

MyZone 3 FAQ and Troubleshooting.

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FAQs

What is the password to get in?

Wamfud

How should I commission my MyZone 3 system?

All systems and zoning are different as such each commissioning will be different.

Why is it coming up with a zone motor fault when I first turn on the MyZone 3 system?

The screen will display a zone motor fault, only if you do not have 8 zones plugged into the CPU. Simply enter config menu and change number of zones to correct number of zone motors attached to system and fault will clear.

Why is my MyZone 3 System is not turning on the AC unit?

There are a few fixes to this one:

1. hold restart button on touchscreen this will ensure unit and MyZone start up at the same time.
2. Check wires running to unit are not polarity sensitive if not sure flip wires around and press restart button on touchpad. (A and B needs to be reversed)
3. Check unit module on MyZone CPU is inserted correctly and does not have crushed pins, this is VERY common and is 90% of the calls I currently get.
4. Have you run the cable to the correct ports on the unit? i.e. Temperzone runs to outdoor unit not indoor. Must be a UC7 or UC8 PCB board otherwise will not work.

I have an old ducted unit; will it work with the MyZone 3 system?

Units that are pre-2012 more than likely will not work with the MyZone 3 systems as the operating system may not be compatible.

Why is the start-up loading screen looping?

This can happen when the WI-FI bridge is paired and the screen is restarted while mid update. Just unplug WI-FI bridge from power point and hit restart button on touchpad. Once screen has loaded plug WI-FI bridge back in and wait for it to complete update on MyZone 3 touchpad before you use it.

What is the website to sign up for world wide access of MyZone 3?

the web address to sign up for world wide access of MyZone 3 is
<http://metalflex.ascsoftware.com.au>

Why can't I find the correct app on my app store?

On both apple and android if you type "MyZone Controller" without inverted commas it will bring it up as first result in each store.

Where can I find my system id?

The system ID is unique for each MyZone 3 and you can find it in the following places:

1. On the white cardboard box, the CPU comes in
2. On the MyZone 3 CPU
3. On the loading screen of touchpad
4. On system device list in config menu (under options)
5. On app when connected to WI-FI.

Why are the wireless sensors not pairing?

This can be a few reasons if you pull the battery tab and press the pair button and the light flashes its ready to pair, if it doesn't flash its either a dead battery or faulty sensor.

Most common reasons for sensors not pairing is installer releasing pair button when the light stops flashing, I recommend that installer holds pair button until the touchpad stops displaying "updating" message.

How do I set up wireless sensors?

Sensors are quick and easy to set up:

1. Remove front cover
2. Remove white battery tab
3. Turn zone dial to correct zone i.e. zone 1 (this requires small flat blade screwdriver)
4. Hold pair button on sensor and press pair wireless device on touchpad (halfway down config menu)
5. Wait till touchpad message "updating" disappears

How do I set up the WI-FI bridge?

The bridge like the sensors is quick and easy to pair:

1. Plug in WI-FI bridge into power point and back of customers router with supplied blue cable (note must be in a numbered port not a WAN port)
2. Hold blue pair button on side of WI-FI bridge and pair wireless device on touchpad of MyZone 3
3. After a few seconds you should see a green WI-FI symbol on lower right-hand side of home screen.
4. Side note if the symbol is grey the WI-Fi bridge is connected however there is an issue with the customers modem or internet connection.

What is the Bypass option?

Bypass is where a zone is put in the system between the supply air and return air duct and once the zones all close the bypass zone opens feeding conditioned air back into the a/c unit causing it to use less energy and turn the system into stand by.

To set this up we add an additional zone to what is required, and we name this bypass and set as a constant zone. On white touchpad MyZone 3 we can also set this to hidden so it doesn't show in the zone list.

How many sensors can I have on a MyZone 3?

The standard wireless sensors have 12 zone selector and the touchpad can also be used as a sensor. So, on a standard MyZone 3 you can have 12 wireless sensors and 2 additional wired sensors this matched the 14-zone capability of the extended MyZone 3.

Do you need to hook up the original unit control to set up MyZone 3?

No, the MyZone 3 replaces the factory controller.

How does IFTTT connect to MyZone 3?

IFTTT (If This Then That) is a standalone application that links multiple apps together in this case google assistant (which runs google home) and the MyZone App

In this case If I tell google home to turn on AC then IFTTT tells the MyZone App to send command to ac system.

Are you able to stack zone extenders?

Yes and No, can you stack them yes however as the software doesn't recognise more than 14 zones it won't work on the system

Is there instructional video on YouTube?

No, not at the moment.

Will there be better instructions/ user manual?

We are working with marketing on this one also but if you guys have any feedback please send it trough to me so we can make sure they knew version suits both the installer and owner's needs. We are thinking 2 separate manuals one install and one owner.

TROUBLESHOOTING

Installation

Zone Motors/Dampers

Trouble Shooting Zone Damper Faults

The system displays a damper error if there is a problem with one of the zones. This can be caused by one or more of the following:

Go to the zone summary menu to establish which zone is faulty.

