NORITZ®

The Simple Comforts of Life

NORITZ
C O N N E C T

OWNER'S GUIDE
Model: NWC-ADAPTER (NAW-1 US)

Owner product reference

●**Please fill in your product information.**

(Open the front cover to find the product information listed on the plastic cover.)

S/N :

SSID :

Key :

MAC :

●**Noritz America**

TEL : 1-866-766-7489
Web : http://www.noritz.com

Introduction

Thank you for purchasing this NORITZ CONNECT NWC-ADAPTER (this product). This product is used for remote operation, setup and monitoring Noritz heater by Smart Devices.

Noritz America reserves the right to discontinue, or change at any time, the designs and/or specifications of its products without notice.

When there are any changes in this Owner's Guide (this manual) due to version updates of any functions of this product, download this manual from http://support.noritz.com/.

This product functions may be restricted depending on the operating situation.

Contents

Important Safety Information - 1

■ **Important Safety information**

Refer to the Owner's Guide of the heater before using this product.

To prevent damage to property and injury to the user, the icons shown below will be used to warn of varying levels of danger.

Every indication is critical to the safe operation of this product and must be understood and observed. Potential dangers from accidents during installation and use are divided into the following two categories. Closely observe these warnings; they are critical to your safety.

■ **Icons warning of risk level**

⚠ This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

⚠ **WARNING**	WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
⚠ **CAUTION**	CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.

■ **Other icons**

🚫 Prohibited	❗ Be sure to do.	⚡ Electric Shock.	🚫 Don't disassemble the equipment.

⚠ WARNING

🚫 Contact a qualified service technician for any necessary repairs, service or maintenance.

⚠ CAUTION

❗ Keep the area around this product clean.
If boxes, weeds, cobwebs, cockroaches etc. are in the vicinity of this product, damage or fire can result.

🚫 Do not disassemble this product.

🚫 Do not use benzene, oil or fat detergents to clean this product.
This may cause deformation.

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⚠ **CAUTION**

Do not splash water with hose etc on this product.
This product can be installed outdoors, however install the product in a location to avoid direct rain or severe wind.
When installing outdoors the wireless signal strength may be weak and/or unstable.

Do not expose this product to steam.
Do not locate this product near stoves or ovens, this may cause damage or failure.

Do not use parts other than those specified for this product.

Do not look straight an LED when a front cover is opened.

Do not remove a plastic cover (☞ page 8).
Do not touch the Circuit Board.

Do not paint this product.

This product is not designed for radiation resistance, prohibited to use this under radiation environment.

Communication between this product and other might not be established nor maintained depending upon radio environment or operating condition of this product and other products with wireless technology.

This product operates in the unlicensed ISM band at 2.4GHz. In case this product is used around the other wireless devices which operate in same frequency band of this product, there is a possibility that interference occurs between this product and such other devices. If such interference occurs, please stop the operation of other devices or relocate this product.

Important Safety Information - 2

■ Canada Regulatory Information

This device complies with Industry Canada's Licence-Exempt RSSs.

Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment and meets RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated keeping the radiator at least 7.87" (20cm) or more away from person's body.

-Contains IC : 4389B-WYSACVLXY

■ FCC Regulatory Information

This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions:

(1) This device may not cause harmful interference.

(2) This device must accept any interference received, including interference that may cause undesired operation.

⚠ CAUTION

• Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

• This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This equipment should be installed and operated keeping the radiator at least 7.87" (20cm) or more away from person's body.

-Contains FCC ID: RYYWYSACVLXY

Product Overview

System Diagram

An overview of the NORITZ CONNECT System is below.

