

Airzone

Device user guide

Information about features and functionality of the device.
05/2023

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Safety information

Important information

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of either symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that accompany this symbol to avoid possible injury or death.

DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

Failure to follow these instructions will result in death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

About Airzone and Wiser System

Airzone is a zoning system for HVAC (heating, ventilation, and air conditioning) used in buildings that regulate the indoor temperature to ensure comfort. The system works by circulating air at a temperature adjusted from the outside. Heating and cooling components are used to regulate temperatures, ensuring that the indoor environment is comfortable.

Airzone Plenum boxes are connected to the HVAC system, allowing heated and cooled air to move through the building and back through the unit. It allows for independent control of temperature and airflow in different areas or zones of a building. You can set different temperature preferences for various rooms based on your needs. Thus, energy is used only in the occupied zones, which saves energy and reduces costs.

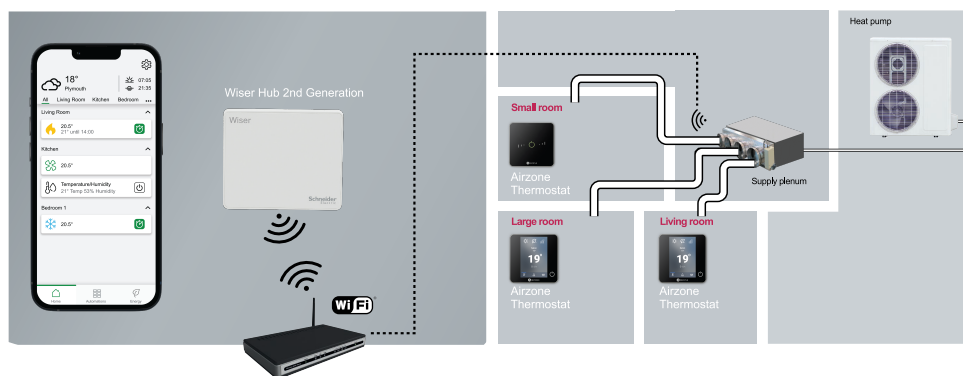
Wiser Home app helps connect the existing Airzone Plenum system to a Wiser Home system (Hub) over Wi-Fi® to control Airzone devices. Using the Wiser Home app you can control the temperature in your building based on your needs.

Features:

- Provides temperature readings, setpoints and control of various operating modes such as fan only, dry, and OFF easily accessible from the Wiser Home app.
- You can create schedules using Wiser Home app to manage the heating and cooling of many rooms with an Airzone device.
- Optimize your energy consumption by adding a window / door sensor or a motion sensor per room.
- For more information on Wiser, please refer to Wiser System.

Advantages:

- Single interface for managing the smart home system.
- Wiser enables energy management system capabilities like optimizing AC according to energy tariffs and making the best use of energy produced by photovoltaic (PV) panels.





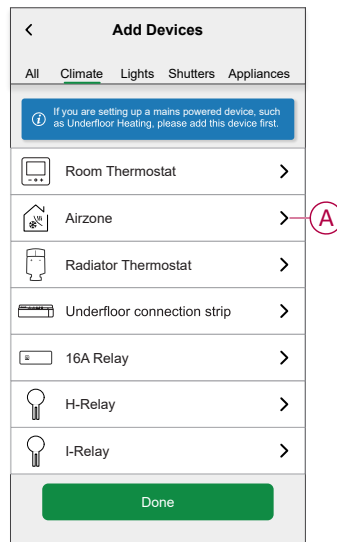
Pairing the device

Using the Wiser Home app, pair your Airzone devices with the **Wiser Hub** to access and control the Airzone devices.

Pre-requisite: To enable pairing, both Wiser Hub and Airzone devices must be upgraded to a latest system version and connected to the same network. The firmware version should not be lower than 3.44.