1. Is there a zone motor plugged into the C225 module?
Check to see if a zone motor is plugged into the port. The factory default for the system is 8 zone configurations. If the system only has 5 zones, then 3 zones will indicate a fault. You will need to change the number of zones in the Config menu. Once changed reset the system.
2. iSave damper fault.
Check if the iSave option has been selected without the iSave system being installed. If so, de-select the iSave option. Once changed reset the system.
3. Damper timing.
If Belimo motors are installed, you will need to manually set the timing for the damper motors. Check the manufacture data to see how long the damper takes to drive from open to close. In Config> Options> Timing Damper, set the correct time in seconds. Reset the system.
4. Faulty zone cable.
Swap the faulty zone cable to a zone motor and C225 port that is working. Reset the system and see where the fault re appears. If the fault changes to the new zone, then change the cable. Reset the system.
5. Faulty zone motor.
If a zone motor fault appears swap the zone motor with a zone cable and C225 port that is working, if the fault continues to display, then you will need to replace the motor. Reset the system.
6. Faulty C225 Port.
If after all these above checks the fault re appears on the same zone, then you will need to replace the C225 CPU.

Sensors

Trouble Shooting Temperature Sensors

No zone sensor has been detected.

1. Check the dial on the sensor. Make sure it has been turned to the correct zone number.
2. Make sure the zone has been configured to control as a wireless sensor in the Zone Set Up menu.

Sensor is flashing blue and red.

1. The sensor is not paired or has stopped communicating with the system. Re pair the sensor, change the dial and configure the zone. (as per 1 & 2 above)
2. Check to make sure the antenna on the C225 and Bridge are screwed in and pointing upright.

Sensor button LED is not working.

1. Make sure the battery protector has been removed.
2. Make sure the battery is installed in the correct orientation (+ / -).
3. Make sure the battery tabs have not been damaged.

Red light is bright, but the blue light is faded "Wireless sensor only".

1. Replace the battery.

AC Unit Module

Trouble Shooting AC Unit Module

The system displays a “No comms with CCPU” error if there is a problem with the AC unit module connection to the AC unit.

This can be caused by one or more of the following:

1. Are the AC unit module pins damaged?

Carefully remove the AC unit module from the CPU and check the pins are not damaged.

2. Is the AC unit wiring correct?

Refer back to the MyZone Installation Wiring guidelines and double check that the connections are correct and if polarity is critical or not.

3. Has the correct cable been used to connect the MyZone tablet to the CPU?

Ensure that RJ45 cable is used to connect the MyZone tablet to the CPU. **DO NOT use RJ12 cable.**

4. Try resetting the AC unit module.

Turn the MyZone and AC unit off, remove the AC unit module from the MyZone CPU, turn the MyZone and AC unit back on, re-insert the AC unit Module back into the CPU.

5. If none of the above have rectified the issue, you have a faulty AC unit module and it will need to be replaced.

Commissioning

Devices

MyZone 3 Wi-Fi & Worldwide 4G Sign Up Procedure

This procedure will assist with downloading the app to use with Wi-Fi and how to sign up to the MyZone Worldwide 4G service. Before starting this process, ensure the MyZone 3 is fully installed and the Wi-Fi bridge is paired.

The following Smart Phone Configuration and System Requirements are needed:

Smartphone or Tablet

- You will need a smartphone or tablet.
The following platforms are supported:
Apple
Android

System Requirements

- iOS SOFTWARE REQUIREMENTS
Compatible with iPhone and iPad. iOS 6.0 and higher
- ANDROID SOFTWARE REQUIREMENTS
Requires Android: 2.1 and higher.

Download the Myzone3 App

- You will need an account with the manufacturer of your phone to enable you to download Apps from their respective store.
- Apple—[Apple App Store](#)
- Android—[Google Play Store](#)
- Login to the respective store.
- To search for the Myzone3 App type “MyZone Controller” into the stores search menu.
- Select MyZone Controller and download the Myzone3 App.

Using your MyZone App3 in your local Wi-Fi area

- Enter the MyZone 3 app on your phone or tablet.
- A 9-digit number will appear at the top of the screen. This is your system ID number. Write down your 9-Digit System ID number as you will need this later for the 4G sign-up procedure.
- Press on the 9-digit number and you will enter into the user interface screen.
- Once at the user interface screen you can “Rename” your system. (E.G. Home A/C?)

Worldwide 4G Service

- You can only have access to the system from outside your local Wi-Fi range after you have successfully registered your system to the Worldwide Service.
- To register your system, you must:
Be inside the Wi-Fi area your system is connected to.
- Using a desktop/laptop computer, open an internet browser.

- Go to www.metalflex.com.au, once at the home page click on the brands button on the navigation bar. Click on the MyZone 3 option.
- Scroll half-way down the page and click on the “Sign Up” button. This will open a new tab in your search browser.
- Complete the sign-up form ensuring all details entered are correct and accurate. Your System ID is the 9-Digit number you wrote down earlier.
- Once you have completed the sign-up form and clicked sign-up now, you will receive a verification email. Check you Inbox and Junk/Spam folders for this email and verify your email accordingly.
- Ensure your smartphone/tablets Wi-Fi is turned off. Proceed to the Myzone3 App on your smartphone or tablet. In the bottom right hand side of the app you will see a “Worldwide Login” button. After pressing this button, enter in the email address and password you used on the sign-up form, then click Login & Remember me so your details are saved.
- You will now have access to the 4G Worldwide service.