

# INSTALLATION MANUAL

## VENERA TOUCH PANEL

### TIS VENERA AC THERMOSTAT

Model: VEN-AC-3R-HC



CONTROL EVERYTHING



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



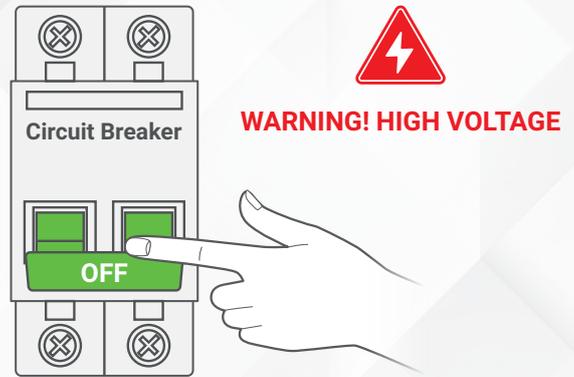
### Simple Installation

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

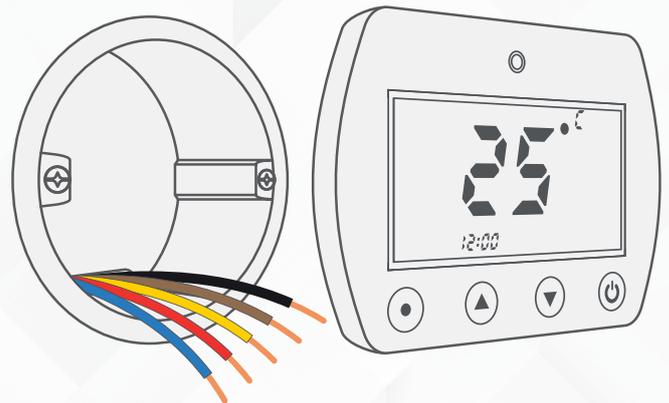


### INSTALLATION STEPS

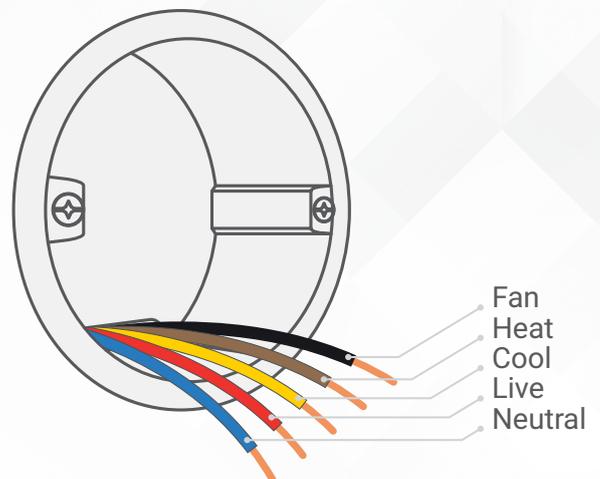
**1** » Turn off the power at the main circuit breaker to turn off voltage supply to the thermostat.



**2** » Remove the old thermostat.

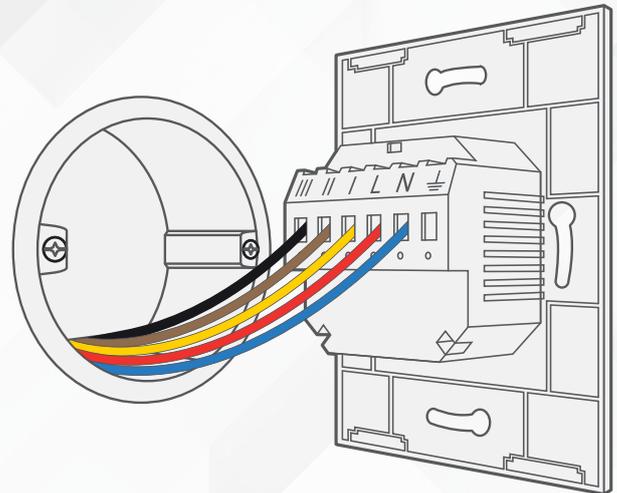


**3** » You may find a total of 5 wires. Label all wires as per their connection.



### INSTALLATION STEPS

- 4** »
- ▶ Attach the neutral wire to the N terminal.
  - ▶ Attach the live wire to the L terminal.
  - ▶ Attach the other wires to I, II, and III terminals, as shown in the table below.