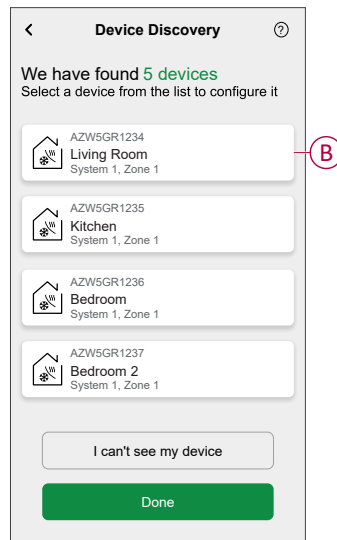
To pair the device:

1. On the **Home** page, tap .
2. Tap **Devices** >  > **Climate** > **Airzone (A)**.



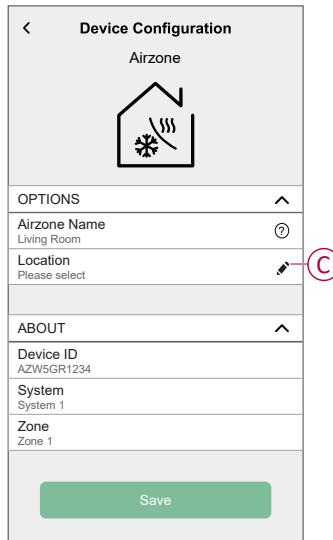
The **Device Discovery** page will search for a minute to display the available Airzone devices.

3. If there are multiple devices available, select one among them (B).



4. Tap (C), select a location of the device and tap **Submit**.

NOTE: The Airzone name is not visible in the Wiser Home app main pages. It is set by the Airzone installer. To change the name, use the Airzone app.



5. Follow the same procedure from step 3 to step 4 for all other devices.
6. Tap **Save > Done**.


The devices are now listed under **All** devices in **Home** page.

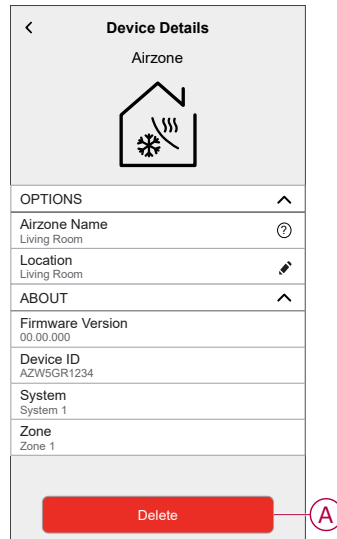
NOTE: Once all the Airzones devices are paired, refer to **Tariff** settings to access your energy cost and billing data.

Configuring the device

Removing the device from Wiser system

Using the Wiser Home app, you can remove the device from the Wiser system.

1. On the **Home** page, tap .
2. Tap **Devices > Climate** and select a device from the list.
3. Tap **Delete (A)**.
4. Read the confirmation message and tap **Ok**.




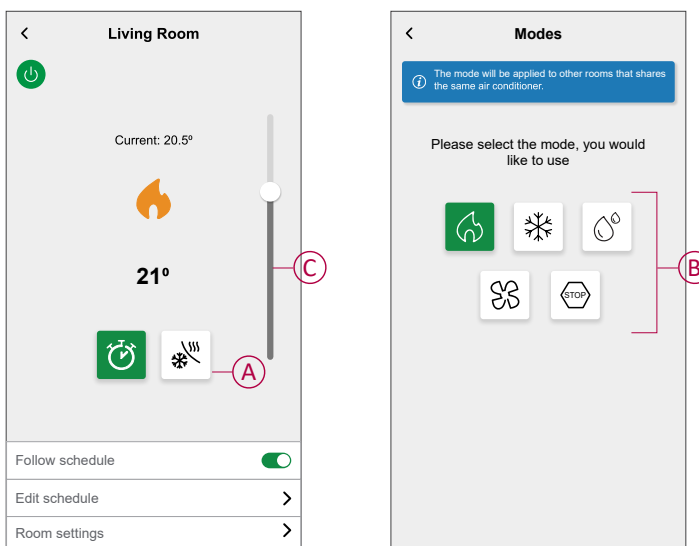
Using the device

Operating modes






Using the Wiser Home app, you can manage the operating modes for Airzone devices.


1. On the **Home** page, tap **All devices > Airzone device**.








- On the device control panel page, tap  (A).
The modes that are applicable will be shown (B).



- Select any one of the available modes (B) and drag the sliding bar up/down (C) to adjust the set-point temperature (Heating, Cooling and Dry):

- Heating 
- Cooling 
- Dry 
- Ventilation 
- Stop 

Room settings: You can  edit the room name for the device. The current operating mode indicates the mode in which the system is working.



