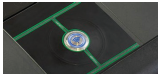
Wi-Fi pairing enabled appliances

- 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, Wi-Fi can be used to pass read and write data commands. Wi-Fi pairing avoids the need to install data cables between appliances. Distance and obstacles between appliances should be minimised; the Wi-Fi range is up to 50 metres.

Pairing appliances for the first time

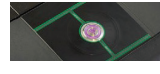
1. Locate the pairing button on each appliance.
2. Connect power to each appliance.
3. Press the pairing button on one appliance for 5 seconds until it displays a blue back light.
4. After pressing the first button for 5 seconds, press the pairing button on each other appliance for 5 seconds within 90 seconds.
5. After approximately 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.



BLUE
Pairing Mode



GREEN
Connected



MAGENTA
Clear pairing



RED
Fault / Attention

Relay Hub Display and Manual Modes

Pump operating modes

- Manual ON: Press I/O until Manual ON is displayed and press CONFIRM to turn the pump on.
- Manual ON with automatic return to Timer mode: Press AUTO>ON>OFF until Manual ON is displayed, press UP or DOWN to select hours of operation and press CONFIRM. If an Insnrg variable speed pump is installed with a data cable connected, use the UP/DOWN arrows to select pump speed and press CONFIRM. The pump will revert to AUTO timer mode at the end of the 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 Insnrg Relay Hub. The following five menus are available:

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

To access each of the five menus, press the MENU button until the desired menu is displayed, then press CONFIRM to enter that menu.

Menu Overview

Menu 1 – Change Settings

- EQUIP STATUS – allows assigned equipment to be set to AUTO (timer period), ON or OFF either all at once or individually. Use the UP or DOWN buttons to toggle between ALL AUTO, ALL ON or ALL OFF, or go to INDIVIDUAL to select a specific piece of equipment. This operation will only function once the equipment has been assigned through the INSTALL MENU.
- TEMPERATURE SETTINGS – used for Solar, Pool and Spa temperature settings. Solar is used for setting solar heating temperature and start time each day when solar heating is connected. Pool and Spa are used for setting pool and spa temperatures when an 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 Relay Hub is not connected to the internet, press MENU until Set Time appears on the display, then press CONFIRM.
- The cursor will flash on hours. Press UP or DOWN to change the hours, press CONFIRM to move to minutes, then press UP or DOWN to change the minutes and press CONFIRM to save.

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:
 - Power Supply to the unit
 - Internal Temperature of the controller
 - Firmware Version Number

- 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
- 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.
- Test Outlets. Select yes to test if 240V outlet, actuator and VF contact is working

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. Ind Pump – When independent pump is running solar it allows you to set temperature and start time
 3. Valve – Operates assigned valve for solar
 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)

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)

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.

APP SET UP AND CONNECTION INDEX

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POOL OWNER PRE CHECK FOR INTOUCH AUTMATION CONNECTION

BEFORE CONNECTING YOUR INTOUCH AUTOMATION APP PLEASE ENSURE THE FOLLOWING:

Requirements:

1. Ensure your home Wi-Fi is connected and you can navigate the internet.
2. Ensure you know your home Wi-Fi connection name and you have your home Wi-Fi password.
3. Registration process, download app process etc.

Once your Insnrg internet Portal is connected to your home Wi-Fi system, you will be able to connect and control your inTouch App from your phone, tablet or computer any time these devices are connected to the internet.

So long as your device is internet connected and the inTouch Portal is connected to your home Wi-Fi, you will be able to monitor and control your pool system.

Please read the inTouch installation instructions for Portal Installation location and connection.

What equipment works with the App?

InTouch works best with a complete Insnrg Equipment pad which is connected via Cat 5e cable. This allows you to read and change values such as Chlorine (ORP), pH and temperature settings. Pool/Spa operation and control to each appliance such as lighting which is powered from the Vi, Ri or Expansion module can be turned on, off or put into timer mode.

These instructions should be read in conjunction with the Vi Chlorinator, Ri Dosing unit or Insnrg Relay Hub.

WARNING

WE CARE ABOUT YOUR SAFETY



IMPORTANT WARNINGS

WARNINGS: Please read and follow all instructions in this owner's manual and on the equipment. Failure to follow instructions can cause severe injury and/or death.

INSTALLERS: Insnrg highly recommend the installation of all their equipment by suitably qualified pool professional who will ensure your high performance Insnrg products are installed to your local standards and codes to ensure optimum safety and performance.



DO NOT CONNECT any Insnrg Appliance, including the Portal to the home router or modem by data cable.



THIS IS A WI-FI DEVICE ONLY



THIS APPLIANCE MUST BE INSTALLED IN A POSITION THAT IS ACCESSIBLE FOR MAINTENANCE AND SERVICE. INSNRG WILL NOT PUT TECHNICIANS AT RISK OF INJURY TO MAINTAIN OR SERVICE AN INACCESSABLE APPLIANCE.

The inTouch Portal connects your Vi Chlorinator and/or your Insnrg Expansion Relay Module to your home Wi-Fi and allows you to control your pool automation system after installing the Insnrg App. Download from www.insnrgapp.com and add to your homescreen.

CONGRATULATIONS ON PURCHASING YOUR INSNRG POOL AUTOMATION SYSTEM.

This manual has been carefully developed to give you all the information you need to get the best value from your purchase.

It is important that you read through the manual to identify the key areas you need to understand, particularly the following:

- Health and Safety Concerns

- Installation requirements
- How to operate the major features of your system
- The importance of maintenance
- If you have a problem and what to trouble shoot before you contact your pool professional
- Finally, your entitlements under your product warranty

Insnrg have developed their products to provide you with a great experience and are sure you will be delighted with your purchase.

PLANNING YOUR WI-FI CONNECTION

Before locating the inTouch Portal, check that you have stable 2.4G Wi-Fi with at least 2 bars where the Portal is being installed.

If building a new pool and the equipment is located more than 20 metres from your home Wi-Fi source, in a plantroom or other enclosure that is surrounded by thick walls, metal or steel reinforcement the best result will be achieved if a Cat 5e or Cat 6e cable is installed and terminated at the equipment and near your home Wi-Fi source.

The inTouch portal operates on the 2.4G Wi-Fi band as this frequency has a longer range than 5G. Generally, the portal will connect wirelessly to the home Wi-Fi system when installed up to 30 or 40 metres from the Wi-Fi device however, there are many factors affecting Wi-Fi strength including but not limited to:

- Age and quality of the Wi-Fi device
- Type of construction of the home and walls in which the Wi-Fi signal has to pass through
- The location of the Portal ie: if surrounded by a metal or steel frame a Wi-Fi signal may not pass though or reach the portal

The Wi-Fi signal can be improved or extended in the following ways:

1. Move the Portal closer to the Wi-Fi system. The Portal data cable connecting to the Insnrg equipment system can be up to 50 metres using a Cat 5e cable. A 10m, 20m or 50 m Cat 5e data cable can be purchased from Insnrg.
2. A Wi-Fi range extender, booster or repeater that places the extended between the Wi-Fi Source and the inTouch Portal
3. A Cat5e or Cat 6e cable run from near the Wi-Fi source to the equipment pad and plugged into the Insnrg Equipment. In this case the portal can be located inside the home closer to the Wi-Fi source. **DO NOT CONNECT INSNRG EQUIPMENT DIRECTLY TO A MODEM OR PATCH PANEL.**
4. Install a Wi-Fi over power line extender.

In general, if you can achieve a 2 bar Wi-Fi signal on your smart phone at the location of the inTouch Portal the signal will be sufficient.