NWC-ADAPTER
Wireless LAN
Wireless router
Internet
Server
Remote Cord
LTE, Wireless LAN
Smartphone
Tablet
Unit (Heater)   Remote Controller
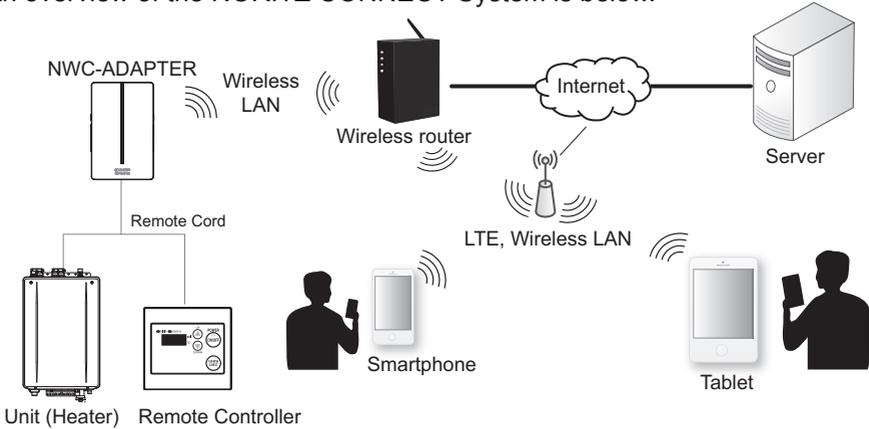
Product Limitations

- This product is not compatible with WEP encryption method. (☞ page 21).

- This product operates only in the 2.4 GHz frequency band. It is not compatible with the 5GHz frequency band. Also since this product does not support 12ch and 13ch, attention is necessary when fixing the channel of the wireless router.

- This product is only for wireless LAN connection.
  This is not compatible with a wired LAN.

- Do not bring a radio close to this product. It may cause radio noise.

How to open the front cover

When setting up this product, it is necessary to open the front cover.
To open the front cover, grab the ribbed stoppers on each side of the front cover, slide the cover up then pull off the front cover.

Front   Side   Stopper
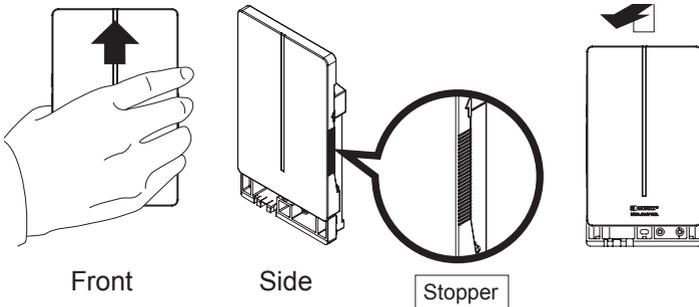
General Parts
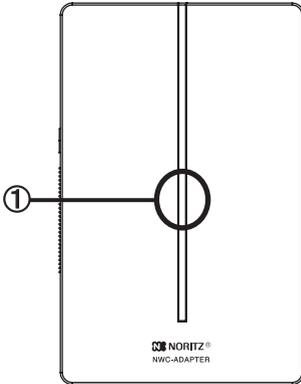
Front
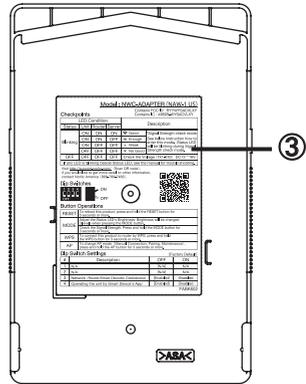
Inside the Front Cover
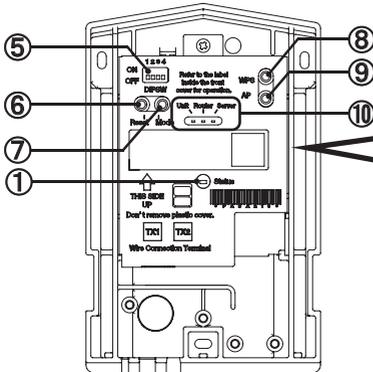
Inside
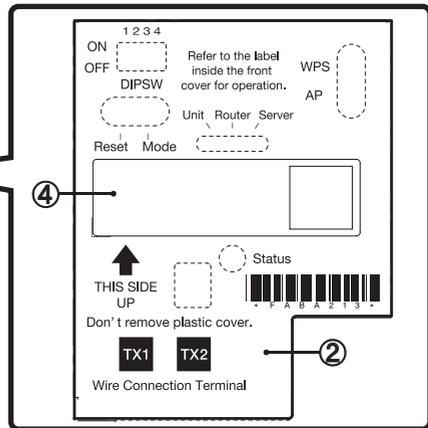
Name	Description
① Status LED (RED)	Displays current system status. (☞ page 9)
② Plastic Cover	Product information, labels, protection of Circuit Board.
③ Instruction Sheet	Indicates each button operation and LEDs condition.
④ Product information sticker	Indicates Model, Serial Number(S/N), SSID, Key and MAC.
⑤ Dip Switches	To enable or disable functions. (☞ page 11)
⑥ RESET Button	Buttons used for settings and operation. (☞ page 10, 11)
⑦ MODE Button	
⑧ WPS Button	
⑨ AP Button	
⑩ Unit, Router, Server LED	Shows Unit(Heater), Wireless Router and Server connection status. (☞ page 9)