- **Off** : Turns the system off.
- **Heating** : System operates in heating mode when the set-point temp > room temp.
- **Cooling** : System operates in cooling mode when the set-point temp < room temp.
- **Dry** : System operates in dry mode, reducing the humidity and refreshing the environment when set-point temp < room temp.
- **Ventilation** : System operates in fan mode when set-point temp < room temp.
- **Stop** : When the set-point temperature has reached, the AC unit remains switched on in low consumption mode (Stand-by mode).
- **Boost mode** : Boost Mode will apply a boost of +2 °C for one hour to every room in the system. For more information on different modes, refer to [Wiser Modes](#).

NOTE: To access live, history and energy insights, it's recommended to install PowerTag on the Airzone loads. Refer to [Checking device consumption](#).

Creating a schedule

The Airzone system can be controlled and triggered by a schedule. Once the schedule is set, your system will follow the active schedule for Heating and Cooling. You can create or modify the schedules at any time.

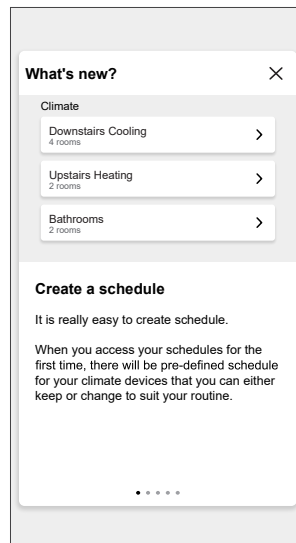
To create a schedule:

1. On the **Home** page, tap  > **Schedules** > 

Once the Airzone devices are installed and paired with the Wiser Hub, user gets notified in the **Schedule** tab.

2. Read the tutorial information and swipe to navigate to next screen.

NOTE: There is a pre-defined schedule for your Airzone devices. You can follow the same or change the schedule as per need.



New Schedule page appears on the app screen.

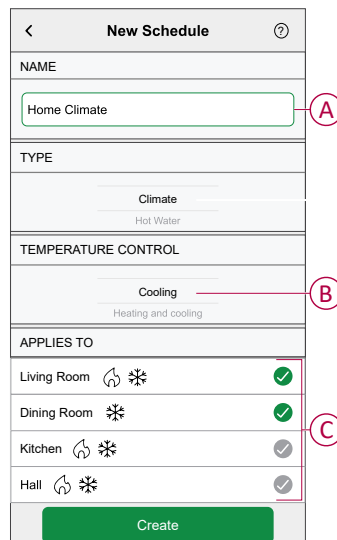
3. Enter a name of the schedule (A).


NOTE: TYPE is **Climate** by default, you cannot change it.

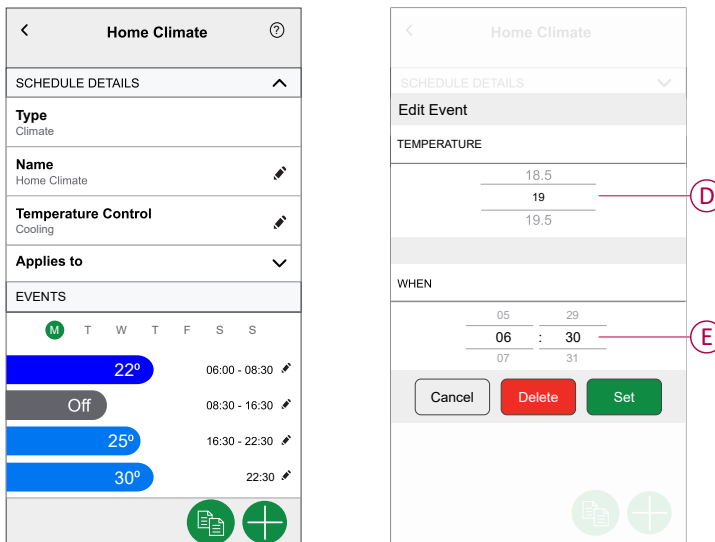
4. Select the type of temperature control (B).

NOTE: You can see only the Temperature control part that you have installed. Example, if you have installed only the heating system, you cannot view the cooling temperature control.



5. Select the list of devices (C) to which the schedule must apply.
6. Tap **Create** > **See my schedule**.



7. Tap  to add an event.
8. Select a temperature (D), time period (E) and tap **Set**.



TIP:

- You can add multiple schedules based on your requirement. Select days, tap , set temperature and time.
- You can copy the existing schedule to another schedule or to the days of your choice. Tap .
 - Tap **Schedule** and select an existing schedule and tap **Copy**.
 - Tap **Day** and select the days you want to assign and tap **Copy**.

