

rioheating

# Rio ARC user manual

## Quick start guide

Thank you for purchasing the ARC. We've worked hard to make sure it's as easy to use as possible. This guide will show you the various ways you can control your new ARC heater.



CONNECTS DIRECTLY TO



# User instructions

## **Before first use**

Read and follow all the instructions in this manual even if you feel you are familiar with the product, and find a place to keep it handy for future reference.

For your convenience record the complete model number (located on the product identification plate) and the date you received the product, together with your purchase receipt and attach to the warranty and service information. Retain in the event that warranty service is required.

**NOTE:** The rating of this product (as marked on the product identification plate) is based on a specific loading test. Normal use or the use of other recommended attachments may draw significantly less power.

## **Important safeguards**

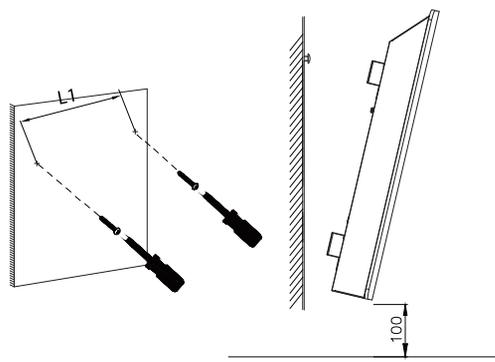
When using any electrically powered product, basic safety precautions should always be followed, including the following. Please read all instructions carefully before using the product.

**Warning** – to reduce the risk of fire, electrical shock or injury to persons or property:

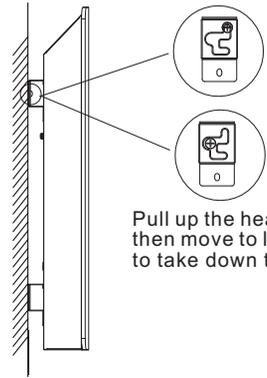
- Use only the voltage specified on the rating plate of the heater.
- Do not cover or restrict airflow to the inlet or exhaust grilles in any manner as the appliance may overheat and become a fire risk.
- Do not cover grilles, block entry or exhaust of airflow by placing appliance against any surface. Keep all object at least 1 metre from the front, side and rear of the appliance.
- Do not place the appliance close to a radiant heat source.
- Do not operate in areas where gasoline, paint or other flammable liquids are used or stored.
- This appliance heats up when in use. To avoid burns, do not let bare skin touch the hot surface. Switch off and let it cool before moving.
- Do not use the appliance to dry clothes.
- Do not insert or allow foreign object or metal utensils to enter any ventilation or exhaust opening, as this may cause an electric shock, fire or damage to the appliance.
- Do not immerse in liquid or allow running water into the interior of the appliance, as this could create an electrical shock hazard.
- Do not reach for an appliance that has fallen into water. Switch off at supply and unplug immediately.

- Do not operate any appliance with a damaged cord, plug or after the appliance malfunctions or has been dropped or damaged in any manner. Return to a qualified electrical person for examination, electrical or medical adjustment, service or repair.
- Do not operate appliance with wet hands.
- The most common cause of overheating is deposits of dust or fluff in the appliance. Ensure these deposits are removed regularly by unplugging the appliance and vacuum cleaning air vents and grilles.
- Do not use this appliance in a window as rain may cause electric shock.
- Do not use abrasive cleaning products on this appliance. Clean with a damp cloth (not wet) rinsed in hot soapy water only. Always remove plug from the mains supply before cleaning.
- Do not connect the appliance to the main voltage until completely assembled and adjusted.
- This appliance is not intended for use in outdoor locations.
- Do not use this appliance in the immediate surrounds of a bath, a shower or a swimming pool or other liquids.
- Always operate upright.
- Do not operate with cord set coiled up as a build up of heat is likely, which could be sufficient to become a hazard.
- The use of an extension cord with this appliance is not recommended.
- Do not remove plug from power socket until the appliance has been switched off.
- Do not remove plug from power socket by pulling the supply cord - always grip plug.
- Always unplug appliance when not in use.
- **CAUTION:** This product is NOT suitable to be used on long pile carpets or Flokati rugs.
- Do not allow cord to come into contact with heated surface during operation.
- Do not run cord under carpeting, throw rugs or runners etc. Arrange cord away from traffic areas so that it will not be tripped over.
- Do not twist, kink or wrap the cord around the appliance, as this may cause the insulation to weaken and split. Always ensure that all cord has been removed from any cord storage area.
- Do not use outdoors or whilst standing on a damp floor.
- Do not store appliance while it is still hot.

