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airCloud Home

21st May 2020

Cooling & Heating

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airCloud Home

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Introduction

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HITACHI

Introduction

airCloud Home is a cloud-based solution for remotely controlling your Hitachi Air Conditioning system via a smart phone/device.

- Control and monitor your air conditioner from anywhere, anytime via a smart phone/device
- Offering a simple easy to use app – available free on the App Store and Google Play
- Quick & easy connectivity

Pairing the **airCloud Home** adaptor with the already feature rich systems, makes it an ideal solution for residential applications.



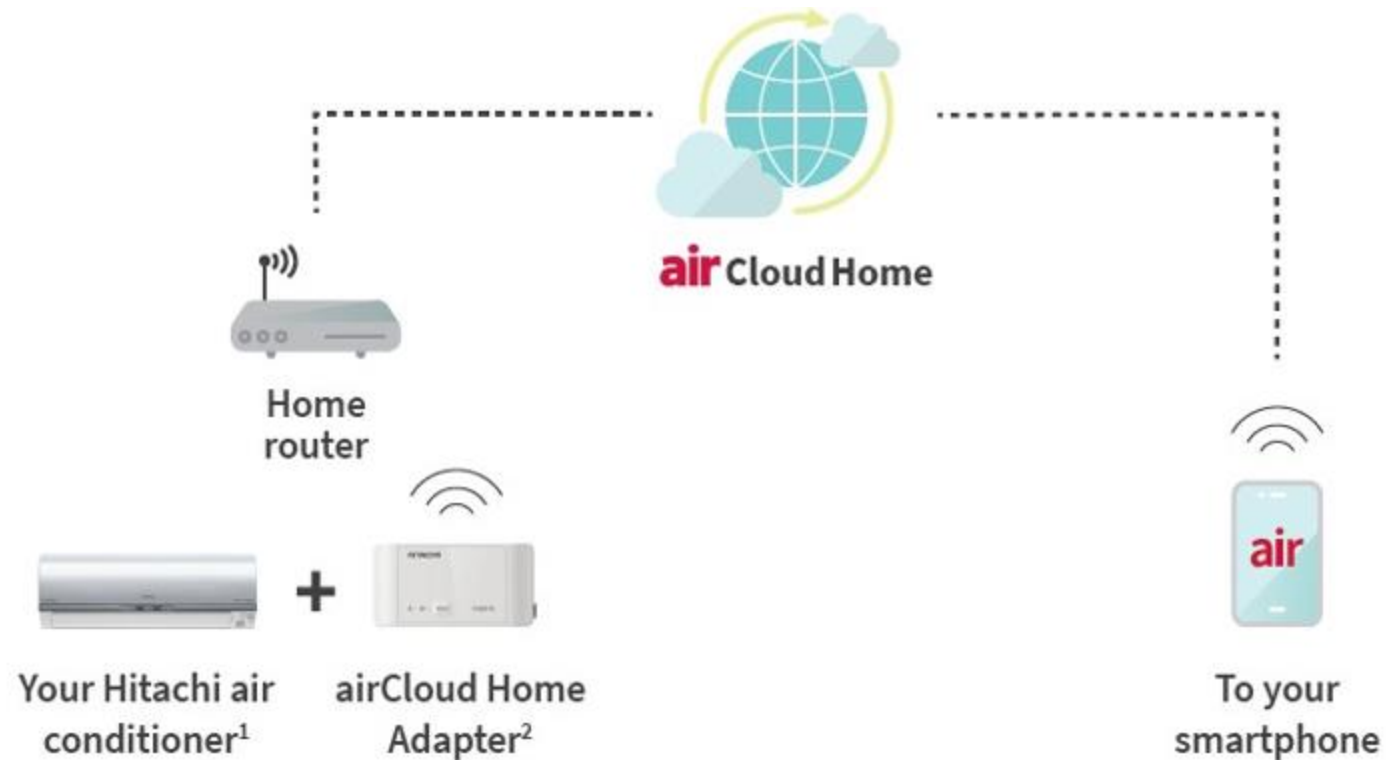
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System Configuration

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Configuration

The airCloud Home Adapter [SPX-WFG02] is used to connect your air conditioning system to the Cloud via your Wi-Fi home router



airCloud Adaptor

- airCloud Home adapter has been designed to be small and discreet [D40* L80* H16.5mm]
- The adapter simply clips on to the underbody of the indoor unit . This connects to the cloud, via your home network.
- The process is quick, once installed, you can quickly pair with the app via the QR code
- No additional power source is required



airCloud Home

Specifications & Components

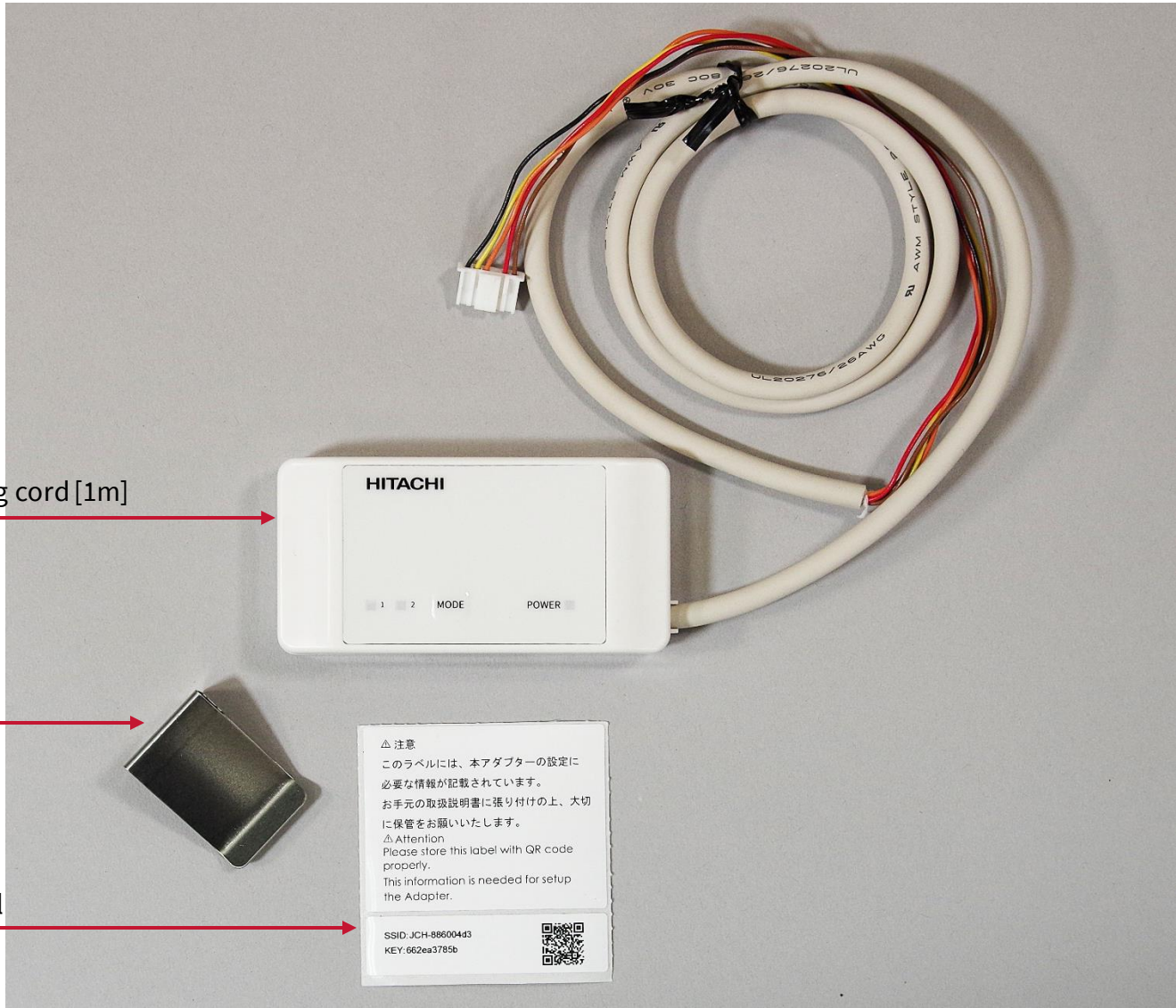
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Specifications

Model Name	airCloud Home Adapter
Product Dimensions [L x W x H] mm	80 x 40 x 16.5
Product Weight [g]	80
Maximum number of unit	1:1 [1 to 1 IDU]
Wi-Fi Adapter	Maximum 10 Wi-Fi adapters can be used with 1 router
Max User	1 Owner can add maximum of 10 users
Max RAC Units	Maximum of 20 units can be registered to 1 App
Compatibility [Unit Type]	Refer compatibility chart
Power	12V 150mA DC
Wireless LAN Standard	IEEE 802.11 b/g/n
Security	WEP / WPA / WPA2 / Open
Configuration	AP & WPS
Antenna	Integrated Antenna
Index Protection Rating	IP 30
Operating Temperature	+5°C to 35°C
Pollution Category	Class 2
Operating Humidity	30%-80%
Frequency used & Max. power used	2.400 GHz – 2.485 GHz/erp < 100mW



Components in the Box



Adapter + connecting cord [1m]

Fixing clip

SSID Key Label

△ 注意
このラベルには、本アダプターの設定に必要な情報が記載されています。お手元の取扱説明書に張り付けの上、大切に保管をお願いします。
△ Attention
Please store this label with QR code properly. This information is needed for setup the Adapter.

SSID: JCH-88600433
KEY: 662ea3785b



Installation Guide

airCloud Home Adapter SPX-WFG02
Installation Guide

General Information

Please read the guide and safety precautions before installing Adapter/ (installation to be performed by a professional).
Please do all of the instructions below carefully and keep the guide for the entire life of Adapter. Any installation or use not covered by Johnson Controls Hitachi Air Conditioning will be deemed non-compliant. This would invalidate the warranty and the insurance. Johnson Controls Hitachi Air Conditioning of all liability, so does any failure to comply with the instructions given herein.

General Safety Advice

- Do not try to open the housing of Adapter.
- Avoid dropping or impacts.
- Never remove Adapter in liquid.
- Do not use abrasive products or chemicals to clean the housing. Its surface can be damaged using a soft dry cloth.
- Do not use Adapter outdoors. Do not route the connection cable outdoors.
- Any use or installation of the equipment not covered by Johnson Controls Hitachi Air Conditioning could endanger users.

Warnings Indicates a hazardous situation that, if not avoided, could result in death or serious injury.

CAUTION Indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.

NOTICE Indicates information considered important, but not hazards related (for example, messages relating to property damage).

For Installers

- Warnings**
 - Make sure there is no dust on connection points such as the power terminals and/or on the cable, track of the or electric shield.
 - Only use the cables supplied. It must not be altered. Risk of cable heating, melting or fire.
 - Do not install Adapter near devices that could be affected by radio waves.
 - Do not allow children to touch Adapter. Risk of injury.
- CAUTION**
 - Do not install Adapter in a location where devices using radio frequencies (e.g. transmitters, heaters and precision scales) to the applicable work standards.
 - Do not install Adapter in a location where there may be people with heart pacemakers.
- NOTICE**
 - Avoid installing Adapter in an environment with high humidity (e.g. bathroom).

Technical Specifications

- ABS plastic housing.
- Configuration: AP and AP2.
- Operating temperature: 0°C to 30°C.
- Operating humidity: between 20% and 80%.
- Make provision using IP30.
- Modular category: Class 2.
- Dimensions: 74 x 41 x 30 x 40 x 16.8 mm.
- Reference: IEC standard EN55022:1998.
- Capacity: 100W/100VA/200VA.
- Frequency used and maximum power used: 2.4GHz 0dBm - 2.4dBm (20mW) - 100 mW.
- Power supply: 100-100VA/DC.
- Integrated antenna.

For Users

- Warnings**
 - Do not operate the air conditioner with ambient humidity above 90%. Higher humidity than covered on the rating label will shorten the life and damage equipment placed under the indoor unit. The damage may be worse if the problem is not resolved during normal operations. Note App.
- CAUTION**
 - Make sure that the Air Conditioning unit is active during normal communication operations.
 - To prevent damage, check the following points in case of problems:
 - Appropriate operation may lead to fire or electric shock: repair Adapter installed in a weathered location.
 - In the event of a contact failure between the indoor and outdoor unit, Adapter may become hot, resulting in a fire.

Recycling

Do not dispose of Adapter with household waste. Please take it to a collection point or an approved service to ensure it is recycled.


Declaration of Conformity

Hitachi, Johnson Controls Hitachi Air Conditioning declares that the cable equipment type 2 is in compliance with Directive 2014/53/EU. The full text of the CE mark. List of conformity is available at the following internet address: [http://www.hitachi-johnsoncontrols.com/air-conditioning/uk](#)


Box Contents

No.	Name	Qty.	No.	Name	Qty.
1	Adapter with connecting cord (1m)	1	3	SSID-KEY Label	1
2	Fixing clip	1	4	Installation Guide (This manual)	1

Please (SSID-KEY label to the upper or the right side as shown in the right figure, and please write down the installation location (the living room, bed room, etc.) on the label.



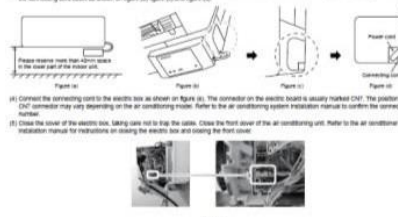
Product Component Name



Installation Procedure

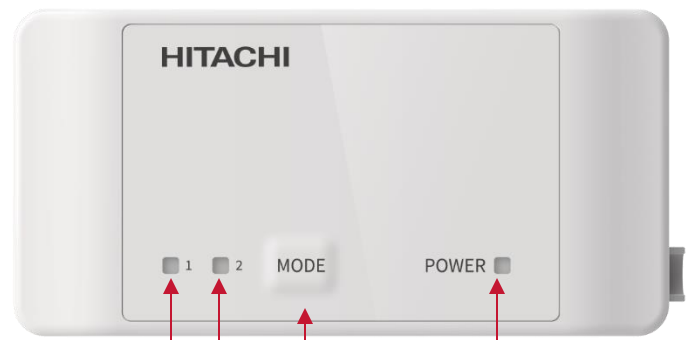
Warnings Please employ the air conditioner before installing the Adapter.

