



## REMOTE CONNECT INSTALLATION & OPERATION INSTRUCTIONS

Models: FTXL, Knight, Armor,  
& Shield



**⚠ WARNING**

This manual must only be used by a qualified heating installer / service technician. Read all instructions, including this manual, the Installation and Operation Manuals, and the Service Manuals, before installing. Perform steps in the order given. Failure to comply could result in severe personal injury, or substantial property damage.



Save this manual for future reference.

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## 1 Introduction

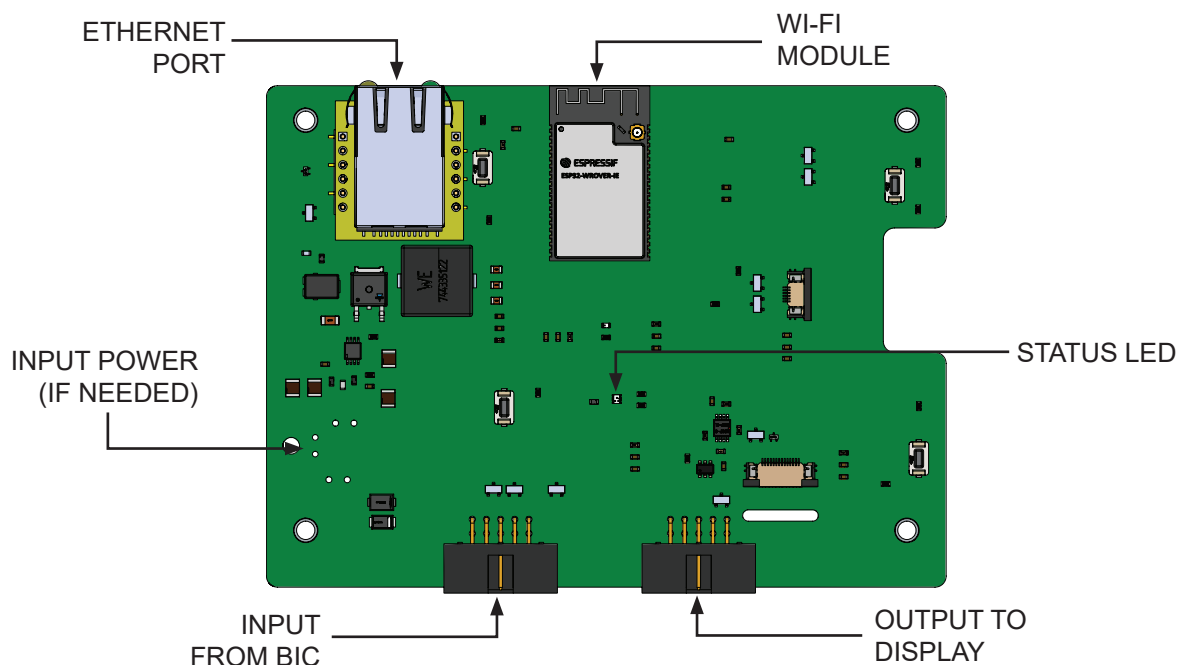
The information contained in this manual provides general guidelines for the implementation of the CON·X·US remote communication device with Lochinvar boilers.

Now from virtually anywhere you can:

- Monitor boiler plant operating conditions at unlimited locations
- Re-program SMART SYSTEM control parameters
- Setup custom text or e-mail alerts for contractor and building owners/managers

### CON·X·US board layout

Figure 1-1 \_CON·X·US Board Components



### LED 0 - LED 5

| LED   | Description                            |
|-------|----------------------------------------|
| LED 0 | N/A                                    |
| LED 1 | Control to Display Communication Error |
| LED 2 | CON·X·US Communication                 |
| LED 3 | N/A                                    |
| LED 4 | Control to Display Communication       |
| LED 5 | Power Confirmation                     |

## 2 CON-X-US Installation

**Table 2A - List of kit components**

| Material Number | Description                     | FTXL | KB/WH/KH/AW/SNR |
|-----------------|---------------------------------|------|-----------------|
|                 |                                 |      | Qty             |
| 100053762       | SCREW, PHP, 6-32 X 1/4 STL      | 10   | 10              |
| 100134843       | RIVET, NYLON PUSH               | 2    | --              |
| 100134798       | STAND-OFF, HEX 6-32 X 1/2 STL   | 4    | 4               |
| 100163015       | BUSHING, SNAP 1-1/4"            | 2    | --              |
| 100137491       | CLIP, WIRE HARNESS, EXTRUDED    | 2    | --              |
| 100094892       | BOARD, CON-X-US                 | 1    | 1               |
| 100189402       | CABLE, RIBBON, 10 CIRCUIT X 74" | 1    | --              |
| 100190832       | HARNESS, POWER, REMOTE, FTX     | 1    | 1               |
| 100172950       | CABLE, RIBBON, 10 CIRCUIT X 14" | --   | 1               |

### ⚠ WARNING

Warning: **Electrical Shock Hazard** -- For your safety, turn OFF electrical power supply before making any electrical connections to avoid possible electric shock. Failure to do so can cause severe personal injury or death.

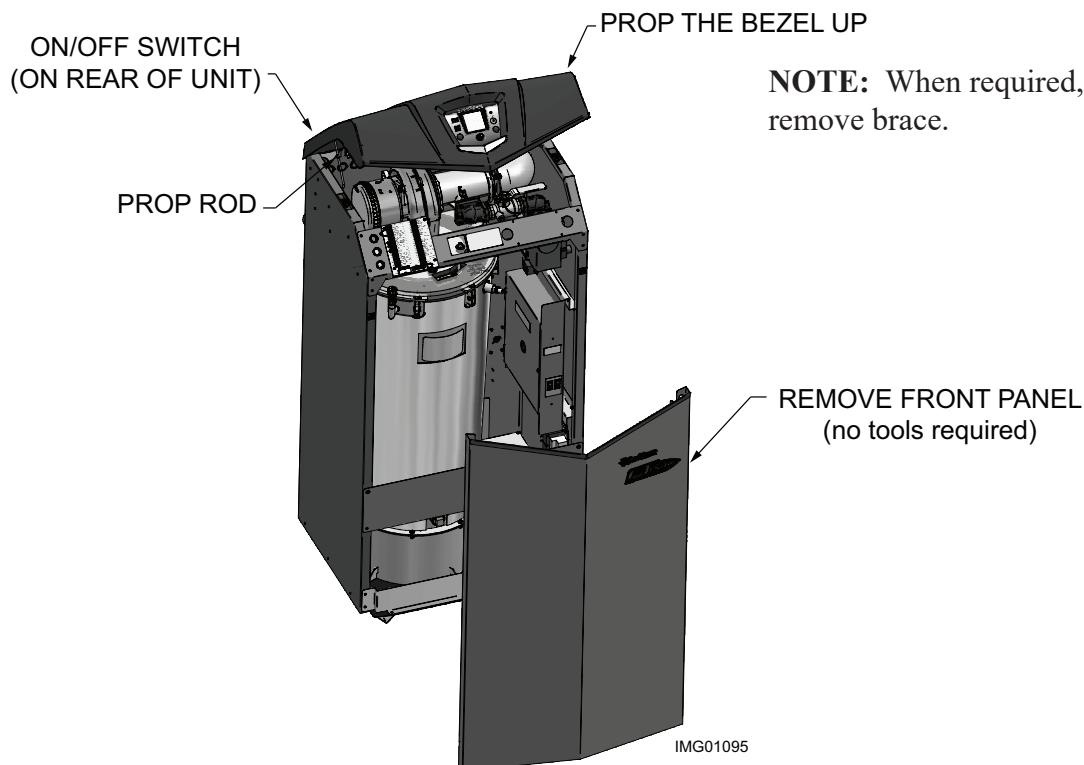
### To gain access to the interior of the unit

1. Turn the main power OFF.
2. Turn the main manual gas shutoff to the appliance OFF.
3. Remove the front door panel (no tools required).

### Recommended tool(s)

- #2 Phillips Head Screwdriver
- 8 mm Wrench or 5/16" Wrench

**Figure 2-1**\_Gain Access to the Interior of the Unit



**NOTE:** FTXL shown for illustration purposes only.

## 2 CON·X·US Installation

### Installation procedure

1. Using four (4) 100053762 screws, install the four (4) standoffs (100134798) into the four (4) small holes on the front right side of the unit (see FIG.'s 2-2A through 2-2F).
2. Using four (4) 100053762 screws, install the CON·X·US board (100094892) onto the standoffs installed in Step 2.