- This appliance is not intended for use by young children or infirm persons without supervision.
- Young children should be supervised to ensure they do not play with the appliance.
- The appliance must not be located immediately below a socket-outlet.
- Do not use this appliance with another programmer, timer or any other device that switches the heater on automatically, since a fire risk exists if the appliance is covered or positioned incorrectly.
- All covers on this appliance are intended to prevent direct access to the heating elements and must be in place when the appliance is in use.
- **WARNING:** In order to avoid overloading, do not cover the heater.
- The fireguard does not give full protection for young children and for infirm persons.
- If the supply cord is damaged, it must be replaced by a qualified electrician in order to avoid any hazard.
- **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cutout, this appliance must not be supplied through an external switching device, such a timer, or connected to a circuit that is regularly on and off by the utility.
- Use this appliance only as described in this manual. Any other use is not recommended by the manufacturer and may cause fire, electric shock or injury.
- This appliance is intended for household use only and not for commercial or industrial use.

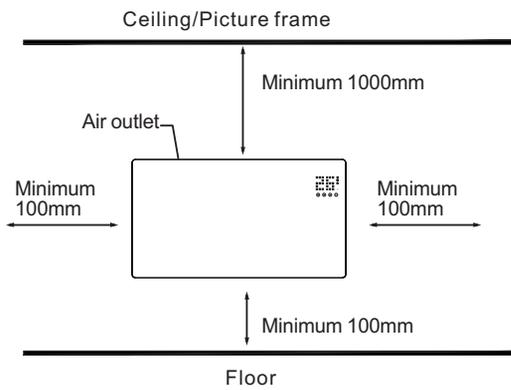


Wall mounted mode



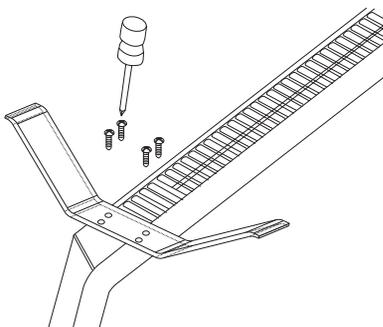
Pull up the heater 5mm, then move to left 10mm to take down the heater.

Take down the heater from wall



This heater **MUST** be installed to the **minimum** required distances at the **four sides** of the heater.

### Feet Installation&removal



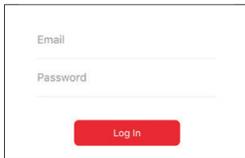
# Pairing your ARC Heater

Once your heater is mounted and powered up you can get using it right away! To get the most out of your ARC's functionality choose one of the following methods of control:

**NOTE:** Each ARC heater can be linked to only one RIO account

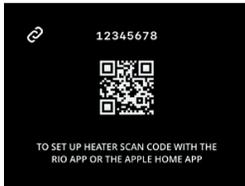
## 1. ARC Heater iOS\* or Android App

Download the Rio Heating mobile app from the App Store or Google Play. Search for 'Rio Heating'.

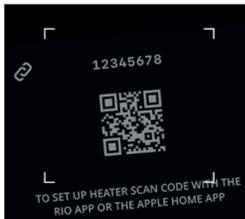


A screenshot of the Rio Heating app's login screen. It features two input fields: 'Email' and 'Password'. Below the fields is a red button labeled 'Log In'.