- Please reserve more than 40mm space in the upper part of the indoor unit as shown in figure (1).
- Remove the front cover of the air conditioning unit and the cover of the electric box. Refer to the air conditioner installation manual for instructions on removing the front cover and to open the electric box.
- The connecting cord supplied with Adapter must be connected to the electronic board inside the electric box. Please put the connecting cord from the connecting cord case as shown in figure (2) and figure (3).
- Connect the connecting cord to the electric box as shown in figure (4). The connector on the electric board is usually marked CNF. The position of CNF connector may vary depending on the air conditioning model. Refer to the air conditioning system installation manual to confirm the connector location.
- Close the cover of the electric box. Making sure not to trip the cable. Close the front cover of the air conditioning unit. Refer to the air conditioner installation manual for instructions on closing the electric box and closing the front cover.



Component Identification

Front View



Link Lamp 1

Link Lamp 2

Power Lamp

Function Button

Rear View



Fixing Clip Slot

Model Label
[Model, Manufacturing no., SSID, KEY]

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Installation - Adapter

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Installation Method

Cable Connection for Adapter

1. Allow 40mm or more clearance underneath the indoor unit as shown on figure (a).
2. Remove front cover of the indoor unit + the electrical box cover.
3. The connecting cord supplied with the adapter needs to be connected to the electronic board inside the electrical box. Feed the connecting cord through the outlet as shown on figure (b), (c) and (d).

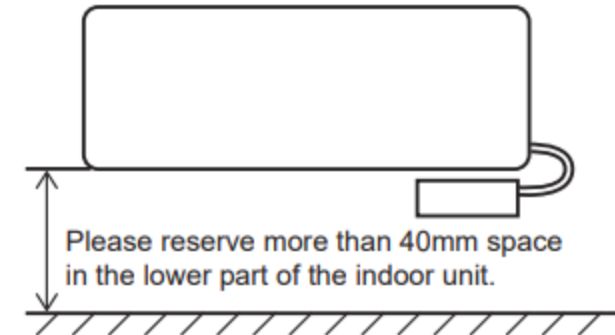


Figure (a)

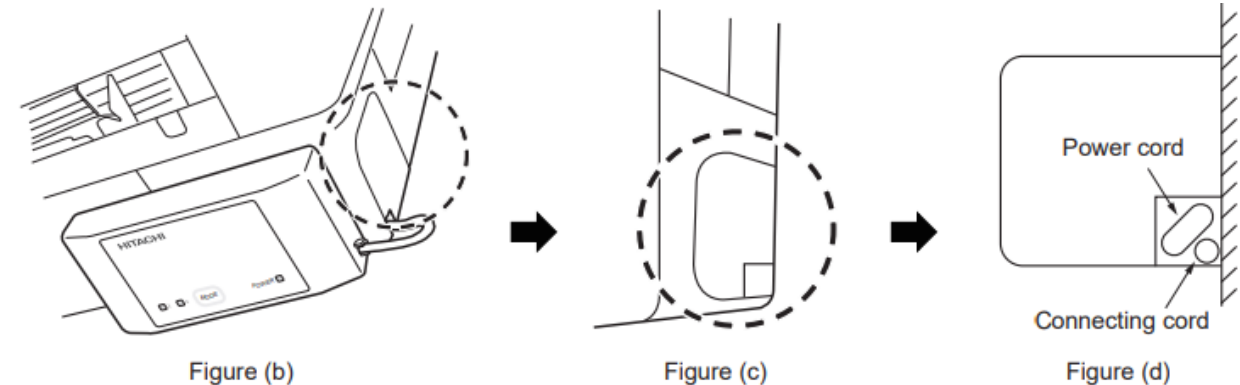


Figure (b)

Figure (c)

Figure (d)

Installation Method

Cable Connection for Adapter

4. Connect the connecting cord to the electrical box. The connector on the electric board is marked as CN7 as shown on figure (e).

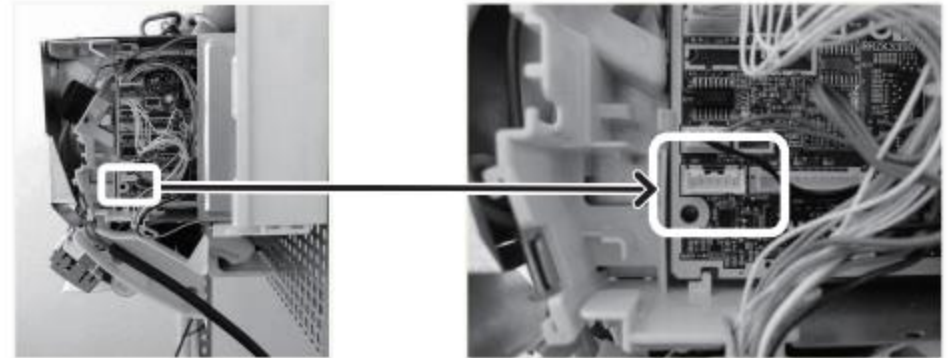


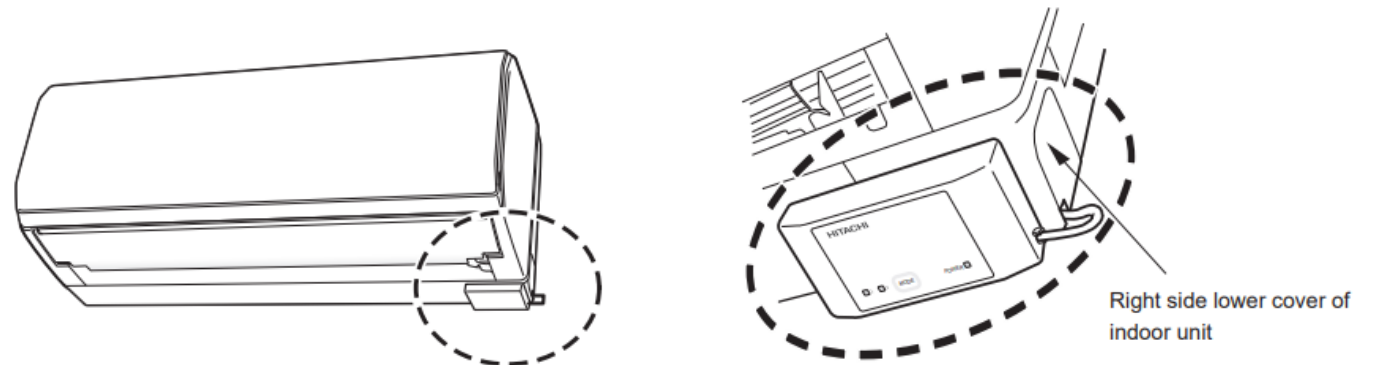
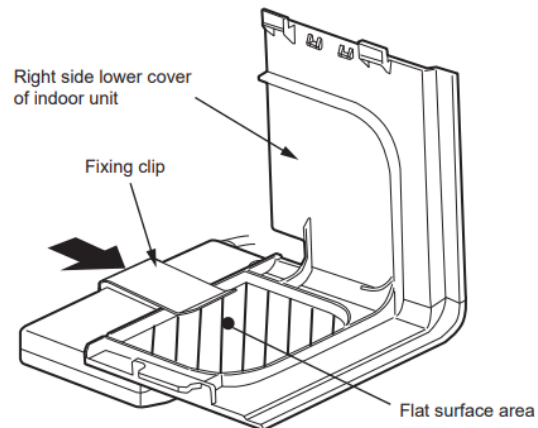
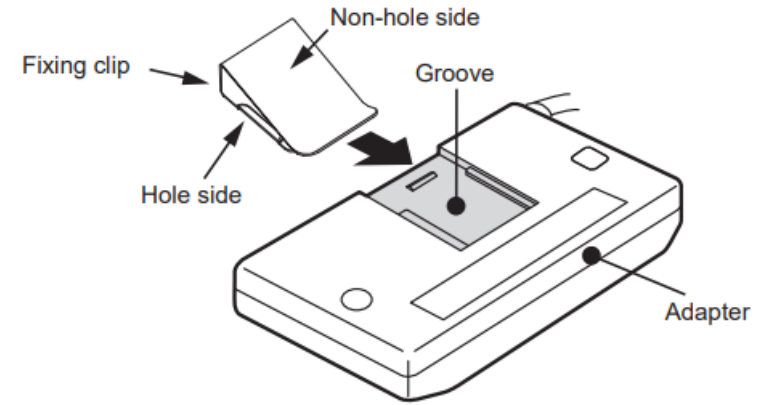
Figure (e)

5. Once connected, close the cover of the electric box and the front cover of the air conditioning unit.

Installation Method

Adapter Mounting

1. Insert the fixing clip provided into the groove of the **airCloud** Home adapter.
2. Insert fixing clip and clamp to the right side lower cover of indoor unit




airCloud Home

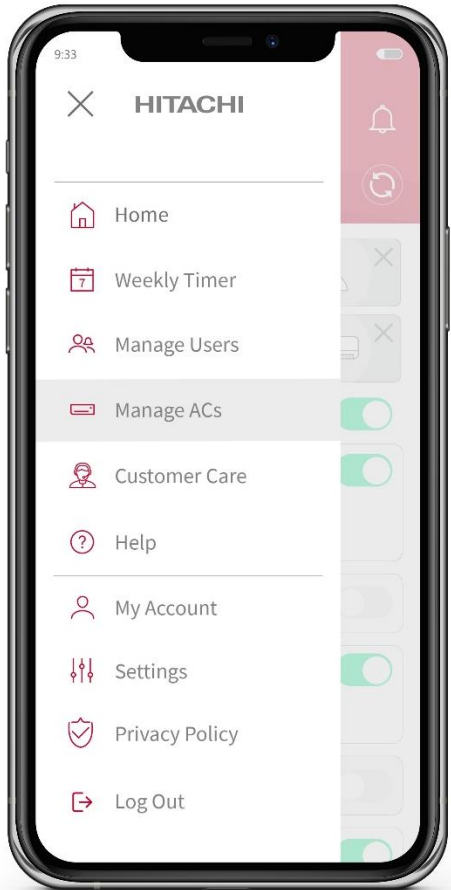
Compatibility

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Compatibility – ANZ – Product Range

Series	Model	
RAS-S Series High Walls	RAS-S25YHA/B RAS-S35YHA/B RAS-S50YHA/B RAS-S60YHA/B RAS-S70YHA/B RAS-S80YHA/B	
RAS-E Series High Walls	RAS-E25YHA RAS-E35YHA RAS-E50YHA RAS-E60YHA RAS-E70YHA RAS-E80YHA	
RAS-E Cooling ONLY High Walls [NEW]	TBA	TBA
RAD-E Mid Static Ducted Systems	RAD-E50YHA RAD-E60YHA RAD-E70YHA	
RAI-E Compact Cassette Systems	RAI-E50YHA RAI-E60YHA	

Compatibility – Devices



Version 10.0 or above



Version 8.0 or above

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Features

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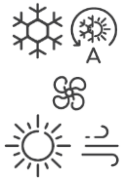
airCloud Home Features

Connection

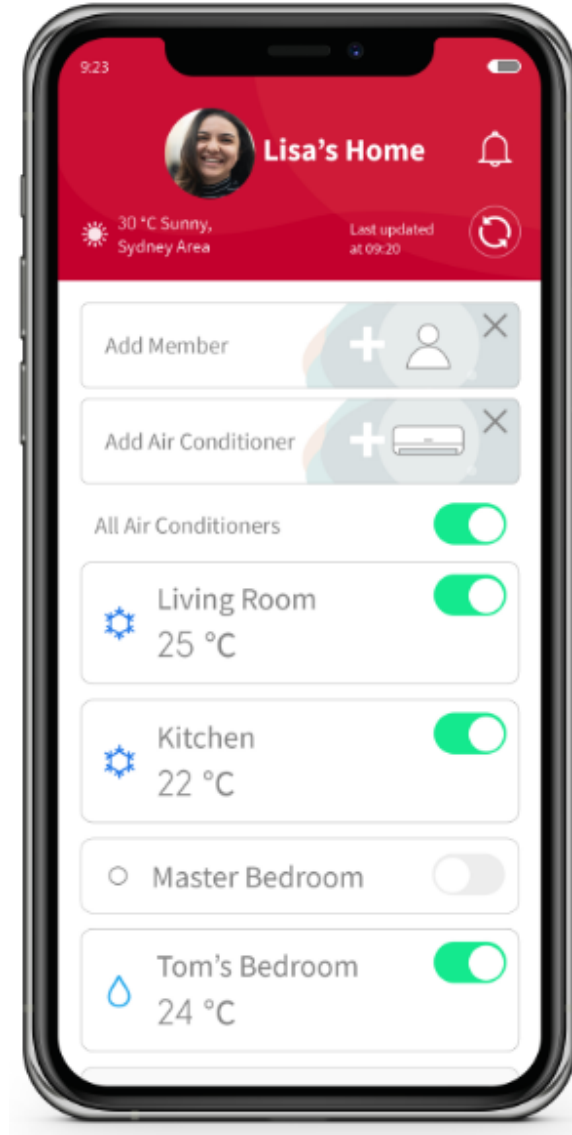


airCloud Home allows connection for up to 20 units to a single app. With the purchase of additional airCloud Home adapters, multiple units can now be seamlessly monitored and controlled.

Operation Mode Selection



When the unit is switched ON, the user can select from the following operating modes: Cool, Heat, Dry, Fan & Auto



Weekly Scheduling

System can be preset to turn ON or OFF along with setting temperature for each day of the week

- Up to 6 ON/OFF times and temperature setting programs can be set for each day



Account Management

airCloud Home allows for permissions to be set for different users using a single screen.