NOTE:

- If the boost mode is turned on and in this period if there are one or more scheduled actions (Heating or Cooling), the system stops the schedule action temporarily and only performs the boost operation until the boost duration is completed.
- If you adjust a setpoint from the control screen and there are one or more schedules actions set. The scheduled setpoint is overridden and the room follows the manual setpoint until the next scheduled event.


Automation

An automation allows you to trigger an action automatically or at scheduled times. By using the Wiser Home app, you can create automations based on your needs. This example demonstrates how a device works when the condition is met.

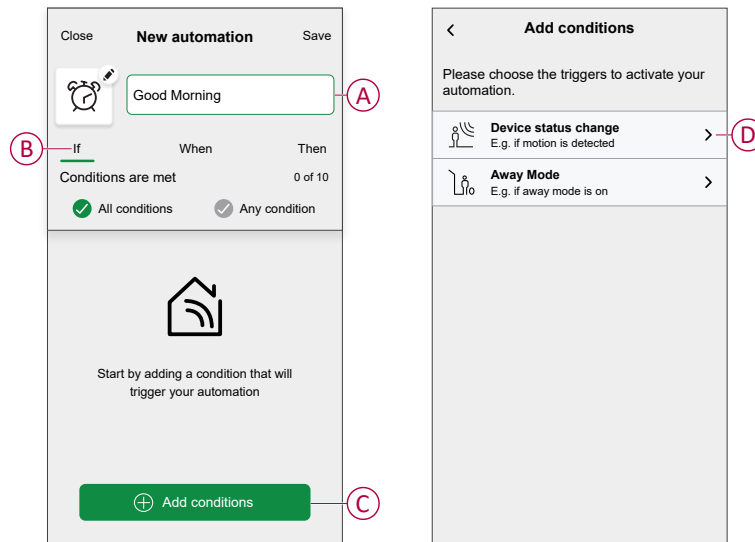
Creating an automation

The following is an example of creating an automation to start the Airzone devices in different modes during a specific instance. To create an automation:

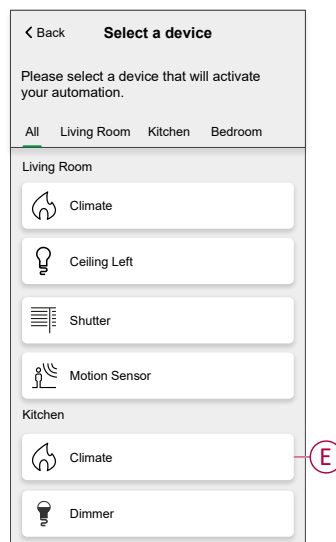
1. On the **Home** page, tap  > **Automation** > .

2. Tap  and choose an icon that best represents your automation.
3. Enter a name of the automation (A) and select any of the following conditions to meet (B).
 - **All conditions:** All conditions must be met to trigger an automation.
 - **Any condition:** Any one of the condition must be met to trigger an automation.
4. Tap **Add conditions** (C) and select any of the following (D):
 - **Device status change** (Select the device)
 - **Away Mode** (Enable or Disable)

NOTE: Maximum 10 conditions can be added.

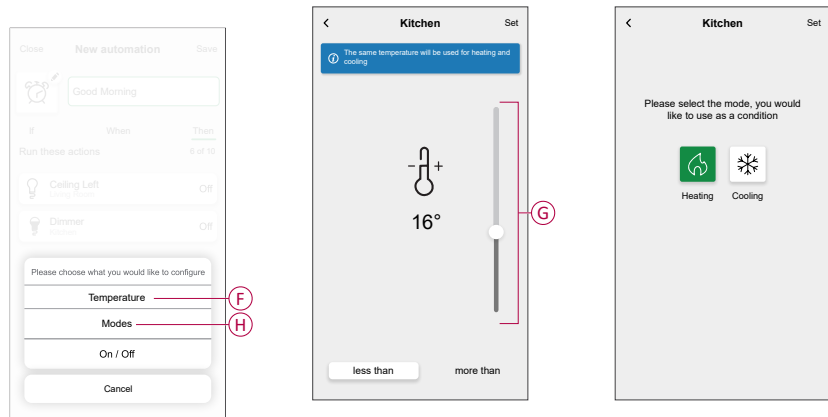



5. Select a device (E) that will set the condition.



6. Select the options you want to configure:

- a. Tap (F) and drag the sliding bar up/down (G) to adjust the temperature as per need and tap **Set**.
- b. Tap (H) and select a mode (Heating or Cooling) of your choice and tap **Set**.