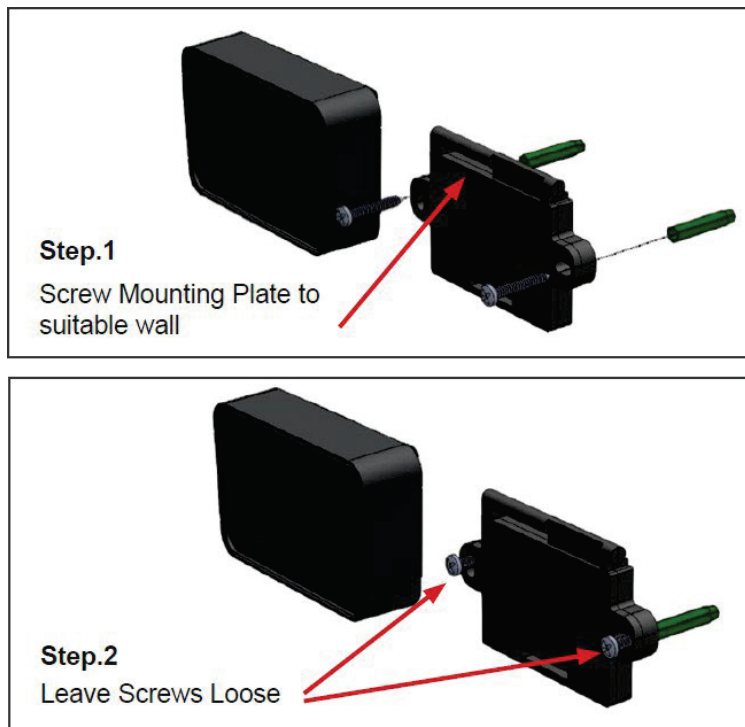
INSTALLATION

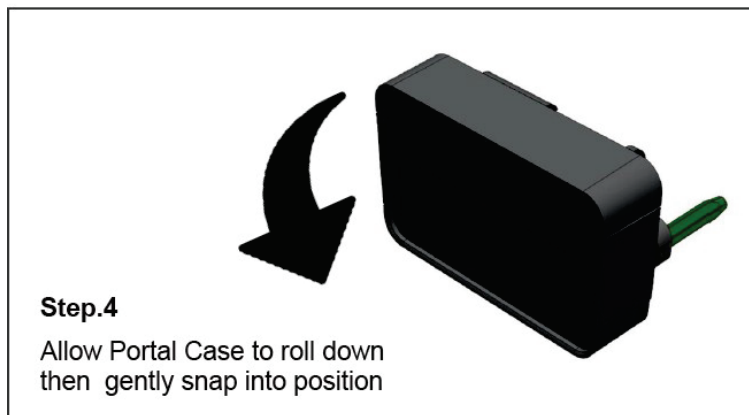
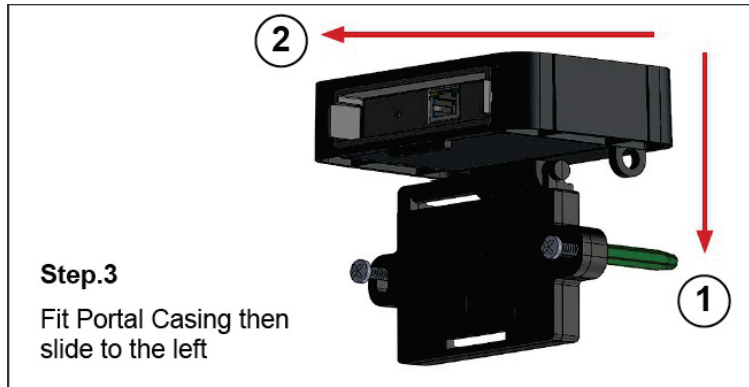
The inTouch Portal is supplied with the following:

- An integral mounting plate
- 2 x 10g x 1 ¼" Philips head 316 SS screws
- 2 x plastic wall plugs
- 1 x 3m Cat 5e data cable

Ensure the inTouch Portal is installed out of direct sun and mounted so that water cannot ingress the underside (cable connection point).

The portal will obtain its power from the Cat 5e or Cat 6e data cable that connects it to the Insnrg equipment system.





CHECK LIST

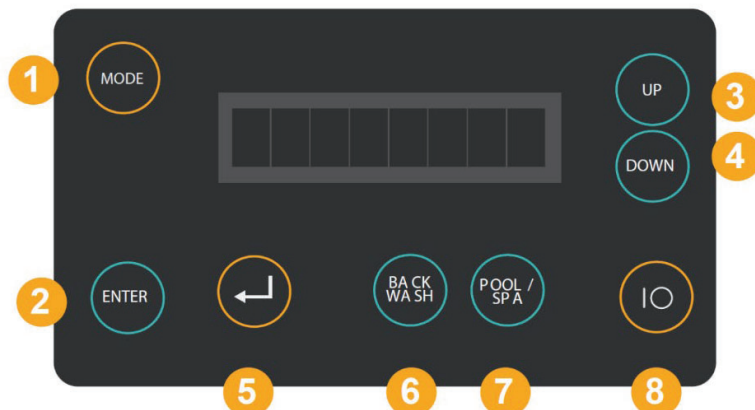
- ✓ Portal is securely mounted out of direct sun with connections facing down
- ✓ Cat 5e or Cat 6e cable plugged into portal underneath
- ✓ Other end of Data Cable plugged into Insnrg Vi, Expansion relay hub or Insnrg Heater
- ✓ Both lights on bottom of Portal are now flashing rapidly (before Wi-Fi connection is made)
- ✓ Wi-Fi is stable using Smart Phone to Connect

CONNECTING YOUR INTOUCH PORTAL

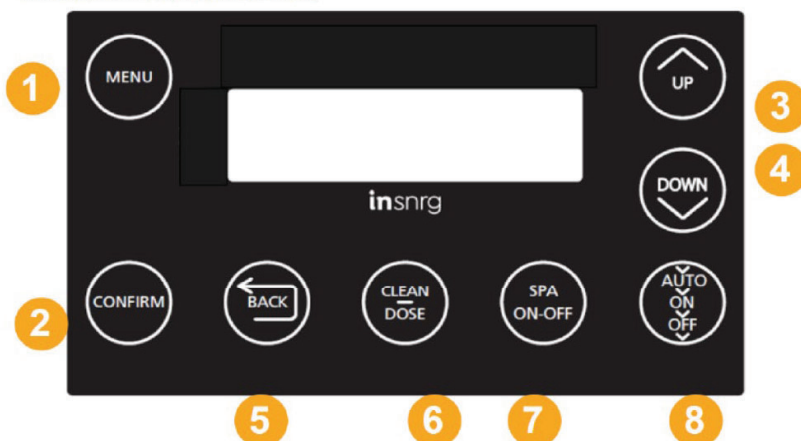
The initial Wi-Fi connection must be made using (1) your Insnrg Vi Chlorinator/Automation system or (2) from your Insnrg Relay Hub (if installed without the Vi Chlorinator).

From your Chlorinator or Relay Hub control Screen:

Pre September 2023 Vi Chlorinators



Post September 2023 Vi Chlorinators



Press Mode (1), (first press illuminates the back light on LCD), continue to press Mode until “Service” menu is displayed.

Using the Up (3) button enter the SERVICE MENU password.

Select 2 and press ENTER. Repeat this

process until 2, 2, 2, 2 is displayed.

Press ENTER repeatedly until the screen displays “SET UP WiFi”. Using the

Up button select YES and press ENTER.

The unit will now search for available Wi-Fi bands.

Using the UP or DOWN buttons select your Wi-

Fi name and press ENTER.

You will now be prompted for your Wi-Fi Password.

The POOL/SPA button will now select:

a (lower case letters)

A (upper case letters)

1 (numerals)

. (symbols)

After selecting the correct digit style (upper, lower case, number or symbol) use the UP or DOWN arrow to select the correct password. Once selected wait up to four seconds for the cursor to move to the next position. If a mistake is made, use the back arrow (5) to move the cursor a previous position.

When the password is entered, allow the cursor to move to the next position then press ENTER. The unit will now display "CONNECTING TO Wi-fi" and once connected display CONNECTED.

Press the back arrow (5) a few times and navigate to VIEW WI FI.