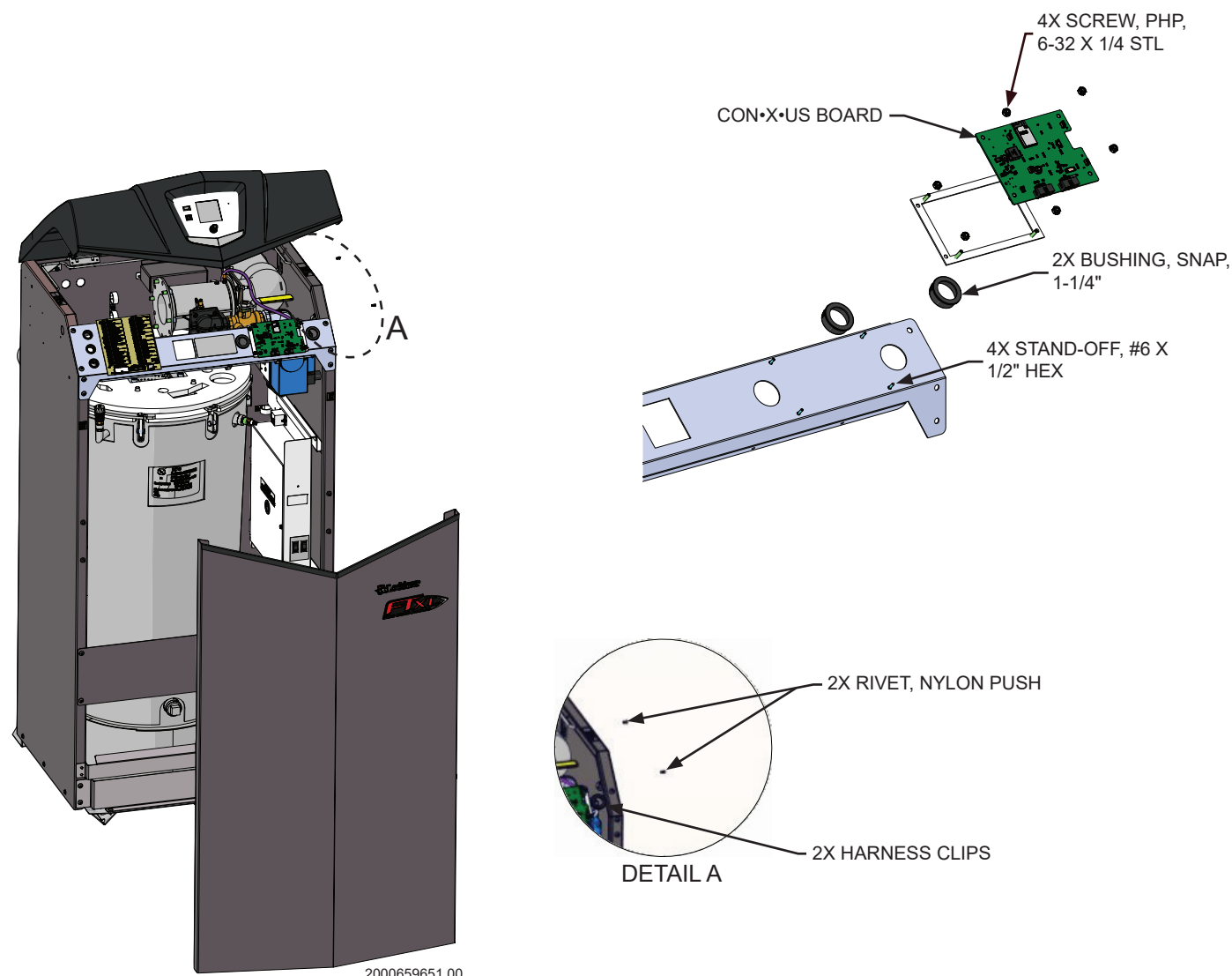
**Table 2B - List of bracket kits**

| Part #    | Description              |
|-----------|--------------------------|
| 100265396 | KIT,BRKT,BEZEL,CONXUS,KB |
| 100265397 | KIT,BRKT,BEZEL,CONXUS,WH |

**Figure 2-2A**\_Install FTXL CON·X·US Board

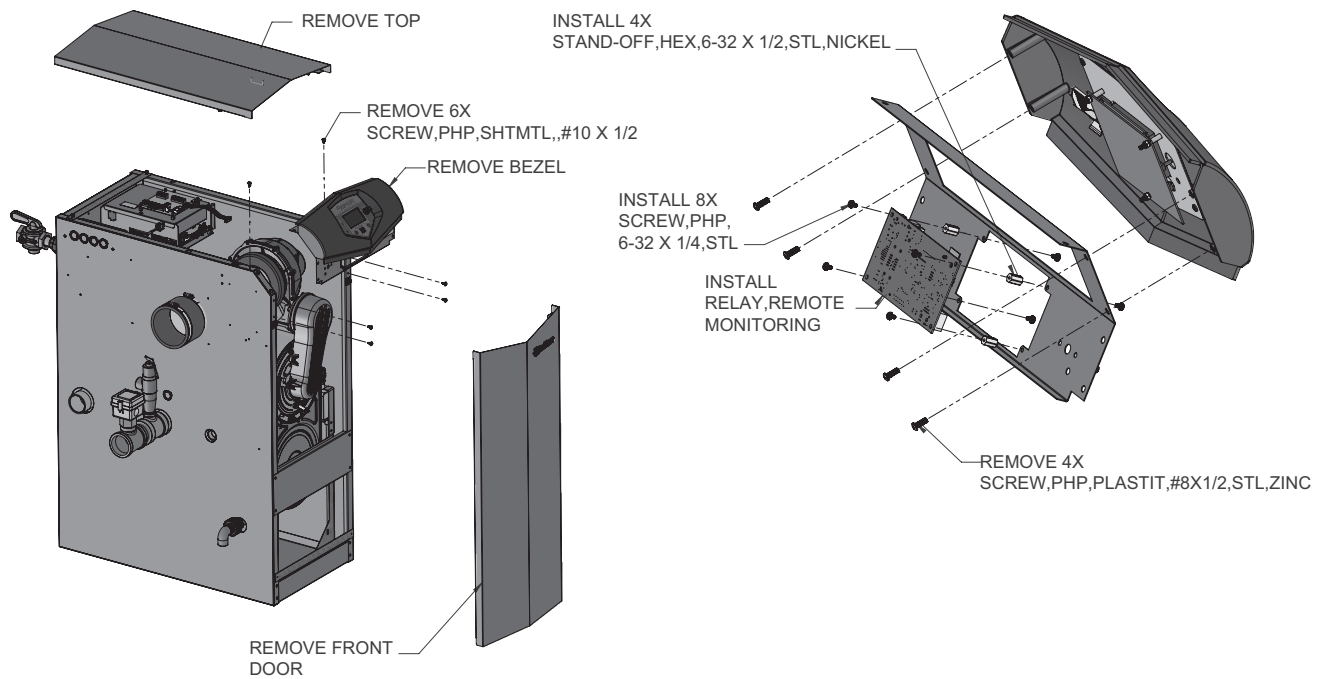
**NOTE:** FTXL Models Only:

- a. Install two (2) push rivets (100134843) on the right side of the unit (reference Detail A). Once installed attach the harness clips (100137491) to the push rivets on the inside of the unit (Detail A), above the main control panel.
- b. Install two (2) bushings (100163015) into the left and right side of the CON·X·US board.



## 2 CON·X·US Installation *(continued)*

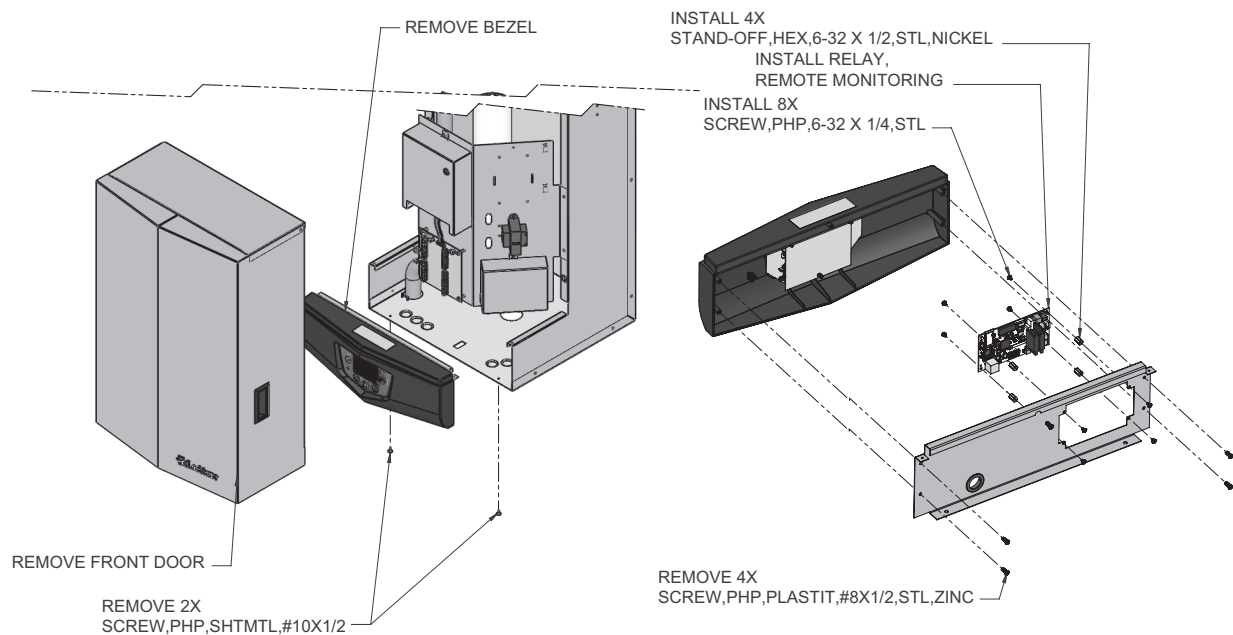
**Figure 2-2B**\_Install KB CON·X·US Board



IMG01191

**NOTE:** On units purchased after Serial #1915 the bezel bracket will not be required. If purchased between Serial #H10 to D15 the bezel bracket (see Table 2B on page 4) is required. Units purchased prior to Serial #H10 are not compatible.