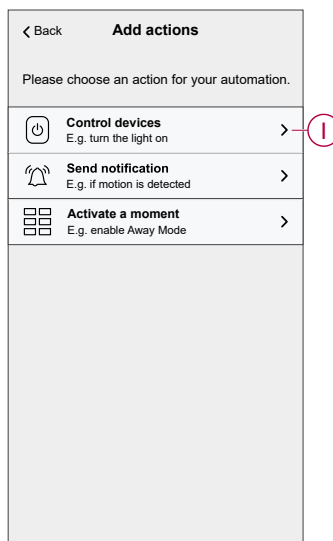
NOTE: To remove an added condition, swipe left and tap . Then add a new condition with the required parameters.

7. To add an action, tap **Then > Add an action** and select any of the following (I):

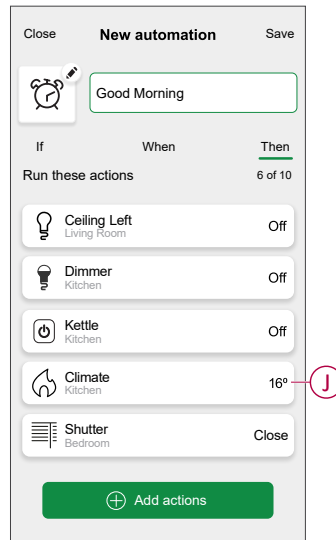
- **Control a device:** Select a device that you want to trigger.
- **Send notification:** Turn on the notification for the automation.
- **Activate a moment:** Select the moment that you want to trigger.

NOTE:

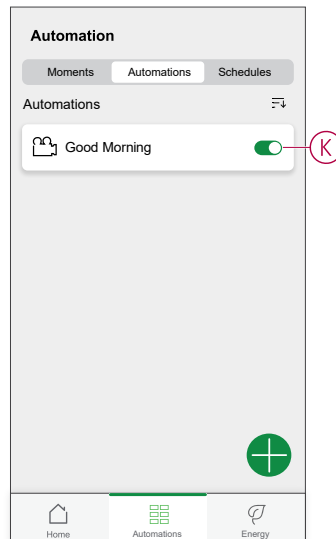
- Maximum 10 actions can be added.
- You can add one action in an automation to add another action, you must create another automation.



8. Select the devices that will set the condition.



9. Tap the device (J) to set an action and tap **Set**.10. Tap **Save**.

The saved Automation is displayed on the **Automation** page. Tap the toggle switch (K) to enable/disable the Automation.

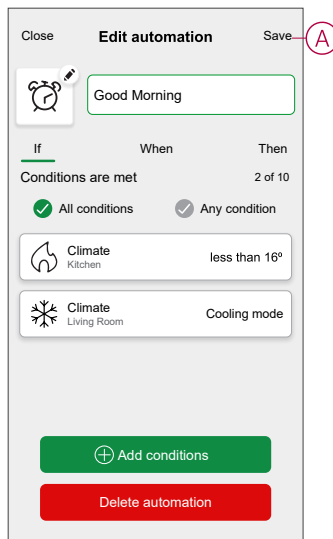


Editing an automation

To edit an automation:


1. On the **Home** page, tap  > **Automation**.
2. Tap the automation you want to edit.
3. On the **Edit automation** page, you can:
 - Change the icon.
 - Rename the automation.
 - Change the condition or action.
4. Remove the Condition or Action by swiping it to the left and tapping the .

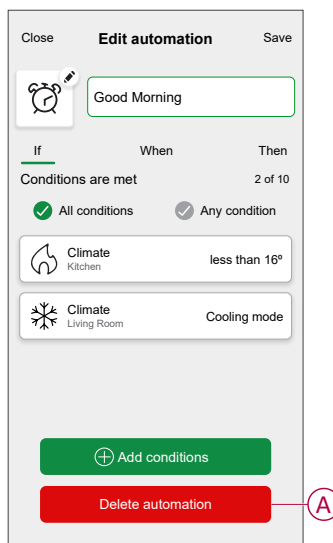
5. Add a new condition or action and then tap **Save** (A).



