

# INSTALLATION MANUAL

## VENERA TOUCH PANEL

### TIS VENERA AC THERMOSTAT

Model: VEN-AC-4R-HC



## PRODUCT INFORMATION

This wall panel has three elegantly designed touch buttons to ramp up and dim down lighting. You can customize the dimming percentage based on your personal aesthetic desires.

| PRODUCT SPECIFICATIONS                                                                                                    |                               |                                               |
|---------------------------------------------------------------------------------------------------------------------------|-------------------------------|-----------------------------------------------|
|  <b>Power Supply</b>                     | Input Voltage                 | 110-240 VAC 50/60 Hz                          |
|                                                                                                                           | Output Power                  | 3W / 12V                                      |
|                                                                                                                           | Protection                    | Built-in protection fuse                      |
|                                                                                                                           | Current consumption           | 10-30 mA / 12 V DC                            |
|  <b>Output</b>                           | Number of channels            | 4 relays for cool, heat and fan speed control |
|                                                                                                                           | Nominal voltage               | 110- 230 V AC 50/60 Hz                        |
|                                                                                                                           | Nominal current per channel   | 3 A / 230 VAC                                 |
|  <b>Output switching current</b>         | Max Continues Current         | 3A/230 VAC                                    |
|                                                                                                                           | Max. Switching Voltage        | 277VAC / 30VDC                                |
|  <b>Output service life</b>            | Mechanical Endurance          | > 10,000,000 OPS                              |
|  <b>Output switching times</b>         | Operating time                | 8 mS (at nomi. Volt)                          |
|                                                                                                                           | Releasing time                | 5 mS (at nomi. Volt)                          |
|                                                                                                                           | Max. operating frequency      | 25 cycle/min                                  |
|  <b>TIS AIR</b>                        | WIFI Signal Protocol Standard | 2.4 GHz<br>802.11 b/g/n                       |
|  <b>Reaction time</b>                  |                               | approx. 30ms                                  |
|  <b>Operating and display elements</b> | Display                       | 0.9-inch OLED Screen                          |
|                                                                                                                           | touch buttons                 | 4 Touch Capacitive Control Buttons            |
|                                                                                                                           | Temp sensor                   | Built-in Resistive Temp Sensor                |
|                                                                                                                           | Infrared Receiver             | Controlled by TIS Remote Control              |
|                                                                                                                           | Backlight                     | 2 Colors Backlight Indicators                 |
|                                                                                                                           | TIS AIR                       | TIS Protocol Messages & Commands              |
|                                                                                                                           | Upgrading                     | By WIFI Connection                            |
|                                                                                                                           |                               |                                               |
|  <b>Dimensions</b>                     | Length x Width x Height       | 85mm x 42mm x 109mm                           |
|  <b>Housing</b>                        | Materials                     | PC fire-proof/ Glass in front                 |
|                                                                                                                           | Internal Parts color          | Black or White                                |
|                                                                                                                           | IP rating                     | IP 50                                         |



BARCODE (UPC-A)





### Read Instructions

We recommend that you read this Instruction Manual before installation.



### Mounting Location

Install in a dry, indoor area with a suitable temperature and humidity range.



### Safety instructions

Electrical equipment should only be installed and fitted by electrically skilled persons.

Failure to observe the instructions may cause damage to the device and other hazards.

These instructions are an integral part of the product and must remain with the end customer.



### Electrical Wires

The recommended wire size for air condition channels is 2.5mm, for the Line, Neutral, and control wires. The installer should consider the total current consumption when selecting the wires.



### Warranty

There is a two-year warranty provided by law. The hologram warranty seal and product serial number are available on each device.



### Programming

This device can be tested and programmed manually. Advanced programming requires knowledge of the TIS Device Search software and instruction in the TIS advanced training courses.



### Simple Installation

You can use 2 screws to install this panel on wall; it fits on most junction box sizes.

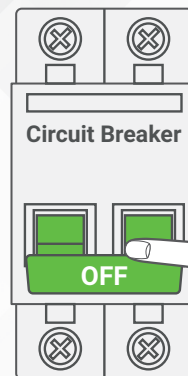




## INSTALLATION STEPS

1»

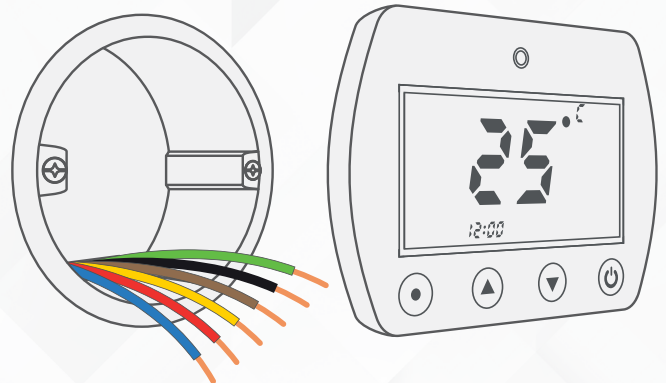
Turn off the power at the main circuit breaker to turn off voltage supply to the thermostat.