Ideal for when children have access to controlling the ACs

airCloud Home Features

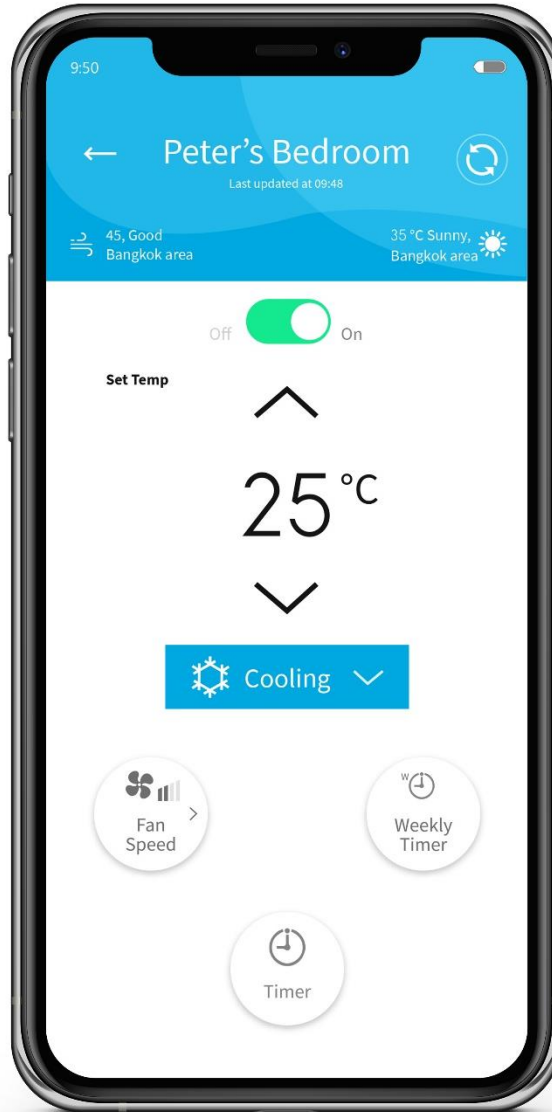
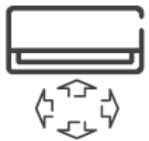
Temperature Adjustment

The actual room temperature and the current set temperature are displayed on the app, the user can then adjust the set temperature.



Adjust Airflow Direction & Fan Speed

Adjust both vertical and horizontal vane louvres to provide directional control of the airflow from the indoor unit along with also being able to change the fan speed of the indoor unit.



Switch ALL AC units OFF

A quick shortcut enables the user to turn OFF all air-conditioners registered to the airCloud Home account at the same time.



Manage Members

Add new members to the group with ease. airCloud Home can send a link via email or mobile to add new users to a group.



airCloud Home Features



Command with your voice

airCloud Home is fully compatible with Amazon Alexa and Google Assistant, enabling the user to change the temperature hands-free.



Easy Set up

Set up process is quick, once the adapter has been installed, the user can quickly pair with the app via QR code.



Quick Installation

airCloud adapter is small and discreet, it can be clipped on the bottom of the indoor unit.

airCloud Home Features List

Feature Name	Available
Run /Stop	✓
Operation Mode	✓
Adjust Temperature	✓
Stop All Unit	✓
Adjust Air flow direction	✓
Weekly Timer	✓
On / Off Timer	✓
Adjust Fan Speed	✓
Customer Support	✓
User Registration	✓
OTA Firmware update	✓
Refresh	✓
Smart Speaker	✓
Help Page – end user guide	✓
Operating Status	✓
User group	✓
User ownership	✓
Download Guidance Document	✓
Enable & Disable Menu function according to IDU Model.	✓
User access	✓
Naming IDU name	✓

airCloud Home

APP account Creation & onboarding procedures

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Overall Process



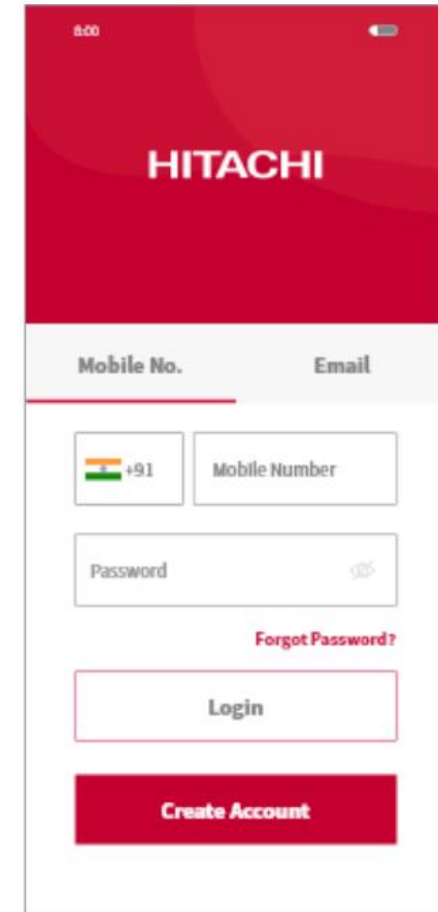
1. airCloud Home Installation

- Download the “airCloud Home” application from Google Play or the Apple Store depending on the smartphone device being used.



2. Registration of App

- The first registered user can manage all the users and set access rights as a group owner. A group owner can also invite others to register.
- Following details will be required to complete the registration process:
 - Valid mobile number or email address
 - Unique set of alphanumeric characters as a password [must contain 1 capital letter, 1 number and must be 8 characters long]
- Once registration is complete, the user can login using:
 - The registered mobile number or
 - Registered email ID
- If mobile number or email ID / Password does not match after 10 attempts in a day, the user account will **SOFT** lock for 2 minutes



The screenshot shows the HITACHI app interface. At the top, the word "HITACHI" is displayed in white on a red background. Below this, there are two tabs: "Mobile No." and "Email". The "Mobile No." tab is selected. Under the "Mobile No." tab, there is a field for the mobile number with a dropdown menu showing the Indian flag and "+91". To the right of this field is a "Mobile Number" label. Below the mobile number field is a "Password" field with a strength indicator icon. To the right of the password field is a "Forgot Password?" link. Below the password field is a "Login" button. At the bottom of the screen is a red "Create Account" button.

User Registration Process

1. Click “Create Account”
2. Enter your name and click “Continue”
3. Enter your phone number and password, read the “terms and conditions” and check on the box, click “continue”.

1

The screenshot shows the Hitachi mobile app home screen. At the top, the HITACHI logo is displayed in white on a red background. Below the logo, there are two tabs: 'Mobile No.' and 'Email'. Under the 'Mobile No.' tab, there is a form with a dropdown menu for the country code (set to +91), a text input field for the mobile number, a password input field, a 'Forgot Password?' link, a 'Login' button, and a red 'Create Account' button. A red circle highlights the 'Create Account' button.

2

The screenshot shows the 'Create Account' screen, Step 1 of 4. The title is 'Create Account' and the progress indicator shows 'Step 1 of 4'. Below the title, there is a red asterisk indicating a mandatory field. The form is titled 'Enter Your Name' and has two text input fields: 'Enter Last Name' and 'Enter First Name'. A red 'Continue' button is at the bottom. A red circle highlights the 'Continue' button.

3

The screenshot shows the 'Create Account' screen, Step 2 of 4. The title is 'Create Account' and the progress indicator shows 'Step 2 of 4'. Below the title, there is a red asterisk indicating a mandatory field. The form is titled 'Mobile No.' and 'Email'. There are two text input fields: 'Mobile Number' (with a dropdown menu for the country code set to +91) and 'Email'. Below these, there is a password input field with a strength indicator showing 'Password Strength- MEDIUM'. A 'Confirm Password' field is also present. At the bottom, there is a checkbox for 'I accept the Terms and Conditions.' and a red 'Continue' button. A red circle highlights the 'Continue' button.

User Registration Process

4. Verification code will be provided, enter the code received and click “continue”.
5. Click “Auto-Detect My Location” or Enter address details manually, and click “Finish”
6. Account has been created successfully.

4

Create Account

Step 3 of 4 * Mandatory Field

Enter Verification Code

Please enter the 6-digit verification code we've sent to your mobile number.

SMS: +91 *****23

Resend Code

000-000 *

Continue

5

Create Account

Step 4 of 4 * Mandatory Field

Enter Address Details

Auto-Detect My Location

Or

Zip-Code *

State *

City *

Street, Area *

Address Line 1

Finish

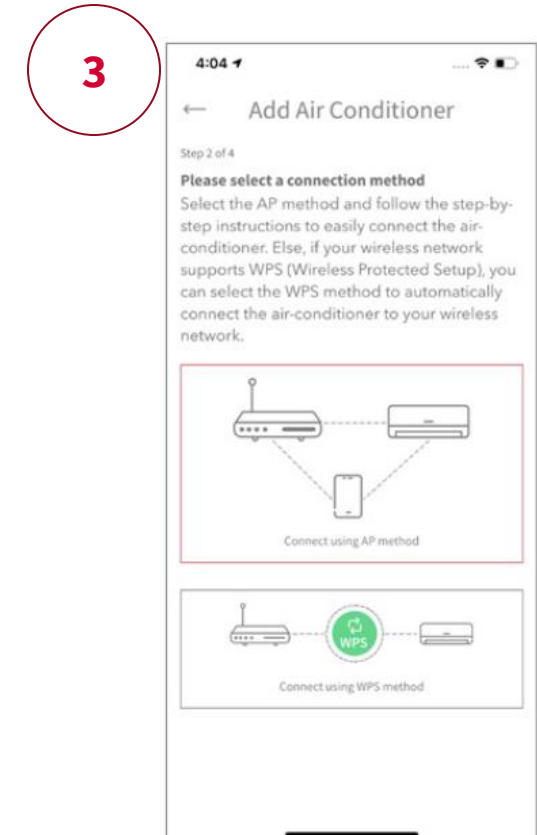
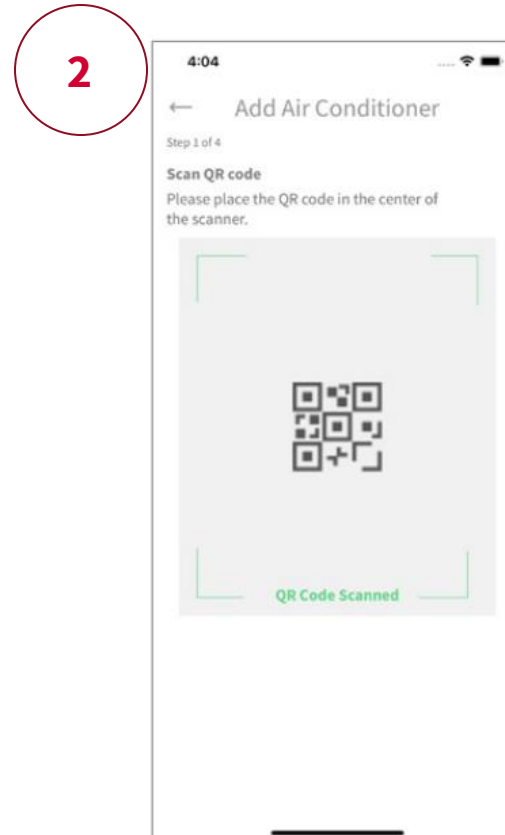
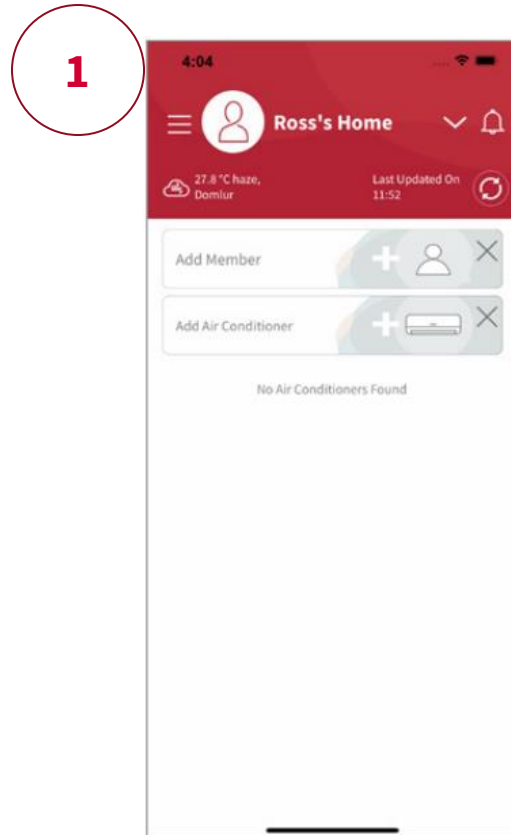
6

Your account has been created successfully

Account Created

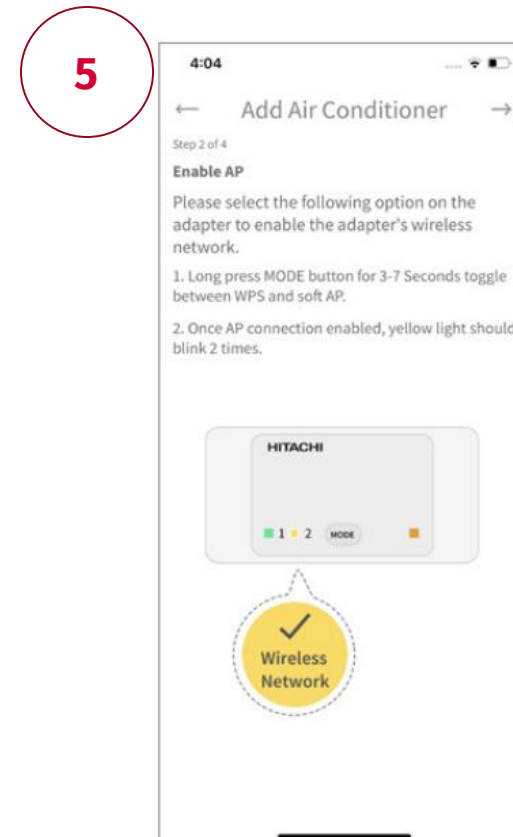
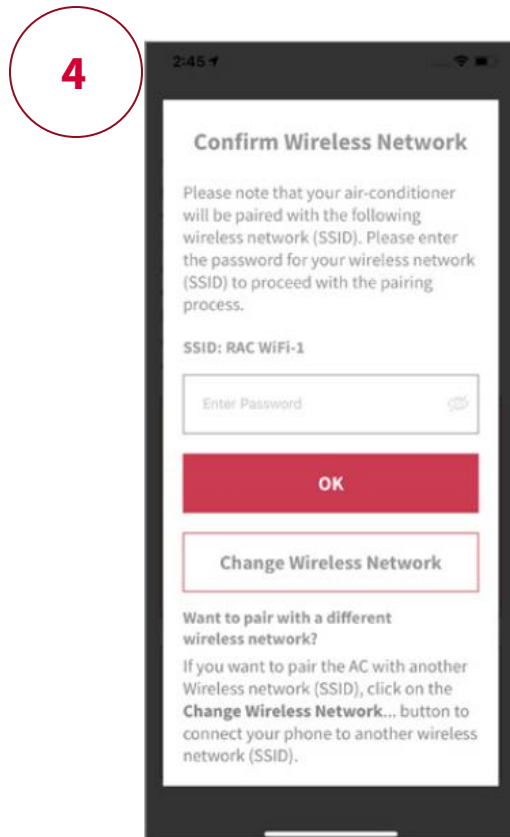
3. Air Conditioning Onboarding – AP Method

1. Login to the App, Click “Add Air Conditioner”
2. Scan QR code on the bundled SSID & Key Label
3. Select “Connect using AP method”



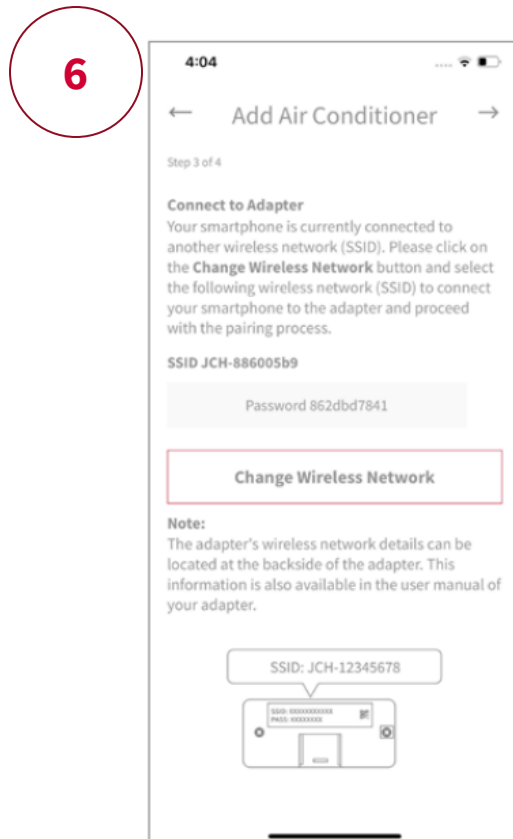
3. Air Conditioning Onboarding – AP Method Cont.

