

Installation manual

The Intergas Gateway is simple and effective and uses its own RF wireless network to connect to a boiler. This installation manual provides step-by-step instructions for installing the Intergas Gateway, including verifying the RF link to the boiler ICX 120 controller and the Internet. The Intergas Gateway is compatible with the Intergas Superflow series boilers.



Contents



Gateway



Power adapter



Ethernet cable



2 screws



2 wall plugs



Gateway
The gateway makes the connection between the boiler, thermostat and Comfort Touch app.



Comfort Touch thermostat
Our Comfort Touch is an incredibly easy-to-use thermostat with a sleek, compact design.



Comfort Touch app
The Comfort Touch app makes it extremely easy to operate the thermostat using a smartphone and offers various additional functionalities and options.

1. Remove the gateway from the packaging



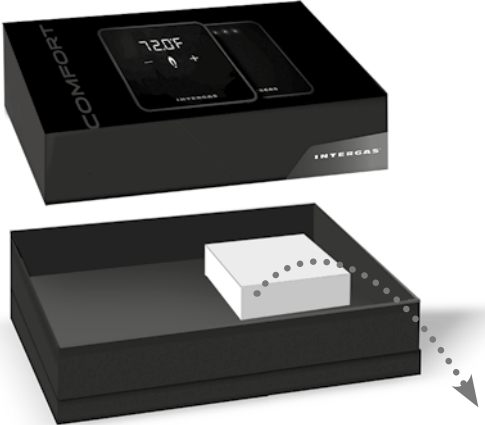
2. Remove the Ethernet cable from the packaging



3. Connect the Ethernet cable



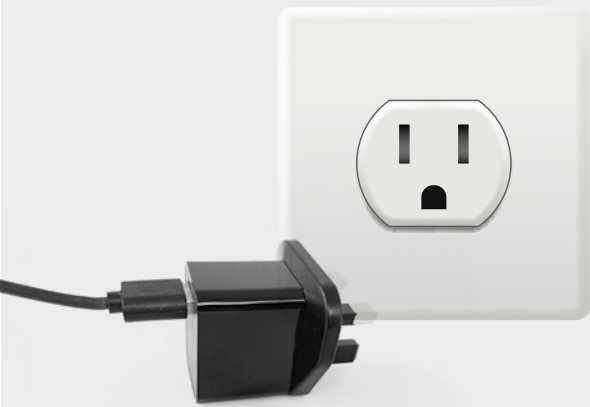
4. Remove the power adapter from the packaging



5. Connect the power adapter to the gateway



6. Plug the power adapter into the wall socket



7. Five indicators will light up briefly



- 1 PWR: Gateway powered ON
- 2 WAN: Connection between gateway and Intergas server established
- 3 LAN: Connection between gateway and home network established
- 4 RF: Connection between gateway and boiler established
- 5: Control

8. Local Wi-Fi (home) network



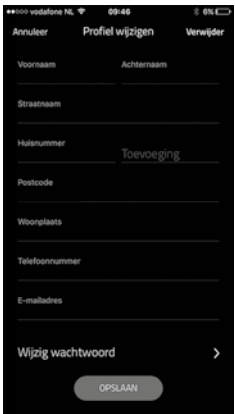
Make sure your smartphone and the Intergas Gateway are using the same local network. To make the link, 3 indicators must light up.

9. Download the Comfort Touch app



Download the Comfort Touch app from Google Play or App Store.

10. Create an account



Create an Intergas account. Follow the instructions in the app.

11. Link to your boiler

Login to your Intergas account from the app to pair your gateway and the boiler. Follow the instructions in the app.

12. Your boiler is now linked



If the link is successful, the first 4 indicators on the gateway will light up. You can now operate your boiler remotely.

Note: The gateway is equipped with an auto restart function. If the connection is interrupted for more than an hour, the gateway will restart itself automatically.



INTERGAS GATEWAY

Connection problems

The gateway has five illuminated indicators. These indicators display the gateway’s status. If the link to the boiler is successful and the gateway is functioning properly, the indicators 1 to 4 will light up. Certain indicators will be on or off in the event of a connection problem. Below you’ll find an explanation and solution for various faults.