Description of each LED condition

Status LED   Unit, Router, Server LED
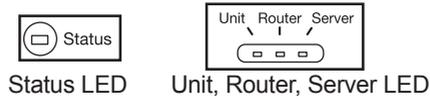
Four LEDs show current system status.

There are three display modes: Normal, Settings and Signal Strength Check Mode.

Description of each LED condition

LED condition		Description
During Normal condition		
Status (RED)	ON	The system is normal.
	Blinking	When there is an error somewhere in the system. (☞ page 22)
Unit (RED)	ON	Connected to the unit.
	OFF	While checking connection with the unit.
	Blinking	Lost connection with the unit. (☞ page 22)
Router (YELLOW)	ON	Connected to the wireless router.
	OFF	While checking connection with a wireless router.
	Blinking	Lost connection with the wireless router. (☞ page 22)
Server (GREEN)	ON	Connected to the server.
	OFF	While checking connection with the server.
	Blinking	Lost connection with the server. (☞ page 22)
Router & Server	OFF	When wireless LAN is disconnected. (☞ page 11)
During any button operation (when pressing any buttons, LED's show each pattern)		
All LEDs	6 Blinks	When this product setting is returned to factory default. (☞ page 11)
	5 Blinks	During WPS mode
	2 Blinks	During AP mode
	OFF	When this product is rebooted. (☞ page 11)
During Signal Strength Check Mode		
Status (RED)	3 Blinks	During Signal Strength Check Mode (☞ page 10) Indicates Signal Strength with each LED（Unit, Router and Server）.

How to Use

■ Button Operations

Connection Methods

Activate WPS Mode

To activate the WPS Mode, press and hold the MODE button for 3 seconds or more to connect this product to the wireless router.
During WPS Mode, all LEDs will blink 5 times.
To deactivate the setting, press and hold the WPS button for 3 seconds or more or leave it for 2 minutes.
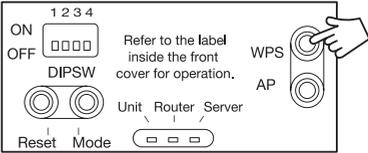
Press and hold 3 seconds or more

Activate AP Mode

To activate the AP Mode, press and hold the AP button for 3 seconds or more.
During AP Mode, all LEDs will blink 2 times.
You can directly connect to a smartphone or tablet device and configure this product settings with the NORITZ CONNECT App.
To deactivate the AP Mode, press and hold the AP button for 3 seconds or more or leave it for 30 minutes.
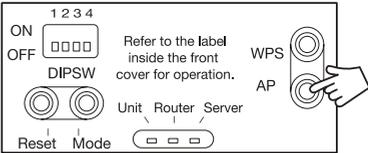
Press and hold 3 seconds or more

Other Settings

Signal Strength Check Mode

1. Press and hold the MODE button for 3 seconds or more, it alternates between Signal Strength Check Mode and Normal condition mode.

2. Status LED is blinking 3 times during the Signal Strength Check Mode.

3. During the Signal Strength Check Mode, the signal strength is displayed with the Unit, Router and Server LEDs.

Press and hold 3 seconds or more

ON   3 Blinks
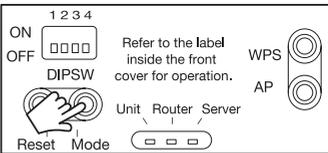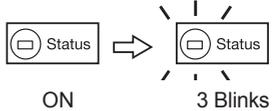
Unit	Router	Server	
ON	ON	ON	🛜 Good
ON	ON	OFF	📶 Enough
ON	OFF	OFF	▾ Weak
OFF	OFF	OFF	✕ No Good

* To return to the normal condition, press and hold the MODE button for 3 seconds or more, or leave it for 30 minutes.

Status LED brightness settings

The brightness can be changed to 3 different levels when pressing the MODE button.