**Figure 2-2C**\_Install WH CON·X·US Board



IMG01193

**NOTE:** On units purchased after Serial #1915 the bezel bracket will not be required. If purchased between Serial #H10 to D15 the bezel bracket (see Table 2B on page 4) is required. Be certain to record the CON·X·US board QR code (see FIG. 3-9 on page 14) before mounting the bezel to the unit.

## 2 CON·X·US Installation

Figure 2-2D\_Install KH CON·X·US Board

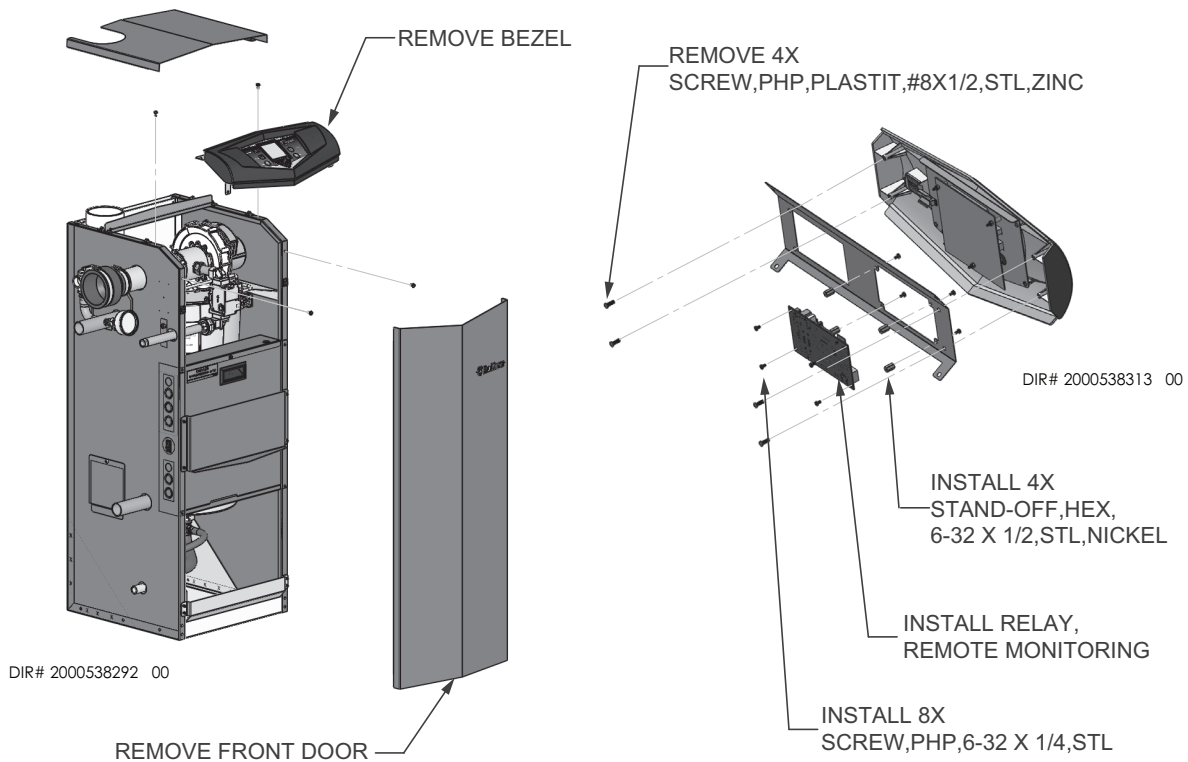
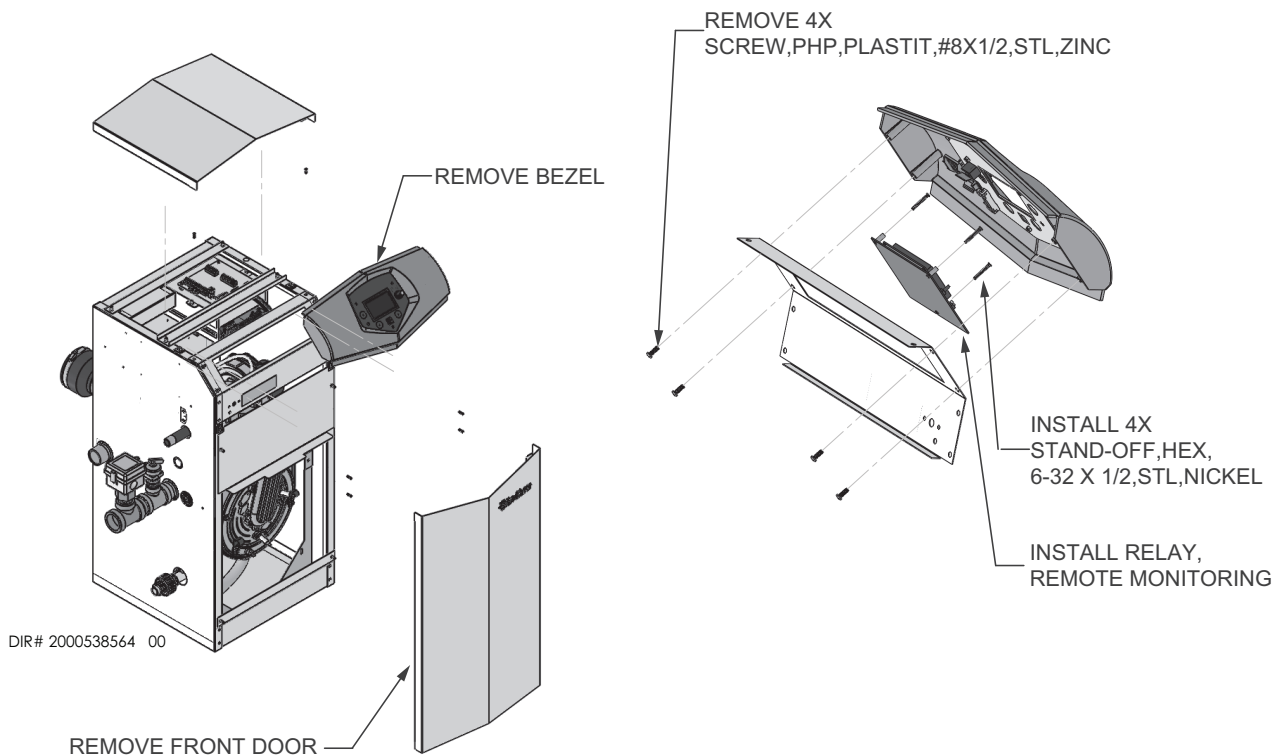
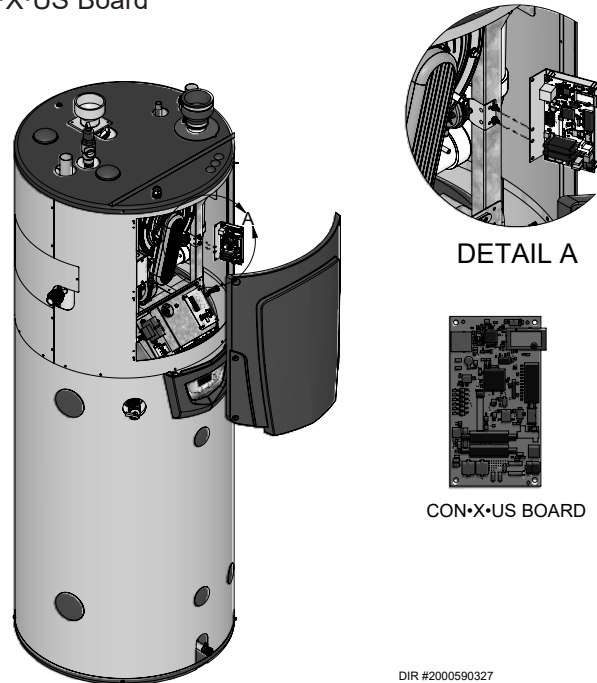


