



User's Manual

Available in two colours

White



QTW-1000

Black



QTB-1000

Please read this manual carefully and keep it for future reference.
For more details, contact ActronAir on 1800 119 229.

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Meet the family.

The world is constantly evolving, and we need to evolve with it. Why should controlling your comfort be any different?

The most advanced integrated home air conditioning control platform yet, QUE comes with the most features and highest quality components of any control system in Australia. Easy to install, with a sleek design and user-friendly interface, QUE brings the high standards found in today's smart phones and tablets to the world of air conditioning.

QUE is also much more than a pretty face. In addition to its modern design, it also provides a control platform packed full of innovations and features, a platform that will evolve with you and continue to grow and adapt long into the future.

QUE. Control without compromise.



Control Identification - QUE Touch



Light/Proximity Sensor - Automatically adjusts screen brightness depending on amount of ambient light detected. It will also wake the screen if movement is detected nearby.

Status Bar - Shows the current operational status. (p.24-25)

Menu - Touch to access energy history, schedule, settings, dashboard, technical and controller information. (p.12)

Indoor / Outdoor Environment - Touch to view indoor average temperature, indoor humidity and outdoor ambient temperature.

Mode Window - Touch to change system operating mode, fan speed settings and other operation options. (p.10)

System ON/OFF - Touch to turn the system ON or OFF. (p.7)

Calendar and Clock - Shows the current date and time.

Zone List/Home Screen View - Touch to switch from Home Screen View to Zone List View. This icon is only available on zoned system. (p.7)

Control All Zones Switch - Toggle ON to control all zones globally. (p.8)

Set Temperature - Touch to adjust set temperature of the room or zone. (p.11)

Timer Function/Status - Touch to set timer ON/OFF program. (p.19-20)

Controller Shutdown/ON/HOME Button - Long Press to turn ON or Shutdown the controller. Short press will show Home Screen View.

Navigation Home/Zone Screen View



Home / Zone Screen View

To globally adjust all set points (to include zones set point), toggle this switch to the right then adjust the set point temperature. This switch is not available on a non-zoned system. This is not visible when the system is OFF.

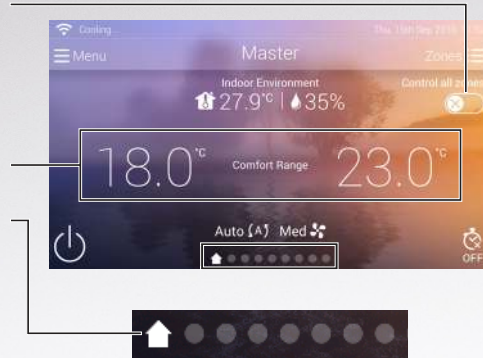
Master Set Temperature

In a non-zoned system this is the set point of the whole system. In a zoned system, this is the set temperature of any Non-VAV zones connected to the system.

When this is highlighted, display is showing the home screen view (Master)

The circles represent the zones connected to the system.

When one of the circles is highlighted, the screen is showing the zone view of the highlighted circle. This is not visible on non-zoned system.



Zone List View

Zone Temperature

Display The actual temperature of the zone.
This is only available for zones configured as VAV.

Zone Set Temperature

This is the target set temperature of the zone.
This is only available for zones configured as VAV.

Zone Name

Assigned name of the zones.



Zone Screen View

Zone Name

Name assigned to the zone.

Zone Temperature

The actual temperature of the zone. This is only available for zones configured as VAV.

Zone Set Temperature

This is the adjustable target set temperature of the zone. Zone set temperature adjustment is only possible when in zone screen view. This is only available for zones configured as VAV.

The first circle is highlighted displaying the screen view of the first zone.

VAV Zone



Non VAV Zone



Mode Window Options

From the home screen, touch the operation status display to reveal the adjustable options.

Operation Mode:

Available options are Auto, Cool, Heat and Fan Mode

Fan Speed:

Available option are Auto (if applicable), High, Medium and Low fan speeds.

NOTE:

Auto Fan is a variable fan technology that automatically adjusts airflow depending on zone/s demand. The system will maintain the right amount of airflow anytime no matter how many zones are open or closed. Auto is only available in a zoned system.

Other Options:

Toggle the switch to the right to activate the selected option. Available options are:

Constant fan - Indoor fan will continuously run regardless if set temperature is achieved.

Away mode - The system will use Away Mode temperature settings.

Quiet mode - The system limit system capacity to lessen the sound of operation.