**WARNING! HIGH VOLTAGE**

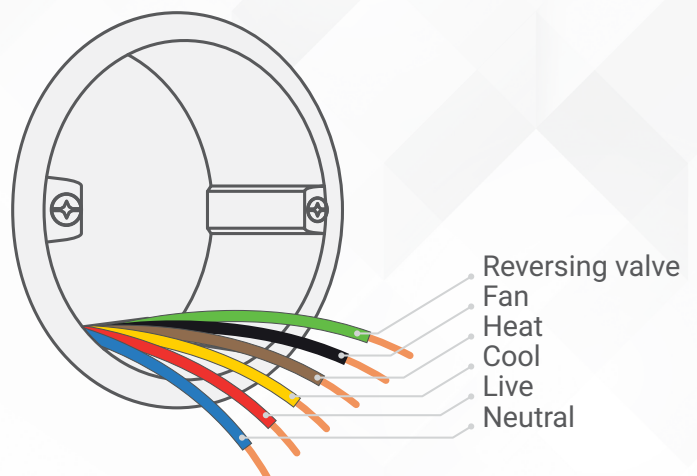
2»

Remove the old thermostat.



3»

You may find a total of 6 or 7 wires. Label all wires as per their connection.

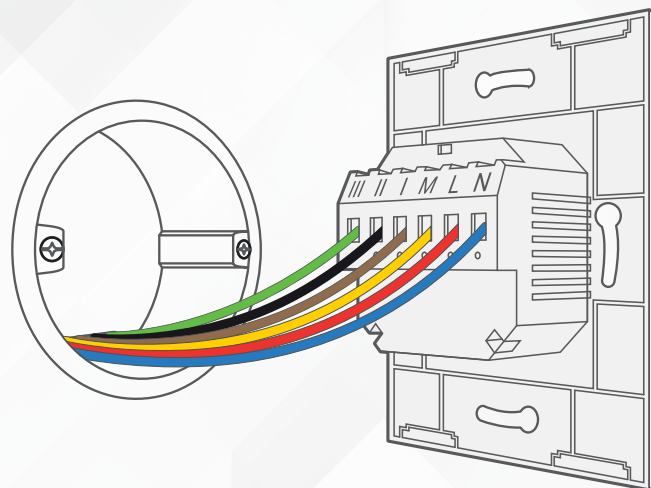




## INSTALLATION STEPS

**4»**

- ▶ Connect the neutral wire to the N terminal.
- ▶ Connect the live wire to the L terminal.
- ▶ Connect each of the other wires to their respective terminals as instructed in the next step.



**5»**

Venera 4R-HC supports 3 types of air conditioning systems; accordingly, you should connect your wires as per these tables:

### SINGLE STAGE AC WITH 1 FAN SPEED

|              |                    |
|--------------|--------------------|
| Terminal G   | Fan wire           |
| Terminal Y   | Cool wire          |
| Terminal W   | Heat wire          |
| Terminal O/B | Valve reverse wire |

### SINGLE STAGE COOLING WITH 3 FAN SPEEDS

|             |                      |
|-------------|----------------------|
| Terminal Y  | Cool wire            |
| Terminal G1 | Fan Low (G1) wire    |
| Terminal G2 | Fan Medium (G2) wire |
| Terminal G3 | Fan High (G3) wire   |

### SINGLE STAGE HEATING WITH 3 FAN SPEEDS

|             |                      |
|-------------|----------------------|
| Terminal W  | Heat wire            |
| Terminal G1 | Fan Low (G1) wire    |
| Terminal G2 | Fan Medium (G2) wire |
| Terminal G3 | Fan High (G3) wire   |

