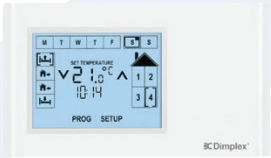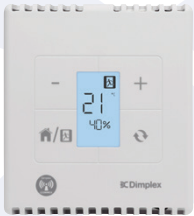# CONNEX Discontinuation FAQ

1. **What is changing?**
    We will no longer support the CONNEX app. This means that you will no longer be able to control your heaters remotely from your phone. You will still be able to control your heaters using your wall controllers from inside your home, as these controllers use RF signal rather than being WIFI enabled. This means if you have CONNEX wall controllers setup in your home, you can continue to control your heaters from these multi-zone controllers without interruption from inside your home, you just lose the functionality of remote control from your app.
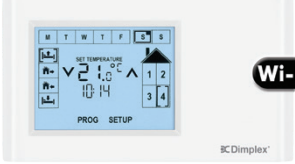
2. **When will this change occur?**
    Your CONNEX app will no longer function effective June 30th, 2022.

3. **What CONNEX controllers will be impacted by this change?**
    Anyone with existing CONNEX Wireless Controls and Thermostats (models listed below) can continue to control their existing CONNEX-enabled Smart Heaters from inside their home, directly from the controller.

Model Number	UPC	Model Description	Image
DPCRWS	781052067684	Single-Zone CONNEX® Controller	
CX-MPC	781052081765	Multi-Zone Programmable CONNEX® Controllerr	
CST-240	781052111936	CONNEX® Smart Thermostat - 240V	

The SKU's listed below will also continue to function as wireless controllers for existing CONNEX-enabled Smart Heaters, however, they lose their ability to provide app-based, mobile control via the CONNEX Control App.

Model Number	UPC	Model Description	Image
CX-WIFI	781052101241	Wi-Fi Multi-zone Programmable CONNEX® Controller	
CX-WIFI-A	781052102811	Wi-Fi Multi-zone Programmable CONNEX® Controller	

4. Is the product faulty and this is why it is being discontinued? Do I need to be worried about the product in my home?

No, there is no issues with the product you have, and it is safe to operate. We have made the decision to discontinue the product line.

5. My app still seems to be working properly, can I ignore this message?

There may be exceptions where your system appears to be operational for a period of time after June 30th if you already have the app installed on your device. However, the CX-WIFI and CX-WIFI-A will no longer be connected to the cloud. This means that even though you are setting a temperature on your mobile device, no signal is being sent to your CX-WIFI or CX-WIFI-A controller, and these controllers are not sending signals to your heater to adjust temperature or turning on/off. In order to properly maintain temperature in your living space, you will need to interact directly with the multizone wall controllers or heaters from inside your home to maintain your desired room temperature.

6. I am getting an error message that my username and/or password is invalid? What does this mean?

When we discontinued the CONNEX program we broke the connection with our cloud provider. This means that you can no longer engage with the app to control your heaters. You will either need to engage directly with the multizone wall controllers, or the heater from inside your home, as the heaters also have an onboard electronic thermostat.
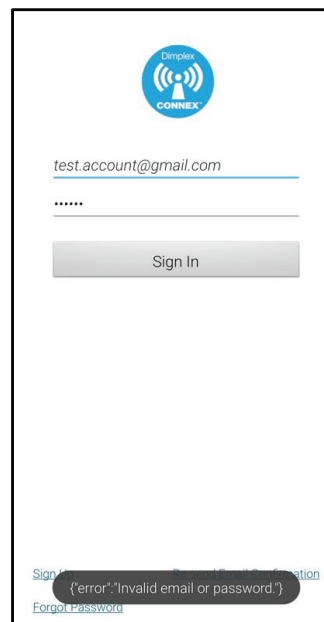
7. How do I turn my heater off without the app so that there is no power going to it?
The best way to do this is to disconnect your heater at the control panel, flipping your breaker will prevent power from reaching your heater and prevent undesired operation.

8. I still want wireless control of my heater, what are my options to replace it?
Unfortunately, we will no longer offer a suitable product to replace your CONNEX system. Your heaters will continue to work with the wall controllers from inside your home, much like a central heating system. As another option, we have heaters without built in thermostats that can be linked with a programmable, wall mounted thermostat that provides greater range of control.

9. Can I install another WIFI enabled thermostat brand with my existing CONNEX heater?
No, you cannot. Your heater comes with an onboard thermostat which cannot be tampered with. Any attempts to do so would void your warranty and hold you liable in the event of product failure. If you want to use another brand of WIFI enabled thermostat you would need to also replace the heater to a version that does not have a built-in thermostat.