Figure 2-2E\_Install AW CON·X·US Board



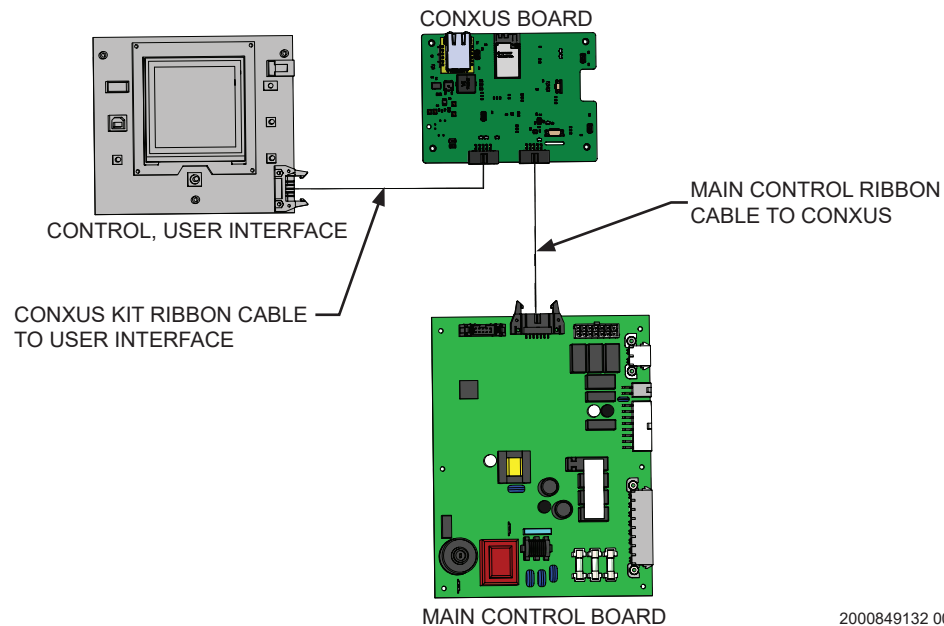
## 2 CON·X·US Installation *(continued)*

**Figure 2-2F**\_Install SNR CON·X·US Board



3. Connect the 24 volt power harness 100190832 in series with the 24 volt side of the transformer and the other end of the power harness to the CON·X·US board (see FIG. 2-3).
4. Disconnect the ribbon cable from the rear of the display board and route it to the ribbon cable plug on the CON·X·US board labeled **BIC** (remove the ribbon cable from the clip underneath the bezel).
5. Connect the ribbon cable (100189402) to the rear of the display and route on the left side of the CON·X·US board and connect it to the ribbon cable plug labeled **DU** (see FIG. 2-3).
6. Reinstall the front panel.
7. Turn the power and gas back ON to the unit and resume operation.

**Figure 2-3**\_Wiring Schematic



2000849132 00

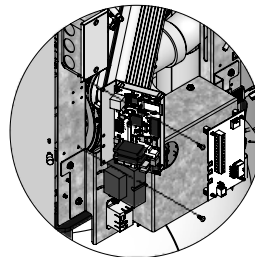
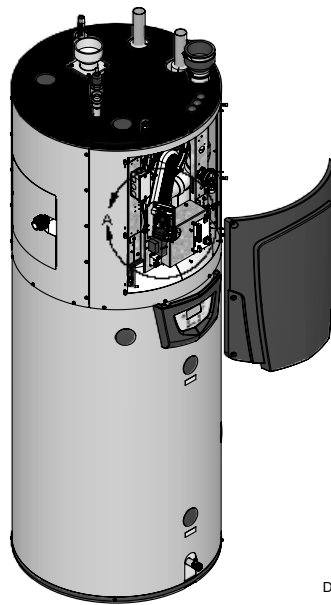
## 2 CON·X·US Installation

### Installation procedure

SWA/R Models Only

1. Turn OFF the main power and gas supply to the unit.
2. Remove the upper front bezel by removing the six (6) thumb screws from around the bezel (FIG. 2-4).
3. Locate the appropriate bracket from this kit and install the CONXUS board (FIGs: 2-5A and 2-5B)

**Figure 2-4**\_Install SWA/R CON·X·US Board

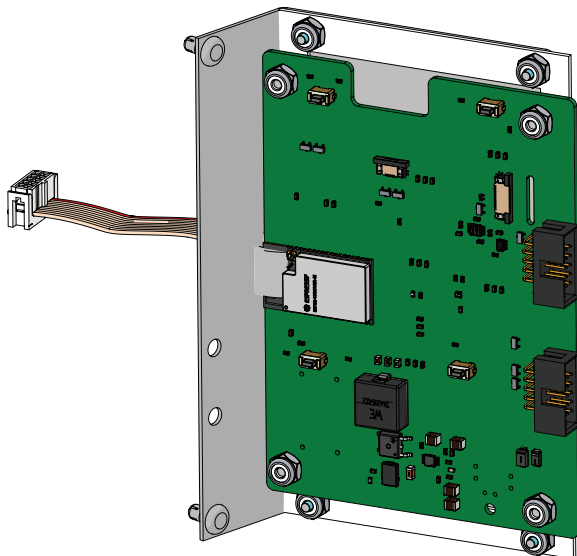


DETAIL A



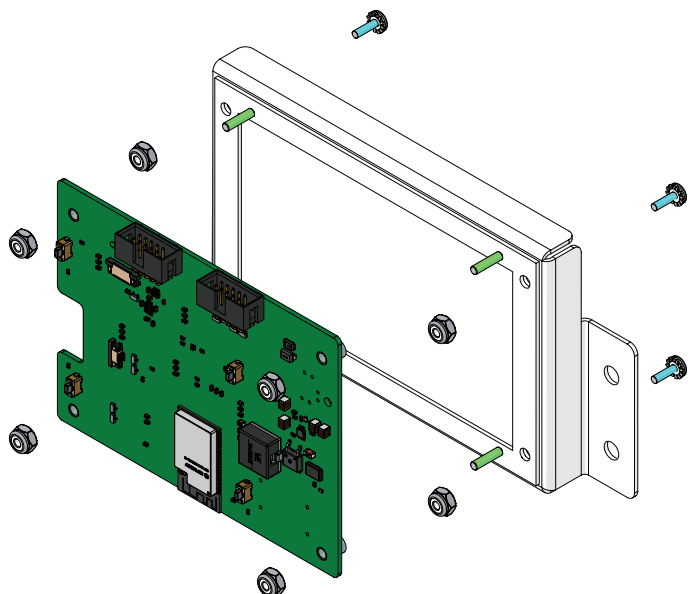
DIR 2000590531

**Figure 2-5A**\_Install CON·X·US Board Onto Bracket  
Models SWA/R 125 - 200



2000659651 00

**Figure 2-5B**\_Install CON·X·US Board Onto Bracket  
Models SWA/R 285 - 500



2000659651 00

## 2 CON-X-US Installation *(continued)*

4. Install the board and bracket assembly onto the heat exchanger frame in the appropriate location as shown in FIGs 2-5C and 2-5D.

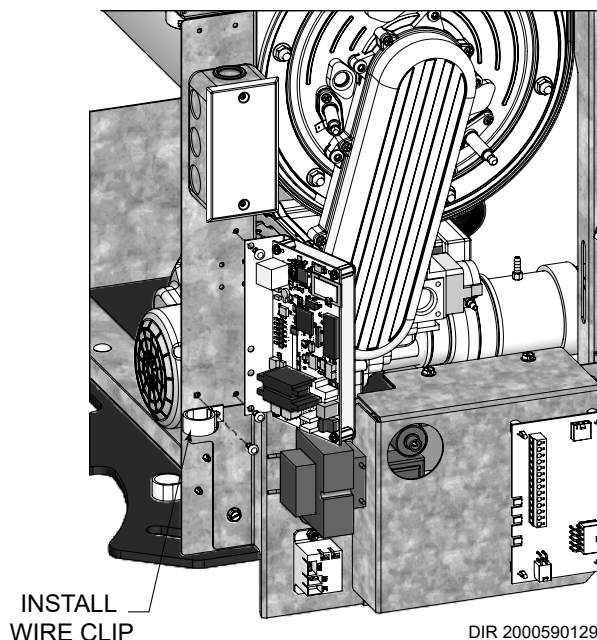
5. Connect the 24 volt power harness in series with the 24 volt side of the transformer and connect the other end of the power harness into the CONXUS board.

For SWA/R125-200 Models: Install the kit supplied wire harness clip using the push rivet from this kit (FIG. 2-5C). Collect excess wiring and neatly secure it into the harness clip.

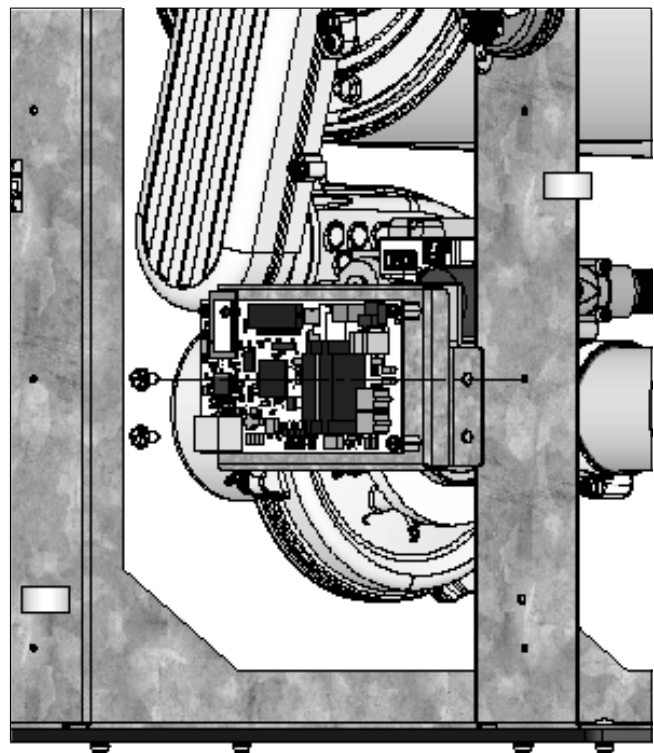
For SWA/R285-500 Models: Route the wiring from the transformer down along the heat exchanger frame to the CONXUS board. Secure wires in the unit harness clips where possible.