4. If the SSID shown on the App is your home router, enter your home router password, click “OK” or click “Change Wireless Network”, Select your home router – enter the password and click “OK”
5. Enable AP – Press and Hold the MODE button for 3 to 7 seconds until Link LED 2 flashes. The link LED 2 will continue flashing until communication with the Wi-Fi router is successful.



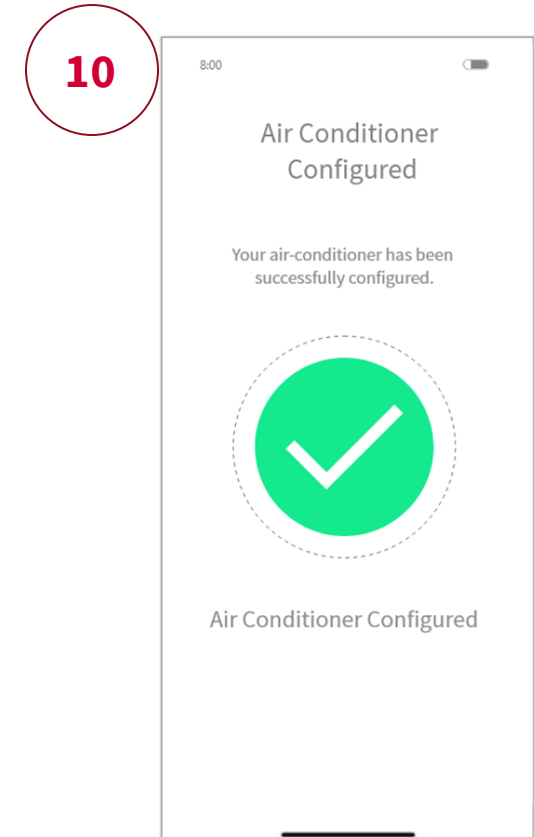
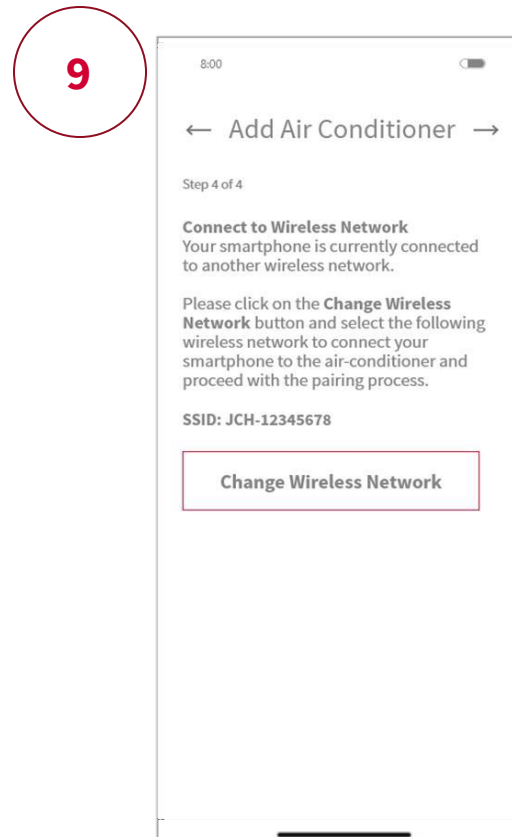
3. Air Conditioning Onboarding – AP Method Cont.

6. Connect to adapter - Click “Change Wireless Network”, select the Wi-Fi access point of the adapter with SSID printed on the SSID & KEY label, input password [the KEY]. Click on the arrow icon [right direction] to continue.
7. Adapter will attempt to configure the AC



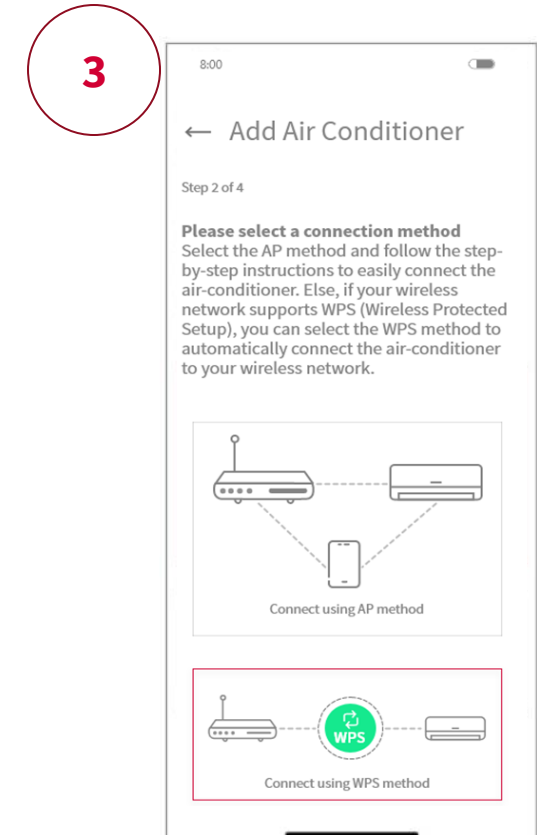
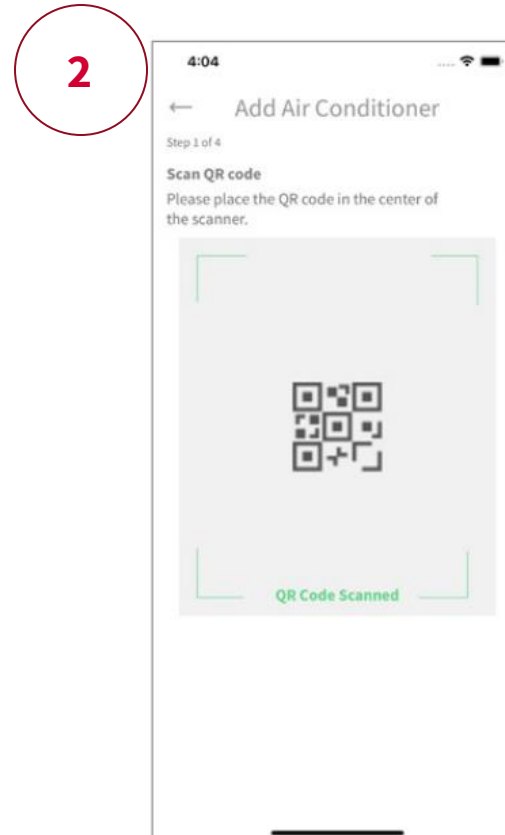
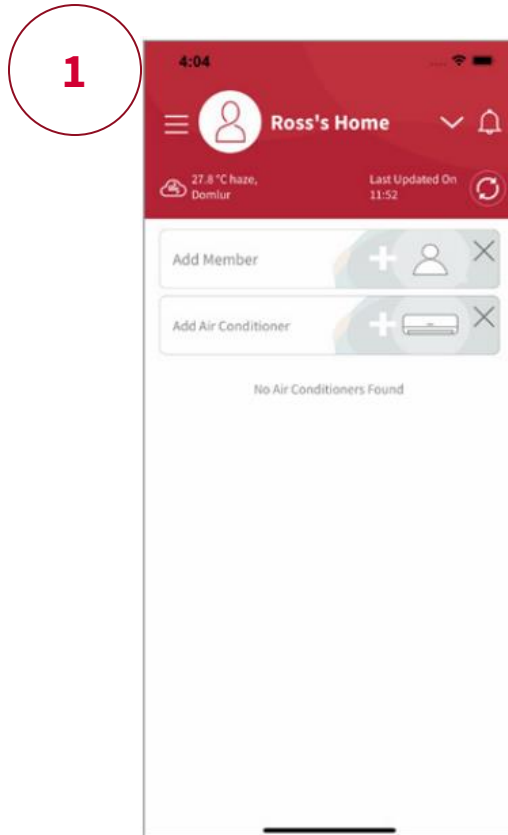
3. Air Conditioning Onboarding – AP Method Cont.

8. Attempt to connect to wireless network
9. Change wireless network to connect to the home router, click “Change Wireless Network”
10. AC Configured



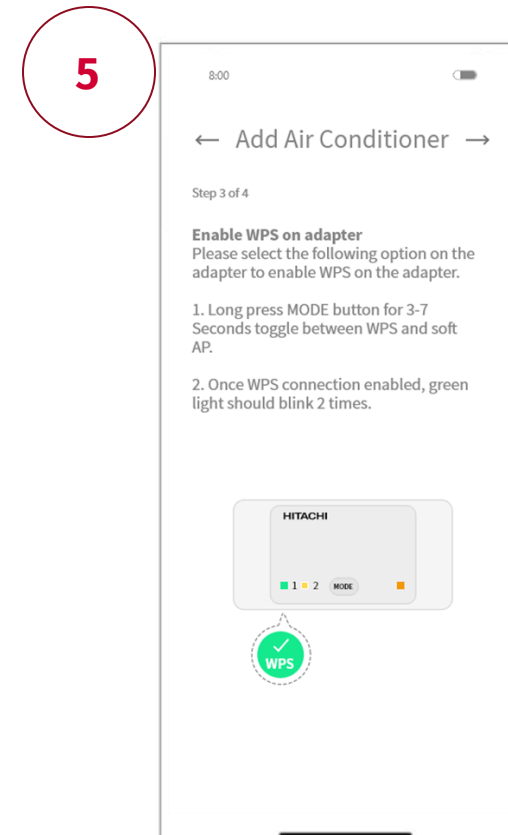
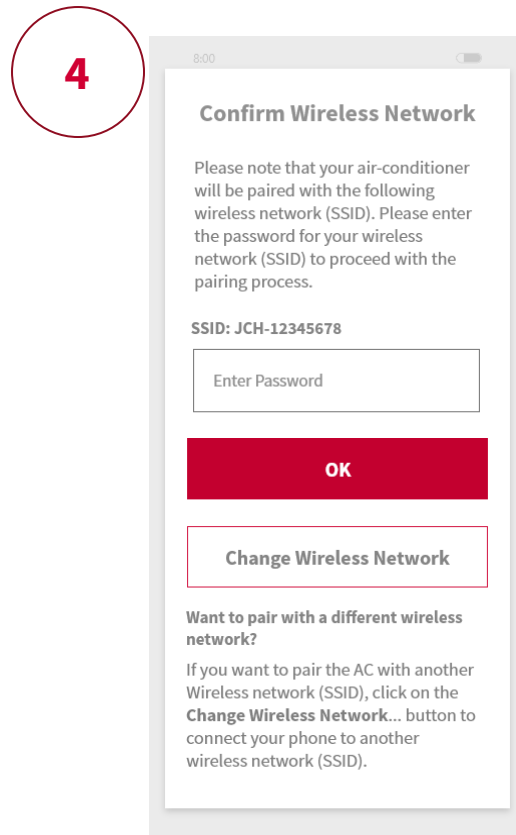
3. Air Conditioning Onboarding – WPS Method

1. Login to the App, Click “Add Air Conditioner”
2. Scan QR code on the bundled SSID & Key Label
3. Select “Connect using WPS method”



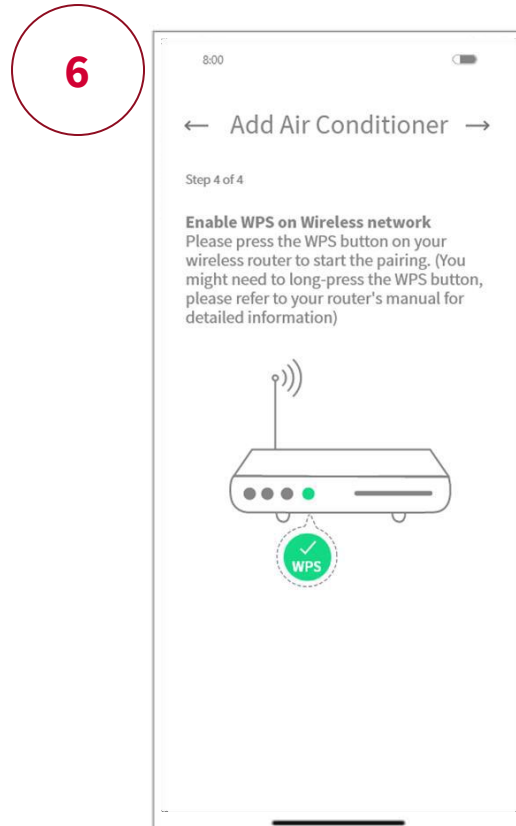
3. Air Conditioning Onboarding – WPS Method Cont.