Low ➜ Medium(default) ➜ High ➜ Low

Set to your desired brightness.
* Do not look directly at Status LED.
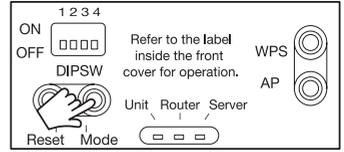
Reset (Reboot)

Use this if this product does not operate correctly.
note) This product keeps current settings.

1. Press and hold the RESET button for 5 seconds or more, all LEDs turn OFF.
2. All LEDs turn ON and this product starts the connection to "Unit", "Router" and "Server".
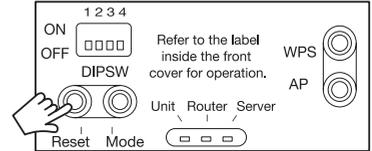
Press and hold 5 seconds or more

Clear settings

To return this product settings to factory default, press and hold the WPS, AP and MODE buttons simultaneously for 10 seconds or more.
During clearing settings, all LEDs are 6 Blinks.
Cleared items: SSID, Key and brightness of Status LED.
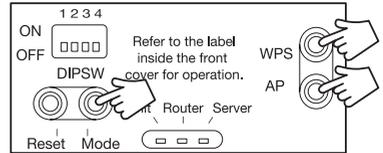
Press and hold 10 seconds or more

■ Dip Switch settings

Items			Description of function and operation
Wireless LAN setting	#3	OFF (default)	This product is connected to wireless LAN.
		ON	This product is disconnected from wireless LAN. note) This product keeps connection information.
Remote operation setting	#4	OFF (default)	Operating the heater by Smart Device's App.
		ON	Cannot operate the heater by Smart Device's App.

Before setting up this product

Pre-installation Checklist

☐ **Internet connection**
Check the internet connection is available.

☐ **Noritz heater**
Noritz heater compatibility with this product.
If you are not sure which heaters are compatible, refer to the Noritz website shown below for a list of approved Noritz heaters.
*This product cannot be connected to heaters made by other companies.

☐ **Wireless LAN access point**
Wireless router for connecting this product.

☐ **Smartphone (or tablet device)**
Device for connecting to this product.
Compatible OS as of April 2017: iOS® 8.0 or later/Android™ 4.0 or later.
For the latest supported OS, refer to our website below.

Noritz website: http://www.noritz.com/

Install the NORITZ CONNECT App

Install the App according to the OS's instructions.

1. iOS® (iPhone®, etc.)
   Go to the App Store and install NORITZ CONNECT.

2. Android
   Go to the Google Play™ store and install NORITZ CONNECT.

Notification

- Customers are responsible for any NORITZ CONNECT App download and connection usage data fees.
- The names NORITZ CONNECT App, App Store, and Google Play™ Store are as of April 2017. It will be subject to change without notice.

Setting up this product - 1

■ Setup procedure

To set up this product for use, do steps 1 through 4 below.

1st step : Account registration
2nd step : Register the heater
3rd step : Pair the product to your smartphone
4th step : Add the product to your network (wireless router)

* NORITZ CONNECT App functions and screens are subject to change
 without prior notice.

1st step   Account registration

1 To register your account, start the App and tap
"**Don't have account? Sign up".**

* You can also sign in to your "Facebook" or "Twitter account".

Top screen

2 Enter your Full name, Password and Confirm Password,
then tap **"Register".**
After registration is completed, you are automatically
signed in.

* To verify Terms and Conditions, go to "Terms and Conditions".

Account Registration screen

Notification

Use the Email and password registered here to sign in. Make sure that you do
not lose your "Email" and "Password", by writing them down, for example.

● If you forget your password:
To reset your password, tap "Forgot your password?", and then follow the
directions on the screen.

● If you forget your Email:
Contact Noritz America Technical Support at 1-866-766-7489 or
http:// support.noritz.com/.