- 5** » Venera 3R-HC support 3 types of air conditioning systems; accordingly, you should connect your wires as per this table.

#### ROOM FAN THERMOSTAT

Terminal I	Fan Low (G1) wire
Terminal II	Fan Medium (G2) wire
Terminal III	Fan High (G3) wire

#### SINGLE-STAGE ROOM THERMOSTAT

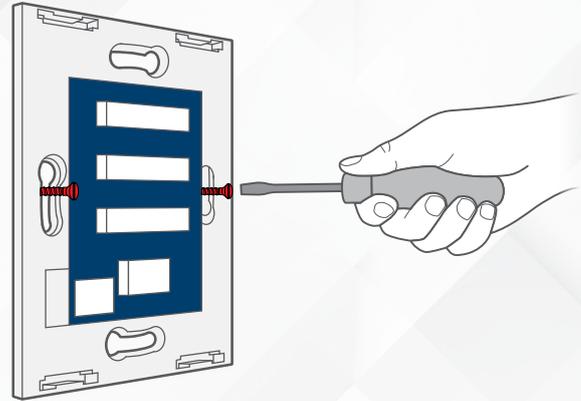
Terminal I	Fan (G) wire
Terminal II	Cooling (Y) wire
Terminal III	Heating (W) wire

#### WATER-BASED COOLING SYSTEM

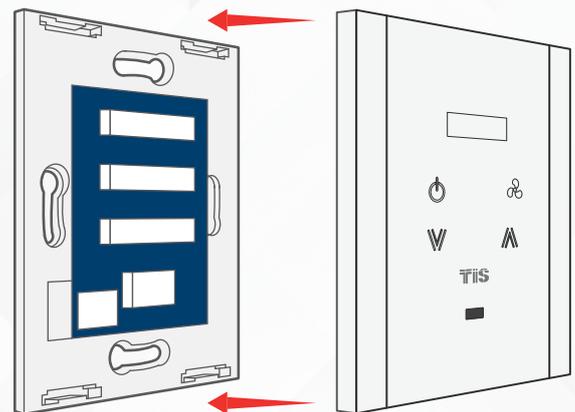
Terminal I	Water (H <sub>2</sub> O) wire
Terminal II	Fan Low (G1) wire
Terminal III	Fan High (G3) wire

### INSTALLATION STEPS

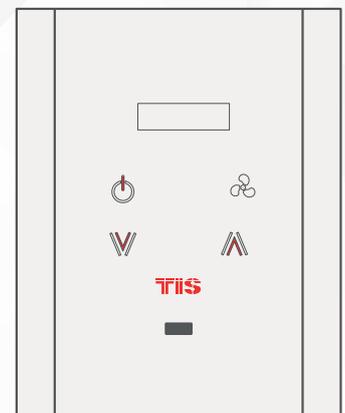
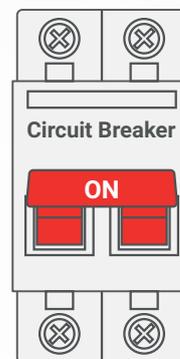
**7** » Insert the Venera panel and the wires in the box, and secure the panel using 2 screws.



**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.



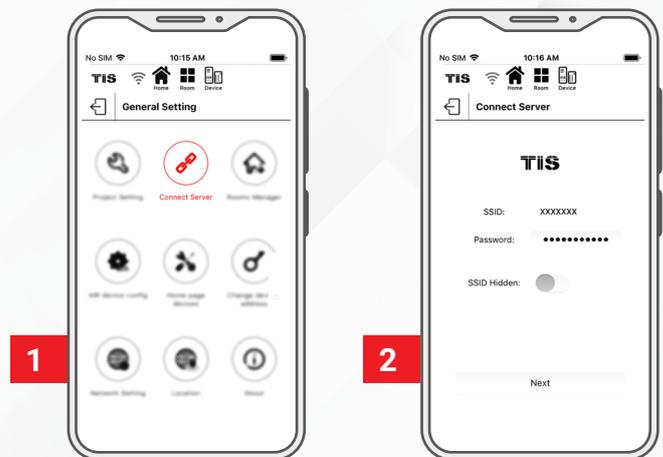
### SERVER LINKING

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.