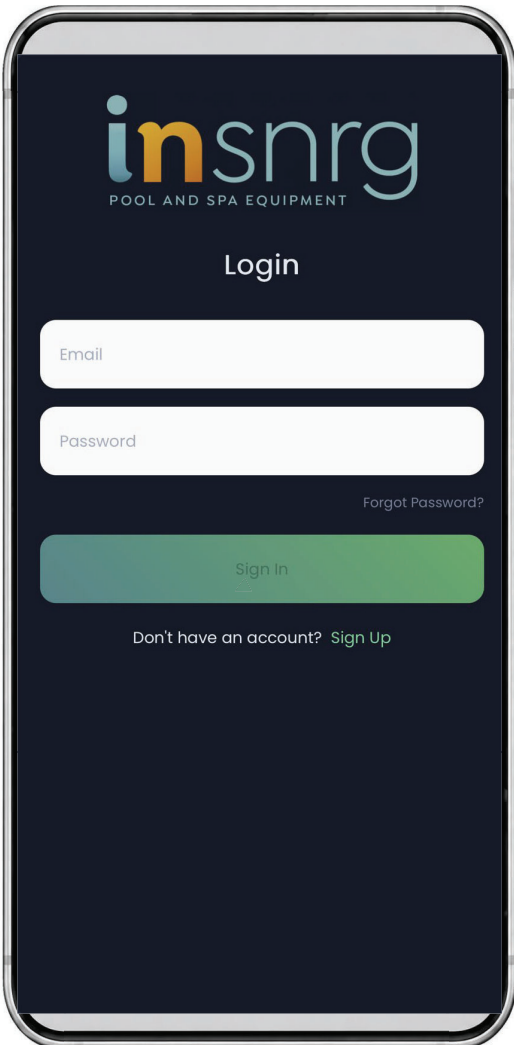
Use the UP or DOWN arrow to determine the connection strength, connection to AWS server and that your internet connection is ON LINE. You can now use the BACK button (5) until you return to the home screen.

INTOUCH APP SET UP AND OPERATION

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

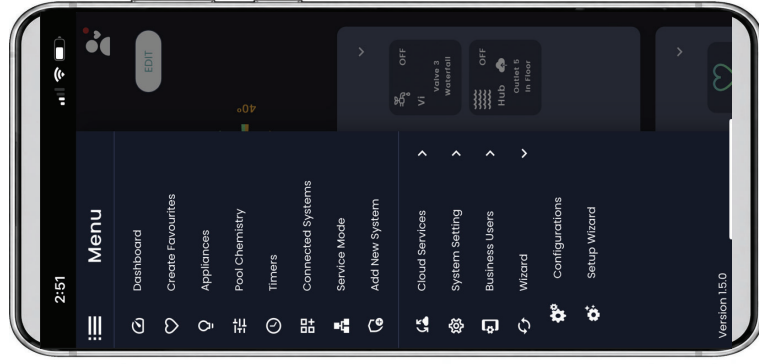
Type <https://www.insnrgapp.com/home>



Tap Sign Up and use an email Address to register. The App will send your email a 6 digit verification code that you will be required to enter.

Configure a new pool System after wi-fi connection

1



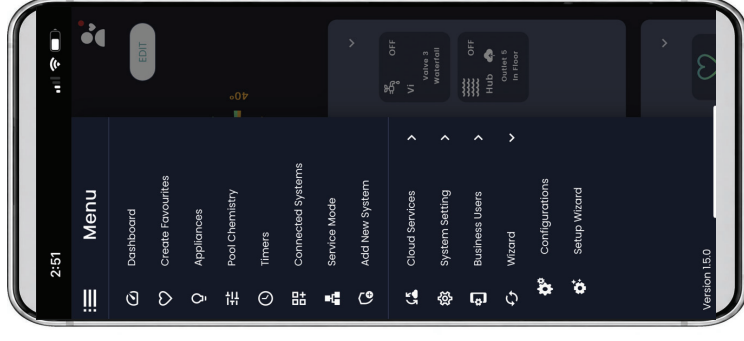
Ask Customer to read out MAC address on rear of Portal or from Service Mode Menu on App>Enter their street Address and Time Zone

2



Tap Add New System>QR Code, take photo of QR code on rear of portal and complete details

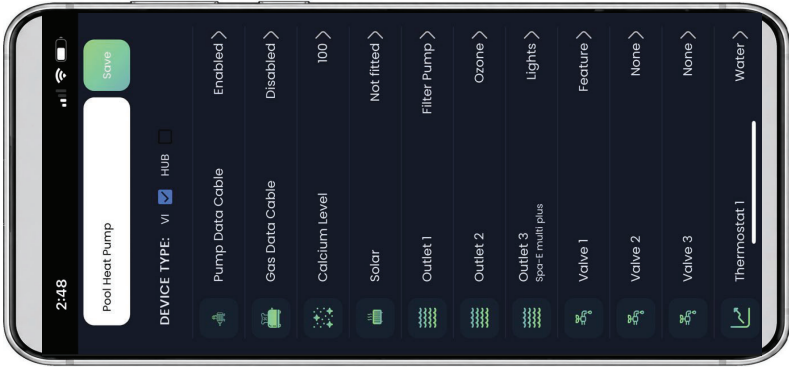
3



From drop down menu select System Setting>System Installation and follow the prompts

Configure a new pool System after wi-fi connection

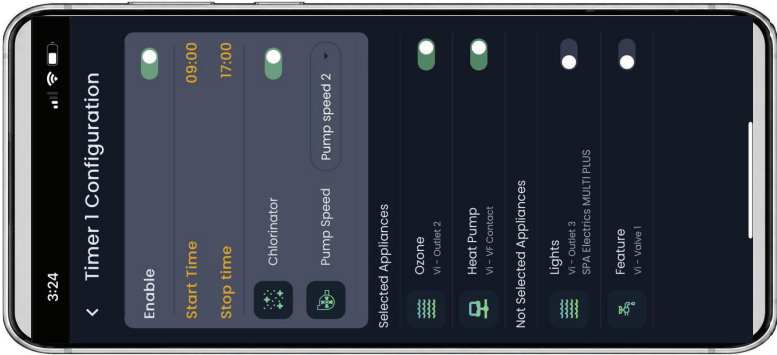
4



5

Allow 5 minutes to
Hardware to Load then ask
Pool Owner to turn all
equipment off (at the power
points) and on again. Allow
1 minute for portal to
reconnect.

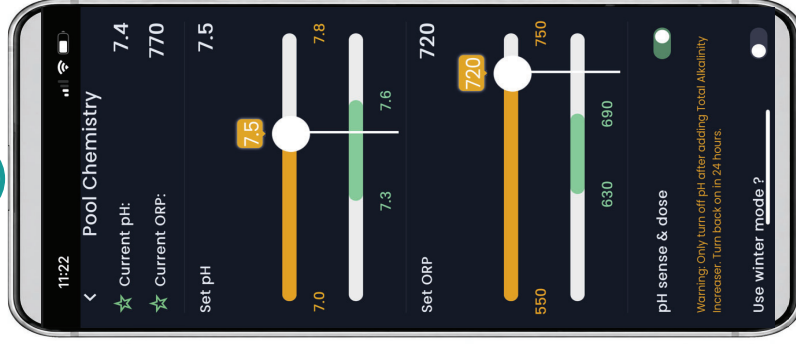
6



Set Timer Periods (do not
cross over timers), enable,
then enable each appliance to
run in the timer period.

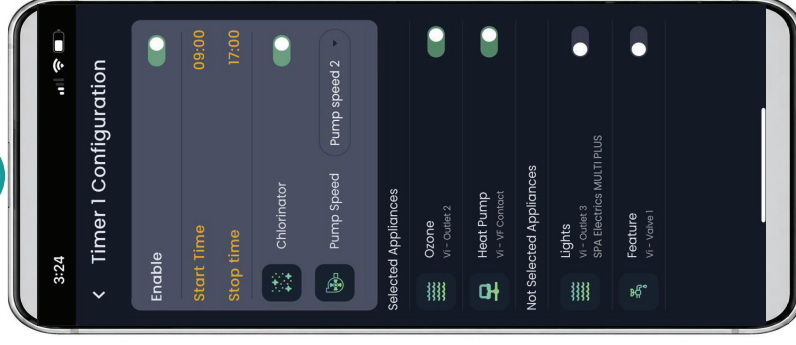
Configure a new pool System after wi-fi connection