NOTE:

It is possible to change the option anytime even when OFF. The system will be on selected options when turned ON.



Operation mode

Fan speed

Other options

Temperature Set Point

To adjust temperature set point, touch the screen on the set point area to reveal the ' < ' and ' > ' adjustment icon. Touching ' > ' will increase set point temperature, while touching ' < ' will decrease the value.

Auto Mode

In Auto Mode, there are two adjustable set point temperatures. These temperatures are also called 'Set Temperature Range'. During operation, the system will always maintain the room temperature within this range.

The left temperature is 'Heat to' set point. When the room temperature falls below this temperature, system will start heating until 'Heat to' set point is achieved.

The right temperature is 'Cool to' set point. When the room temperature is above this temperature, the system will start cooling until 'Cool to' set point is achieved.

NOTE:

'Cool to' setpoint is always higher than 'Heat to' set point. Minimum temperature difference between the two (deadband) is 1°

Cool / Heat Mode

Shows only one set temperature. In cooling, when the room temperature is above this temperature, the system will cool until this set point is achieved. In heating, when the room temperature falls below this temperature, the system will heat until this set point is achieved.

Fan Mode

Will not show the set temperature. The system will only circulate air.



Touch to reveal adjustment icon



Touch to reveal adjustment icon



Fan Mode

Menu

On the display screen, touch the '☰ Menu' to reveal other controller features and functions.

Home - Touch to go back to main screen.

Energy History - To view the historical usage of the system. This feature is only available when the main controller is logged into an account and connected to the internet.

Schedule - To use the advanced 7-day programming.

Settings - To change system preferences.

Dashboards - To view operational status of major system components.

Technical - This section is for experienced service technicians only.

About - Other information about the system.

NOTE:

Some items in the MENU are advanced or technical in nature, reserved for experienced installers or service technicians only. Avoid making adjustments on these functions as this may affect the operation and performance of your system.



Energy History

Touch '☰ Menu' > Energy History

NOTE: Only available if the system is connected to an account and internet.

Total number of hours system is cooling (BLUE)

Touch a day to show detailed day view



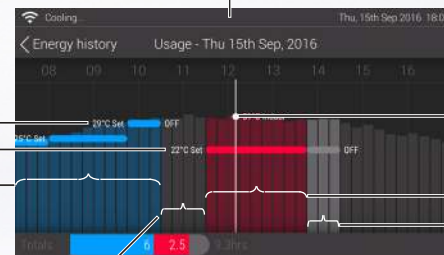
Total number of hours system is heating (RED)
Total number of hours system is ON

Week View

Cool set temp

Heating set temp

System is cooling (All blue bars)



Time

Actual Indoor Ambient Reading (Top of the bars)
System is heating (All red bars)
System is on stand by (Light grey bars)

Detailed Day View

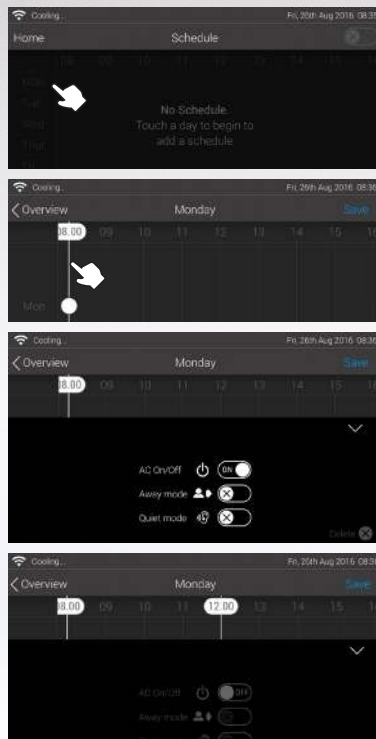
System is off (All dark grey bars)

Schedule

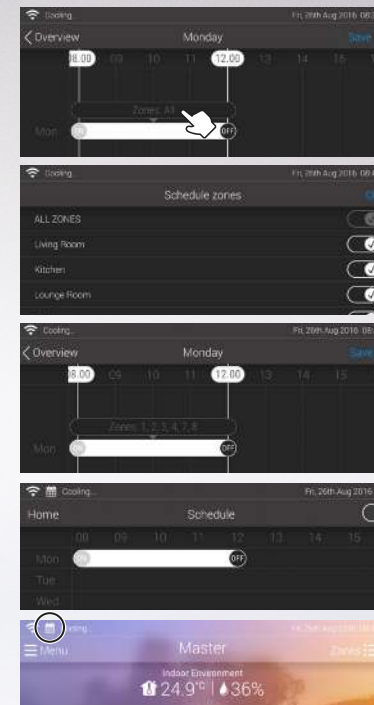
To create a 7 day programmed event, '☰ Menu' > Schedule.