Indicator 1 is blinking and indicator 4 is lit



- Possible causes/solutions:
- Ethernet cable is not connected.
 - Router/switch is switched off.
 - The cable connector is not functioning properly.

Only the first indicator is lit



- The gateway is powered ON, but there’s no connection to the internet or boiler.
- Possible causes/solutions:
- Check whether you have a working internet connection.
 - Check whether your internet router (connected to the gateway) is ON.
 - Check whether the Ethernet cable is working properly.
 - Check whether the Ethernet cable is inserted into the router properly.

Indicators 1 and 3 are lit



- A DHCP server cannot be found on your network.
- Possible solutions:
- Turn on DHCP on the router.
 - Configure static network settings for the gateway (see below for instructions).

Indicators 1, 2 and 3 are lit



- No RF connection with the boiler.
- Possible causes/solutions:
- Your boiler is not connected. Repeat the connection process.
 - Try moving the gateway away from any large, metal objects.
 - The RF signal is too weak. Move the gateway closer to the boiler.
 - Move the gateway away from large metal objects.
 - Another device is causing interference. } Move the gateway further away from the router.

Indicators 1, 3 and 4 are lit



- There is no response from the Intergas server.
- Possible causes:
- No internet connection.
 - Maintenance/malfunction in the Intergas server.

Static IP configuration

- The gateway has been installed with an internal web server for static IP configuration. Ask your system administrator for the correct settings. There are two options:
1. With a DHCP network: check the administration page of your router for the device’s IP address, which shows the MAC address for the gateway.
 2. With a network without a DHCP server, the IP address is: 192.168.1.101.

- Configure the LAN network interface of your computer to enable a connection to the IP address for the gateway:
- Open a browser window and go to <http://<IP address>> (where <IP address> is the IP address shown above).
 - The welcome page for the gateway internal web server will now open.
 - Select ‘Network Configuration’.
 - Enter the username: admin
 - Enter the password as shown on the sticker on the back of the gateway.
 - Enter the required settings and click ‘Save config’.
 - The gateway will now reboot with the new settings.

Changing the gateway password

Use the ‘Change password’ button to change the gateway password. The existing password (as shown on the back of the gateway), the new password (of your choice) and the confirmation of the new password are used to make the old password invalid and the new password valid. The new password may consist of no more than 16 characters. After clicking on ‘Save config’ and if all details are correct, you can log in again. After logging in again correctly, a confirmation page will be shown.

Factory settings



- Note: any manually set network connections or personal passwords for the gateway will be cancelled.
1. Remove the adapter from the power supply and wait 10 seconds before plugging it back in.
 2. After the indicators 1 to 5 light up, repeat step 1. The factory settings will be restored once indicator 1 turns OFF briefly and the remaining four indicators remain ON.
 3. Repeat steps 1 and 2, if required.

FCC Part 15

This device and the ICX120 controller device that it connects to complies with FCC Rules Part 15 operation and is subject to the following two conditions:

1. The device may not cause harmful interference.
2. The device must accept any interference, including interference that may cause undesired operation of the device.

Changes or modifications to the device, not expressly approved by IBC, could void the user’s authority to operate the equipment.

Industry Canada Notifications

This device and the ICX 120 controller device that it connects to complies with Industry Canada’s license-exempt RSSs. Operation and is subject to the following two conditions:

1. The device may not cause interference; and
2. The device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil et le contrôleur de chaudière ICX 120 qu’il relie pour se conforme aux CNR d’Industrie Canada applicables aux appareils radio exempts de licence. L’exploitation est autorisée aux deux conditions suivantes:

1. l’appareil ne doit pas produire de brouillage;
2. l’utilisateur de l’appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d’en compromettre le fonctionnement.

For additional information:



CANADA – HEAD OFFICE
IBC Technologies Inc.
8015 North Fraser Way, Burnaby,
BC V5J 5M8
comforttouch@ibcboiler.com
Tel. 604.877.0277

USA – HEAD OFFICE
IBC Technologies USA Inc.
1702 Taylor’s Lane, Cinnaminson,
NJ 08077
comforttouch@ibcboiler.com
Tel. 856.887.0544