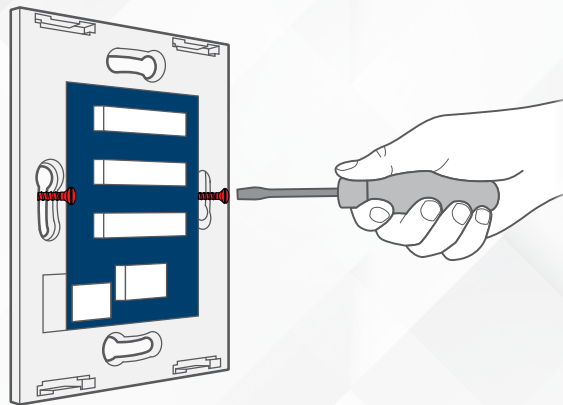




## INSTALLATION STEPS

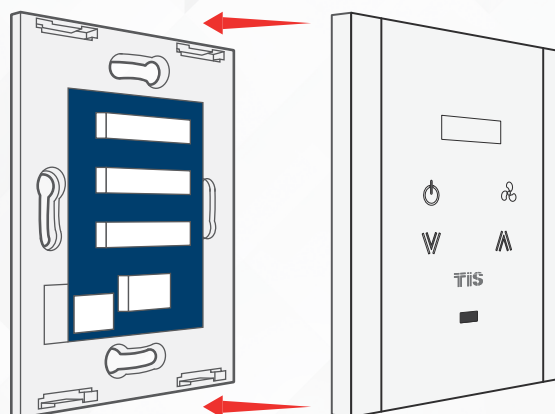
7»

Insert the Venera panel and the wires in the box, and secure the panel using 2 screws.



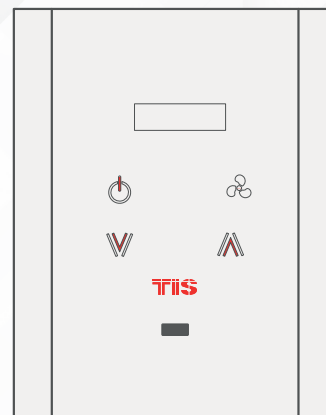
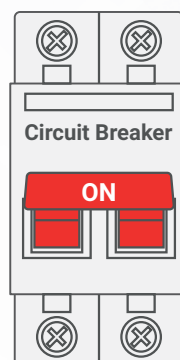
8»

Install the Venera panel's top cover as shown in the picture.



9»

Install the Venera panel, and turn the breaker on. The panel should turn on.



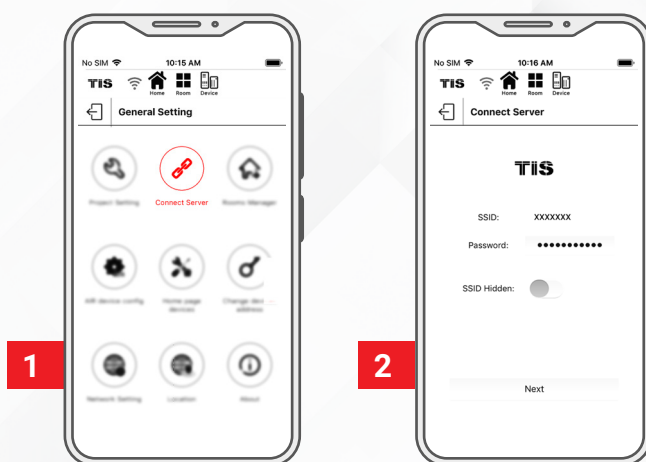
### SERVER LINKING

In order for a project to be fully linked to the TIS server, server configuration must be enabled in just 1 product within that project.

If you have already done that with any other panel, just ignore these steps and proceed to configuration steps.

To do the server linking, complete the following steps:

- 1» In the TIS App, go to Settings ► Connect Server, and follow the steps by entering your SSID password.

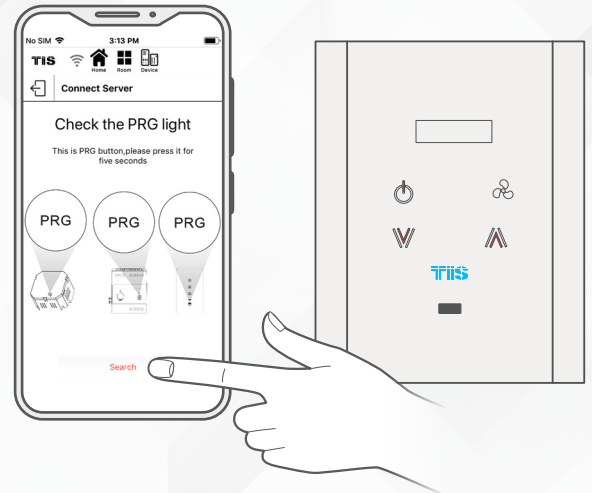


- 2» On the Venera panel, press and hold the TIS logo for 6 seconds. The logo will start blinking.