NOTE: Maximum of 6 actions per day. For detailed and advanced programming visit ActronAir website.

- 1 On the next screen, select by touching a day.
- 2 Create the first action by touching and holding the preferred time on the screen, until the action banner appears.
- 3 In the banner, select the desired action for the event. Example, switch AC On/Off to the right to turn the AC ON at that time.
 - Automatically turn the system or zone ON or OFF.
 - Away Mode - to activate or de-activate 'Away' set temperature set point.
 - Quiet Mode - to activate or deactivate low noise operation.
- 4 Touch '✓' to close the event options banner.



- 5 Repeat steps 3 and 5 to create second action. Example, turn the AC system OFF. Touch '✓' after programming the second event. If required, touch the 'Zones' balloon to target a specific zone/s for this program.
 - 6 From zone list, select which of the zones will be included in the schedule. Slide the switch to the right to activate and to the left to deactivate. Then press 'Ok'.
- NOTE:**
Away and Quiet mode options are global settings. You cannot set this per zone.
- 7 Touch 'Save'.
- NOTE:**
It is still possible to adjust the time created by touching and hovering the action marker across the screen.
- 8 From schedule screen, the event created on the day will be shown. Slide the schedule switch to the right to activate.
 - 9 When on the home screen, the status will show the calendar icon, indicating that the schedule is active.



Repeat Function

- 1 To automatically repeat the previous, days, events and times touch 'Repeat Days'.
- 2 Touch the day from the list, example 'Tuesday', Then touch 'Schedule' to exit.
- 3 Next screen will show that the program created is for Monday and Tuesday.

To delete a schedule.

- 1 From 'Schedule Screen', select a day then on next screen press 'Edit'.
- 2 To delete an action, touch 'x' on the action marker.
- 3 To delete the entire day schedule, touch 'x ALL'
- 4 Then touch 'Save'.



Settings

To adjust settings touch 'Menu' > Settings.

Account settings

Set your user account here to enable iOS and Android app remote connection (QUE Connect). This will also allow you to use energy history feature. See page 21 for more details.

WiFi settings

To enable WiFi and internet connectivity.

This will enable the usage of OTA, QUE connect and secondary master connectivity. Touch WiFi setting, then search for your WiFi access point. Enter the password then touch 'Join'.

System Settings

To assign/change system name and zone names.

Other features such as setting up zones is only recommended for installer use only.

Screen Settings

To set screen brightness, screen time out and auto screen awake.

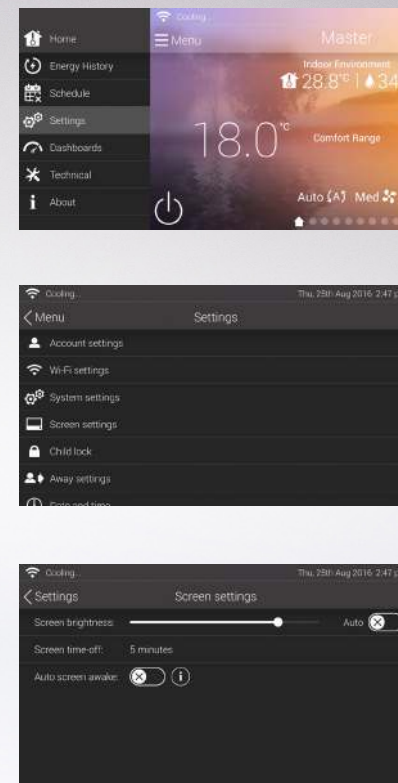
Swipe the system brightness slider to the right for brighter or left for darker display. Or set the switch to the right for Auto brightness dependent on ambient light around the controller.

Touch Screen time off and adjust the time required for screen to time out.

Auto screen wake will enable the proximity sensor. Screen will wake when a user is near the controller. Slide the switch to the right to enable it.

NOTE:

Some functions in this section have already been pre-set during installation.



Child lock

To limit the access or prevent any accidental changes in operational settings of A/C system.

To set up, slide the passcode lock switch to the right.

Enter a 4 digit number (Don't forget this number).

Re-enter the 4 digit number to confirm.

Child lock will be activated once the "screen time-off" function is started.

Once active, the passcode will be required to access the system.

Viewing indoor environment and outdoor temperature are still possible.