7



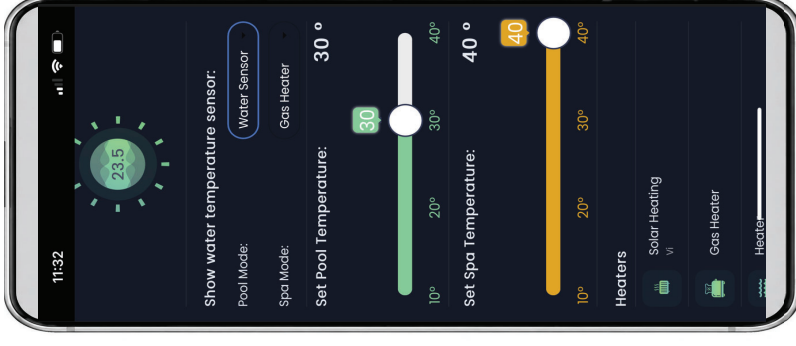
From Home Page tap Pool Chemistry, set pH and ORP using slider settings

8



Set Each timer period and assign the appliances to operate during that timer

9



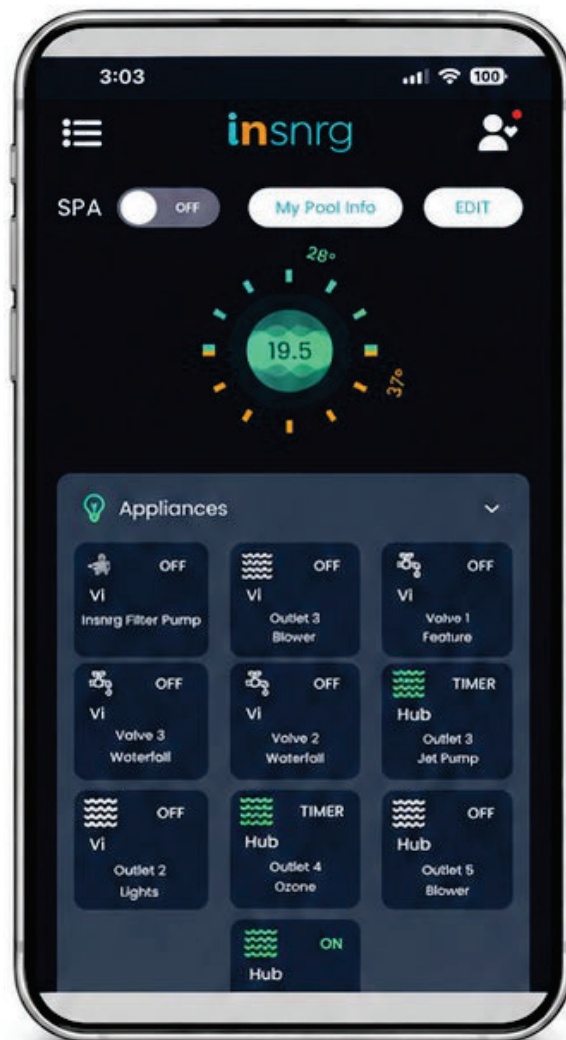
On Home screen tap temperature icon, then set temperature, heater preferences and solar from heating screen

Timeline showing steps 10, 11, and 12 leading to 'Finish'.



Invite other users or transfer ownership to pool owner

GENERAL LAYOUT OF INTOUCH AUTOMATION APP



Home screen

Tapping the Temperature Display allows you to set pool and spa temperatures and turn heaters on, off or set in Timers periods.

The Home Screen can be edited, hiding icons or changing location of icons for easy access. The menus on the home screen include Appliances, Favourite Routines, Pool Chemistry, Timers, Dashboard, Cloud Features and Ask Insnrg Tech Ai.

The top left drop down menu allows you to select Service Mode, System Installation, Set Up Wizards, and your home screen menus.

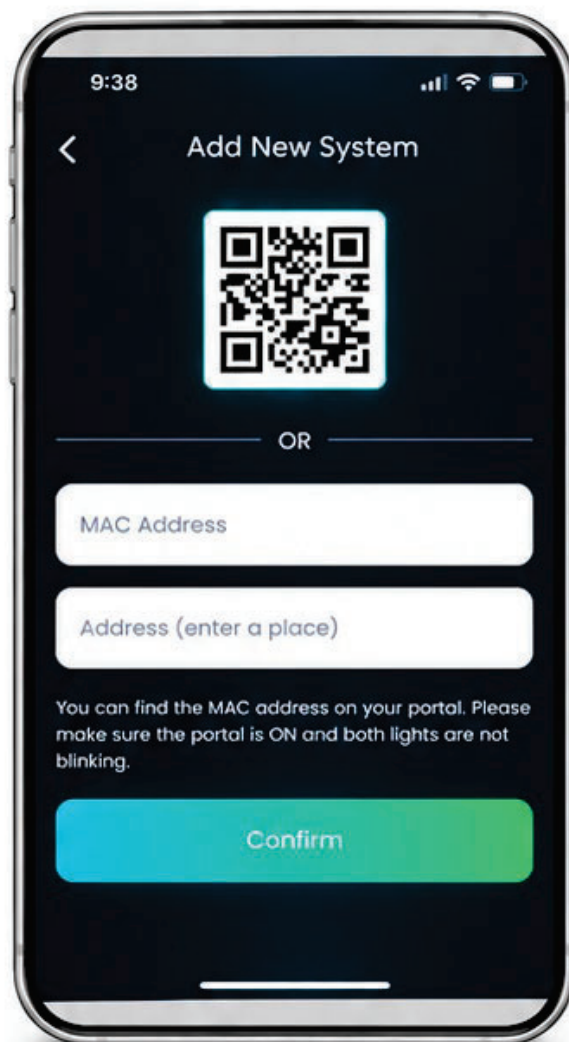
The menu at top right drops down to reveal Invite Users, Manage System, Notifications and Alerts, and Change Theme.

ADD NEW SYSTEM

Press the drop down menu and select Connected Systems. Tap on Add New System to display System connection menu.

On the rear of your inTouch Portal you will find the unique MAC address. Tap on the QR code icon, and use the phone camera to capture the MAC address, then enter the street address of your pool.

Alternatively, you can type the MAC address into the screen.

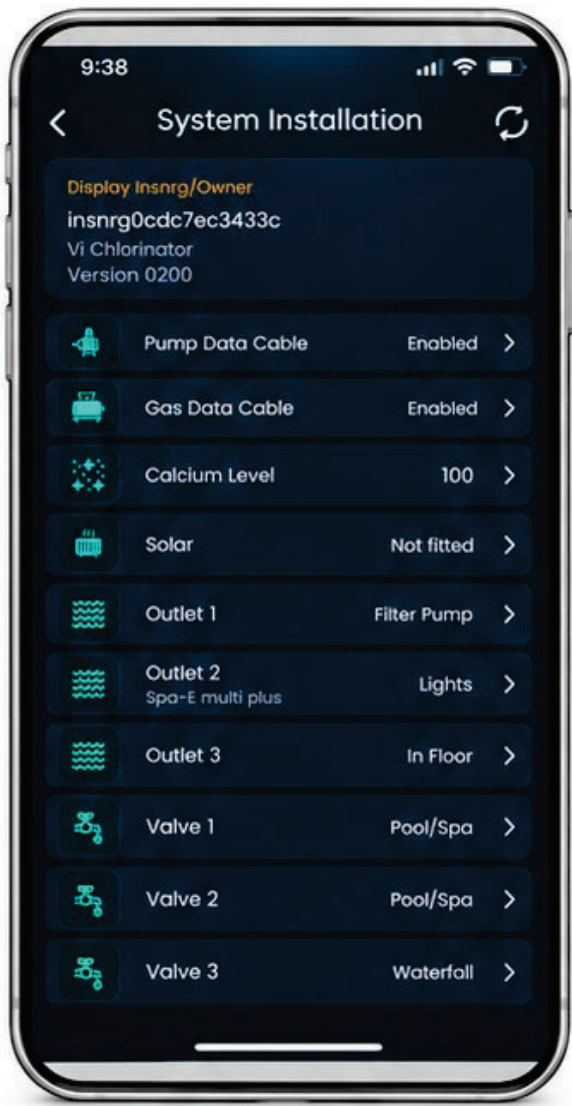


Add New System

SYSTEM INSTALLATION

Tap the drop down menu, select System Setting, then System Installation. This will enable the system to be set up and configured to run your equipment.