6. Disconnect the ribbon cable from the control board and route it to the ribbon cable plug on the CONXUS board labeled DU.
7. Locate the longer ribbon cable from this kit and connect it to the ribbon cable plug on the main control board and connect it to the ribbon cable plug labeled BIC on the CON X US board. Secure the ribbon cable in the unit harness clips where possible. Confirm wiring connections using FIG. 2-3 on page 7.
8. Replace the upper front bezel and reinstall the six (6) thumb screws to secure the bezel.
9. Turn ON the main power and gas supply to the unit and resume operation.

**Figure 2-5C**\_Install Board and Bracket Assembly onto Heat Exchanger Frame\_Models 125 - 200



**Figure 2-5D**\_Install Board and Bracket Assembly onto Heat Exchanger Frame\_Models 285 - 500



### 3 CON·X·US Registration

**NOTICE**

The screens depicted in this manual are to be used for illustration purposes only.

#### Device Registration

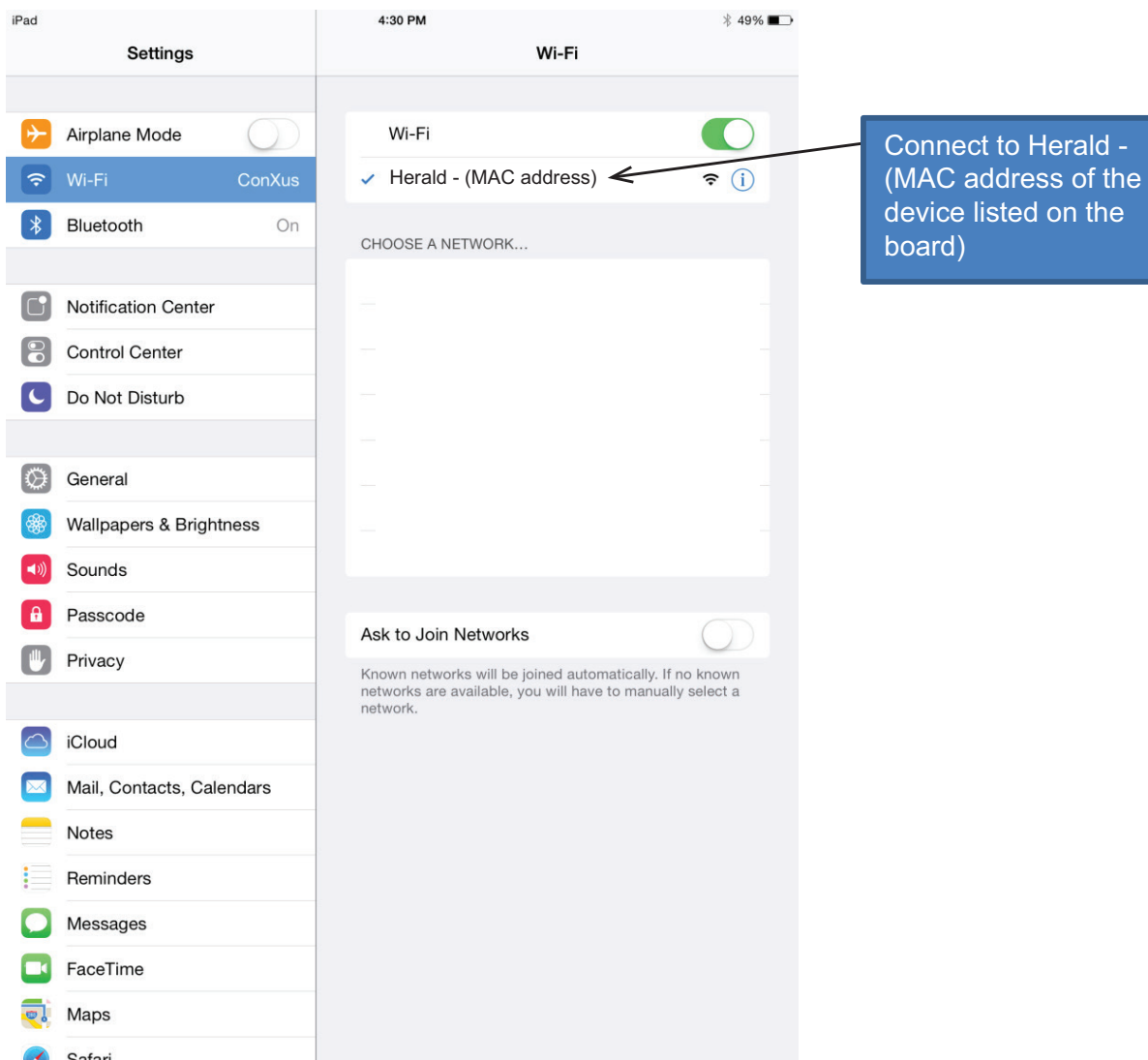
1. Search for the CON·X·US board just like you would search for a Wi-Fi connection on your device. Ensure that your green LED light is ON and that the WLAN LED is OFF.

**NOTICE**

If your CON·X·US board was installed in a boiler prior to this one, you may experience longer wait times for the CON·X·US link to appear.

2. Connect to the device named CON·X·US as shown in FIG. 3-1.

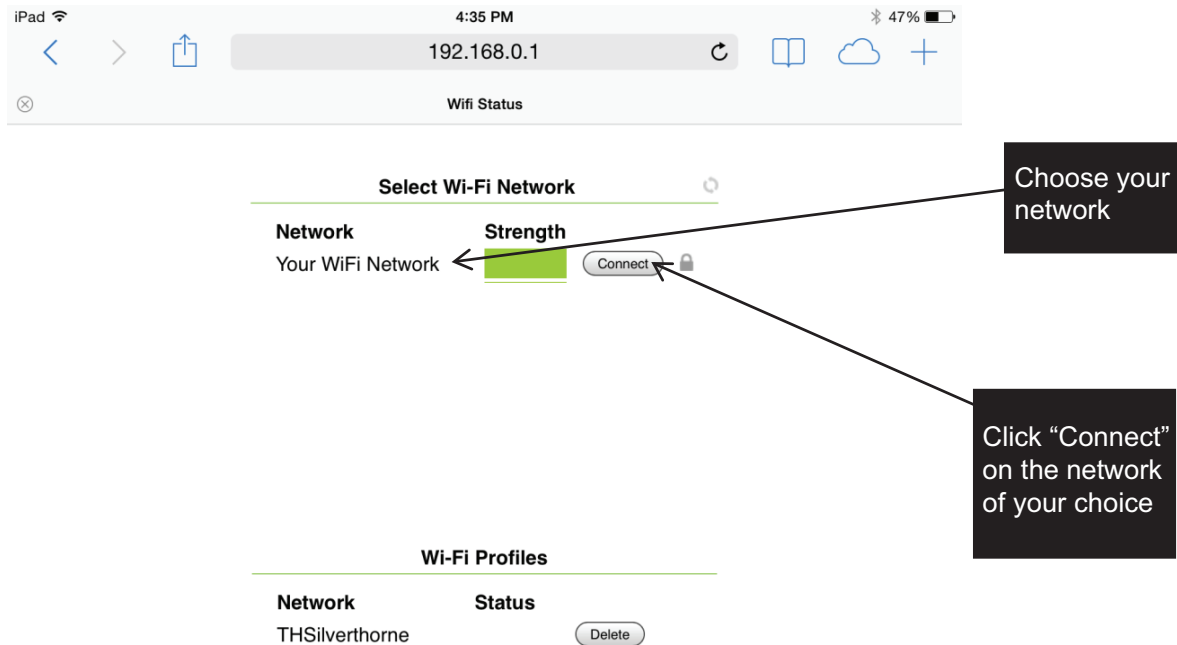
Figure 3-1 \_Device Connection



### 3 CON·X·US Registration *(continued)*

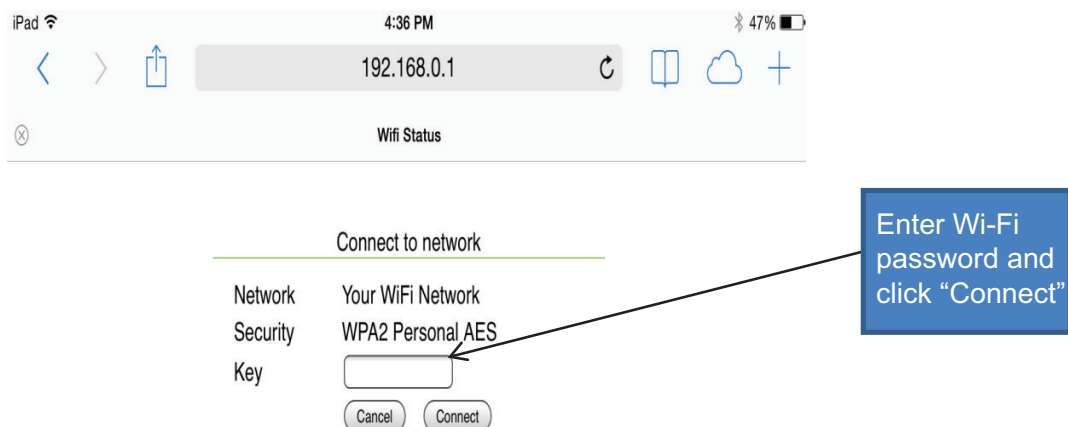
- Once connected to the CON·X·US board, you should be redirected to a Login page. Note: If you are not redirected, open your internet browser and type **192.168.0.1** in the address bar and click GO. At this point, you are choosing the network you would like the CON·X·US board to be linked with. If the network is secure you will have to enter in the password for the network.