Access to zone controller is also restricted.



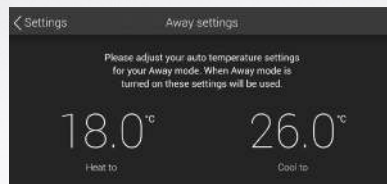
Away settings

To set the desired temperature set point during Away Mode.

Touch the temperature to reveal '◀' and '▶' icons.

Touch '◀' to lower temperature setting.

Touch '▶' to increase temperature setting.



Date and time

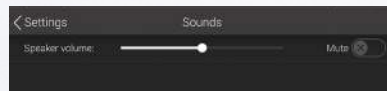
To set the correct time zone, date and time. See Installation manual for more details.

Sound settings

To set the touch feedback sound volume.

Slide the speaker volume to the right to increase the sound or to the left to decrease the sound.

Slide the switch to the right to mute the sound.



Dashboard and technical

This option is for service technicians only.

Timer

Master timer

Is a timer for the entire system.

From HOME screen view, touch (timer) icon to go to master timer screen.



Zone timer

Is a timer set for a zone in a system.

From ZONE screen view, touch (timer) icon to go to zone timer screen.

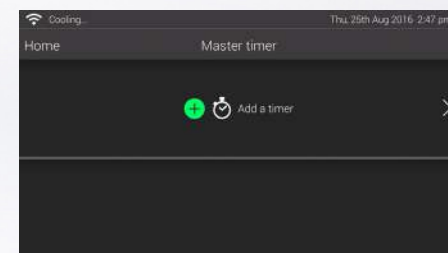


NOTE:

It is not possible to set zone timer if master timer is active (ON). Master timer is always the priority.

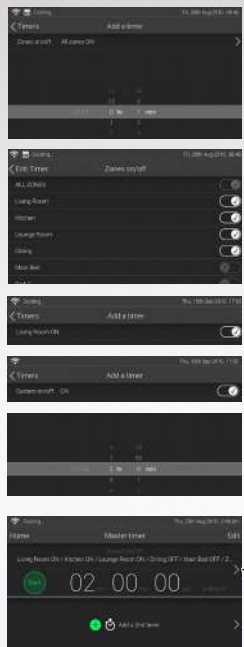
Procedure to set up both timers is almost the same. Follow the below procedure.

- 1 Touch timer icon.
- 2 Touch 'Add a timer'.



Timer setup instructions continued on page 20.

- 3 Assign the zone required for the system.
 - If the program is MASTER timer, touch 'Zones On/Off'. Slide the switch to the right (ON) or to the left (OFF) to assign required zone action.
 - Touch 'Edit Timer' to exit.
 - If the program is a ZONE timer, slide the switch to assign zone action. Touch 'Edit Timer' to exit.
 - If the system is a non zoned system, slide the switch to assign SYSTEM action. Touch 'Edit Timer' to exit.
- 4 Scroll the hour and minute dial to select the desired time. Then touch 'Timers' to go back to Master Timer screen.
- 5 To start the timer, touch (START). The countdown timer clock will start. Or, if you wish to add a second timer, touch 'Add a 2nd timer.'
- 6 Repeat steps 2 to 6 to program the second timer.
- 7 Touch (START) on the 1st timer to start timer countdown. 2nd timer will only start after the 1st timer is finished.



Touch 'x' to change the timer program

To delete timer, touch 'Edit', then touch 'x'

QUE Connect App

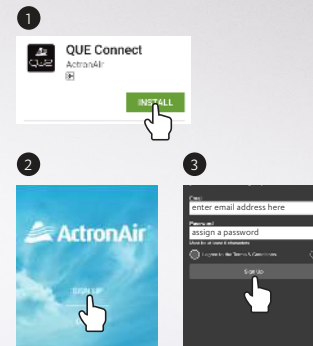
With the QUE Connect App, you are able to control your system from anywhere in the world on your internet connected mobile device.

QUE Connect is compatible with both iOS and Android devices, and can be downloaded from:

- Apple App Store (iOS devices)
- Google Play Store (Android devices)

Download & Setup

- 1 In the relevant Android or iOS store, search for 'QUE Connect' and download.
- 2 Open and touch sign up, if you do not already have an account. If you do, login using your existing credentials.
- 3 To sign up you must use a valid email and password.
- 4 Read and accept the terms & conditions.
- 5 Follow the on-screen instructions to finalise your account setup.
- 6 Using the credential you created, you can now login to the QUE Connect App.
- 7 To link QUE Connect to your Master Controller, go to Menu > Settings > Account Settings, and enter your credentials.



