

Sunray Wi-Fi FAQ

1. Router Connections: There are two connection into the router, an Ethernet and USB

The Ethernet is for the internet connection between the Router and the Gateway.

The USB connection on the gateway is the power supply point for the gateway. There is a micro USB power supply included with the gateway (Similar to a phone charger).

2. How does a contractor test the system prior to passing over to an occupant?

It would be good practice for the contractor to configure the system with the owner of the property and use "PASSWORD" as the password for the system. The owners of the property can reset the password at a later stage. The password is reset on line at the following web address. (www.control2.termoweb.net)

3. How can you change the Log In details?

Contact ATC support to have an account changed over to a new email address. This can be done remotely by ATC Staff once we have established proof of the change of ownership.

Rental Properties: If the installation location is a rental property then the Email address and password should be set for the property, e.g. House21aGeorgesSt@GMail.com with a password for the heating that can only be changed by the landlord. This information can then be given to the tenant and changed on their departure. For guidance on the above, you contact ATC technical support.

4. What is the minimum download speed required to run the Sunray Wi-Fi?

The internet speed will not affect operational performance. It is important to have a stable connection that is always turned on. Once the connection with the internet is stable, the system will operate reliably.

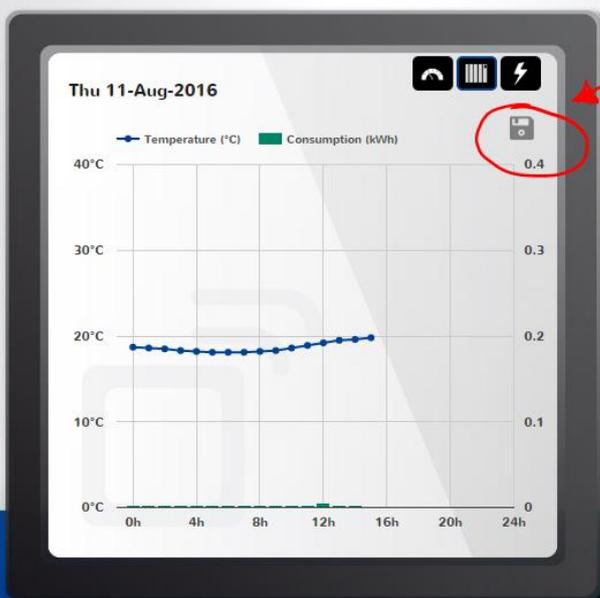
5. Will the heaters work if the Internet is not working?

The heaters will still carry out their set program. The heaters can always be controlled manually by the built in controls

6. How Much Data does the Sunray Heater system use?

Each heater would use approximately 40MB of data per month. This data includes program times, details of when the heaters were on, what temperatures were achieved and the energy used. The information is available through the desktop app (www.control2.termoweb.net)

7. Can the power monitor show usage in £ or €?



The power monitor does not show "cost". The output of the power monitor is in electrical units (watts) and the temperature of the room is monitored by the radiator. The accumulated power and temperature data can be downloaded into an Excel spreadsheet from the internet version of the controls using the disk icon shown to the left and highlighted by a red circle and arrow. With this information the customer could add in their energy costs to the spreadsheet and see how much the heater costs to run.

8. What is the ideal location and mounting of the gateway?

The gateway should always be mounted close to the router. The connection cable supplied is less than 500mm to ensure that the gateway is close to the router.

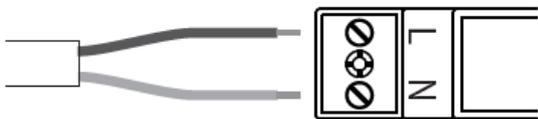
The heaters create their own “mesh network” to relay information between the gateway and other heaters in the network. The Gateway should be within 10m of the first radiator in the mesh network and the maximum distance between the heaters should not exceed 20 to 25 meters maximum, without obstructions. This distance will reduce if there are walls and floors between the heaters.

9. Energy Meter Installation Instruction.

The installation must be carried out by a qualified electrician.

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Connect the power supply cable to the terminals **L** and **N** of the Power Meter. Remember to disconnect the power supply from the circuit breaker where the Power Meter will be connected.



Place the Power Meter in the DIN rail on your control panel where there is available space. (1)

Connect the other two ends of the cable to the output of a circuit breaker switch, preferably a lighting type, minimum 5A/230V. (2) The said circuit breaker must be arranged so that it is easy to access and it must be marked so that it can be recognised as the equipment disconnection device.

Connect the jack connector of the Power Meter measurement clamp to the connector on the top of the Power Meter. (3)

Open the clamp as indicated below and place it around the main power supply cable from the main safety switch on the control panel. (4)

Installation instructions