Figure 3-2\_Chose Network



- Enter the security password for your network and click CONNECT.

Figure 3-3\_Enter Password



### 3 CON-X-US Registration

5. Your screen should tell you when the WiFi connection is complete. You will also notice a WLAN LED light on the upper left side of the CON-X-US board once the CON-X-US board is connected to your internet source.

**Figure 3-4**\_Connection Complete



6. Download the Android App on Google Play or the Apple App from the App Store.

**NOTICE**

To run the CON-X-US App on your device (Tablet/Phone) you must have a version of iOS 7.0 or above or Android 4.0 or above.

7. Once installation is complete, click on the CON-X-US App (logo) on your Tablet/Phone.

**Figure 3-5**\_Click on App



### 3 CON-X-US Registration *(continued)*

8. If you are a new user you will have to create a new account. If you have an existing account, move on to Step 11.
9. To create a new account, open the CON-X-US App and click CREATE NEW ACCOUNT. You will receive an e-mail asking you to confirm your new account. **NOTE:** Be sure to check your Junk or Spam folders as your new account email may default to one of these folders. You will also be directed to a web page. This web page signifies you have completed the process. Exit the web page and move on to Step 10.

**Figure 3-6**\_Create Account/Login to Existing Account

The figure shows two screenshots of the CON-X-US web interface. The top screenshot is the 'Log in' page, which includes fields for 'User Name' and 'Password', a 'Save Information' toggle switch, and buttons for 'Create New Account' and 'Login'. The bottom screenshot is the 'New User Account' page, which contains fields for 'First Name', 'Last Name', 'Company', 'Address', 'City', 'State', 'Zip', 'Country', 'Phone', 'E-Mail', 'Confirm E-Mail', 'Password', and 'Confirm Password'. There are also radio buttons for 'Cell' and 'Home' phone, and 'Create' and 'Cancel' buttons at the bottom.

10. After creating your account, login to register a CON-X-US board.
11. Once you are logged in you will be directed to the Device Selection Screen. You can now register the unit by clicking on the REGISTER NEW DEVICE button.

**NOTE:** The unit, at some point, must have been connected to the internet before registration can occur.

**Figure 3-7**\_Register New Device Button

The figure shows a screenshot of the 'Select Device' screen. At the top, it says 'Select Device' and 'Devices registered under your User Account'. Below this is a 'Sort by:' section with buttons for 'Site', 'Serial Number', and 'City'. The main part of the screen is a table with three columns: 'Boiler Name', 'Serial Number', and 'Address'. The table lists five devices, each with a radio button next to its 'Boiler Name' column. At the bottom of the screen, there is a 'Register New Device' button and a 'Log Out' button. A blue box with an arrow points to the 'Register New Device' button, with the text 'Register button' inside the box.

| Boiler Name                                          | Serial Number | Address                                    |
|------------------------------------------------------|---------------|--------------------------------------------|
| Site: University<br>Building: Gym<br>Boiler: 3       | L1234567892   | 123 Main Street<br>Nashville, TN 37216     |
| Site: University<br>Building: Library<br>Boiler: 4   | L1234567893   | 500 Palm Street<br>Nashville, TN 37212     |
| Site: University<br>Building: Dorm<br>Boiler: 7      | L2234567895   | 2345 Burkle Road<br>Nashville, TN 37201    |
| Site: University<br>Building: Hospital<br>Boiler: 17 | L4234567897   | 34 White Street<br>Nashville, TN 37228     |
| Site: University<br>Building: Cafeteria              | L2234567898   | 456 Washington Blvd<br>Nashville, TN 37217 |

### 3 CON·X·US Registration

12. There are required fields on the Device Registration Screen. Ensure ALL required fields are filled in.

**Figure 3-8**\_Fill in Required Fields

The screenshot shows the 'Device Registration' screen with the following fields and buttons:

- QR Code on Herald:** A text input field with the placeholder 'Required' and a blue 'Scan' button to its right.
- Barcode on Boiler:** A text input field with the placeholder 'Required' and a blue 'Scan' button to its right.
- Site Name:** A text input field with the placeholder 'Required'.
- Address:** A text input field.
- Building/Location:** A text input field.
- City:** A text input field with the placeholder 'Required'.
- Boiler Name:** A text input field.
- State:** A dropdown menu.
- Zip:** A text input field.
- Register:** A blue button at the bottom center.
- Cancel:** A blue button at the bottom right.

NOTE: You can use the SCAN buttons to fill in the QR code (reference FIG. 1-1 on page 2 for QR Code location) on the CON·X·US board and the serial number of the unit or you can enter them manually.

**Figure 3-9**\_Scan Buttons

This screenshot is identical to Figure 3-8, but includes two blue arrows pointing from a blue callout box to the 'Scan' buttons. The callout box contains the text: 'Scan buttons for QR code and serial number'.

### 3 CON-X-US Registration *(continued)*

13. When you are finished filling in the fields, click the REGISTER button.

**Figure 3-10\_Register Button**

The screenshot shows the 'Device Registration' form. It includes fields for 'QR Code on Herald' (Required), 'Barcode on Boiler' (Required), 'Site Name' (Required), 'Building/Location', 'Boiler Name', 'Address', 'City' (Required), 'State', and 'Zip'. There are 'Scan' buttons for the QR and Barcode fields. At the bottom, there are 'Register' and 'Cancel' buttons. A red arrow points from a blue box labeled 'Register button' to the 'Register' button.

14. Once registration has been completed, you will be re-directed to the Device Selection Screen. You are now able to select the unit to monitor and change parameters with the App at this time.

**Figure 3-11\_Select Device**

The screenshot shows the 'Select Device' screen. It displays 'Devices registered under your User Account' and a 'Sort by' dropdown menu with options: Site, Serial Number, and City. Below is a table of registered devices. A blue box labeled 'Select the job you wish to view' has a line pointing to the selection options in the table.

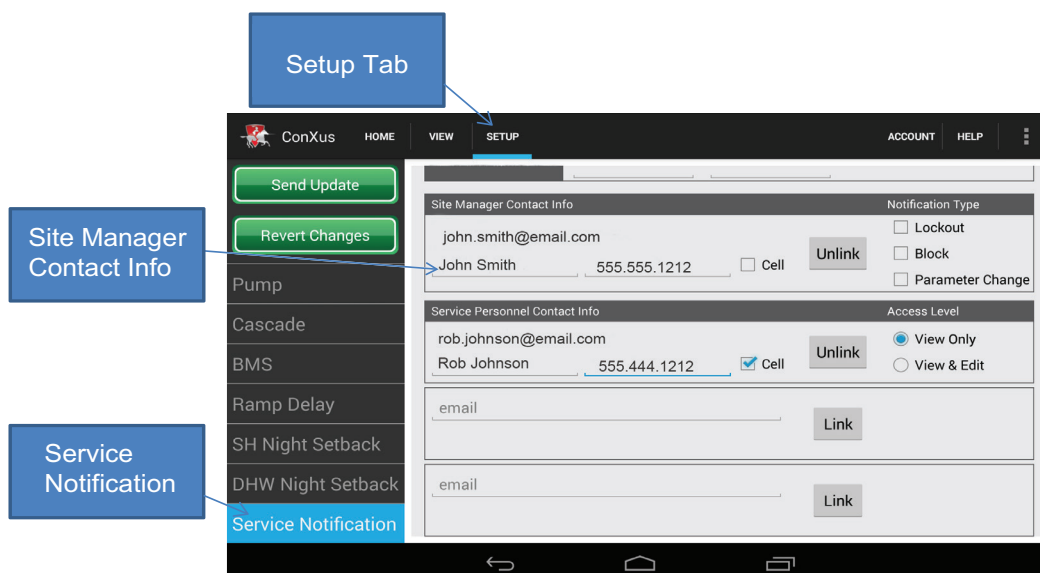
|                       | Boiler Name                                          | Serial Number | Address                                    |
|-----------------------|------------------------------------------------------|---------------|--------------------------------------------|
| <input type="radio"/> | Site: University<br>Building: Gym<br>Boiler: 3       | L1234567892   | 123 Main Street<br>Nashville, TN 37216     |
| <input type="radio"/> | Site: University<br>Building: Library<br>Boiler: 4   | L1234567893   | 500 Palm Street<br>Nashville, TN 37212     |
| <input type="radio"/> | Site: University<br>Building: Dorm<br>Boiler: 7      | L2234567895   | 2345 Burkle Road<br>Nashville, TN 37201    |
| <input type="radio"/> | Site: University<br>Building: Hospital<br>Boiler: 17 | L4234567897   | 34 White Street<br>Nashville, TN 37228     |
| <input type="radio"/> | Site: University<br>Building: Cafeteria              | L2234567898   | 456 Washington Blvd<br>Nashville, TN 37217 |

At the bottom of the screen, there are buttons for 'Register New Device' and 'Log Out'.