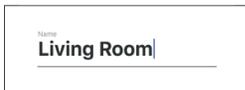
Open the app and create a Rio account.



Once you've created an account you can add your first heater. Press and hold the top button on the side of your ARC for five seconds to put it into pairing mode – you'll then see a QR code displayed as pictured on left.



In the Rio Heating app tap 'Add Heaters' and scan the QR code displayed on the heater screen.



A screenshot of the app's naming screen. It has a 'Name' label and a text input field containing the text 'Living Room'.

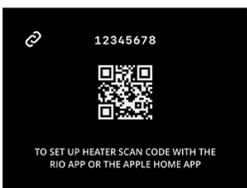
Give the heater a name, for example 'Living Room', and that's it, you're done! You can now control the heater from anywhere directly from the app.

**NOTE:** Escape pairing mode by pressing either temp + or -

\*For iOS users, before you start pairing, please ensure your Apple device is connected to the same WiFi network you wish to use for the ARC heaters.

## 2. Apple HomeKit

Open the Home app and tap the '+' button and select 'Add Accessory'.



Power up the ARC and press and hold the top button on the side for five seconds to put it into pairing mode – you'll then see a QR code displayed as picture on left.

Scan the QR code to add it to Apple HomeKit and that's it you're done! You can now control the ARC from the Home app and with Siri.

**NOTE:** The ARC heater will not automatically update firmware if it's not linked with a RIO account. Firmware must be kept up-to-date for security reasons

**NOTE:** If you wish to use both HomeKit and the Rio App, please pair the heater with the Rio App before adding the heater to HomeKit, making sure your iOS device is connected to the same WiFi network that the heater is connected to.

### 3. Amazon Alexa

Before you can set up Alexa, you will need to create a Rio Account using the Rio App (see section 1). You will need to have the Alexa app installed on your device. Sign into your Amazon account in the Alexa app.

Open the Alexa app and tap on 'Devices' in the menu. Tap on 'Enable Smart Home Skills'. Tap the search icon and type 'Rio ARC'. In the search results you should see 'Rio Heating'. Tap on 'Enable To Use'. When prompted enter your Rio Account details. Next you will be asked if you want to discover devices, simply tap 'Discover Devices'. The devices you have added to your Rio account will show up in the Alexa app.

That's it, you can now control your ARC heater(s) from Alexa. You can group your heaters using the Alexa app.

Things you can say to Alexa:

- 'Alexa, set my [Heater Name] to 20 degrees'
- 'Alexa, what's the temperature of [Heater Name]'
- 'Alexa, make it bit warmer in the [Group Name]'
- 'Alexa, what's the temperature in [Group Name]'

### 4. Google Home (Google Assistant)

Before you can set up Google Home, you will need to create a Rio Account using the Rio App (see section 1). You will need to have the Google Home app installed on your device. Sign into your Google account in the Google Home app.

Open the Google Home app and tap on the Home icon. Tap on the '+' button. Tap 'Set up a new device'. Select the option 'Have something already set up' from the 'Works with Google' section. Tap the search icon and search for 'Rio ARC'. In the search results you should see 'Rio Heating'. Tap on Rio Heating and when prompted enter your Rio Account details. You will be asked to select the devices you wish to control, any devices you have added to your Rio account will be shown here.

That's it, you can now control you ARC heater(s) from Google Home. You can group your heaters using the Google Home app.

Things you can say to Google:

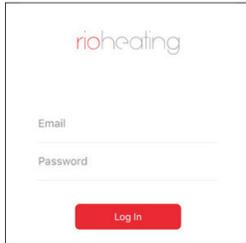
- 'Okay Google, set my [Heater Name] to 20 degrees'
- 'Hey Google, what's the temperature of [Heater Name]'
- 'Hey Google, make it bit warmer in the [Group Name]'
- 'Hey Google, what's the temperature in [Group Name]'

**NOTE:** You cannot use voice control to set your ARC to Frost mode or to select a temperature that is outside the capability of the app or heater.