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Setting up this product - 2

Register the heater

1 To register your heater to your account, tap either "**Add a heater**" or "**Scan QR Code**".

☞ 1-1

☞ 1-2

Select a registration method

Add a heater
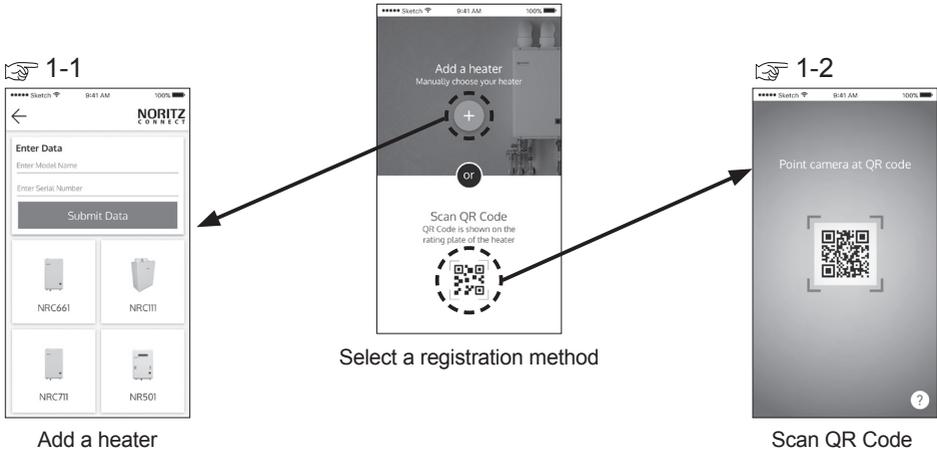
Scan QR Code

1-1 [Register your heater manually]

Tap the **"Add a heater"**.
Follow the directions on the screen and enter the **"Model Name"** and **"Serial Number"**, then tap "**Submit Data**".

1-2 [Register your heater automatically]

Tap the **"Scan QR Code"**.
Scan the QR code is shown on the rating plate of the heater.
When the QR code has been successfully scanned, the screen changes.

Tips

- "Model Name", "Serial Number" and "QR Code" are shown on the rating plate which is on the front cover or side of the heater. Refer to heater's Owner's Guide for the location.
- If you are unable to scan the QR code, try the "Add a heater" function.

2 If you have not finished the heater warranty registration, the screen switches to the Warranty Registration screen. Follow the directions and enter the required information. Check all the information is correct, then tap **"Submit Warranty"**.

Warranty information is used for user information of this product.

* Registered warranty information cannot be changed after registration is complete.

Warranty Registration

Notification

User information of this product can be changed from the menu after completing the setup procedure. Be careful when registering information, as warranty registration information cannot be changed.

Setting up this product - 3

Pair the product to your smartphone

* From step 3, you will need to operate this product's button.
 Check the Status LED is lit (ON) or blinking. (☞ page 9)

Open the front cover. (☞ page 7)

Notification

If the Status LED is not lit, this product is not receiving power. Before using this product, check the heater's power supply is on. This product has no power button.

1 Follow the directions on the screen and press and hold the "AP" button on this product for 3 seconds or more. The AP mode starts and all LEDs (Status, Unit, Router, and Server LEDs) blink twice.

After the LEDs blink twice, tap "**Next**".
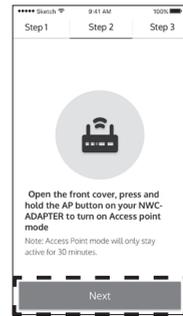
"AP" operation directions

2 Close the NORITZ CONNECT App.
Tap the "Settings" on the Home Screen of the smartphone, then open "Wireless LAN" settings.

A list of available networks appears.
Choose the SSID of this product.
It should start with "NAW"(NAWXXXXXX).
A password is required. Enter the Key of this product listed on plastic cover on the inside of this product. After you have connected, go back to the App screen, and tap "**Next**".
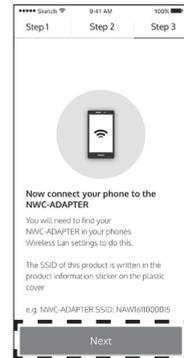
Connection directions

Notification

This SSID and Key of this product are written in the product information sticker on the Plastic Cover. (☞ page 8).
The SSID and Key cannot be reissued, so be sure to write this information on the cover page of this manual so that you can refer to it later on.

4th step Add the product to your network (wireless router)

1 Connect this product to the wireless router.

Select either "WPS Method Setup" or "Manual Router Setup" and then connect to the router.
"WPS Method Setup" can be utilized if your wireless router has a "WPS" button. Refer to your wireless router's manual for more information.