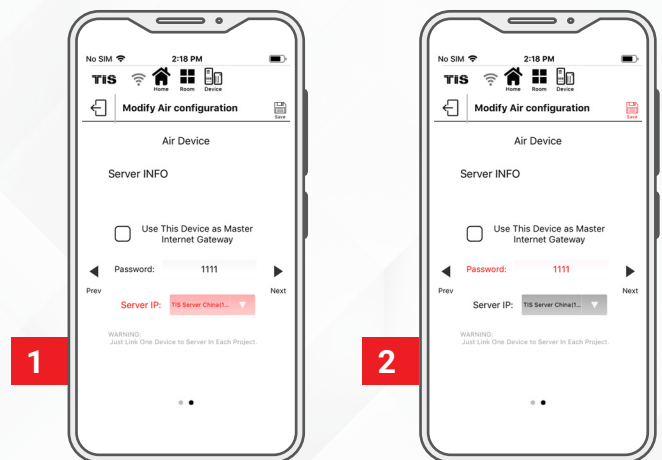


### SERVER LINKING

**3»** On the TIS app, press Search and wait for a few seconds. The panel will link to your WiFi, and the TIS logo will turn blue.

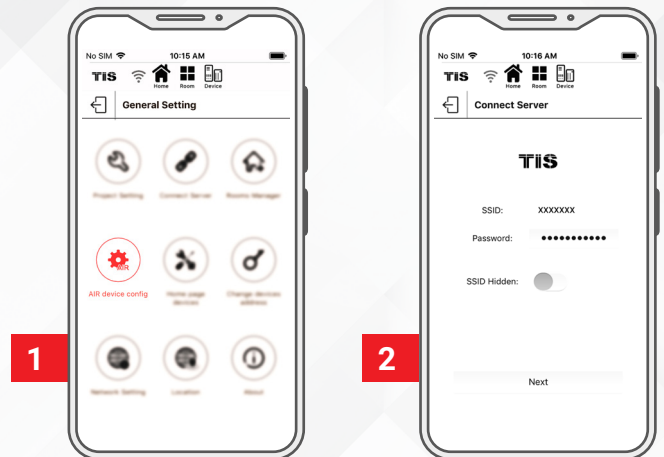


**4»** Select your server option and 4-digit password. Then, press Save.

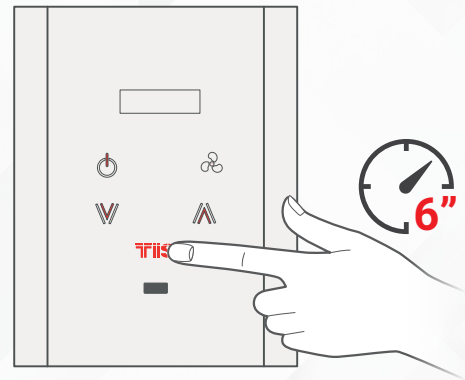


### CONFIGURATION STEPS

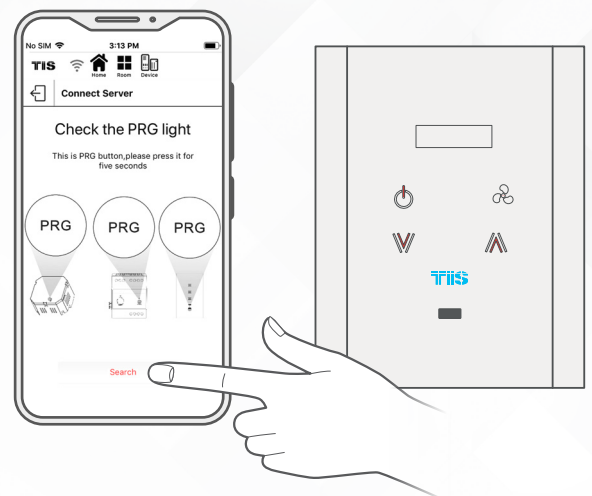
**1** In the TIS App, go to the settings and select TIS Air config and enter your SSID password.



**2** On the Venera panel, press and hold the TIS logo for 6 seconds; The logo will start blinking.



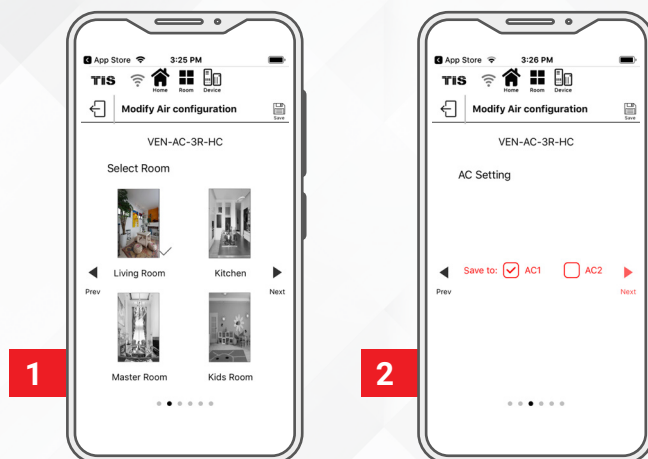
**3** On the TIS app, press search and wait for a few seconds, the panel will link to your WiFi and the TIS logo will turn blue.