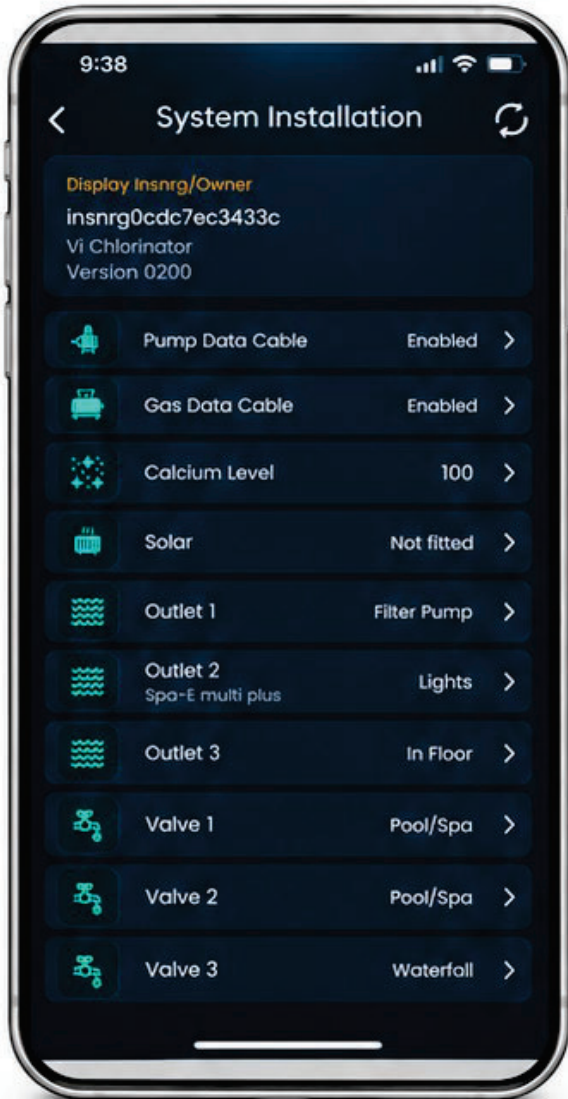
Check and note which appliances are plugged in, data cabled and operated by the Vi Chlorinator and Relay Hub.



Enable data communication with Insrnrg Variable Speed Pump when data cable is connected between Chlorinator or Relay Hub controller and pump. When enabled, select the model of the variable speed pump and the RPM of each speed setting.

System Installation

DISCOVER CONNECTED APPLIANCES



When a Relay Hub is installed in conjunction with a Vi, press the Discover icon on the top right of the System Installation Menu. Alternatively, press System Reconfigure and Reset at the bottom of the System Installation Menu. This will not delete any settings in the hardware but force the App to read all available appliances.

Enable data communication with Insnrg Gas Heater when data cables are installed between heater and Insnrg Chlorinator or Relay Hub.

Calcium Level will change the frequency of reversing cell polarity – leave at 100 unless you have high calcium levels in your pool/spa water. (greater than 200 ppm)

If you have a relay hub and Vi Chlorinator, Tap on RELAY HUB to assign appliances to this controller.

On completion check the INSTALLATIO MENU of the Vi Chlorinator and Relay hub and ensure that all assignments were received and saved by the hardware.

SETTING OPERATING TIMES (TIMER CONFIGURATION)

Timer periods are set in the 24:00 hr format. ie: 00:00 hrs to 23:59 hrs.

Never have timer periods crossing another timer period. Always start the next timer period at the same time the previous timer finishes or leave a break. Examples:

Timer 1

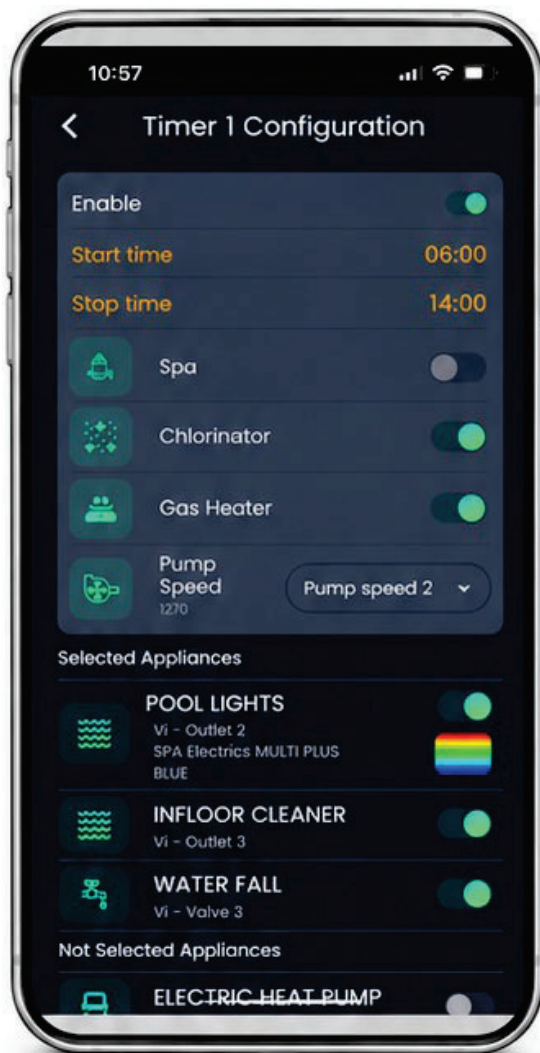
Start: 08:00 Stop: 16:00

Timer 2

Start: 16:00 Stop: 18:00

Timer 3

Start: 19:30 Stop: 22:00



Each Timer can be enabled or disabled. This can be helpful when reducing operating hours in winter, or allow automatic light operation in summer and off during winter.

Enabling Spa during a timer period will put the system into spa mode for the timer duration. Handy if using the spa regularly each day.

Selecting Chlorinator means the filter system and Chlorination will operate for the duration of the timer. Turn Chlorinator ON when filtration or heating is required. Turn off if only wanting water features or lighting is required with no filtration.

Each Timer will display which appliances are selected during the timer period and which are not

SETTING POOL AND SPA OPERATING TEMPERATURES

Temperatures will only be displayed in the following set ups:

1. if an Insnrg Gas Heater is installed and data cabled to the controller or
2. if a water temperature sensor is connected to the Controller and plumbed into the pool water circulating pipework.
3. Solar Control can be achieved if a water sensor and roof sensor are installed and enabled in the Installation Menu and a pump or motorised valve is assigned to solar.

Accurate temperatures will only be displayed when the circulating pump is operating. If the circulating pump is off, the temperatures sensor in the pipework or within the gas heater can only display the stagnant water temperature which is usually quite different to the pool/spa water temperature.



Set Temperature

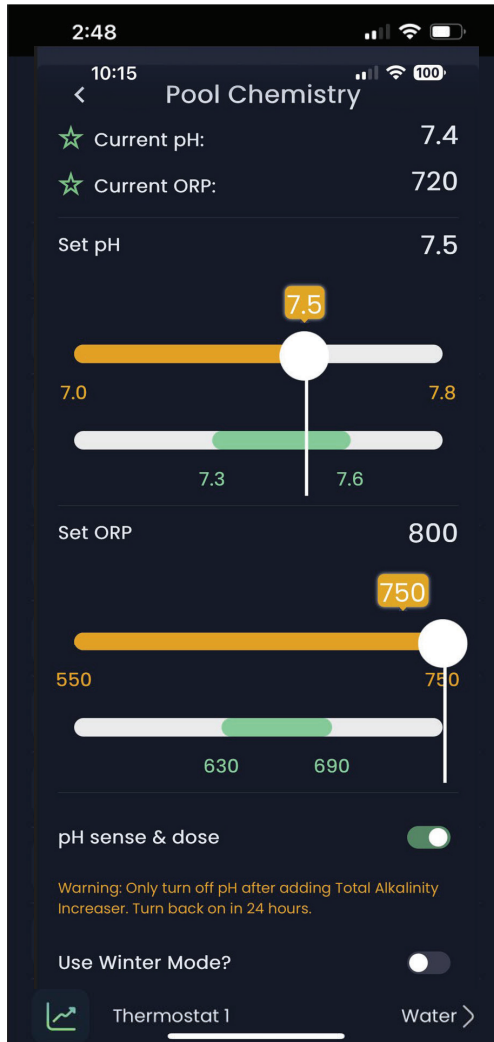
If more than one heater is installed and assigned to the Insnrg Controller, and you have a automated spa as part of your swimming pool, you can select which heater is used to heat the pool and which heater is used to heat the spa.