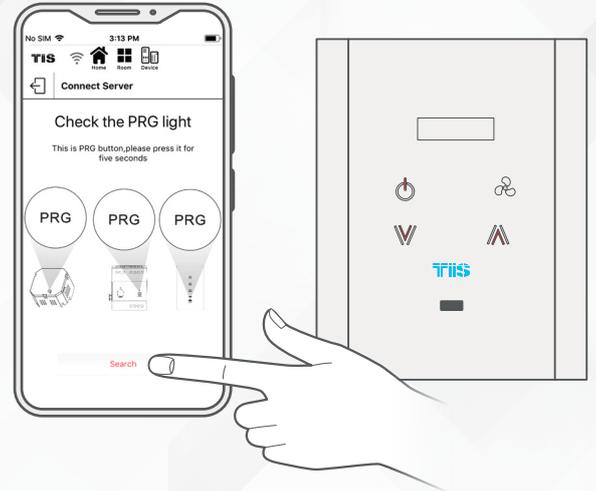


**2** On the Venera panel, press and hold the TIS logo for 6 seconds. The logo will start blinking.

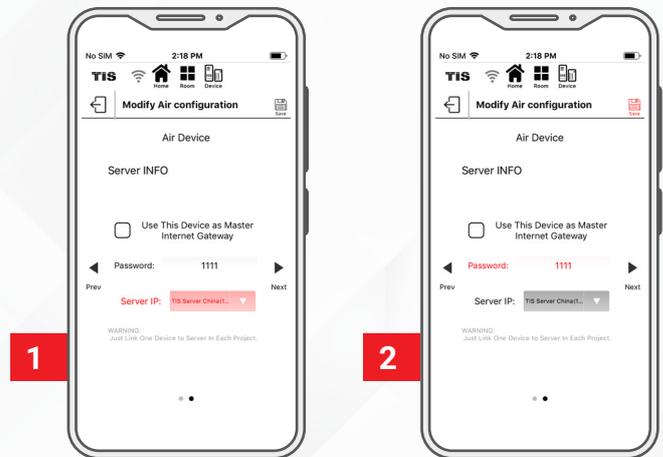


### SERVER LINKING

**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.

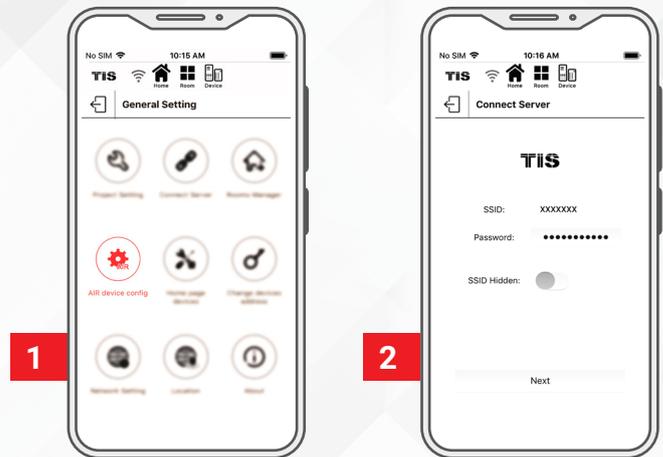


**4** Select your server option and 4-digit password. Then, press Save.

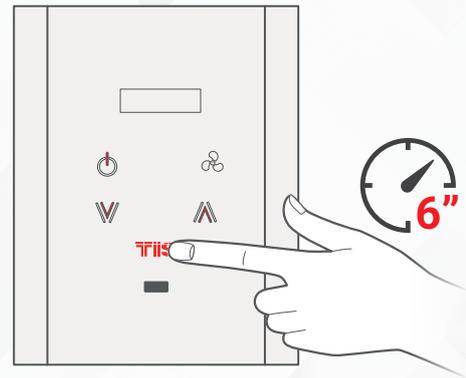


### CONFIGURATION STEPS

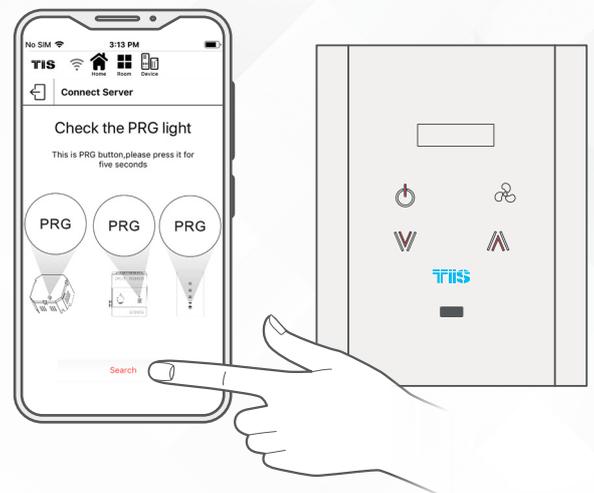
**1** In the TIS App, go to the settings and select TIS Air config and enter your SSID password.