☞ 1-1

WPS Method Setup

Select a connecting method

☞ 1-2

Manual Router Setup
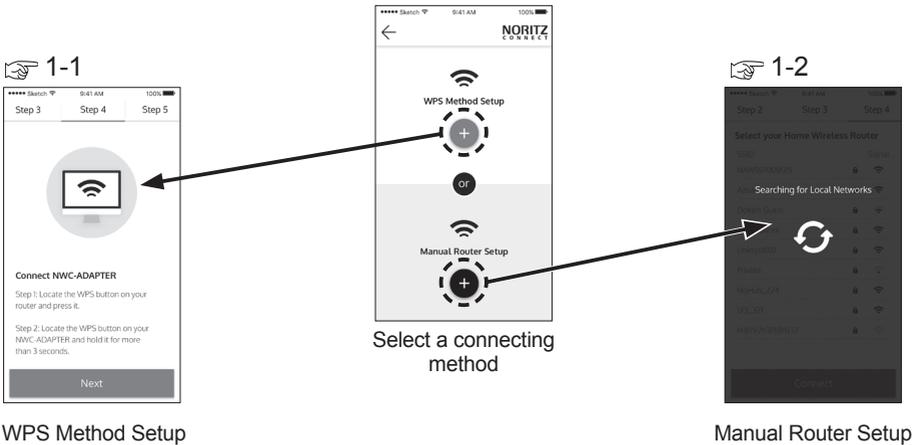
1-1 [WPS Method Setup]

If your wireless router does not have a "WPS" button, refer to "1-2 [Manual Router Setup]".

Step 1 : Press the wireless router's "WPS" button.

*How to operate of "WPS" button varies depending on the wireless router. For details, refer to the user's manual of the wireless router you are using.

WPS Button

Step 2 : Press and hold this product's "WPS" button for 3 seconds or more.

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Setting up this product - 4

This product's WPS mode starts and all of this product's LEDs (Status, Unit, Router, and Server LEDs) blink 5 times.
After the LEDs blink 5 times, tap "**Next**".

Wait for the unit to come online.

WPS Method Setup   Connecting
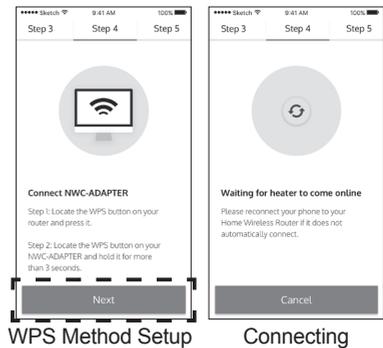
Check!!

> If you cannot connect using "WPS Method Setup", try connecting by "Manual Router Setup".

1-2 [Manual Router Setup]

Skip to **2** if you have already successfully connected using "1-1 [WPS Method Setup]".

Follow the directions on the screen, to manually connect this product to the wireless router.
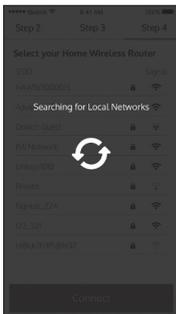
1. Searching for an available wireless router to connect. Wait for a moment.
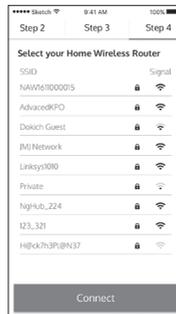
2. A list of available networks appears. From the among the list, tap the wireless router you want to connect to.

3. Tap "**Connect**".

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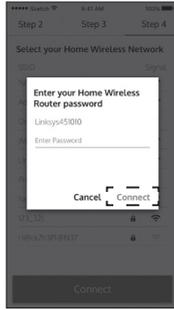
4. Enter the Password of the wireless router, and then tap "**Connect**".
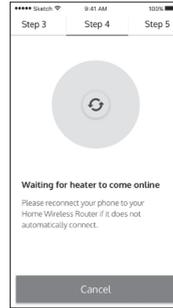
5. Connecting.

Check!!

If the router you want to connect to does not appear on the list, relocate this product or wireless router closer to increase the signal strength.

The following items are common to both "WPS Method Setup" and "Manual Router Setup".

2 Displays network connection status.

- If the connection was successful, tap **"Done"**. The display goes to the NORITZ CONNECT home screen.