4. If the SSID shown on the App is your home router, enter your home router password, click “OK” or click “Change Wireless Network”, Select your home router – enter the password and click “OK”
5. Enable WPS - Press and Hold the MODE button for 3 to 7 seconds, once WPS connection has been enabled, green light will blink twice



3. Air Conditioning Onboarding – WPS Method Cont.

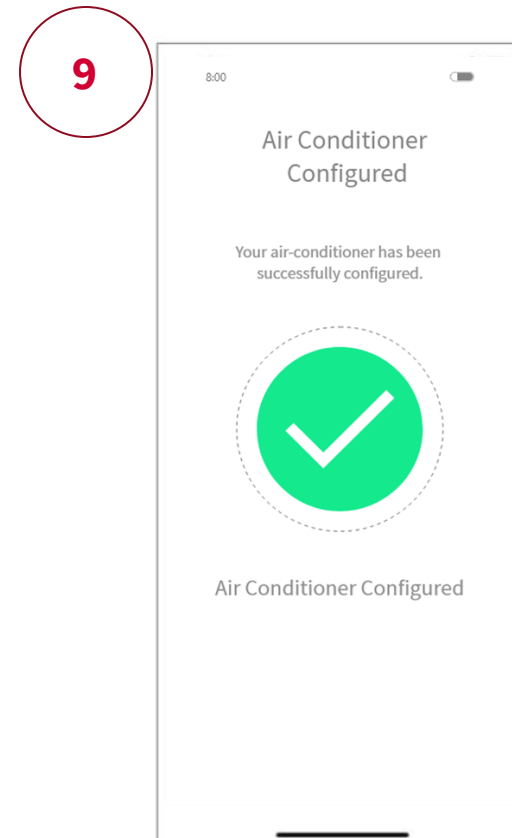
6. Enable WPS on Wireless Network. Press “WPS” button on your wireless router to start the pairing.
7. Adapter will attempt to configure the AC



3. Air Conditioning Onboarding – WPS Method Cont.

8. Connecting the smartphone to Wireless Network.

9. Air Conditioner has been configured

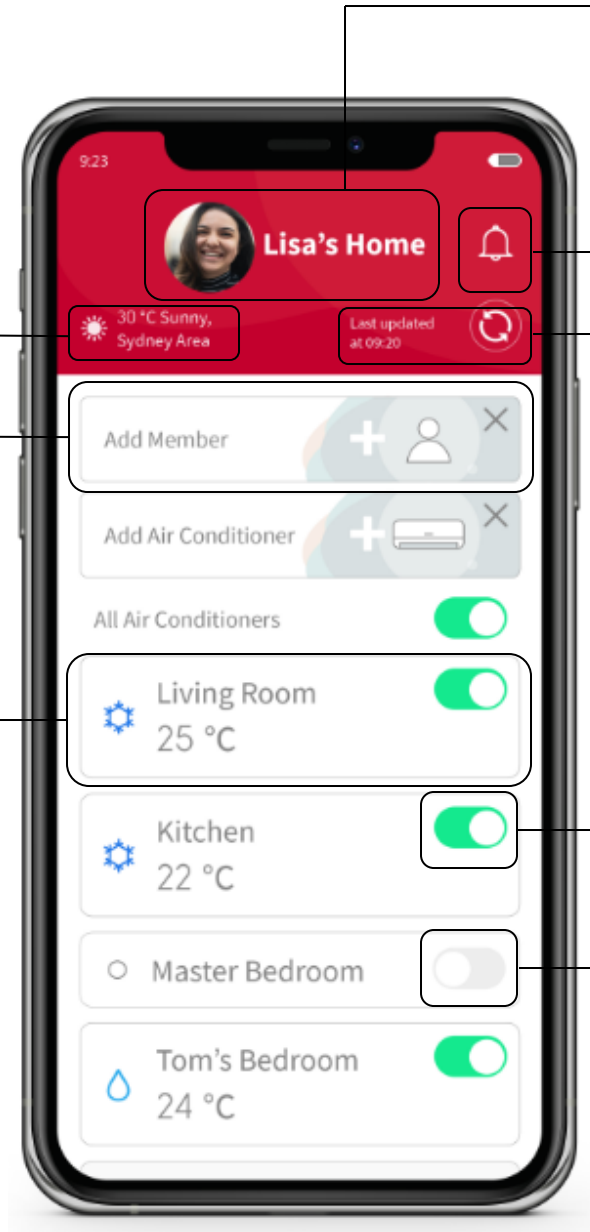


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Using the App

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App - Home Screen



Username & profile picture

Notification button

Application last update details

Location, temperature details

User can navigate to "Add Members" using this button

Brief details about the on-boarded device. By selecting this button, user can modify the features of IDU "living room"

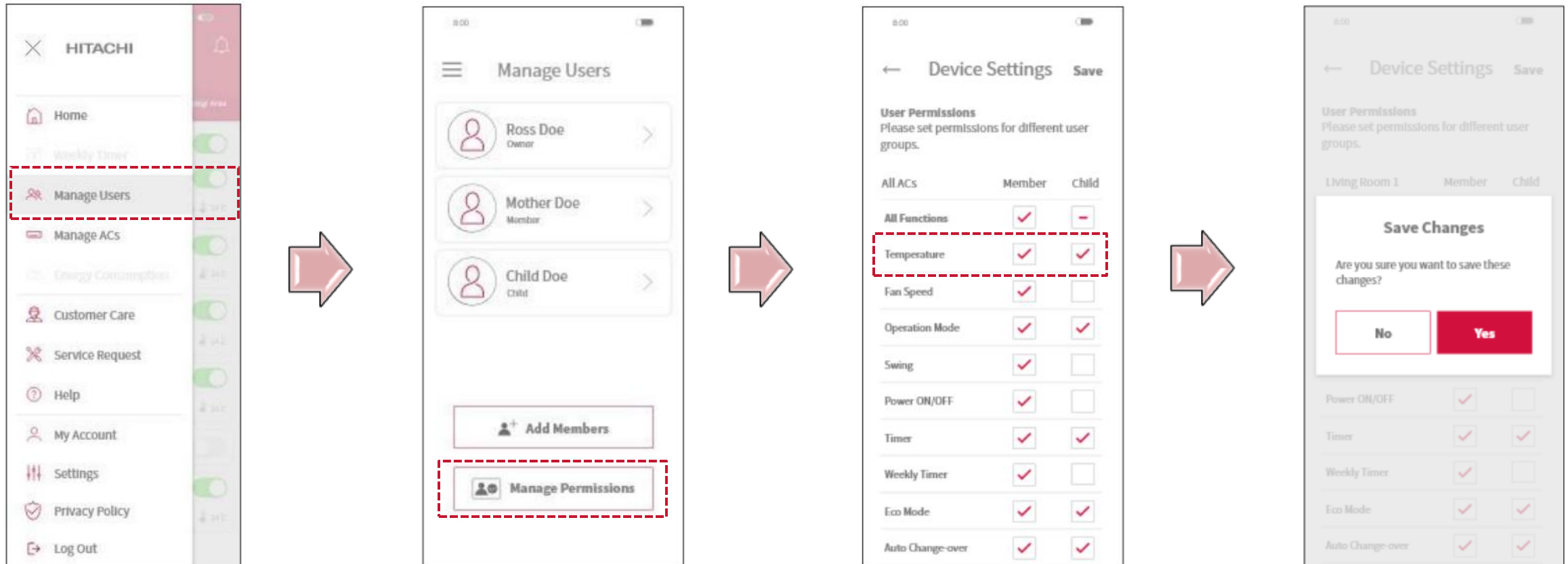
IDU "Kitchen" is ON

IDU "Master Bedroom" is OFF

Manage Users

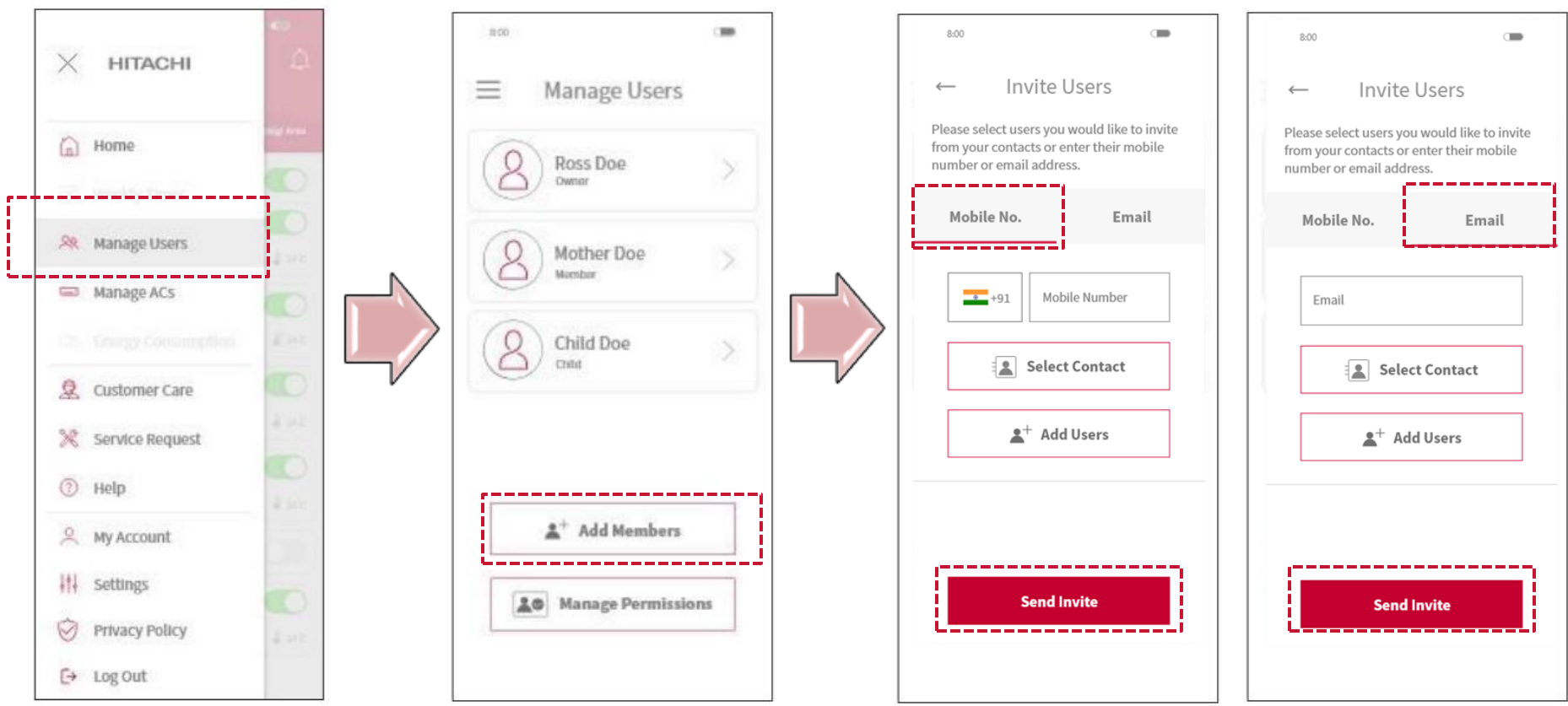
Users can manage permissions of the onboarded IDUs using “Manage User” option

1. Select “Manage User” from the side Menu bar
2. Click on “Manage Permissions”
3. Device setting window will appear, set permissions for different users as needed



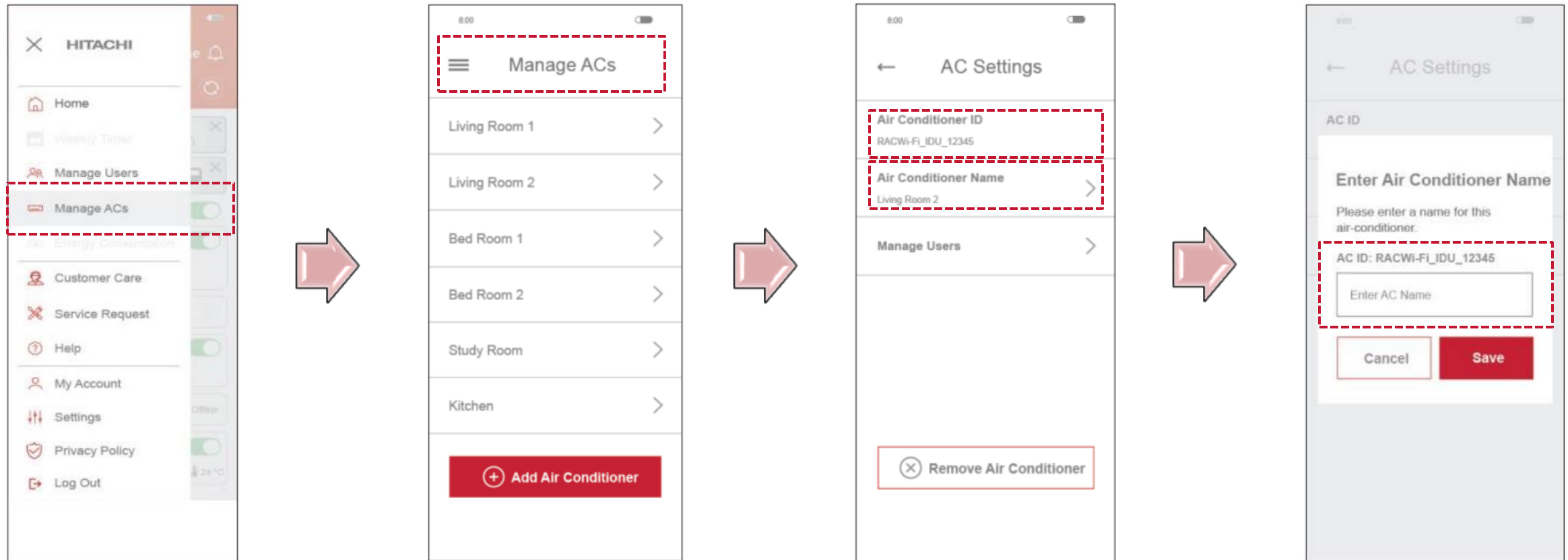
Add Members

Add new members to the group with ease. airCloud Home can send a link via email or mobile to add new users to a group.