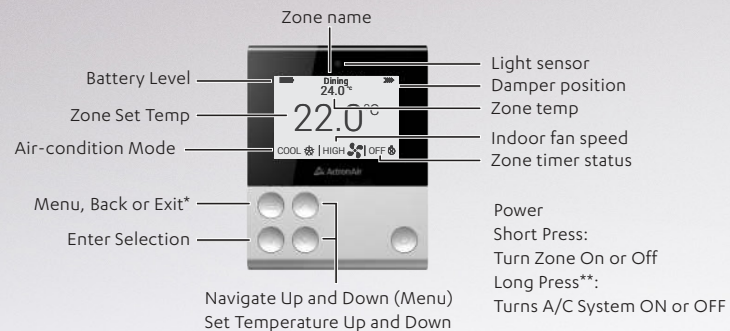
Functionality

It's important to note that QUE Connect has more limited functionality than the Master Controller. With that being understood, some of the key features accessible include:

- Air conditioning and Zone ON/OFF
- Zone name editing
- Air conditioning mode options (e.g. Fan Speed, Away, Quiet etc.)
- Various air conditioning temperature adjustments
- Timers with selectable Zones
- Allows you to control up to 6 air conditioners under the same account



Control Identification - QUE Zone



* Long Press (Menu button)

If you are in lower sub menu, long press will let you quickly go back to main screen display.

Temperature Set Point

Cooling or Heating:

To adjust temperature set point, press or .

Auto :

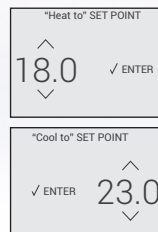
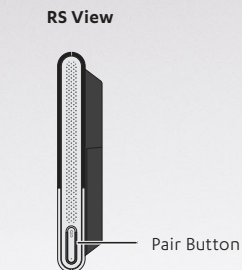
To adjust temperature set point, press or to adjust 'Heat to' set temperature then press to accept.

The screen will proceed next to 'Cool to' set temperature. Press or to adjust then press to accept.

NOTE: It can take up to 15 seconds for the changes to appear in master controller.

** Long Press (Power button)

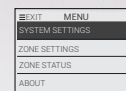
When turning OFF, the whole system will turn OFF including other zones. When turning ON, it will activate the zone and will maintain the previous state of all other zones. (before the system was turned OFF)



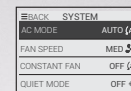
System Settings



Enter Menu



Select System Settings



Choose from one of the options or then

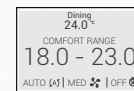
AC Mode To Change Mode Of Operation.

Fan Speed To Change Fan Speed Setting.

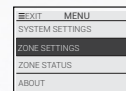
Constant Fan To enable or disable continuous indoor fan operation.

Quiet Mode To enable or disable outdoor unit quiet operation.

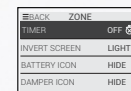
ZONE SETTINGS



Enter Menu



Select Zone Settings



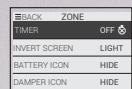
Choose from one of the options or then

Timer To set ZONE timer feature.

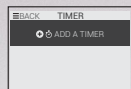
Invert Screen To invert the colour of display screen.

Status Icon To show or hide the status icons on the main screen view (Battery level indicator and zone damper position).

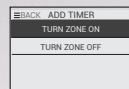
Timer



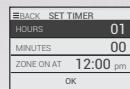
From zone settings,
enter Timer



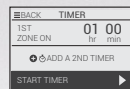
Select add a timer



Select zone action



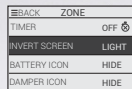
Set the required
Hours and minutes.



Add a second timer or
start the timer.



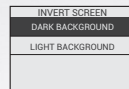
TIMER



From zone settings,
select Invert Screen



Select light or dark
background



Light
Background

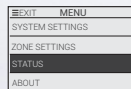


Dark
Background

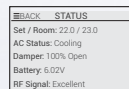
STATUS



Enter Menu



Select Zone
Settings



Display will show

Set Temperature: Zone Set Point

Room Temperature: Zone environment

AC Status: Off, Cooling, Heating, Standby

Damper: Zone damper position;
closed, 5%, 10%, 15%.....100% Open.