For automatic heating, ensure Insnrg Gas is on during timer periods and VF Contact (usually heat pump) is on during each timer period.

POOL CHEMISTRY

The pH of your pool water is very important to create a comfortable swimming environment and for the longevity of your pool surface and pool equipment. Follow these guidelines.

Fibreglass Pool – pH between 7.2 and 7.5. Other Pools – pH between 7.5 and 7.8



Pool Chemistry

ORP (oxidization reduction potential) measures the activity of the chlorine or sanitizer in your water. ORP readings are affected by many chemicals in your pool.

As a guide, your swimming pool should have a chlorine reading of 1ppm to 3 ppm. The ORP may have to be adjusted at different times of the year to keep your chlorine between 1 and 3 ppm.

Adjust slowly and wait for several days before testing chlorine levels again.

ORP readings will vary during the course of the day in response to sunlight, bather load and chlorinator operating hours.



ORP and PH should be set and adjusted by a pool professional. Incorrect adjustment of ORP and PH can lead to excessive chlorine which may damage your pool interior and/or pool equipment. Consult your Insnrg dealer for correct set points.

WINTER MODE

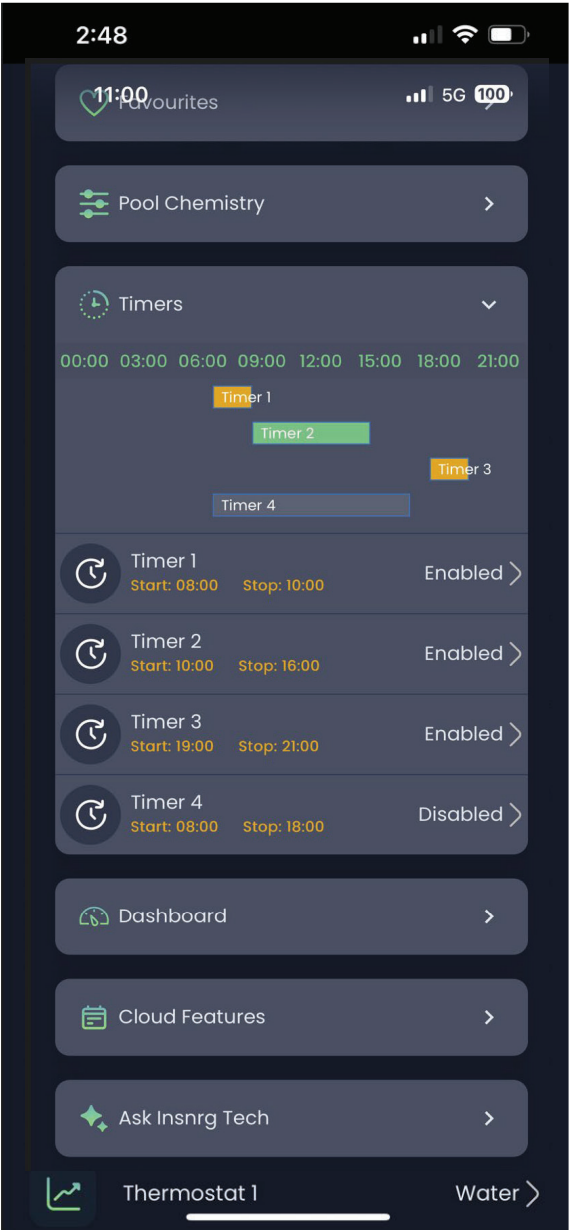
Turn Winter Mode On when closing pool for winter or if water temperature is below 18 degrees. Turn Winter Mode on when water temperature rises above 18 degrees. This will help prevent excessive chlorine production.

PH SENSE AND DOSE

All pools and spas will require adjustment of the Total Alkalinity. When adjusting total alkalinity using sodium bicarb or increasing the pH, turn pH sense and dose OFF for 24 to 48 hours. This will help prevent excessive acid dosing as the pH and Alkalinity rise.

CLOUD FEATURES

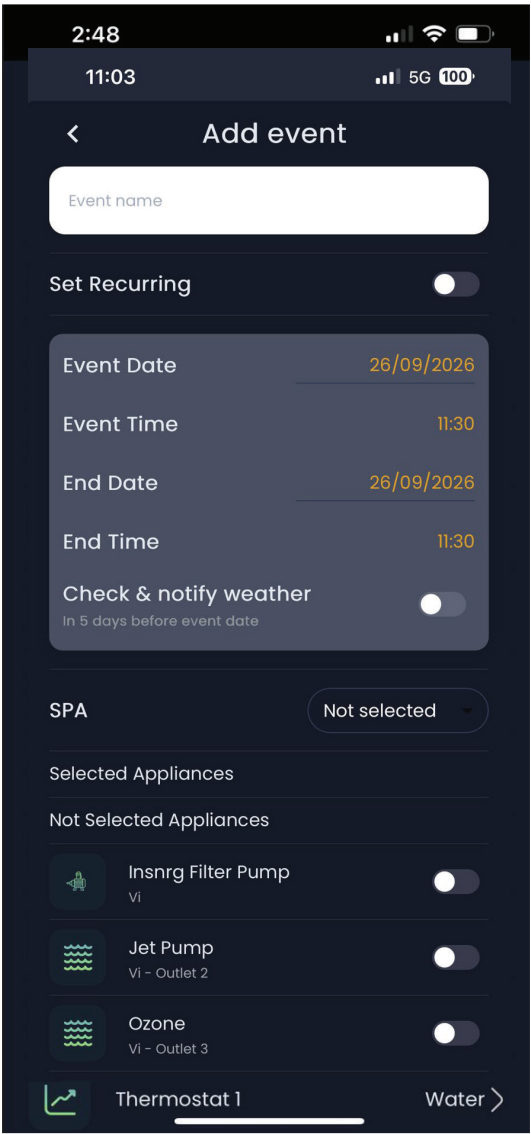
On home screen scroll up to locate Cloud Features which allows the owner to set additional timers, create events such as parties, and link appliances to ensure two or more appliances always start and stop at the same time.



Cloud Features

ADD EVENT

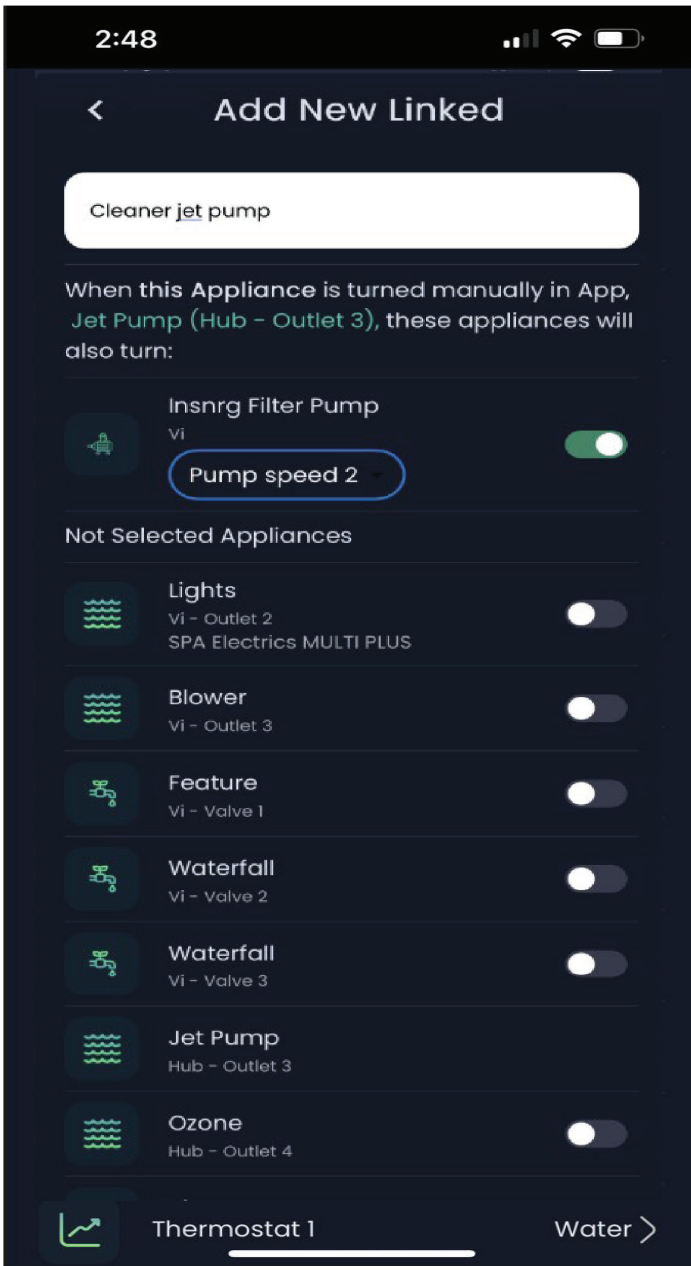
Add Event allows the owner to set appliances, temperatures and lights at a defined start time and end time. In addition, these events can be recurring. For example, you may wish to have the pool heated on a Wednesday each week for the children’s swimming lessons. At the end of each event you can reset temperatures.



