



Redx Power Mobile App

Installer Manual

Version: 2023-04-11

Supporting Redx Energy Product: RX-2505AC, RX-2505PU, RX-2505PW, RX-5000AC, RX-7000HY

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1 Before using the Redx Power App

1.1 Installer Account Registration

If the Installer does not have an Installer Account yet, they can register for one here:

www.redxpower.com/installerregistration



QR code for Installer Registration

Note: The installer will not be able to start the installation without an Installer account.

1.2 Download & Review Redx Power Mobile App Manual

The installer is advised to make sure they are following the latest Redx Power Mobile App Installer manual, the most up to date version can be found on our website:

www.redx.com.au/downloads/



*QR code to download latest Redx
Power Mobile App Installer Manual*

1.3 Download Redx Power Mobile App

Download and install Redx Power Mobile App via Google Play Store or Apple App Store.

You can scan the QR code below to easily download

Redx Power mobile app for Android or IOS.



*QR code to download Redx Power
Mobile App*

1.4 Commissioning Requirement

Before starting the device commissioning, please go through the below steps:

- 1) The phone Bluetooth and Wi-Fi are ON as the mobile app actively uses it for connecting to the device throughout the installation process.
- 2) All the cables are already connected to the Redx Energy unit and the physical installation is finished.
- 3) The Inverter Power Button - circular push button with blue / green LED light must be ON.
- 4) If the Redx Energy unit has battery storage, then the Battery Breaker(s) on the side of each battery unit must be ON. If there are 2-8 batteries, all 2-8 battery breakers must be ON. If a separate DC isolator is used for batteries, this must also be ON.

1.5 Minimum system requirements

Redx Power app is developed and tested to work efficiently in all devices running Android and iOS irrespective of the device size or hardware specification.

However, due to fast-moving technological advancements and new generation optimized hardware and software designs, old mobile devices or devices with older mobile OS may not fully utilize some functionalities in the app.

Currently, Redx Power app is supported in all devices running:

- Android 6 and over
- iOS 11 and over

It is highly recommended to use newer mobile devices and to keep the mobile operating system up to date with the latest system software updates for a better user experience.