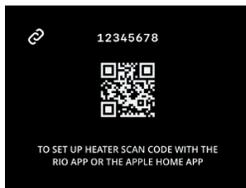
# Detailed Setup

## 5. Connecting the ARC (QR code scan)

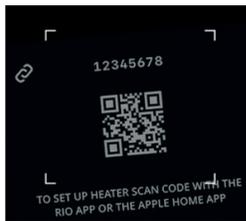
Download the Rio Heating mobile app from the App store or Google Play. Search for 'Rio Heating'



Open the app and create a Rio account. Once you have created an account you can add your first heater. Make sure Bluetooth is enabled on your device as you will need this to connect. Once the heater is set up you can turn off Bluetooth if you wish.

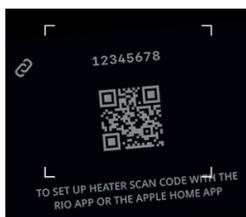


Press and hold the top button on the side of your ARC for five seconds to put it into pairing mode - you will see a QR code displayed on the ARC screen as pictured on left.

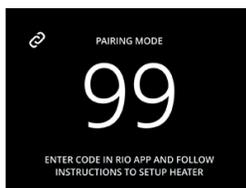


In the Rio app tap 'Add Heaters' and scan the QR code displayed on the heater screen.

## 6. Connecting the ARC (Manually)



If you have issues scanning the QR code then you can add the ARC manually by tapping the 'Add Heaters Manually' button.



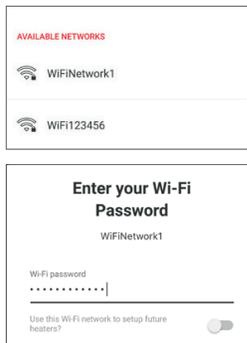
A code will be displayed on the ARC screen which you will need to enter into the app (see image on the left). Once this is complete you will be able to give the heater a name, something that makes sense, such as 'Living Room'.



**NOTE:** the heater names need to be unique so if you have more than one heater in a room you will need to find a way to give them a unique name, perhaps by numbering them (e.g. Living Room 1, Living Room 2).

Next, you will need to get the ARC connected to your WiFi, this is slightly different based on whether you are using an Android or iOS device.

**NOTE:** If the heater has been paired to another device before we recommend that you factory reset the heater by holding all three buttons on the side of the device for ten seconds.



### Android

In the Android app you will see a list of WiFi networks available, select the one which you want your heater use. You will be asked to enter the password for your WiFi network, this is normally found on your WiFi router. You can ask the app to remember your WiFi password if you are going to add more than one ARC (see images on the left).

If you entered the correct details the ARC will connect to the internet and be ready for use!

### iOS

On iOS you can only set up and connect the ARC to the same WiFi your iOS device is using. Don't worry, you can change you iOS device's WiFi after you have set up the ARC. When prompted, enter the password for the WiFi (images same as above).

If you entered the correct details the ARC will connect to the internet and be ready for use!

## Navigating the RIO App

### 7. Controlling the ARC

Controlling your ARC is simple. Just head to the 'Control' section of the app, which is the first button on the menu.



If you have more than one ARC, you can tap on the name at the top of the screen to see a list of your other ARCs and select another to control. You have two methods of control – manual or programme.



## Manual

If you have not added an ARC to a programme (see Section 8) you will only be able to control it manually from the app. Do this simply by sliding your finger up and down on the control slider to set the heater at the required temperature.

## Programme

If you want to control more than one ARC at a time, you must first add the ARCs you wish to control together to a programme. This effectively groups them together. You can find out how to add your ARC to a programme in the next section.

