TRITON™

CONNECTING RHEEM® TRITON™

INTELLIGENT COMMERCIAL GAS WATER HEATER

IT NETWORKING FAQs

BUILT-IN SMART MONITORING TECHNOLOGY
enables business owners to manage and monitor tank performance via the EcoNet® mobile app and full color LCD display. Once connected to WiFi, the mobile app also offers a variety of remote monitoring capabilities.

Users can:

- Manage Triton's leak detection and prevention system

- Monitor water shut off valve

- Manage temperature set point and heating schedule

- Track energy usage (SU and SS units) and water use (SS units only)

- Receive diagnostic and preventive maintenance notifications

- Monitor tank and combustion health

EcoNet®

Contact Us

For connection-related questions please contact Customer Support at: **(800) 255-2388**

Rheem.com/Triton

1. Is WiFi enabled by default?

No. When it leaves the factory the water heater's WiFi will be disabled. It can be enabled anytime from the water heater's control. If the setup process is not completed the WiFi will be disabled automatically.

2. How do I begin the setup process?

1. Download the Rheem® EcoNet® app from the Google® Play or Apple® Store
2. From the water heater touch screen tap the WiFi icon and then 'Get Started'
3. Follow the instructions on the screen

3. Is Internet access required?

Yes. In order to use the EcoNet mobile app and receive diagnostic alerts (via text message, email, and mobile app) Triton™ must be connected to a WiFi network with a path to the public Internet. Rheem recommends only connecting Triton Water Heaters to secure private networks in a manner compliant with your company's network security policies.

4. How do I know if my Triton is in range of the WiFi network?

Signal strength can be evaluated with a smart phone. While near the water heater, attempt to connect to the intended WiFi network with your phone. If you are unable to connect or if your phone's WiFi signal strength indicator is low after connecting, you may have difficulty connecting the water heater.

5. How can I connect if the WiFi signal is too weak?

If the WiFi signal is too weak to connect, Rheem recommends contacting your IT department to request the installation of an additional WiFi access point or WiFi range extender configured to comply with your company's IT network security policies.

6. Is web browser authentication supported?

No. Networks which require users to first visit a web page and authenticate are not supported.

7. Which wireless frequencies are supported?

2.4Ghz (required by IEEE 802.11 b/g/n)

8. What security protocols are supported?

The following protocols are currently supported by this product:

- WPA2 + AES
- WPA + AES
- WPA + TKIP/AES
- WPA + TKIP
- WPS
- WEP (non-secure)

9. How are connections encrypted?

TLS 1.2 is used to encrypt connections between Triton and the server.

10. Are hidden SSID supported?

Not at this time. The water heater can only be connected broadcast SSIDs.

11. Are static IP addresses supported?

Not directly. Triton requires a DHCP® assigned address. However, the Triton's WiFi MAC address may be used to make an IP address assignment in the network's DHCP configuration.

12. What TCP/IP ports are required for a successful connection?

Outbound communication on Ports 80 and 443 to the public Internet must be available for a successful connection.

13. What credentials should be used when creating an account on the mobile app and who should have access to them?

Rheem recommends consulting with your company's legal, IT and security teams in order to determine the answers to this question.