Deleting an automation

To delete an automation:

1. On the **Home** page, tap  > **Automation**.
2. Tap the automation that you want to delete.
3. On the **Edit automation** page, tap **Delete automation** (A) and tap **Ok**.





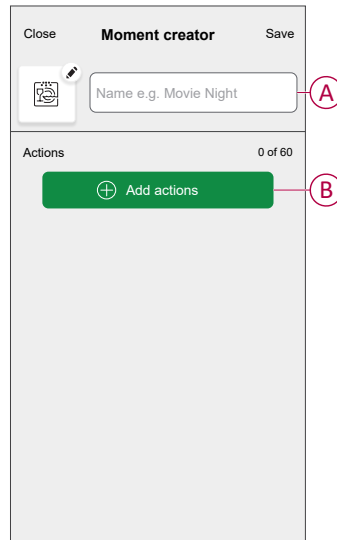
Moments

Moment allows you to group multiple actions that are usually performed together. By using the Wiser Home app, you can create moments based on your needs.

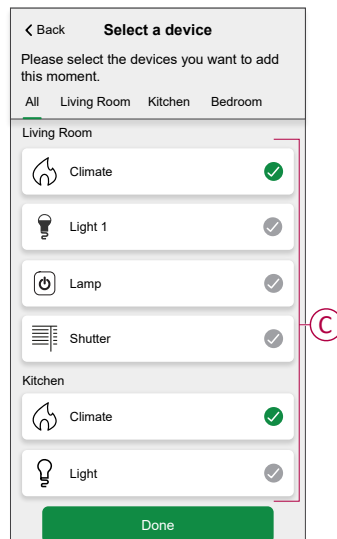
Creating a moment

To create a moment:

1. On the **Home** page, tap  > **Moments** > .
2. Enter the name of the moment (A).
3. Tap **Add actions** (B) to select the list of devices.

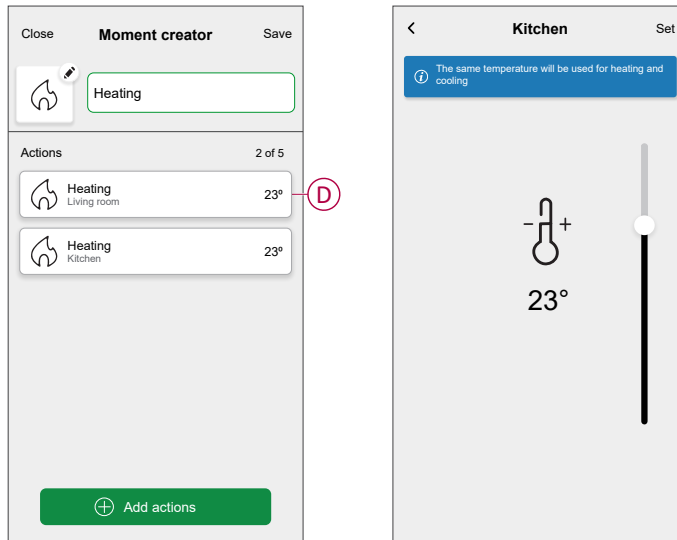


4. Select the devices (C) you want to set an action and tap **Done**.





5. On the **Moment creator** page, select any one of the following device (D) and set actions.

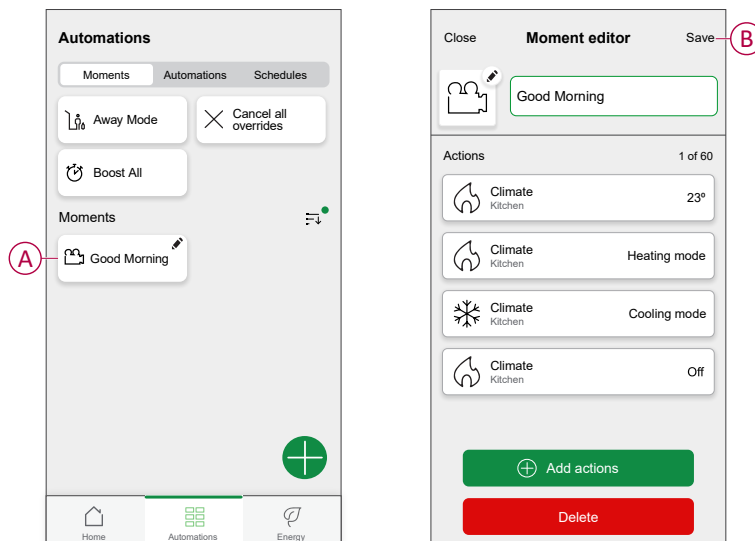
6. Drag the sliding bar up/down (G) to adjust the temperature as per need and tap **Set**.