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

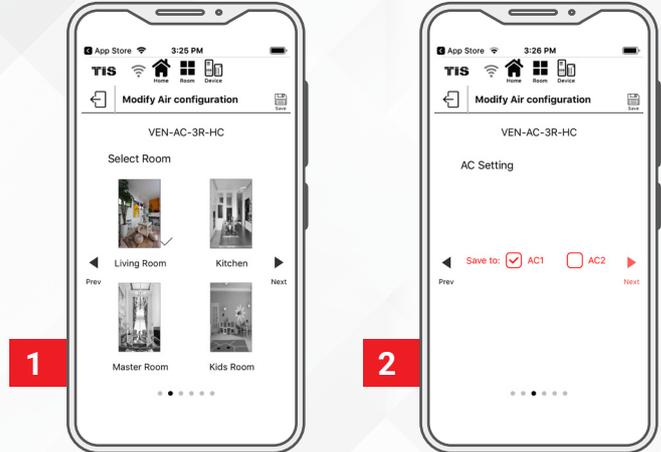


**3** On the TIS app, press search and wait for a few seconds, the panel will link to your WiFi and the TIS logo will turn blue.



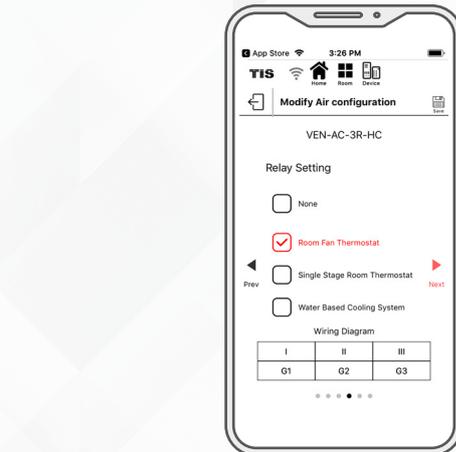
### CONFIGURATION STEPS

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

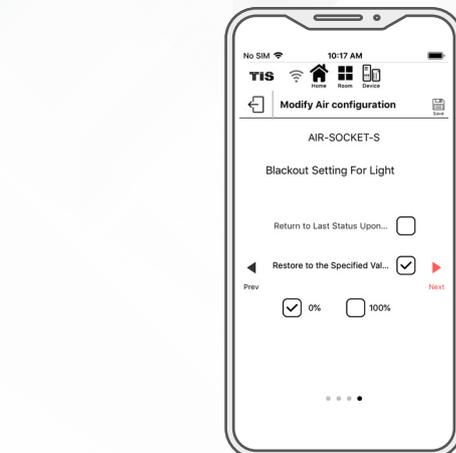


**5** Select the type of your AC as per the wire connections that you set up. You can select from the following:

- ▶ Room Fan Thermostat
- ▶ Single-Stage Room Thermostat
- ▶ Water-Based Cooling System

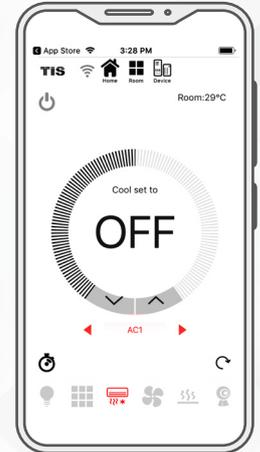
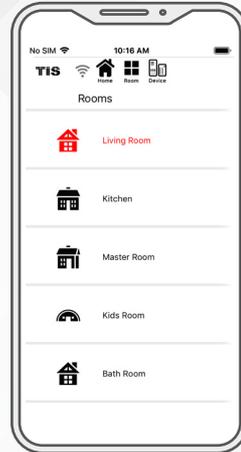


**6** Select the blackout setting and temperature type.



### 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.