## 4 Permissions

Whoever registers the CON·X·US will be assigned the role of Site Manager. As you register a CON·X·US your user information will be automatically populated in the site manager field. The Site Manager is responsible for assigning access to users for each site. As the Site Manager your contact information will be displayed in the “Site Manager” field on the “Service Notification” page of the setup tab (see FIG. 4-1).

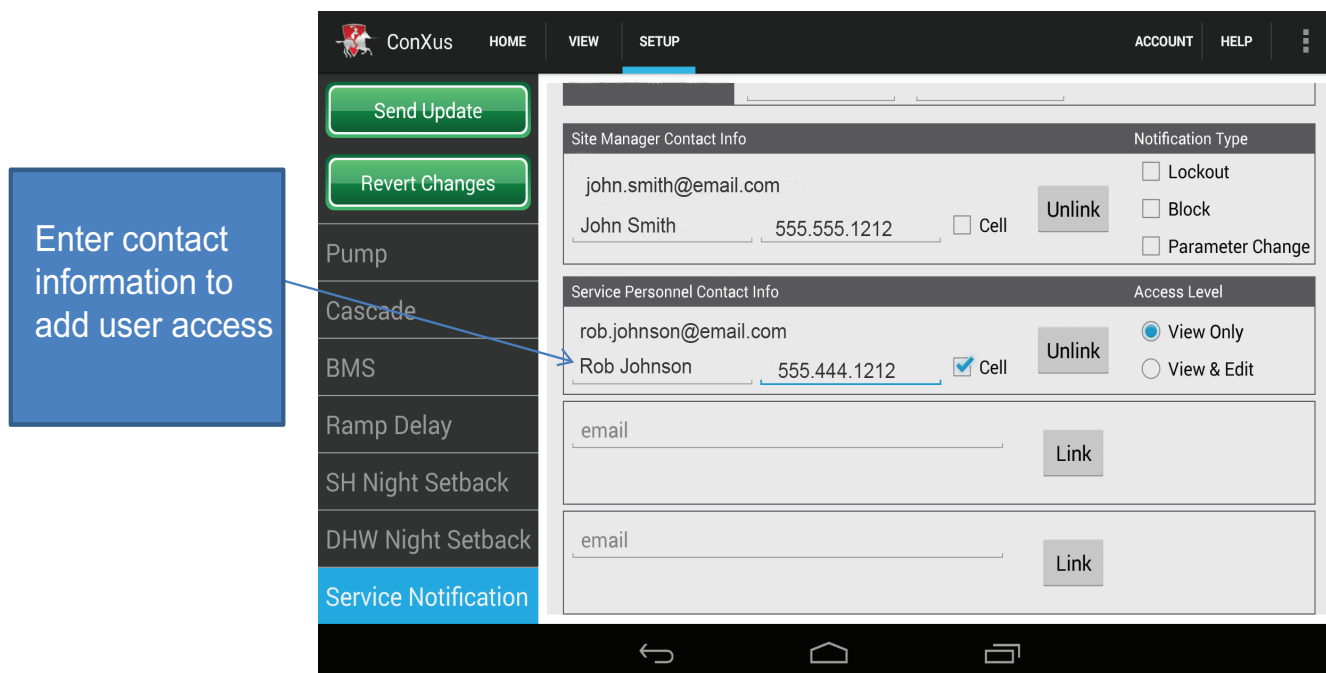
**Figure 4-1** Site Manager Contact Info



To add a user to a CON·X·US enabled boiler the user will need to create an account (reference the *Create Account* section on page 13 of this manual). Once the user that you wish to add has created an account, the Site Manager must enter the e-mail address into the Service Personnel Contact Info section of the Service Notification Menu and click the LINK button. This will grant access to the CON·X·US enabled boiler and will be populated on the user’s available devices list (reference Select Devices Screen on page 15 of this manual).

NOTE: The UNLINK button can be used to remove a user. If the Site Manager unlinks themselves, the CON·X·US will need to be re-registered.

**Figure 4-2** Enter Contact Information to Add User Access



## 4 Permissions *(continued)*

For each service provider, the Site Manager can grant either “View Only” access or “View & Edit” access by clicking one of the boxes to the right of the service provider’s name. “View Only” access will allow that user to view all information without the ability to make any changes. If the Site Manager would like to have a user have “View Only” privileges, but receive alerts, the Site Manager must provide the user with “View & Edit” privileges to allow the user to set up the alerts. Once the setup is complete, the Site Manager can then change that user’s access level back to “View Only”. “View & Edit” access will allow that user to view all information and make programming changes.

**Figure 4-3 Access Levels**

The screenshot shows the CON-X-US Setup screen. On the left is a sidebar with navigation options: Send Update, Revert Changes, Pump, Cascade, BMS, Ramp Delay, SH Night Setback, DHW Night Setback, and Service Notification (highlighted in blue). The main content area is divided into two sections: Site Manager Contact Info and Service Personnel Contact Info.

**Site Manager Contact Info:**

|                      |            |              |                               |        |                                                                                                                                             |
|----------------------|------------|--------------|-------------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------|
| john.smith@email.com | John Smith | 555.555.1212 | <input type="checkbox"/> Cell | Unlink | <b>Notification Type</b><br><input type="checkbox"/> Lockout<br><input type="checkbox"/> Block<br><input type="checkbox"/> Parameter Change |
|----------------------|------------|--------------|-------------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------|

**Service Personnel Contact Info:**

|                       |             |              |                                          |        |                                                                                                        |
|-----------------------|-------------|--------------|------------------------------------------|--------|--------------------------------------------------------------------------------------------------------|
| rob.johnson@email.com | Rob Johnson | 555.444.1212 | <input checked="" type="checkbox"/> Cell | Unlink | <b>Access Level</b><br><input checked="" type="radio"/> View Only<br><input type="radio"/> View & Edit |
| email                 |             |              |                                          | Link   |                                                                                                        |
| email                 |             |              |                                          | Link   |                                                                                                        |

A blue callout box with an arrow points to the "View Only" radio button under "Access Level" for Rob Johnson, containing the text "Access Level check boxes".

The Site Manager and any user with View & Edit privileges can select which alerts they receive. One, all, or none of these notification types can be selected. By selecting “Lockout” the Site Manager or user will receive a text or e-mail about a lockout condition. Selecting “Block” will result in an e-mail or text message any time the boiler enters a blocking condition. Blocking conditions are not lockouts, but are conditions such as high outlet temperature, high flue temperature, or high Delta T’s, that result in the boiler limiting itself. Blocking conditions can occur often depending on the operation conditions, but could also indicate a problem. Anti-cycling Blockings are not relayed. Selecting “Parameter Change” will result in an e-mail or text message every time a parameter is changed remotely from CON-X-US or locally through the user interface on the boiler.

When a boiler with CON-X-US goes into a fault condition an alert will be sent out via e-mail or text message. A text message will be sent if a cell phone number is entered and the cell box is checked (see FIG. 4-4 on page 18). Otherwise, the user will receive an e-mail.

NOTE: Only the Site Manager is able to see all linked personnel. All other personnel will only see the Site Manager.