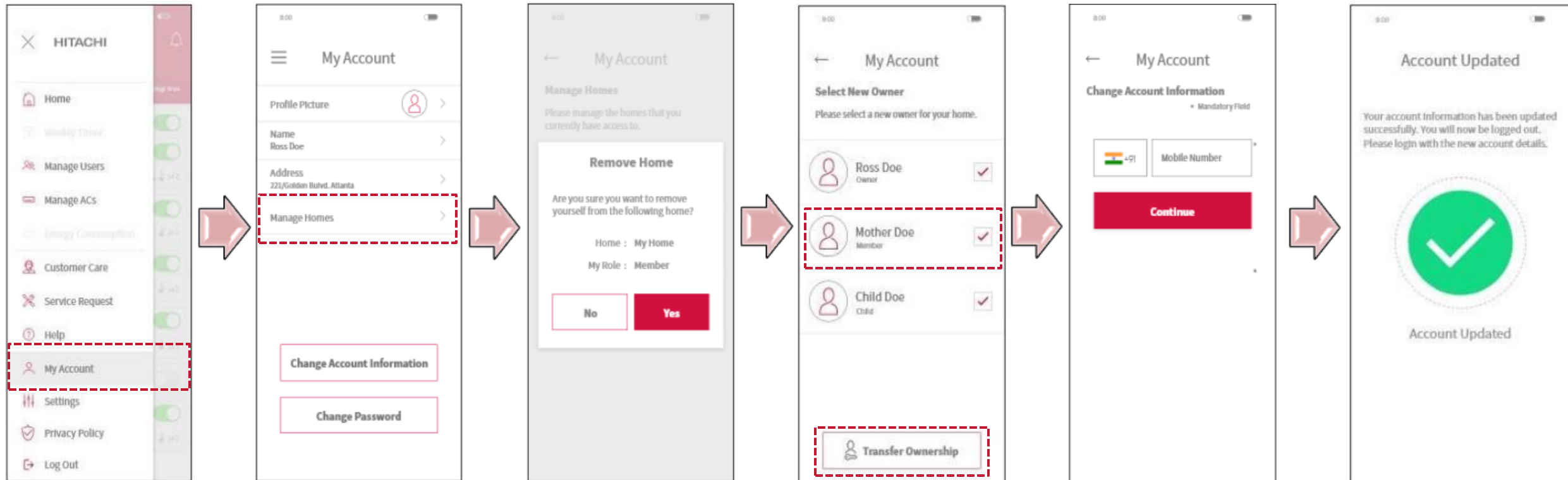
Manage ACs

On the “Manage ACs” tab, users can view all connected air conditioner’s IDs, rename the air conditioners, add additional air conditioners, remove air conditioners, manage owners and manage user permissions for each air conditioning unit connected.

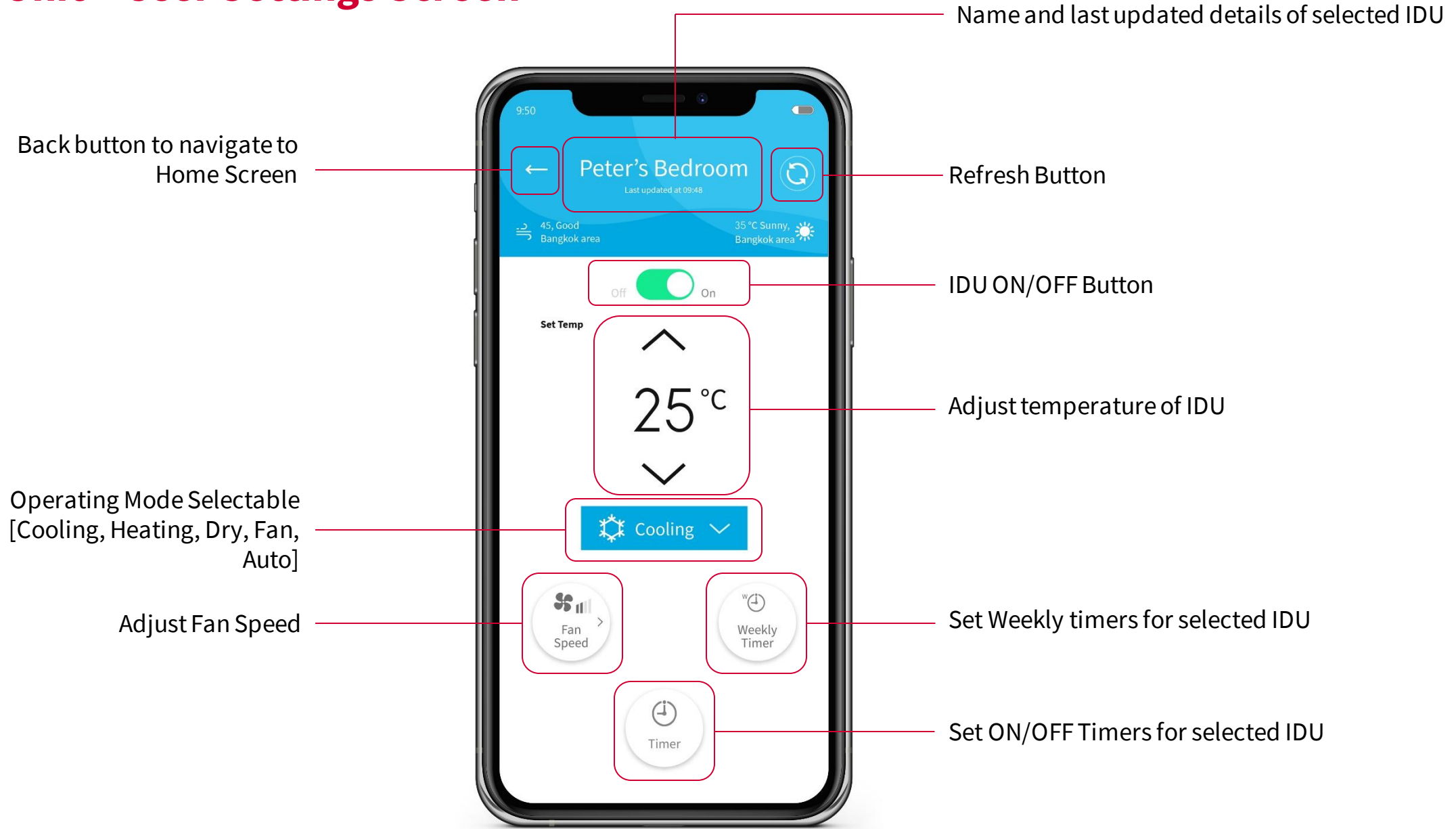


Transfer Ownership

When the user wants to remove or transfer the ownership of his/her account to another member, this can be done through “My Account” tab

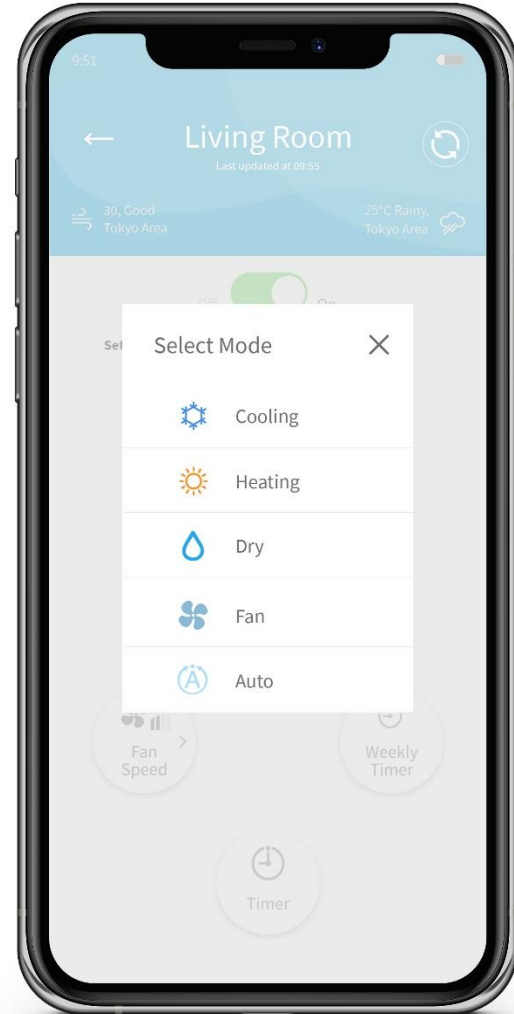
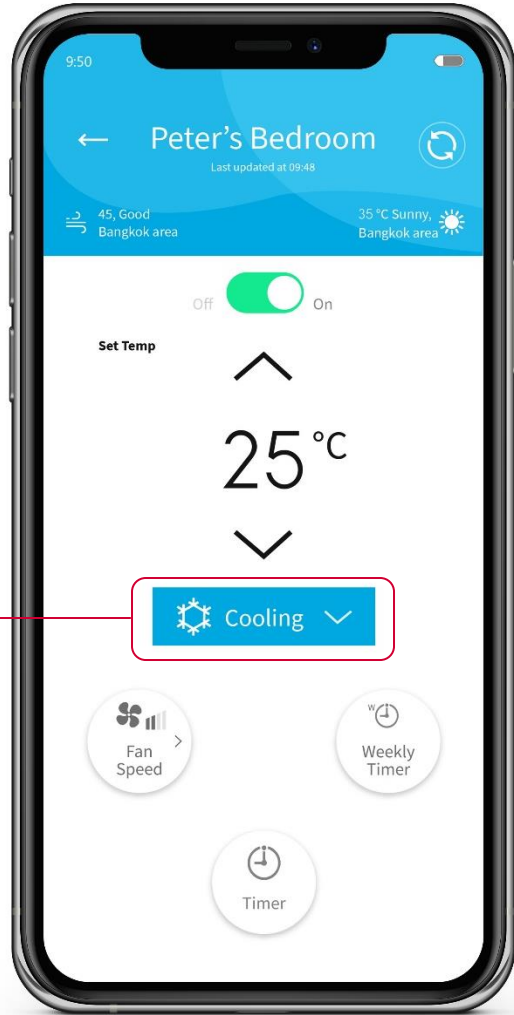


Indoor Unit – User Settings Screen



Indoor Unit – Operating Mode

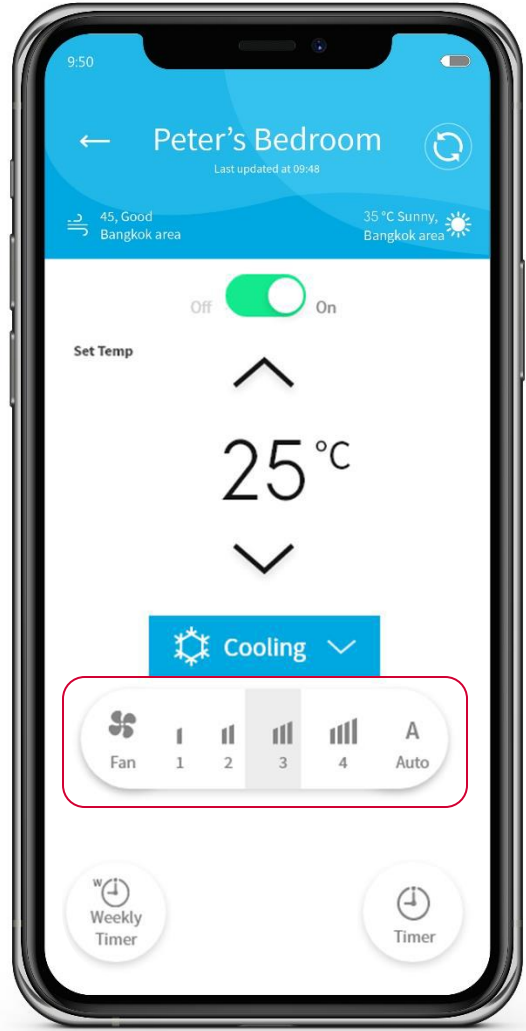
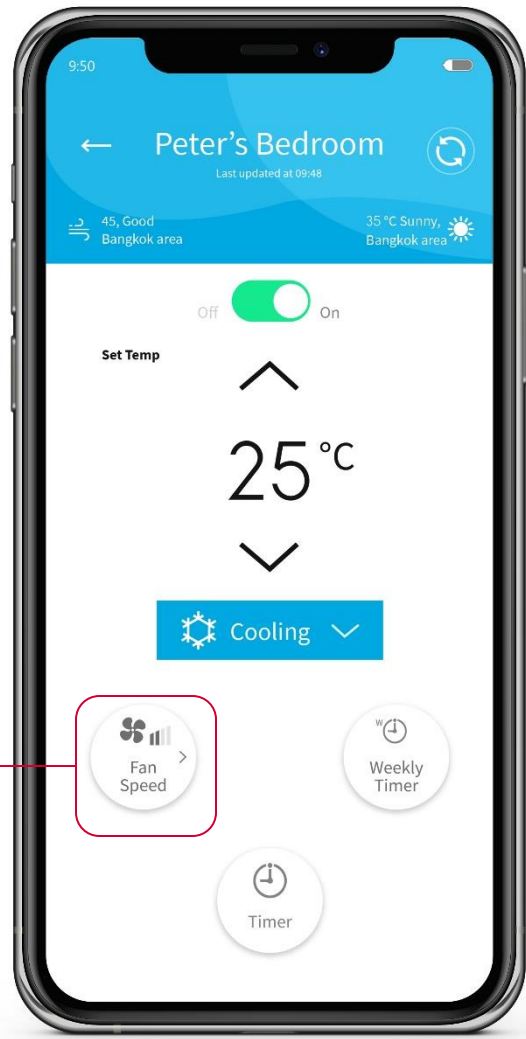
Operating Mode
Selectable [Cooling,
Heating, Dry, Fan, Auto]



Indoor Unit – Adjust Fan Speed [Model Based]