Add Event

LINKED APPLIANCES

Allows appliances to be linked so that when one appliances is turned on, other appliances will also turn on at the same time. A useful example; when the cleaning pump or infloor cleaning system is turned on, the filter pump will also turn on so that suspended debris is collected and filtered from the pool.



Linked Appliances

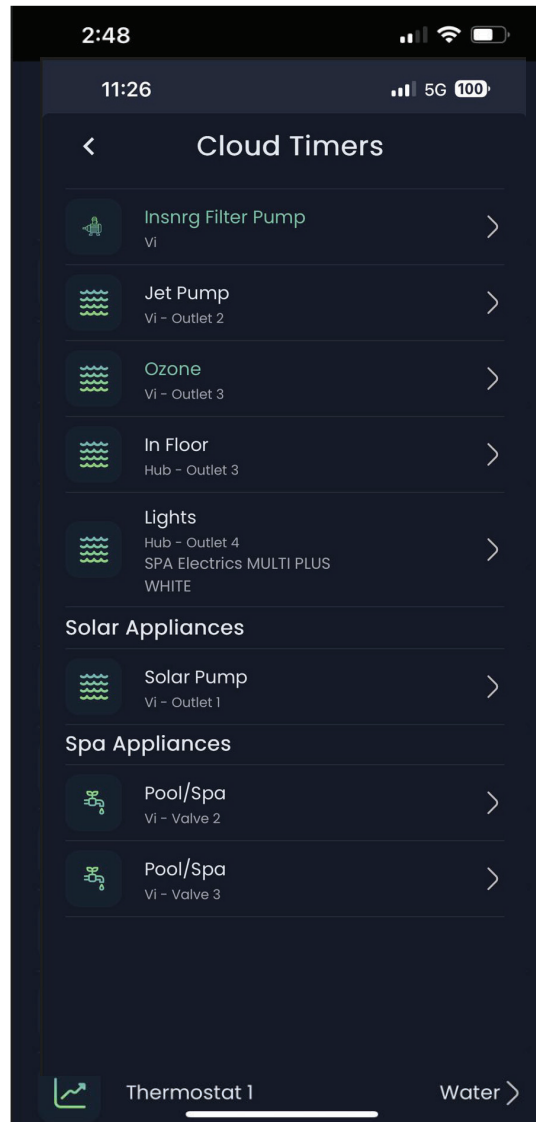
CLOUD TIMERS

Your Insnrg system has four timers usable and saved in the Vi Chlorinator and Relay Hub hardware. These timers are accessible and controllable by the inTouch App.

However, the App also has a Cloud Timer function. Cloud Timer allows you to create additional timers for each appliance. It is highly advisable to use the hardware timers (accessible from the home page of your App as once saved in the hardware, the appliances will operate during these timer periods whether the internet connection is maintained or not.

Cloud Timers will operate any time your modem is connected to the internet and wi-fi connection is maintained with the inTouch Portal.

To set Cloud Timers. Tap on Cloud Features at the bottom of the Home Screen, then tap on Cloud Timers.



Cloud Timers

EDIT HOME SCREEN

The inTouch App allows you to hide, display and expand most menus.

Tap the EDIT icon on the home page then choose to hide or expand screens. When finished, tap the DONE icon.



Edit Home Screen

DASHBOARD

The inTouch App has a dashboard function to display the performance of your equipment and life expectancy of wearing parts.

The Dashboard will display the following (if fitted and installed to the Vi or Relay Hub).

Water temperature graph, roof temperature of solar sensor and gas heater temperature sensor evolution over the current day and yesterday.

Wi-Fi Signal Strength, smart device speed and current date and time

Current state of Filter Pump (Off, Auto/Timer/On)

Current state of Heater (Off, Auto/Timer/On) Thermostat 1

Thermostat 2 Chlorinator Size

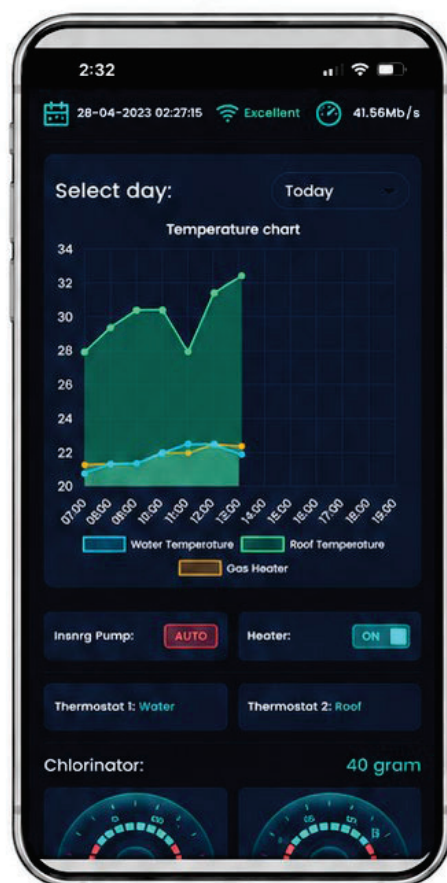
Current ORP (chlorine) level Current pH level

Chlorinator Cell hours pH sensor life

ORP sensor Life

Acid Squeeze Tube life

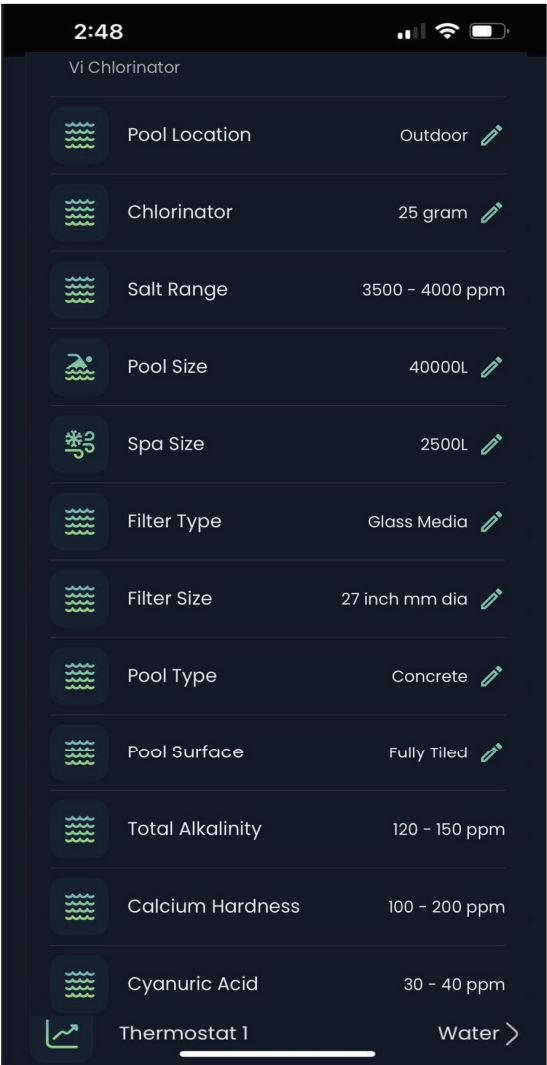
Gas Heater operating hours Editable Time Zone.