## 4 Permissions

Figure 4-4 Enter Cell Phone Info

ConXus HOME VIEW SETUP ACCOUNT HELP

Send Update

Revert Changes

Pump

Cascade

BMS

Ramp Delay

SH Night Setback

DHW Night Setback

Service Notification

Site Manager Contact Info

john.smith@email.com

John Smith 555.555.1212 ☐ Cell Unlink

Notification Type

☐ Lockout

☐ Block

☐ Parameter Change

Service Personnel Contact Info

rob.johnson@email.com

Rob Johnson 555.444.1212 ☒ Cell Unlink

Access Level

☒ View Only

☐ View & Edit

email Link

email Link

Select Notification Type

Enter cell phone number and select cell box to receive a text message with lockout info

Figure 4-5 Link/Unlink Buttons

ConXus HOME VIEW SETUP ACCOUNT HELP

Send Update

Revert Changes

Pump

Cascade

BMS

Ramp Delay

SH Night Setback

DHW Night Setback

Service Notification

Site Manager Contact Info

john.smith@email.com

John Smith 555.555.1212 ☐ Cell Unlink

Notification Type

☐ Lockout

☐ Block

☐ Parameter Change

Service Personnel Contact Info

rob.johnson@email.com

Rob Johnson 555.444.1212 ☒ Cell Unlink

Access Level

☒ View Only

☐ View & Edit

email Link

email Link

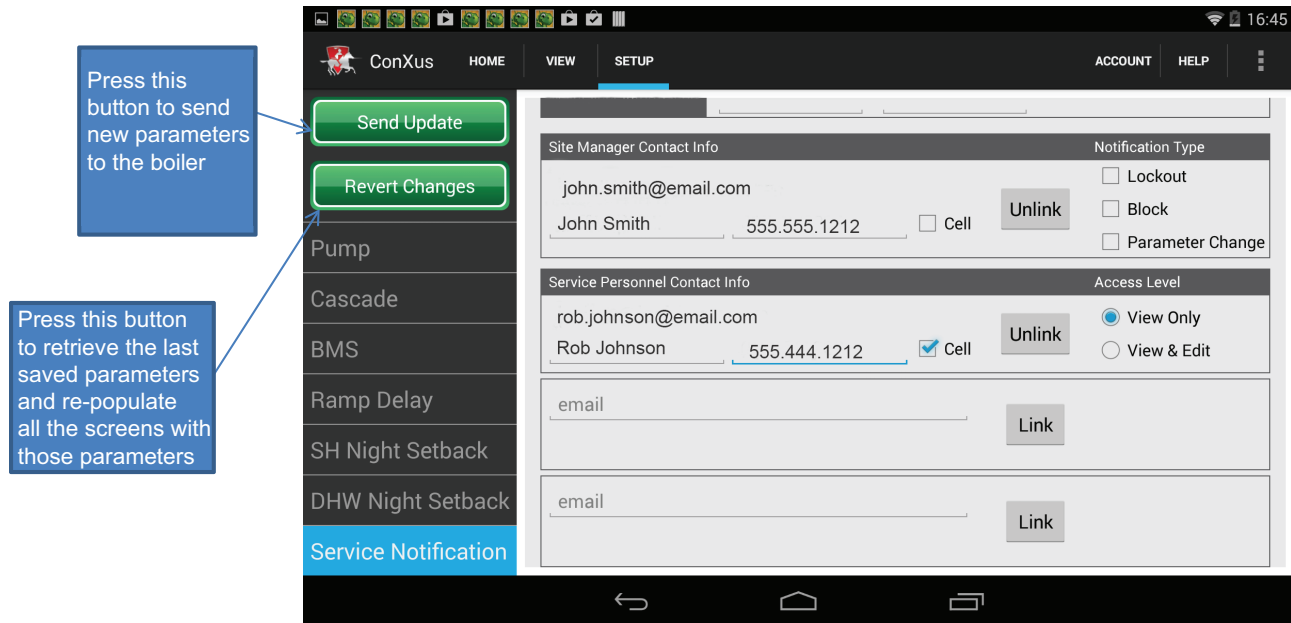
Press these buttons to link/unlink \*Site Managers/Users

\*Site Manager can unlink all if unlinked.

## 4 Permissions *(continued)*

By accessing the Setup tab, the Site Manager and any user with “View and Edit” privileges will be able to make changes to all accessible parameters and send the parameters to the boiler. To send parameters to the boiler simply click the SEND UPDATE button. The REVERT CHANGES button will retrieve the last saved parameters and re-populate all the screens with those parameters.

**Figure 4-6** Send New Parameters to Boiler



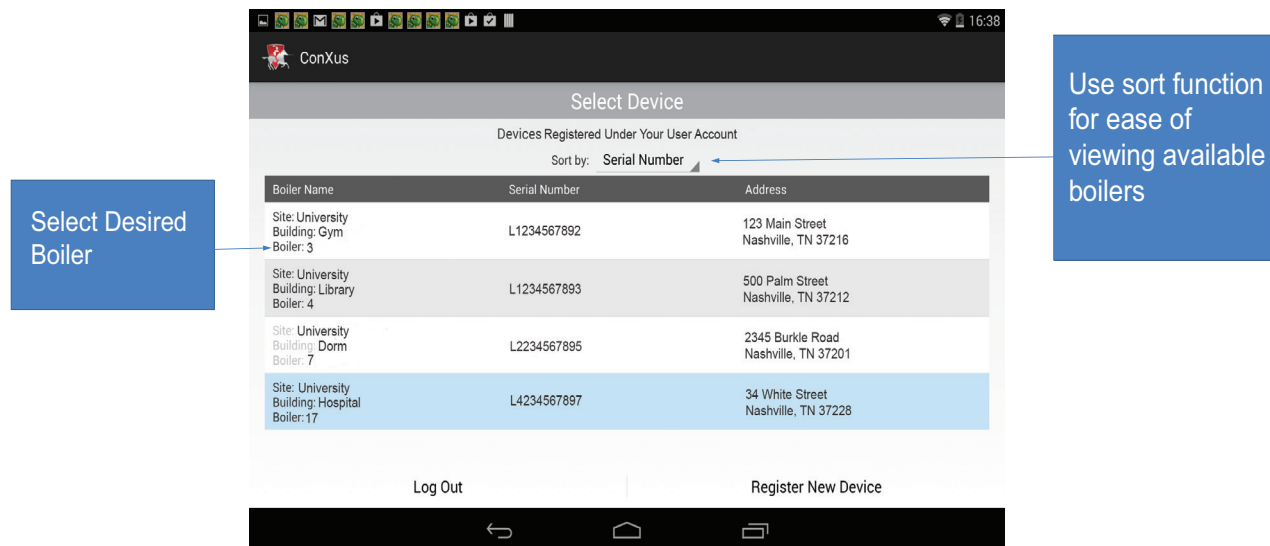
## 4 Permissions

### How to use the sort function

By clicking on the ACCOUNT button you will be taken to a list of all the boilers registered to the Account Manager or user. You can access any boiler on the list by selecting the desired boiler. The sort function can be used to sort the list of boilers by serial number, city, or site name.

If a boiler is gray, this means it is not communicating with the internet. This could mean that the boiler is powered OFF or that the CON·X·US module is not connected to the internet.

**Figure 4-7** Sort Function



## 5 Troubleshooting

Figure 5-1\_CON·X·US LED Layout

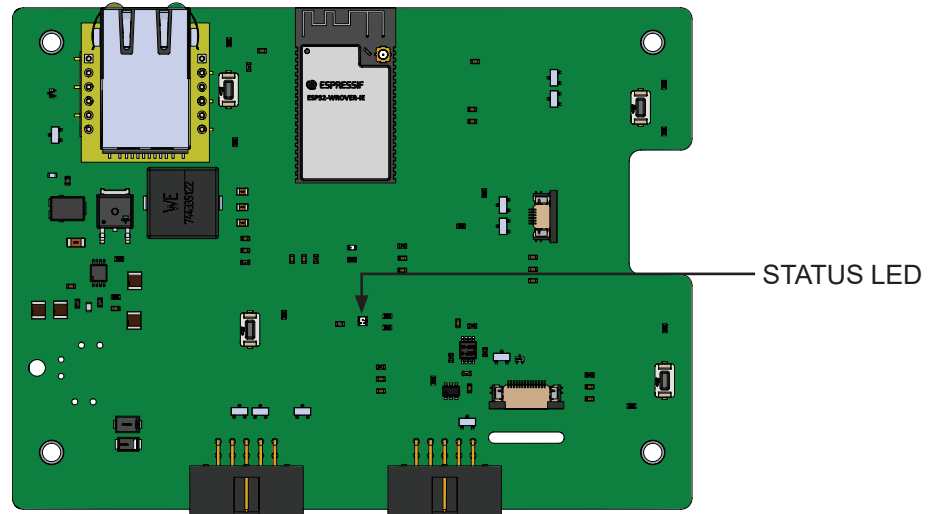


Table 5-1 CON·X·US LED Troubleshooting Table

| LED      | DESCRIPTION                            | ERROR | CORRECTIVE ACTION                                                                                                                   |
|----------|----------------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------|
| LED 0    | N/A                                    | --    | --                                                                                                                                  |
| LED 1    | Control to Display Communication Error | RED   | <ul style="list-style-type: none"> <li>Check ribbon cable connections and display.</li> </ul>                                       |
| LED 2    | CON·X·US Communication                 | BLANK | <ul style="list-style-type: none"> <li>If blank during known transfer through CON·X·US, review install and registration.</li> </ul> |
| LED 3    | N/A                                    | --    | --                                                                                                                                  |
| LED 4    | Control to Display Communication       | BLANK | <ul style="list-style-type: none"> <li>No display signal received, check ribbon cable connections.</li> </ul>                       |
| LED 5    | Power Confirmation                     | BLANK | <ul style="list-style-type: none"> <li>Confirm power on 24 VAC supply from transformer.</li> </ul>                                  |
| WLAN     | Internet Connectivity Confirmation     | BLANK | <ul style="list-style-type: none"> <li>If after registration, repeat section of set-up.</li> </ul>                                  |
| POLARITY | Inverse Polarity Alert                 | RED   | <ul style="list-style-type: none"> <li>Swap 24 VAC power and ground.</li> </ul>                                                     |



# Notes

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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.

This Class A digital apparatus complies with Canadian ICES-003.  
Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.