19. Do you have plans to build a replacement product that will be compatible with my CONNEX heaters?
There are no plans for Glen Dimplex Americas to build a WIFI enabled product for the North American market that will be compatible with the current CONNEX program.

11. Will my heaters still work without the app?
Yes, they will. You can either use your multizone wall controller or adjust directly on the heater controller from inside your home.

12. Will I lose any functionality with my current heater?
You will lose the ability to control wirelessly from your mobile app. You will still be able to set temperature and have access to the enhanced features via the multizone wall controllers or onboard thermostats.

On board controller
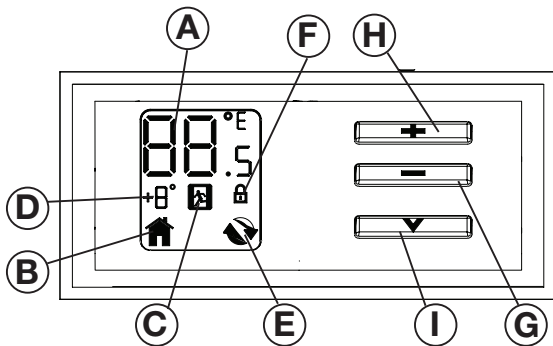
A - Setting/Temperature Display
B - Comfort Setting Icon
C - Economy Setting Icon
D - Set Back Temperature Setting
E - Synchronized Icon
F - Lock Icon
G - Decrease Button
H - Increase Button
I - Menu Button

14. How do I set functions from the onboard thermostat?
We have provided details from the RCH manual below – the process is similar for all CONNEX compatible products

When power is first supplied to the RCH the Set point Temperature will flash in the temperature display area. At any time either the **+** or **–** button can be pressed to have the temperature set point displayed again.

A. Setting/Temperature Display
The RCH is designed to control the temperature of a room from 41-86°F (5-30°C). By pressing the **+** or **–** will increase or decrease the desired temperature for the room to be heated by 0.5° (in either °C or °F).

When adjusting the Set point Temperature the display will switch back to display the ambient temperature after 5 seconds.

! NOTE: The unit can be set to run continuously as a fan by setting the temperature at 41°F (5°C). At this temperature the heater will not turn on.

! NOTE: Pressing the **+** and **–** at the same time will toggle between °C and °F.

B. Comfort Setting 🏠

The Comfort Setting icon will be displayed when the heater is in normal operation based on the Set point Temperature for the room.

! NOTE: Either the 🏠 or 🏃 icon will always be visible, dependent on the setting being used.

C. Economy Setting 🏃

The Economy Setting can be used to change the Set point Temperature for a user determined period of time. By pressing the **V** the Economy Setting will be enabled - signified by the icon flashing. After the Set Back Temperature has been set, the icon will become solid after three seconds and the Set Back Temperature will be enabled.

To return back to the Comfort Setting press the **V** button. The 🏃 icon will disappear and the 🏠 icon will appear.

D. Set Back Temperature Setting +🔢°

The Set Back Temperature Setting is used during periods when the Economy setting feature is active. This temperature adjustment can be set by pressing the **V** followed by the **+** or **–**.

E. Lock Icon 🔒

The RCH has a Lock feature to prevent settings from accidentally being changed.
1. **Press** and hold the **V** for 3 seconds. Both the 🔄 and 🔒 Icons will begin to flash.
2. **To Enable:** Within 5 seconds press **+**, then **–**, then **+**, then **–**. The 🔒 icon will appear
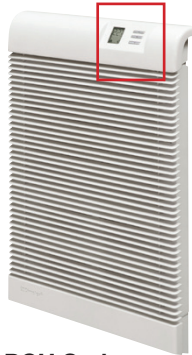   **To Disable:** Within 5 seconds press **–**, then **+**, then **–**, then **+**. The 🔒 icon will disappear.

! NOTE: The RCH can be locked in either the Comfort or Economy Setting. Ensure that the desired icons are present when locking is complete.

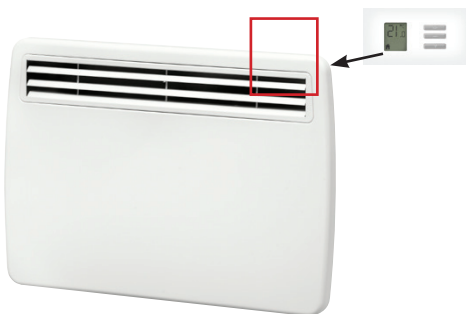## 15. Where do I find the onboard thermostat on my CONNEX compatible heater?

CMH Series
(Garage/Ceiling Heater)

PCH Series
(Wall Heater)

PC, PCM and PCL
Series (Baseboards)

PPC Series
(Wall Convector)

RCH Series
(Garage/Ceiling Heater)