Battery: Actual battery voltage reading

RF Signal: Signal strength between the master wall
controller and zone controller;
'None', 'Poor', 'Good' or 'Excellent'

List of Status Icons

Icon	Status	What it means
	WiFi Strength	Display WiFi strength signal.
	Warning	Operational status that requires user attention.
	Failure	Error in operation is detected.
	Filter Clean	Reminder to clean air filter.
	Child Lock is Active	Child Lock Mode is active. It is not possible to adjust the system's setting during this mode.
	Master Timer ON	Timer is active. The controller will turn ON or turn OFF at a set time.
	Zone Timer is ON	Zone timer is active. The zone will turn ON or OFF at a set time.
	Schedule is ON	Schedule Master Controller is active. System will turn ON and/or turn OFF based on programmed time/day.
	Constant Fan ON	Indoor fan will continuously operate regardless of outdoor/compressor status.
	Quiet Mode ON	Outdoor fan will operate at lower speed to limit the outdoor noise to minimum.
	Away Mode ON	Away Mode is Activated. Refer to AWAY MODE section of user manual.
	Aircon Unit is Defrosting	System will remove frost build up in the outdoor unit coil. Indoor fan will turn OFF until defrost is finished.
	Demand Response Mode is Active	Demand response capability is active. The system's performance will be automatically regulated by electricity provider. This is an optional feature.
Cooling... Heating... Standby...	Compressor Status Display	Shows the operation status of compressor.

Frequently Asked Questions

1. Q: What should I do if my secondary controller screen turns blue and/or seems to lose connection with my air conditioning system?

A: Both the Master and Secondary Controller transmit information via WiFi communication, which relies on your access point device. Ensure your access point device is turned ON and working properly. If you have changed your WiFi access code recently, make sure you update the WiFi settings on both the master and secondary controller.

2. Q: Can I use my mobile phone to access my air conditioning system remotely?

A: Yes, search & download the “QUE Connect” app from the App store for iOS devices or Google Play store for Android devices. The next step is to register an account via the QUE Connect app. Using your registered account, you can now use the QUE Connect app to log in to your mobile device and Master Controller.

Note: Your master controller must be connected to the internet via WiFi. Data charges may apply to both the master wall controller & mobile devices.

3. Q: Can I change the zone name displayed on the master controller?

A: Yes, it is possible to rename the zones, either via the QUE Connect app or via the Master Controller, under Menu > Settings > System Settings > Zone Settings.

4. Q: What is the indoor environment temperature displayed on the master screen?

A: This is the average temperature readings of all temperature sensors of the system that have been assigned to a zone.

5. Q: I tried using the energy history feature but I cannot see any information displayed on the screen?

A: Make sure your Master Controller is logged into your registered account under Menus > Settings > Account Settings. Once this done, you should also check to ensure your WiFi device and internet connection are both working properly.

6. Q: I changed the set temperature on my Zone Controller, but the Master Controller still displays the old setting.

A: Allow 15 seconds for the Zone Controller to transmit the new settings. If this doesn't work, the zone controller cable maybe loose or the battery maybe dead (if battery powered). Reconnect the zone cable or replace the battery. If this still not working contact your dealer.

7. Q: I see an error message status on the screen.

A: Contact your installer / dealer and quote the error message seen on the screen along with any other symptoms you have seen.

8. Q: One of my zones doesn't have a zone device, can I add a zone device to enable me to control the zone temperature?

A: Yes, even if your installation has been completed you still have the option of adding a Zone Controller or Remote Sensor. We recommend that you contact your installer/dealer to discuss the features of each zone device to determine what will work best for you, and to arrange installation.

9. Q: One of my zones is not cooling/heating. I checked the Master Controller and the screen is ON and the status shows Cooling/Heating.

A: On the Master Controller, go to zone view by touching “Zone”. Check the status of the zone in question and ensure that the zone is ON. If applicable, adjust zone set temperature and observe outcome. If problem persist, we recommend contacting your installer.

10. Q: Some zones in my Master Controller do not display the set temperature and zone temperature.

A: If your zone does not have a dedicated zone device installed, it is considered as non-VAV zone. It is not possible to adjust the set temperature or view the zone temperature for non-VAV zones.

On other hand, zones that have a dedicated zone device installed are called VAV zones. With VAV zones, you can view their zone temperature and adjust the zone set temperature individually.

11. Q. Will my controller be automatically updated if there is new QUE software available?

A. Yes, you will receive all the relevant updates as needed, provided the controller is connected to the internet.

12. Q. Do I lose any features if I choose not to set up an account?

A. For the best utilisation of your system, it is highly recommended to link your controller with your QUE account. If you do not link your account, a number of features will be disabled, such as energy history, mobile device connectivity (Que connect app) and more.



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