- If the connection was unsuccessful, tap **"Retry"** and try again "3rd step: Pair the product to your smartphone". (☞ page 16)
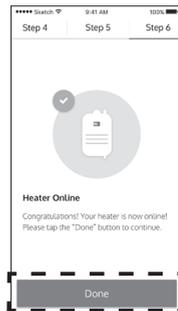
If the connection was successful
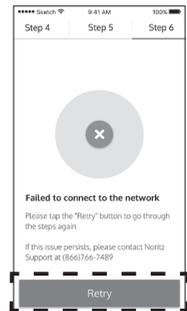
If the connection was unsuccessful

Check!!

If the Connecting screen continues for too long, check the connection between the smartphone and your home network. If the network connection is unavailable, check the smartphone settings or fix the internet access available.

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Setting up this product - 5

3 The NORITZ CONNECT home screen appears.
This product's setup is complete.
Close the front cover securely.

Using your smartphone, you can browse the usages or remote control the unit.

NORITZ CONNECT
home screen

■ Hardware checking points after setup

• After completing the setup, switch to this product's Signal Strength Check Mode, and check the signal strength is "Good" or "Enough". (☞ page 10)

• You can adjust Status LED brightness level.
Refer to the Status LED brightness settings. (☞ page 11)

Appendix - 1

■ Specifications

Model Name	NWC-ADAPTER (NAW-1 US)
Wireless communication method	Compatible with IEEE802.11b/g/n (2.4 GHz), 1 - 11ch.
Setup Method	WPS method / Manual setup method
Function	AP (Access Point) function
Voltage	15VDC
Power consumption	1W or less
Temperature Settings Range	14 to 122°F (-10°C to 50°C) Avoid areas with direct sunlight, rainwater and water.
Dimensions (Height)×(Width)×(Depth)	7.52" (191.0mm)×4.83"(122.6mm)×1.18"(30.0mm)
Weight	0.57 lbs (260g)
Security	WPA2-PSK/WPA-PSK

■ Compatible OS

iOS®: iOS 8.0 or later

Android™: Android 4.0 or later

■ Prior notice for software updates

・ The product software (firmware) may be updated automatically.

・ There are cases where software updates may take time.
There are cases where this product can not be used until the update is complete.

・ Data fees associated with updates are the responsibility of the customer.

Appendix - 2

■ Troubleshooting

Please check	
None of the LEDs are lit.	• Check the heater power is on. • Check this product and heater are correctly connected with the remote cord.
The Unit LED is blinking (RED).	• Check the heater is operating correctly. Contact the installer if it is not operating.
The Router LED is blinking (YELLOW).	• Check the settings of the wireless router. • With the smartphone, check the signal strength of the wireless router near this product. If the signal is weak, change the location of the wireless router or install a wireless range extender.
The Server LED is blinking (GREEN).	• Check the Router LED is lit (ON). (If it is not lit (ON), refer to "Blinking the Router LED".) • The server may be undergoing maintenance. Wait for a while, and then check the LED again. • Check the availability of the internet connection.
Unable to view heater information or operate the heater from the smartphone.	• Check this product's LEDs are not blinking. • Check the Remote Controller is correctly connected to the heater. • Check the heater's Remote Controller is operational. • Check the remote operation setting (Dip Switch #4) is "OFF" (☞ page 11).
Others	
The Front Cover will not open.	• Refer to page 7 (How to open the front cover).
No matter what you do, does not work.	• Turning off/on the electical power to the heater, restart this product.

For any other troubleshooting, contact Noritz America Technical Support at 1-866-766-7489 or
http://support. noritz.com/.

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・ "QR Code" is a registered trademark of Denso Wave Inc.

・ "Wi-Fi®" is registered trademarks of Wi-Fi Alliance.

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Noritz America Corporation
Limited Warranty
Noritz Connect Wireless Adapter

Pursuant to the terms and conditions set forth in this Limited Warranty (this "Warranty"), Noritz America Corporation ("Noritz") hereby warrants to the original consumer purchaser, in the originally installed location, (the "Owner") the enclosed wireless adaptor (the "Product") to be free from any material defects in materials and workmanship. There are no express warranties other than those contained in this Warranty, and all representations or affirmations made by Noritz or any other person were for illustrative purposes only. No agent, employee, or representative of Noritz has any authority to bind Noritz to any affirmation, representation, or warranty concerning the Product, and unless an affirmation, representation, or warranty made by an agent, employee, or representative is specifically included within this Warranty, it will not be enforceable by the Owner.