7. Once all conditions are set, tap **Save**.
The saved moment is shown on the **Moments** tab. You can tap on the moment to enable it.

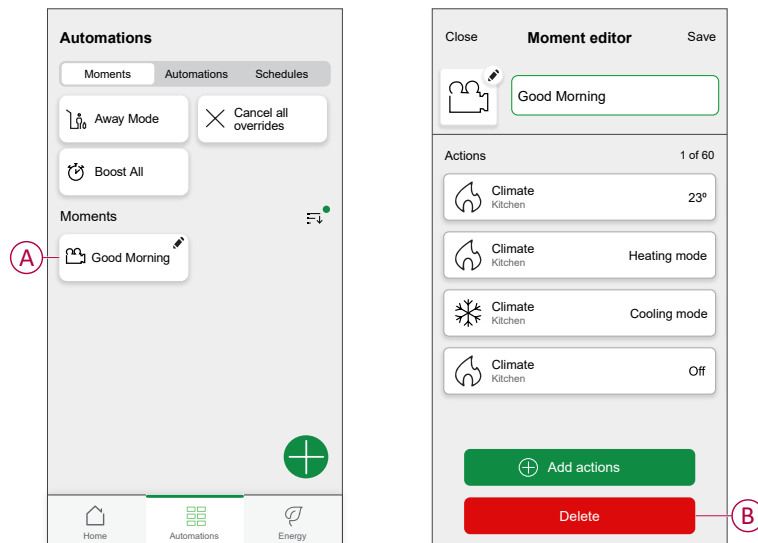
Editing a moment

1. On the Home page, tap  > **Moments** .
2. Select the moment you want to edit  (A).
3. On the **Moment Editor** page, you can tap each item to change the settings and tap **Save** (B).



Deleting a moment

1. On the Home page, tap  > **Moments** .
2. Select the moment you want to delete  (A).
3. On the **Moment Editor** page, tap **Delete** (B) and tap **Ok**.



Voice control

You can control the device using Amazon Alexa® and Google home by giving a voice command.

Amazon Alexa®

Amazon Alexa® (Alexa) is an intelligent personal assistant developed by Amazon®, and is capable of voice interaction.

Common Wiser commands for Alexa:

- “Alexa, Set (room name) temperature to X degrees” - decrease
- “Alexa, Set (room name) temperature to X degrees” - increase
- “Alexa, make (room name) hotter”
- “Alexa, make (room name) cooler”

Google Home

Google Home is a brand of smart speakers that work similarly to Amazon’s Alexa. The user can speak a profusion of commands to request information, or ask Google Assistant to perform action.”



Common Wiser commands for Google Home:

- “Ok Google, Set (room name) temperature to X degrees” - decrease
- “Ok Google, Set (room name) temperature to X degrees” - increase
- “Ok Google, make (room name) hotter”
- “Ok Google, make (room name) cooler”

Changes made with Google Home

All changes made through a voice command related to Airzone that is valid for one hour, or until the next scheduled event. The user cannot change this action. This also applies for boosts initiated from the Airzone.

Troubleshooting

Symptom	Possible cause and Solution
 displayed in the Wiser Home app	Device error: Contact your installer or customer support for more information.
 NO SIGNAL	<ul style="list-style-type: none">• Check that the device is powered ON• Check that the Wi-Fi® router is powered on.• Check that your Airzone devices and Wiser Hub are on the same network. If you are still facing issue in re-connecting the device, visit Wiser support .
Devices not discovered during pairing process	<ul style="list-style-type: none">• Make sure your Airzone devices are powered and connected to the same home network.• Launch the discovery again.• If the problem persists, Tap Help and Support in the Device Discovery page.

Compliance

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