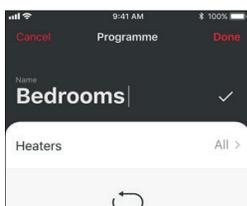
**NOTE:** If you have added an ARC to a programme, it will no longer be displayed in the list of individual heaters in the 'Control' section of the app. Once an ARC is in a programme it can only be controlled from that programme.

## 8. Setting up and using a programme

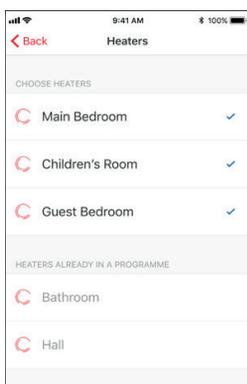
A programme is a way to control several ARCs at once – think of a programme as a group of heaters running on a schedule.



To create a programme, tap on the 'programme' button on the main menu at the bottom of the screen and select 'Setup programme'.

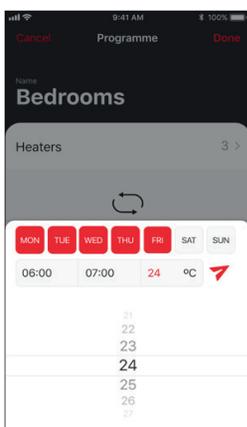
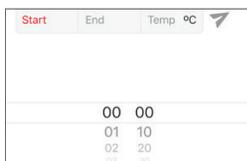
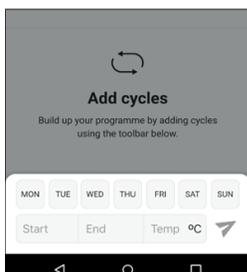


First give your programme a name. For example, if you want to control all the ARCs which are in the bedrooms, you might choose 'Bedrooms'.



Now you need to add the ARCs you want to group to this programme. Do this by tapping 'Heaters' at the top of the programme card and selecting the heaters you want to add. In our example we will add 'Main Bedroom, Children's Room and Guest Bedroom'.

**NOTE:** If an ARC is already in another programme it will be displayed in this list, but you will not be able to add it. It will need to be removed from the other programme first. We will cover editing programmes later in section 9.



Next you need to add a cycle to the programme. A cycle is a period of time that you want the ARC heaters in the programme to be set to a certain temperature. In our example we want to warm the rooms up in the weekday mornings for when everyone gets up. So we will tap Mon, Tue, Wed, Thu and Fri.

**NOTE:** The day buttons turn red when they are selected.

Now we need to select the time that we want the ARCs to operate on these days. So we are going to set the start time to 06:00 and the end time 07:00, by which point everyone should be downstairs having breakfast.

Finally we need to set a temperature, we like it toasty so we will set that to 24 degrees. Tap the set icon (the one that looks like a paper aeroplane) to save the cycle. You will now see your cycle saved on the programme card.

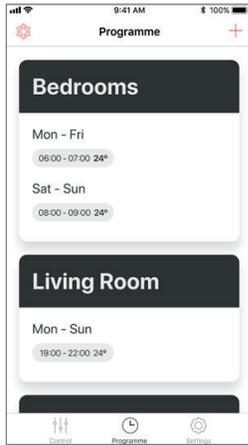
With this set, the ARC in the bedrooms will be set to 24 degrees between 06:00 and 07:00, Monday to Friday. At all other times the ARC will be set to their lowest setting. You can continue to add as many cycles as you want to the programme. However, there are a few of notes to bear in mind...

- An ARC can only be included in a single programme
- Programmes run in 7 day repeating periods
- Programmes can have multiple cycles and must have at least one cycle
- A cycle cannot run over midnight
- Two cycles cannot overlap
- In the gaps between cycles the ARC will be set to Frost Mode, their lowest temperature setting which is 5°C (Frost Mode).