Required Conditions

1. The Product has to be connected to any applicable Noritz tankless unit which already finished warranty registration.
2. The Product has to be communicated with any applicable Noritz tankless unit by only Noritz App.
3. The Product must be installed by a method recognized and authorized by Noritz and in compliance with Noritz published materials specifically indicated in writing to be applicable to the type and model number of the product.
4. The Owner must use the Product in compliance with instructions in the Installation Manual, Owner's Guide and Quick Guide which are included with the Product.

Warranty Period and Coverage

This Warranty is extended by Noritz to the Owner for the duration of this Warranty.
This Warranty takes effect on the date of installation of the Product by the Noritz Authorized Installer or 30 days after the date of purchase, whichever occurs first, and is effective for three (3) years until the specified anniversary of such date.

Period	3 years
Coverage	Physical Parts (ex. PCB, Case ,Wire and so on)

Limitations of Liability

Please refer to the Installation Manual and Owner's Guide supplied with your new Noritz product. This warranty becomes null and void if any of the following are determined to be contributing factors to failure of the product under this warranty:

1. Abuse, Neglect, Misuse or Misapplication
2. Improper, dangerous, or destructive maintenance or repair procedures
3. Use in conjunction with any unapproved device
4. Installation in an environment that is corrosive or otherwise destructive to the product, whether internal or external, such as but not limited to, mechanical damage, serious oxidation and rusting.
5. Installation at any location outside the United States and Canada.
6. Any failure caused by improper use in the working conditions beyond the stated ones by the Installation Manual and Owner's Guide
7. Any failure caused by network, internet connection or signal reception.
8. Any failure caused by software, virus or improper use of self-made and non-public software.
9. Any failure caused by Noritz App operation.
10. Any failure caused by Noritz Cloud.
11. Any failure caused by devices connected to this device or its software failure directly or indirectly.
12. Any unauthorized obliteration or tearing up of the product label or if product label is different from the product itself (including serial#/MAC address)
13. Acts of God including, but not limited to; Fire, Flood, or natural disaster.

In the event of a Noritz recognized defect, malfunction, or failure to conform with this Warranty and based upon Noritz approval of warranty claim, Noritz, at its sole and absolute discretion, will settle the warranty claim within 30 days upon Noritz' receipt of written notice of such defect, malfunction, or failure to conform with this Warranty. In order to make a claim under this Warranty, the Owner must notify Noritz or its authorized representative of the failure of the goods to conform to this Warranty.

Under this Warranty, Noritz will only provide replacement parts or product. The Owner will be responsible for any other costs incurred including labor costs for servicing or replacing the part or product, shipping, delivery, and handling of the replacement part or product, costs for permits or materials necessary for the repair, or incidental costs resulting from damage external to the product resulting from the failure.

NOT WITHSTANDING ANYTHING IN THIS WARRANTY TO THE CONTRARY, EXCEPT FOR NORITZ' AFFIRMATIVE OBLIGATIONS EXPRESSLY SET FORTH IN THIS WARRANTY, NORITZ DISCLAIMS ANY AND ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, REGARDING THE PRODUCT AND ITS FUNCTIONALITY, PERFORMANCE, MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE OR INTELLECTUAL PROPERTY RIGHTS. NORITZ DISCLAIMS ALL OTHER OBLIGATIONS OR LIABILITIES ON ITS PART AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR NORITZ ANY OTHER LIABILITIES IN CONNECTION WITH THE PERFORMANCE OF THE PRODUCT. THIS WARRANTY ONLY COVERS REPLACEMENT PRODUCT OR PARTS THEREOF, AND DOES NOT COVER COST OF LABOR OR SERVICES UNDER ANY CIRCUMSTANCES.

Noritz shall not be liable for any claim or demand against Noritz by any other party for damages of any kind, including, but not limited to incidental and consequential damages, arising out of the subject matter of this Agreement. Some States and Provinces do not allow exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
This Warranty gives you specific legal rights, and you may also have other rights which vary from State to State and Province to Province.

Installation Company Information

●Please fill in Installation Company Information.

・Company Name：

・Address：

・City：

・Zip Code：

・Installer Name：

・License Number：

・Phone：

・Fax：

・Place of Purchase：

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