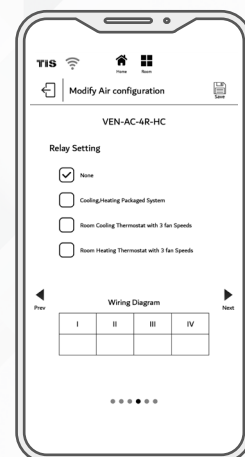
### CONFIGURATION STEPS

**4»** Select the room. If the room has 2 thermostats, select the first or second thermostat.

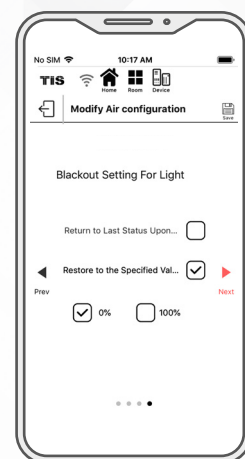


**5»** Select the type of your AC as per the wire connections that you set up. You can select from the following:

- ▶ Single-Stage 1 Fan Speed Room Thermostat
- ▶ Cooling-Single-Stage with 3 Fan speed Room Thermostat
- ▶ Heating-Single-Stage with 3 Fan speed Room Thermostat

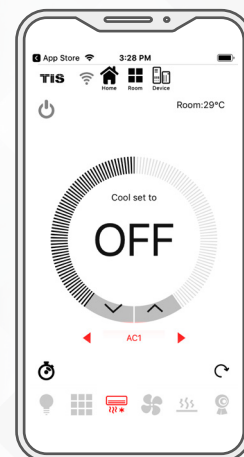
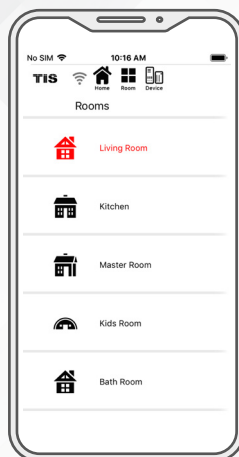


**6»** Select the blackout setting and temperature type.



### CONFIGURATION STEPS

**7** Go to the desired room and start controlling.



### USER OPERATION

#### CONTROLLING AIR CONDITIONING

| FUNCTION             | CONTROL BUTTON                                                                      |                                                                                                                                                                                                                                                                                                 |
|----------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Turn AC ON/OFF       |  | Press the AC Power button to turn AC ON/OFF.                                                                                                                                                                                                                                                    |
| Increase Temperature |  | Press the up arrow button to increase temperature one degree.                                                                                                                                                                                                                                   |
| Decrease Temperature |  | Press the down arrow button to decrease the temperature one degree.                                                                                                                                                                                                                             |
| Change Fan Speed     |  | Press the fan button to change the speed between low, med, high, and auto.                                                                                                                                                                                                                      |
| Change AC Mood       |  | Long press the fan button for 6 seconds until the mood is shown on the screen. Then, change the mood to cool, heat, fan, or auto by short pressing on the up and down arrow buttons. Once you select your mood, do not press any button for 5 seconds or until the main screen display returns. |



## TROUBLESHOOTING



**PRG button blinks purple color rapidly**

**Reason:** The panel address conflicts with another device in the TIS network. You need to press and hold the PRG button for 6 seconds so that the module can get a new address.



**Device's PRG LED is RED**

**Reason:** The device is not connected to Wi-Fi.



**Device can't link to Wi-Fi router**

**Reason 1:** The device is too far from the Wi-Fi router.

**Reason 2:** The SSID or password is not correct.

**Reason 3:** Some setting in the Wi-Fi router is preventing new devices from being added.



**Other TIS devices can't control the thermostat**

**Reason 1:** Other device connections are not linked to the same Wi-Fi network.

**Reason 2:** The programming address is wrong.



**Panel shows wrong temperature above 100°C**

**Reason:** The panel temperature sensor is not connected correctly.



**Panel is not responding to settings to turn AC ON/OFF and control fan speed**

**Reason:** The panel's AC type is set to null by default. You need to select the correct type of AC using the mobile app or software configuration.