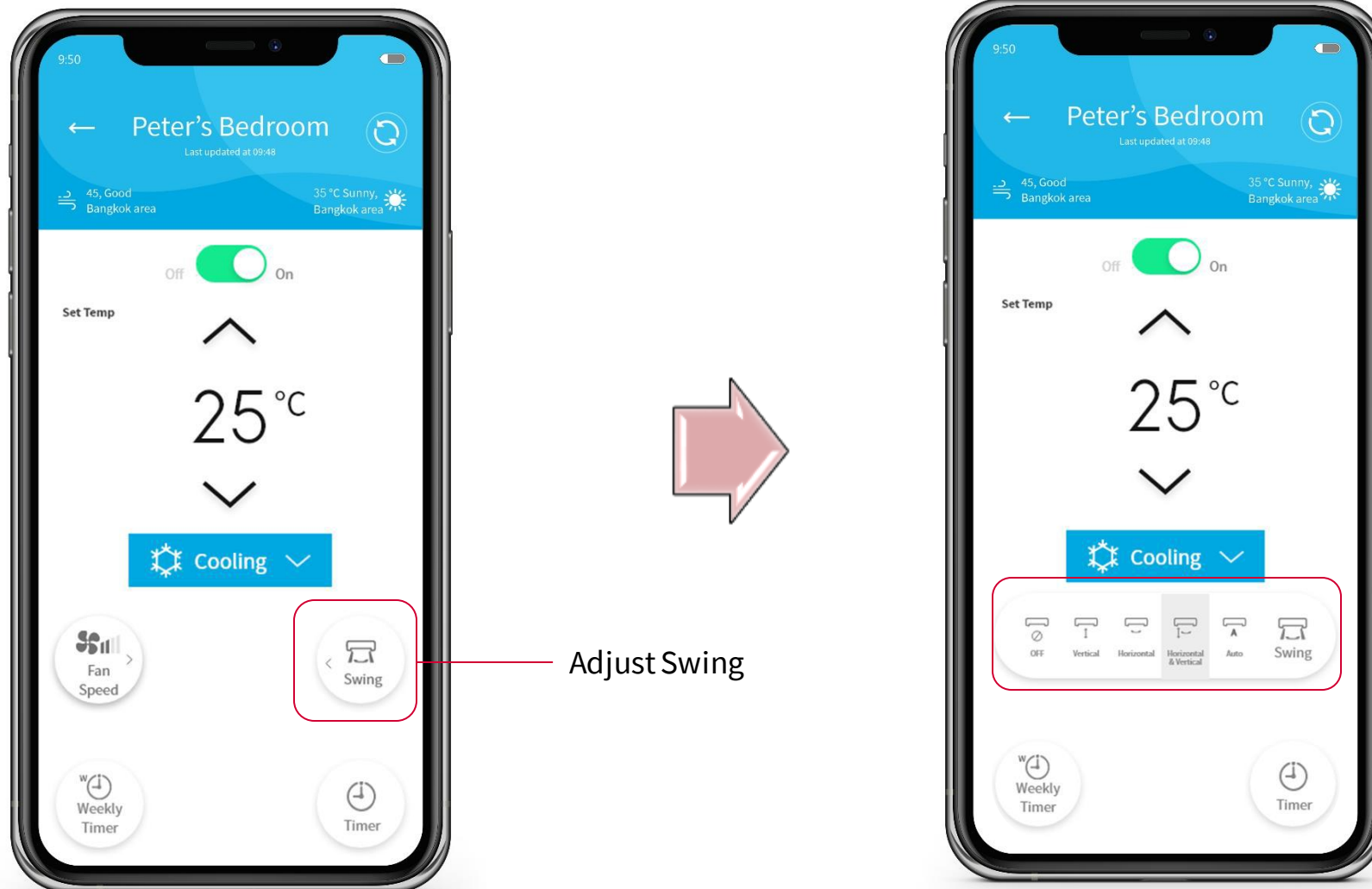
Fan speed can be adjusted for the selected indoor unit [Available Fan Speed settings: 1-4 & Auto]

Adjust Fan Speed



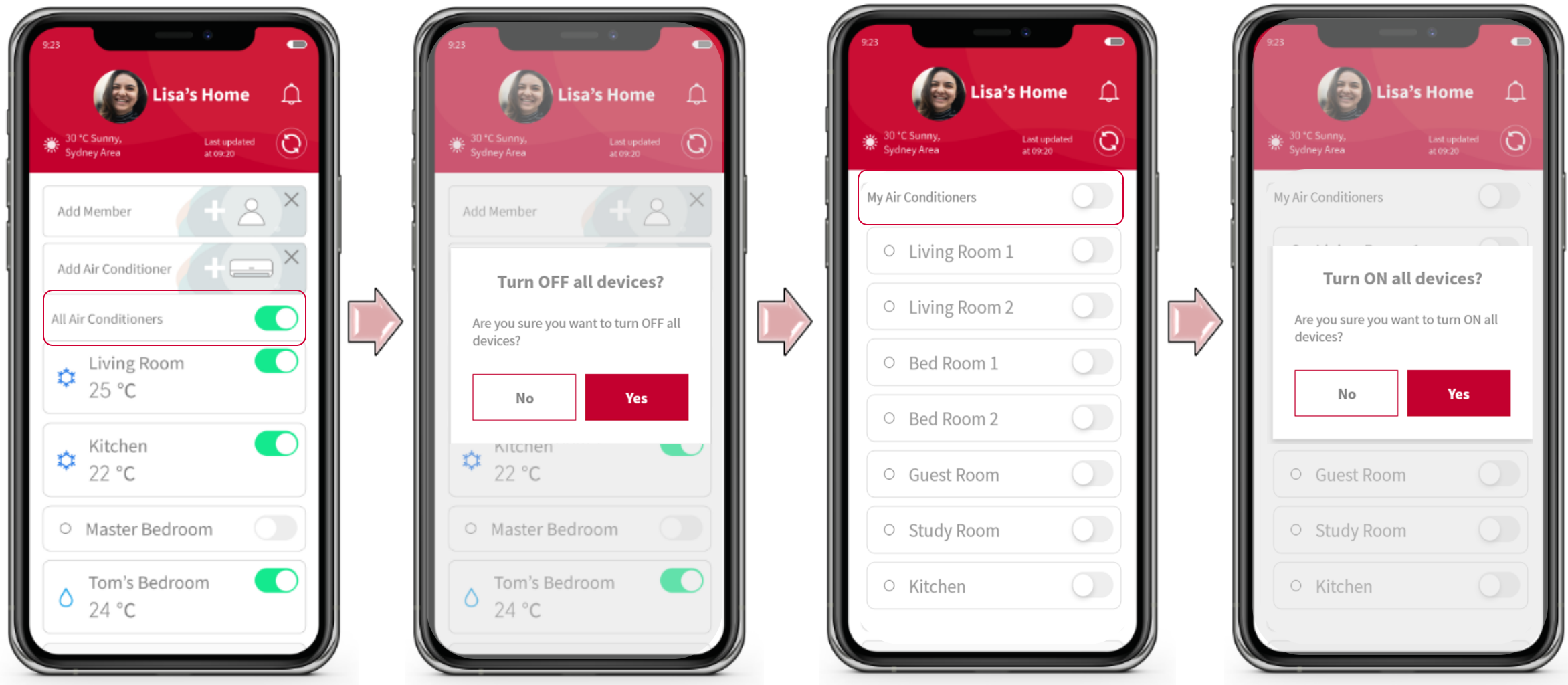
Indoor Unit – Adjust Swing /Air Flow Direction [Model Based]

User can adjust the airflow direction / swing [available options: OFF, Vertical, Horizontal, Auto - depending on model]



ON / OFF ALL Units

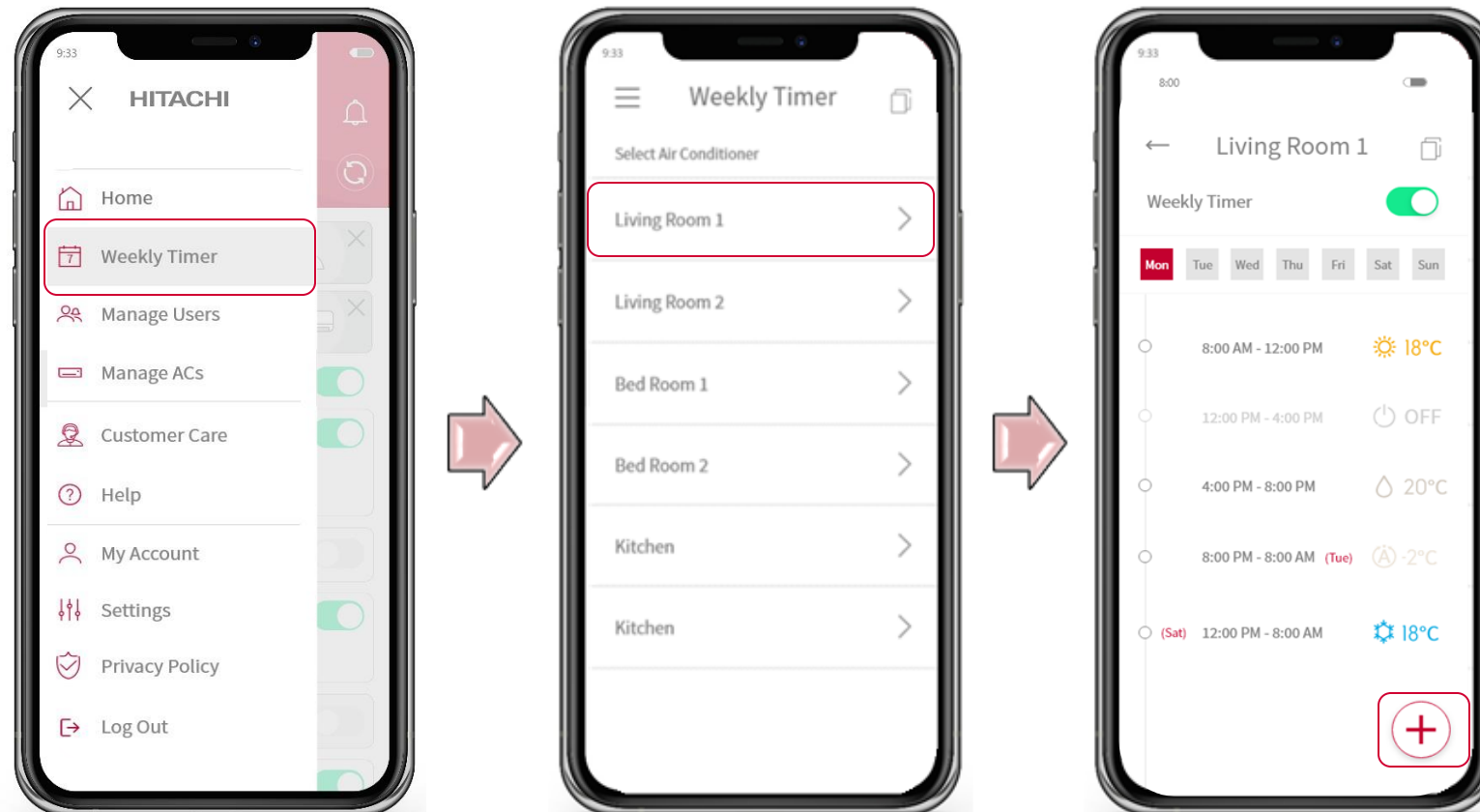
Run or Stop all connected indoor units



Weekly Timer

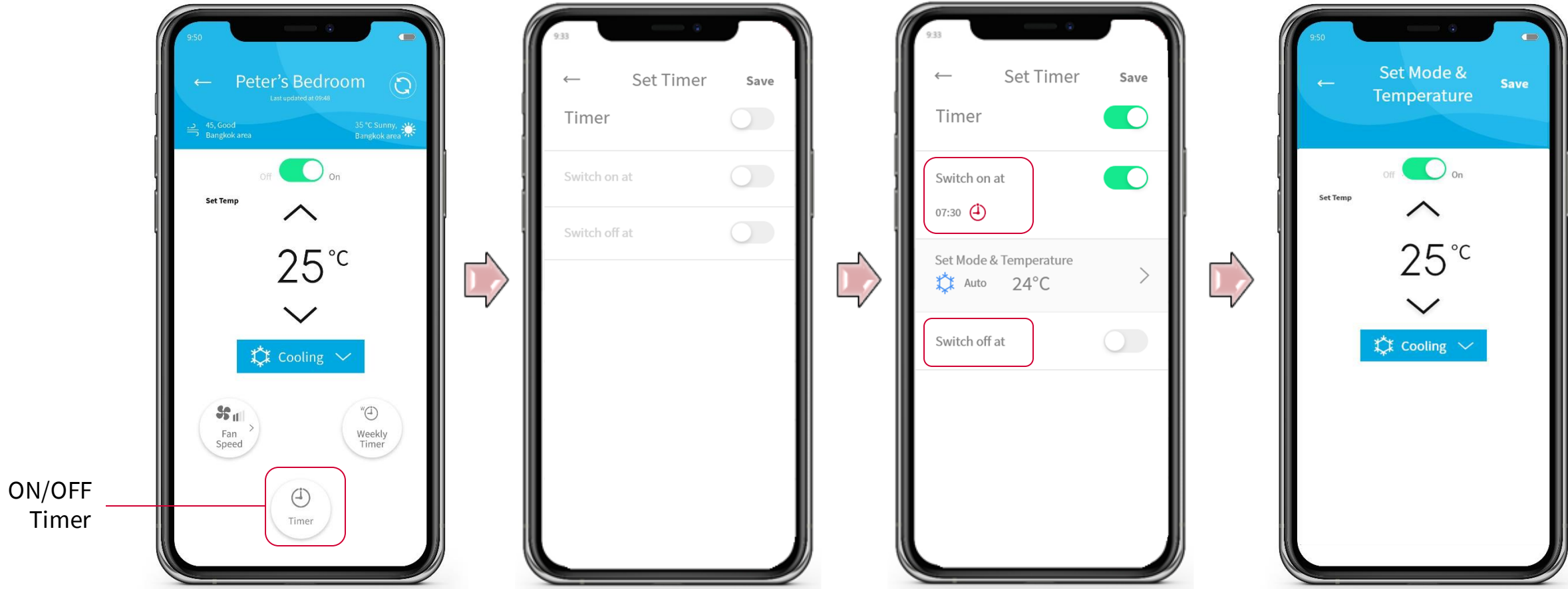
System can be pre-set to turn ON or OFF along with setting temperature for each day of the week

- Up to 6 ON/OFF times and temperature setting programs can be set for each day
- If the schedule is manually interrupted by the user – e.g. changing the mode or operation from the remote control, the operating schedule will then temporarily switch off. The set schedule will automatically resume on its next scheduled time and date.