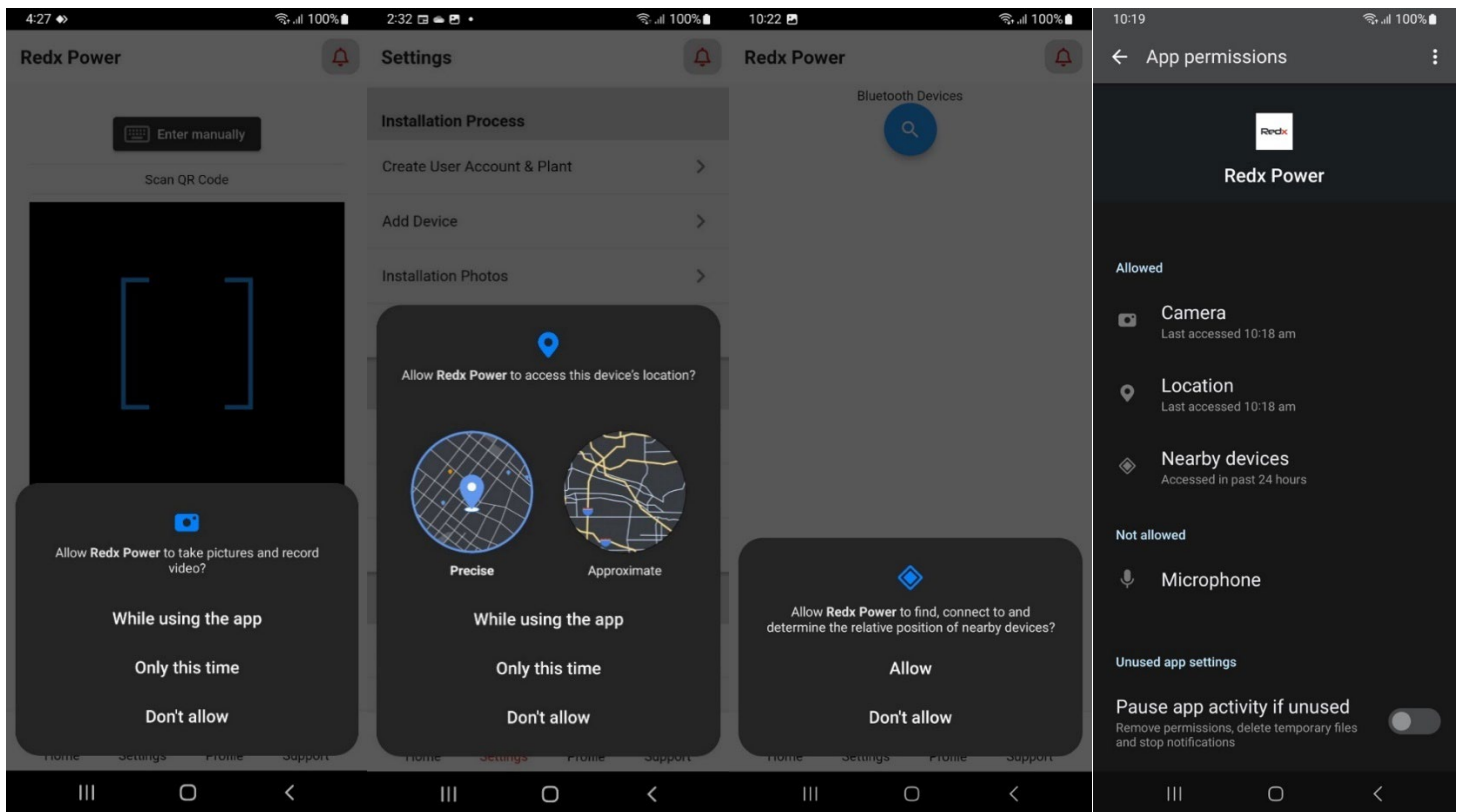
1.6 App Permissions

Please make sure you allow the app to have all the required permissions. After installing the app, permission request prompts will appear when necessary. In the Android app when prompted, choose '**While using the app**', for iOS app choose '**OK**'. Denying any permission may cause installation interruptions and false flags. Denied permissions need to be manually changed from the phone's Settings section or the app should be uninstalled and installed again.

Note: All permissions are progressively requested when relevant functions are being used. The screenshots below reflecting all the granted permissions of the app in Android & iOS are taken after all app functionalities used and for demonstration / troubleshooting purposes only. Users may not see all of them listed as an approved permission till they use the respective functionalities for the first time.