**NOTE:** If a heater which is in a programme is controlled by something other than the app (e.g. Siri, Alexa, Google or on the heater itself) it will be temporarily get removed from that programme. It will return to the programme at the next scheduled cycle. If you want to put it back into the programme before the next cycle, use the Rio App, switch the programme in which the heater exists from Manual to programme mode to put all the heaters in that programme into programme mode (see section 10).

## 9. Editing a programme

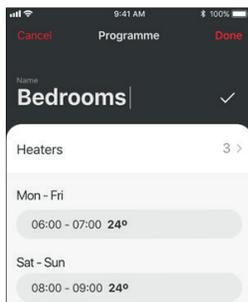
To edit a programme simply tap on the 'programme' button in the menu and select the programme you wish to edit. From here you can edit various aspects of the programme:



- You can edit the name by tapping on the name and entering a new one
- You can edit which ARCs are in that programme (**NOTE:** if an ARC is in another programme you must first remove it from that programme before you can add it to another)
- You can edit a cycle by tapping on it. You will get the option to delete or edit it. Delete will remove it completely, tapping edit will open up the settings for the cycle which can be altered

Once you're finished editing, tap 'Done' and the updates will be saved.

**NOTE:** If you wish to delete the whole programme you can do this by tapping on the 'Delete programme' button which is displayed beneath the cycles.



## 10. Switching between programme and Manual Mode

At any point you can override one or several ARCs in a programme so they can be operated manually.

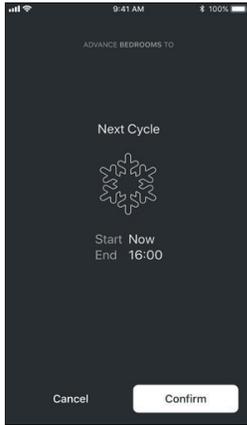


To do this, tap the 'Control' button in the menu, select the programme/ARC you wish to manually control by tapping the top section of the app and selecting it from the list. Once selected you can switch the selected ARC into manual mode and set the temperature you want using the slider.

If you're overriding a programme in this way then the heaters in that programme will be set to manual mode and will not resume the programme until they are set back to programme from either the Rio Heater app or by pressing the top button on the ARC Heater itself.

## 11. Temporarily override a programme

There are three ways in which you can temporarily override the currently running programme. These are: Advance, Adjust Temperature and Extend cycle. You might want to use these overrides for the following scenarios...

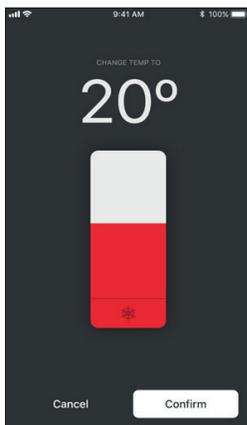


### Advance

You have a programme set to start at 08:00 and run until 10:00. There are no more cycles until 16:00 and therefore the ARC heaters in the programme will be set to their coolest temperature between 10:00 and 16:00.

However, you're due to leave the house earlier than normal at 09:00 but the programme is due to finish at 10:00... you don't really want to leave the ARC on while you're not there so you want to advance to the next cycle, which is the time when the ARC would be set to their coolest mode (Frost Mode). To do this just tap Advance. You will see the settings for the next cycle and be asked to confirm. In this scenario this will set the programme to a Frost Mode cycle early and remain in that mode until the next scheduled cycle which is at 16:00.

**NOTE:** You can only advance a cycle once. Once you've advanced to the next cycle you cannot undo this command. The programme will resume normally at the end of the cycle to which you have advanced.

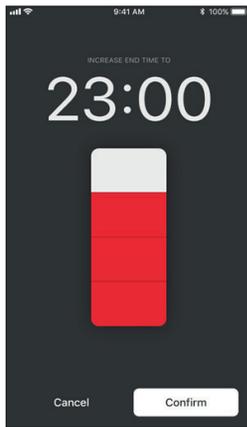


### Adjust Temperature

You have a programme currently running, but you're feeling too warm. You don't want to set the programme to manual you just want to override the temperature for the current cycle as a one off.