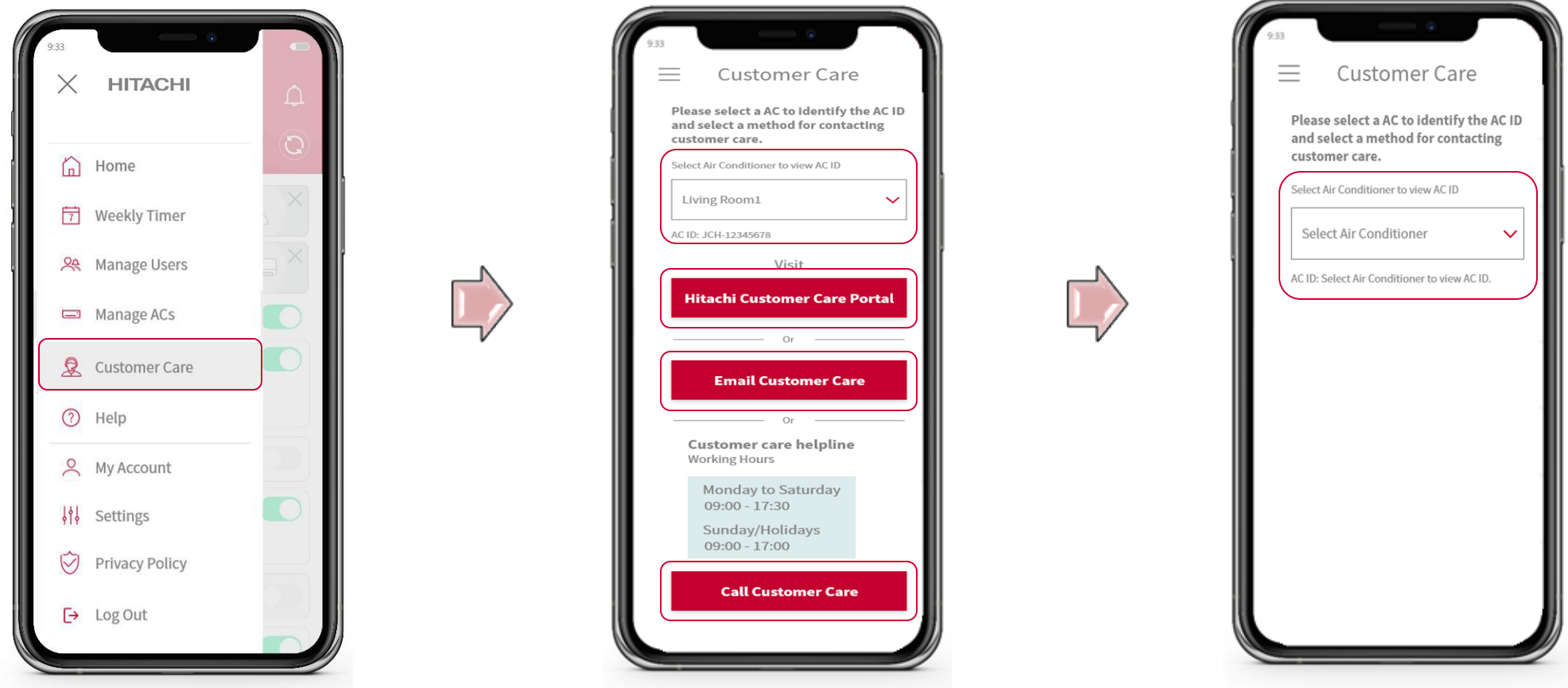
Timer [ON/OFF]

Set ON / OFF timers for the selected indoor unit with the ability to set the mode and temperature.



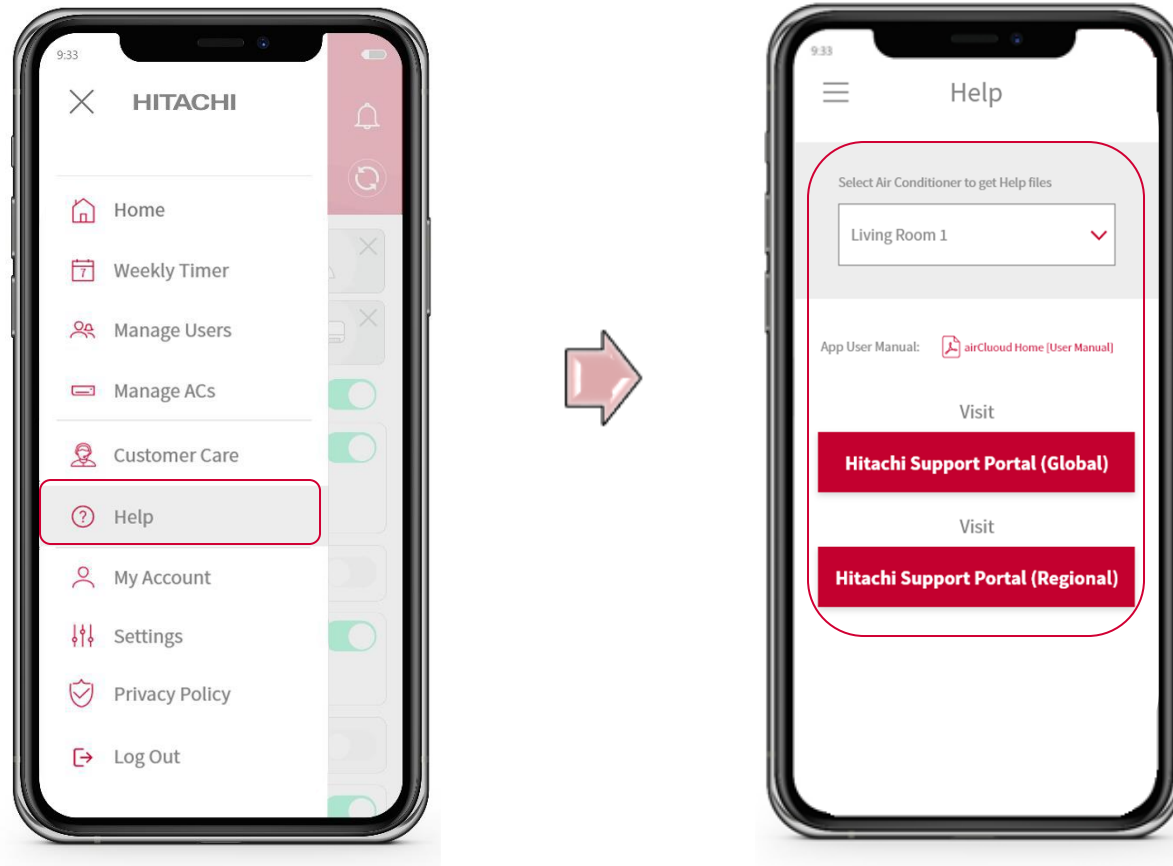
Customer Support

airCloud Home has built in Customer Support [Customer Care Centre]



Download Guidance Document

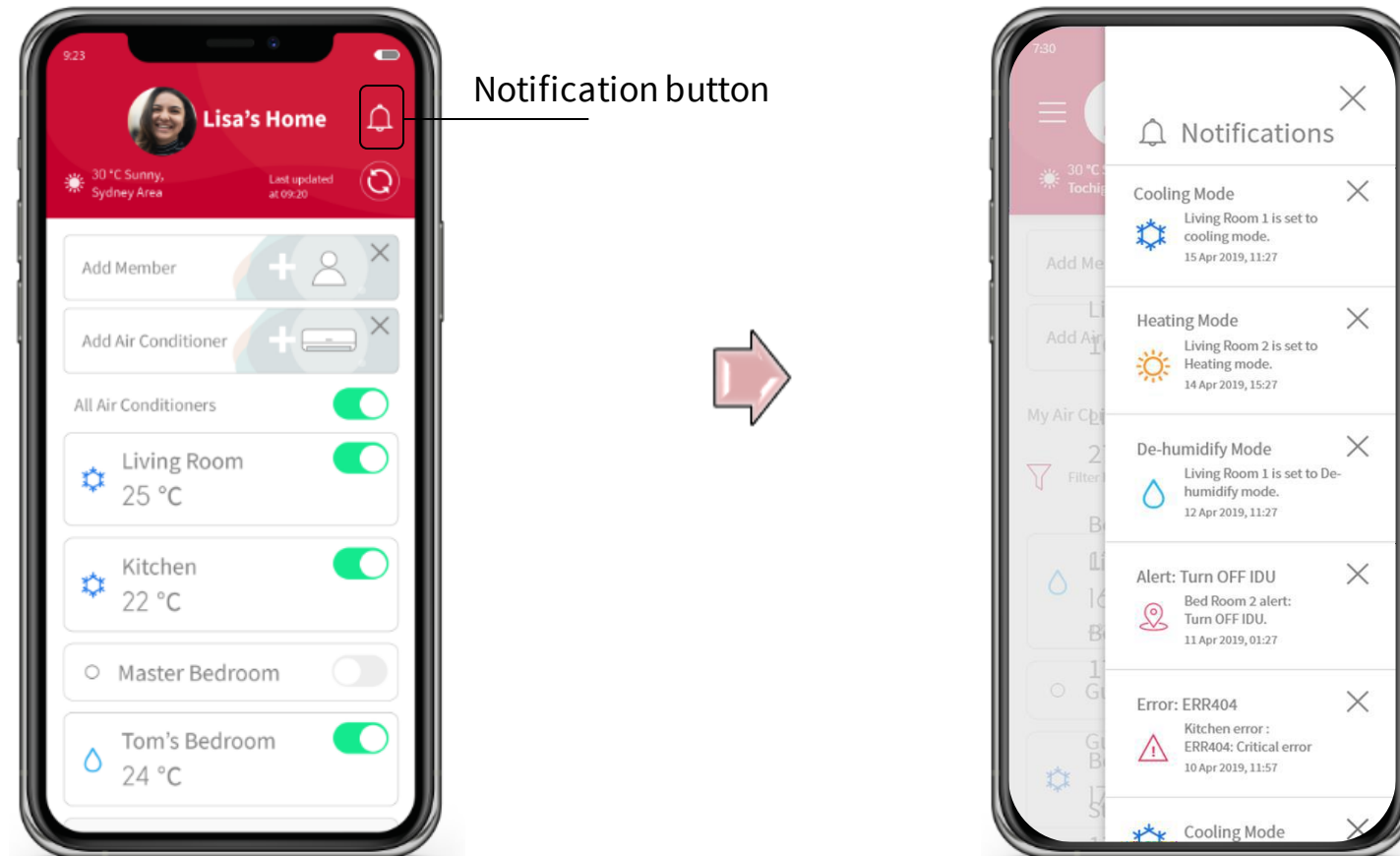
airCloud Home enables the user to download User Manuals for selected IDUs



Notifications

airCloud Home displays errors / warning information related to the selected IDU. Information displayed:

- Critical Error
- Modification in an existing weekly timer schedule
- Timer
- Special Operation



Smart Speaker [Google Home, Amazon Echo]

airCloud Home is fully compatible with Amazon Alexa and Google Assistant, enabling the user to control the air conditioner hands free.

Functions available through smart speaker:

- ON / OFF
- Operation Mode
- Set Temperature
- Adjust Set Temperature
- Fan Speed
- Operation Status Notification
- Airflow / Swing Direction



Smart Speaker [Conversation Flow Examples]

Switch on /off

Alexa, switch on AC

Sure, which room?

Living room

Ok, Living room AC is switched on at 16 degrees Celsius on cool mode

Alexa, switch off living room AC

Ok, living room ac is switched off

Set AC Temperature

Alexa, set ac temperature to 6 degrees in living room

I am not sure. Please select a temperature between 16 to 32 degree Celsius.

Alexa, set 21 degrees in living room

Ok, Living room AC temperature is 21 degrees Celsius

Set AC mode

Ok Google, set cooling mode in living room

Ok, Living room AC is set to cooling mode

Smart Speaker [Conversation Flow Examples]

Adjust AC Temperature



Ok Google, decrease AC temperature by 3 degrees in living room

Ok, Living room AC temperature is decreased by 3 degrees and the current temperature is 20 degrees Celsius



Check AC operation status



Ok Google, what is the AC temperature in living room

Living room AC temperature is set to 23 degrees Celsius.



Set AC Fan Speed



Alexa, change AC fan speed in living room

You can choose from level 1 to level 5 or Auto. What fan speed level do you want to set?



Level 3

Ok, Living room AC fan speed is set to level 3



Set AC swing



Alexa, set Horizontal swing to Living room AC.

Ok, Living room AC swings at horizontal direction.



airCloud Home

FAQs

air

Frequently Asked Questions

❑ Are there any APP download and application Fees?

airCloud Home App is free to download.

There may be communication charges incurred for download and operation as per your local network provider.

❑ Do I need to register as a member to use the App?

Registration is required to be able to use the App

❑ Can one air conditioner be operated from multiple smartphones?

It is possible to operate the air conditioner from multiple smartphones however; they cannot be operated simultaneously.

❑ Can I control multiple air conditioners with one smartphone?

airCloud Home allows for operation of up to 20 units per App



Frequently Asked Questions

❑ From where is the displayed room temperature measured?

The temperature displayed is sensed from the indoor unit of the air conditioner.

❑ Can the orientation of the App display screen be changed?

The display screen can only be displayed vertically

❑ If the App has been uninstalled from my smartphone, can I re-install?

airCloud Home can be re-installed if previously uninstalled. Once installed, log in with your account details



Frequently Asked Questions

❑ Will my account get deleted when the app is upgraded?

No, the user information is stored, and you can re-login using your login credentials.

❑ Can I use airCloud Home on Android and or iphone?

Both smart devices are supported

Supported versions are:

Android: Version 8.0 or higher

iOS: Version 10.0 or higher

❑ Are the features and functions the same on Android and iphone?

Both devices will have the same features and functions available, the layout may differ slightly.



Frequently Asked Questions

❑ Is there any interference from radio waves in wireless LAN communications?

If a person with a cardiac pacemaker or defibrillator gets too close, the radio waves may be affected. Note: do not install airCloud Home adapter in places where the use of wireless devices are prohibited.

❑ Can you connect if you have a wireless LAN environment?

Connection is possible if it is wireless LAN with 2.4GHz band of IEEE802.11b / g / n. If in doubt, please check with the manufacturer of your wireless LAN router.

❑ Can I connect via wired LAN?

Only wireless LAN is supported

❑ Can the airCloud Home app be used with H-Link?

Unable to use H-Link with airCloud Home app



Frequently Asked Questions

- ❑ What happens if multiple people operate the air conditioner at the same time?

The user who sends an operation command first, is reflected on the air conditioner. The other members will have a message displayed on their apps “other users are currently operating, please wait and try again”.

If the first operation is accepted, operations from other smartphones will not be accepted for approx. 1 minute.

- ❑ Is it necessary to reset the air conditioners after a power failure?

Once power has been restored, the airCloud Home adapter will automatically connect to the wireless LAN, there is no need to reset.

- ❑ What do I do if I have forgotten my login password?

Tap “Forgot Password” on the login screen, enter your registered mobile phone number or email address and tap “Next”. A one-time password will be sent to the registered phone number or email address for you to input on the login screen.





Thank you