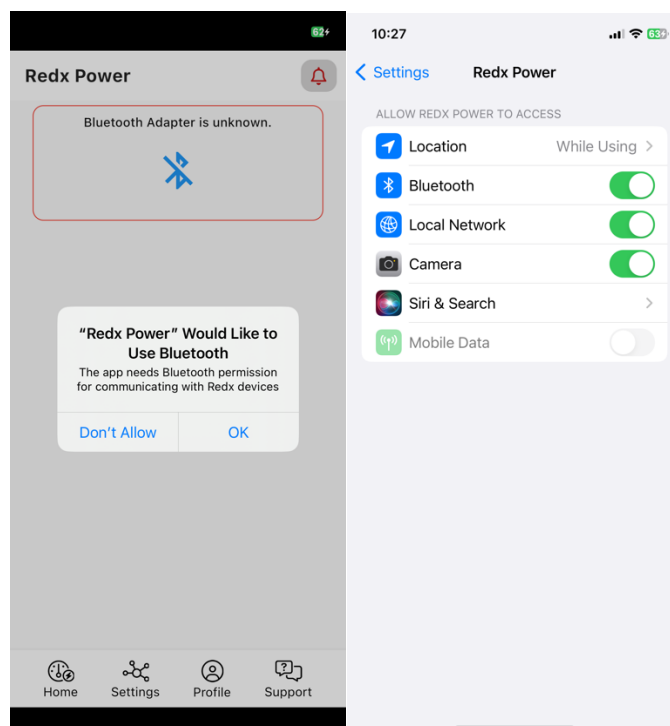
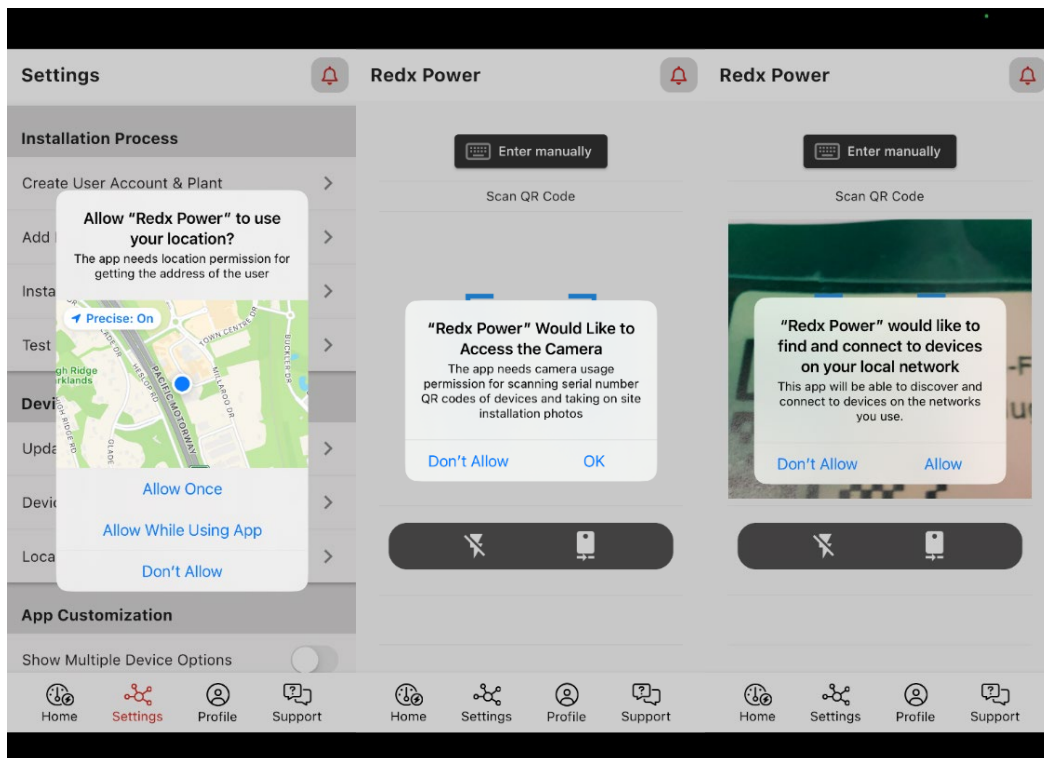
Android Permissions