Dashboard

MY POOL INFORMATION

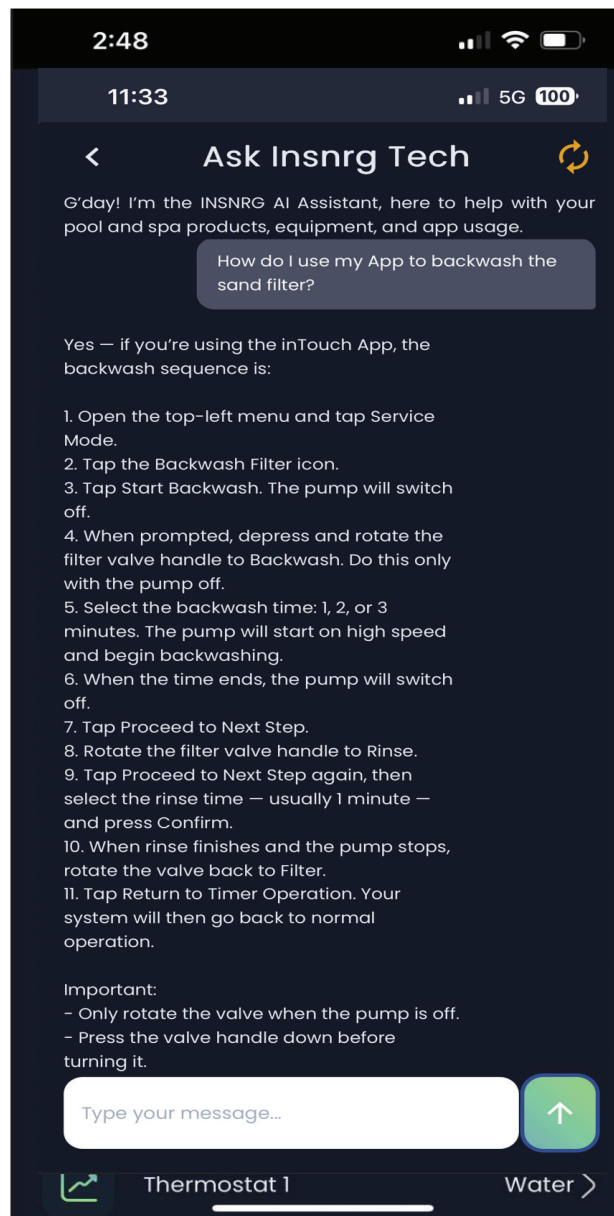
Tapping on my Pool Information allows your pool builder or pool specialist to record the details of your pool and Insnr equipment so that you can show your pool shop or service technician. Knowing the pool size, type, filter type etc, the target sale levels helps your pool shop give better advice on the treatment of your pool.



My Pool Information

ASK INSNRG TECH

Tapping on the Ask Insnrg Tech icon on the home page allows you to ask questions about the operation of your pool and Insnrg Pool Equipment. This is Insnrg's Ai Assistant to help you understand the regular maintenance both your pool and Insnrg equipment will require.



Ask Insnrg Tech

TROUBLE SHOOTING

Problem	Possible Cause	Solution
Cannot Connect Portal to Home Wi-fi	Poor Wi-Fi signal at Portal location	Move Portal closer to Wi-Fi, install Wi-Fi extender
		Ensure both orange and green light on Portal underside are both blinking rapidly
	Data cable faulty	Check all Data Cables and replace if necessary
		Reset Wi-Fi in Vi or Relay Hub and reconnect
App has lost connection to equipment	Portal has lost connection to Wi-Fi after power interruption	Turn power off to all pool equipment and then on again. Wait 2 minutes for reconnection
	Wi-fi has been rebooted	
	Internet provider or Wi-Fi has been changed	Reset Wi-Fi in Vi or Relay Hub and reconnect using new Wi-Fi name and pwd
	Pool Equipment power supply is off	Check all power points, fuse box and isolation switches
Appliance not turning on during Timer	Appliance set to OFF	Tap on Appliance and set to Timer
	Appliance not set to run in Timer Periods	Open Timers and select appliances to operate during each timer period

Warranty Period and Conditions

Insnrge Pty. Ltd. (hereinafter “the Company”) is pleased to warrant to the original retail purchaser that this product shall be free of manufacturing and material defects for the following period from the original invoice date subject to the conditions listed after:

inTouch Portal 12 months

- The product is purchased new from an authorised Insnrg dealership in Australia
- This warranty is not assignable and applies to the original retail purchaser only and the original receipt, invoice or any other proof of purchase must be retained and produced if requested by the Company.
- Nothing in this warranty shall apply to any defects caused by misuse or abuse, neglect, accident, extremes of climate, dampness, humidity, reasonable fair wear and tear and/or any causes other than defects in manufacturing and materials. Proper care and maintenance information is detailed in the Owner’s Manual for this product which you must follow.
- Where a defect is physically visible or otherwise affects the exterior surfaces of the product, you must notify the Company of such defect within fourteen (14) days from the date of your purchase.
- If the product is bought as a demonstration, refurbished, ex-rental, discontinued or otherwise previously unboxed unit, the warranty applicable shall be limited to twelve (12) months only.

Warranty Claim Procedure

To exercise your rights under this warranty, you must:

Within fourteen (14) days of you becoming aware of any defect, report the following details to the dealership from which the product was purchased:

- Your name, street address, email address and contact number;
- Model, and serial number of the product; and
- A detailed description of the defect.

On receipt of the above information, the Company will allocate to your dealership an Insnrg Authorisation Number (IAN).

Depending on the model type, how it is installed, and the defect reported, your nominated dealership will advise on how the warranty service will be performed. This could include, but not limited to, return of product to the dealership, return of product to the company, or a visit by qualified service technician to your poolside. If advised to return the product, place the defective product in secure packaging, clearly label it with the IAN number allocated and send it to the address of the authorised service agent which will be advised by your dealership.

The Company will not be liable for any transportation costs, or in the event that a poolside call is arranged with an authorised service technician, costs of technician's travel time if the defect is found not to be covered by the consumer guarantees.

In the case of returned product, the authorised service technician or dealership will contact the purchaser when the product has been repaired and is ready for collection.

The Company will repair or replace at its absolute discretion your product at no cost for parts or labour in accordance with the terms stated in this warranty provided that the reported defect is able to be located by the technical staff assigned to the product. If the technical staff is unable to

locate the defect, you may be liable to pay for the cost of the technician's travel time and labour.

Commercial Installations

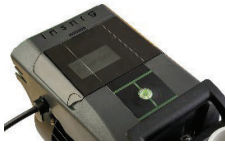
Commercial installations are defined as installations where the pool user pays for the use of the pool either directly or indirectly through hiring, renting of accommodation or membership of gym, health club or public pool and where the equipment is operating for more than 12 hours per day. In installations as above, the warranty period is limited to 1 year.

The benefits under this warranty are in addition to your rights and remedies available under the Australian Consumer Law.

Pairing Appliance Wi-Fi Data Communications

Wi-Fi Pairing Enabled Appliances

Connecting data communication between wi-fi enabled appliances.



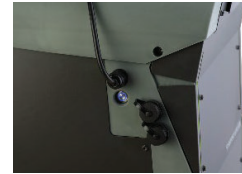
Q4 Variable Speed Pump



Vi Chlorinator



Relay Hub



Gi and G9 Gas Heaters

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.
4. 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).

1. Press the Menu button 5 times to get to the INSTALL MENU then press CONFIRM.
2. 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.

1. Press and hold each appliance pairing button for 10 seconds. The back light will turn Magenta.
2. After each pairing light turns purple the pairing settings have been deleted.
3. 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 pairing procedure.

Testing Paired Appliances

1. 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 STATUS.
2. Press CONFIRM, then use the down button to go to INDIVIDUAL, and press CONFIRM.
3. At each appliance turn the appliance On and then OFF to ensure Wi-Fi communication is operating.

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.

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