To do this, simply tap the 'Adjust Temperature' button, select the temperature you want and tap 'Confirm'. The chosen temperature will now run for the duration of the cycle.

**NOTE:** Changing the temperature in this way does not permanently edit the cycle. If you wish to make this change permanent you need to edit the programme from the programmes section (see section 9).



## Extend cycle

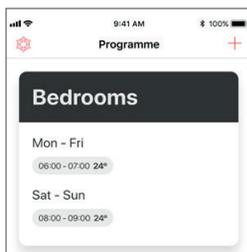
In this scenario the current heat cycle is due to go off at 23:00, your bedtime. However you are staying up late as you are watching a movie and want to keep the heating on a bit longer and you don't want to switch the ARC into manual mode. Therefore you can tap the 'Extend cycle' button and select how long you wish to extend the cycle past the time it was due to end.

There are a few rules to extending a cycle...

- You can only extend it a maximum of 3 hours
- You cannot extend the current cycle beyond the start time of your next scheduled cycle
- You cannot extend the current cycle beyond midnight

## 12. Frost mode

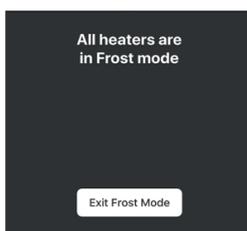
You can quickly set all the ARC you own into 'Frost Mode' which is their coolest setting (5 degrees).



Do this by selecting programme from the menu. Tap the Frost symbol in the top left of the screen. You will be asked if you want to set a reminder to switch Frost Mode off, for example you may choose to use Frost Mode if you are holiday, and want to be reminded on the day you travel home so you can return to a nice warm house.



Select 'Yes' to set a reminder, and pick the date and time you wish to be reminded (Note: this reminder will be set to the device's local time).

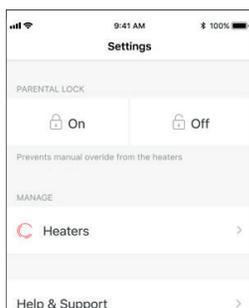


Once Frost Mode is set it will be clearly displayed in the Control and programme areas of the app. You can turn Frost Mode off by tapping 'Exit Frost Mode'.

Disabling Frost mode will set any ARC in a programme back on that programme. Any ARC not in a programme will reset to their last set temperature.

### 13. Parental Lock

The ARC can be controlled by the buttons on the side of the heater. If you wish to disable these so little hands cannot take control you can use the Parental Lock feature in the apps.



Tap on the settings tab and select 'On' to set Parental Lock. This will disable the physical buttons on the ARC. If you wish to remove Parental Lock, simply tap 'Off' in the settings area of the app.

You can also disable Parental Lock at the heater by pressing and holding the + and - buttons for five seconds. Note, this will only affect the ARC on which you do this. Other ARCs you own will remain unchanged.

### 14. Heater Settings

The settings for all your ARC can be accessed from the settings area of the app. Tap on the settings menu and tap on 'Heaters' and you will be presented with a list of all the ARCs you have added to your account.



Tap on the name of the ARC to view its details. In the details view you can edit the ARC's name, turn the backlight for the display on or off and view the other details such as the Firmware version or the date and time the ARC checked in with the Rio Server.

## Troubleshooting

If you have any issues setting up your ARC and this manual does not offer the solution, then please contact us via one of the ways listed below.

**Phone: 0800 978 8571**

**Email: [sales@rioheating.co.uk](mailto:sales@rioheating.co.uk)**

Use of the Works with Apple HomeKit logo means that an electronic accessory has been designed to connect specifically to iPod touch, iPhone, or iPad, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Apple, iPad and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. HomeKit is a trademark of Apple Inc.