- Location
- Camera
- Nearby Devices



iOS Permissions

- Location
- Camera
- Local network
- Bluetooth

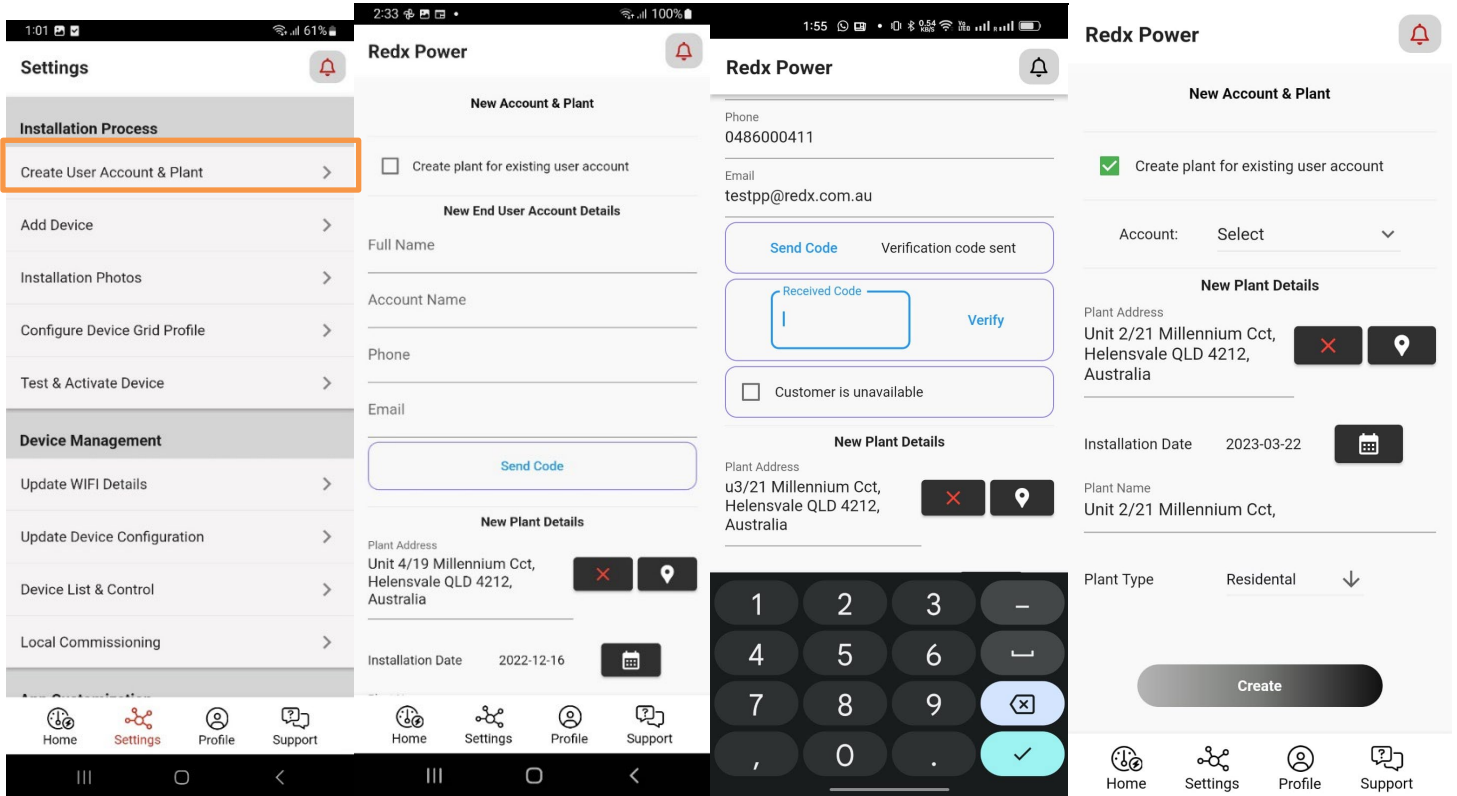


2 Redx Energy Unit Commissioning

2.1 Create New Customer Account

If the Redx product is installed for a new customer, the first step of the installation process is to create a new account. Please observe the following steps:

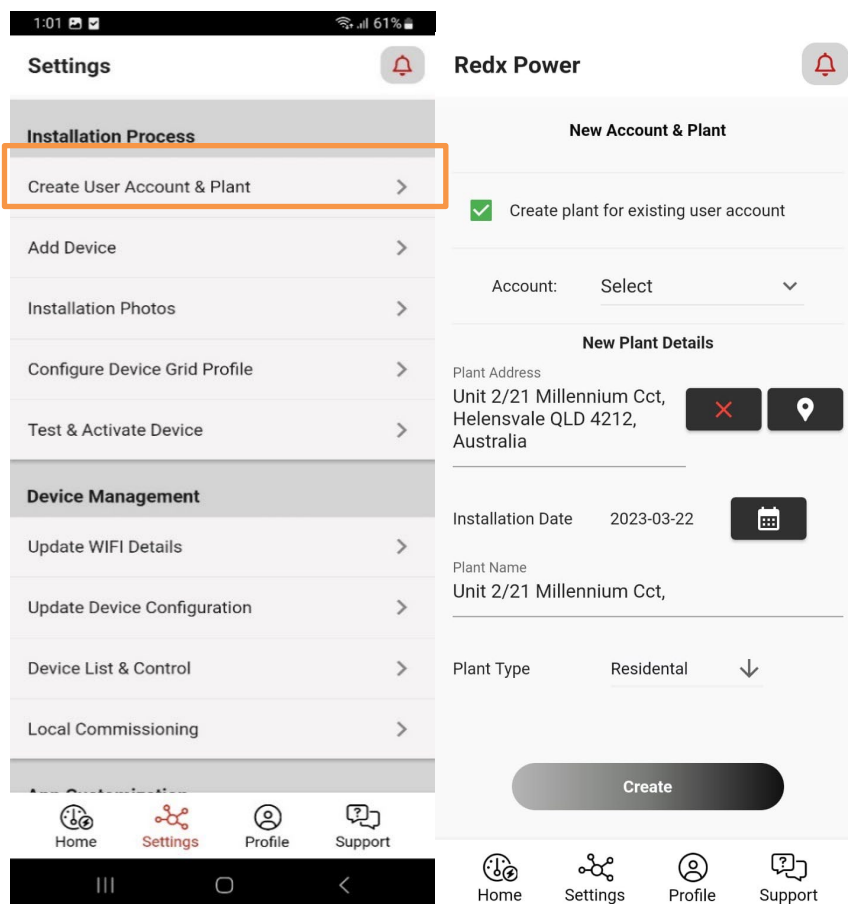
1. Open Redx Power app and navigate to the “Settings” page.
2. Tap on “Create User Account & Plant”.
3. Fill in the following information:
 - a. Do not tick the checkbox - “Create plant for existing user account”
 - b. “Full Name” – fill in the customer’s full name or company full name.
 - c. “Account Name” – fill in alphanumeric account login name or email address of customer without spacing, support special character: “@” “_” “.”
 - d. “Phone” – fill in the phone number of the customer.
 - e. “Email” – fill in the email address of the customer.
4. Verify email address.
 - a. Hit on “Send Code” and an email will be sent with verification code.
 - b. Enter the code and hit on “Verify”
 - c. If customer is not around to get the verification code, Installer can check the “Customer is unavailable” checkbox to skip the verification.
5. Check and change the following pre-filled information:
 - a. “Plant Address” – pick the plant location for customer by hitting the location icon. Button with red “X” icon can be used to clear the address field. Starting to type inside the field will show autocomplete options for any given address,
 - b. “Installation Date” – pick the installation date by hitting the calendar icon.
 - c. “Plant Name” – fill in the plant name by using “Street address + suburb” format.
 - d. “Plant Type” – select either “Residential” or “Commercial”
 - e. Hit on “Create” button.



2.2 Create New Plant for Existing Customer

If this is a new plant for an existing customer, the first step of the installation process is to add a new plant. Please follow the following steps:

1. Open Redx Power Mobile App and navigate to the “Settings” page.
 2. Tap on “Create User Account & Plant”. Fill in the following information.
 3. Tick the checkbox - “Create plant for existing user account”.
 4. Check and change the following pre-filled information:
 - a. “Plant Address” – Street address of the customer’s house, can be updated by clicking location icon. Button with red “X” icon can be used to clear the address field. Starting to type inside the field will show autocomplete options for any given address,
 - b. “Installation Date” – Can be changed by Hitting the calendar icon.
 - c. “Plant Name” – fill the plant name by using “Street address + suburb” format.
 - d. “Plant Type” – select either “Residential” or “Commercial”
1. Hit “Create” button.



2.3 Add Device

For installing a new Redx Energy unit, follow the steps below:

1. Open Redx Power Mobile App
2. Navigate to the “Settings” page.
3. Hit “Add Device” and the QR code scanner will be launched.
4. Scan the QR code on the side or bottom of the Redx Energy unit. If the QR code is missing – please contact Redx dealer. If any difficulty while scanning the QR Code, the datalogger serial number can be entered manually by hitting the “Enter manually”. In the next screen, dc the Datalogger serial number. Hit the “Check” and “Continue” button. If the serial number is missing – please contact Redx dealer.



Bluetooth - QR code sample for scanning

Datalogger serial number



Wi-Fi - QR code sample for scanning

Datalogger serial number

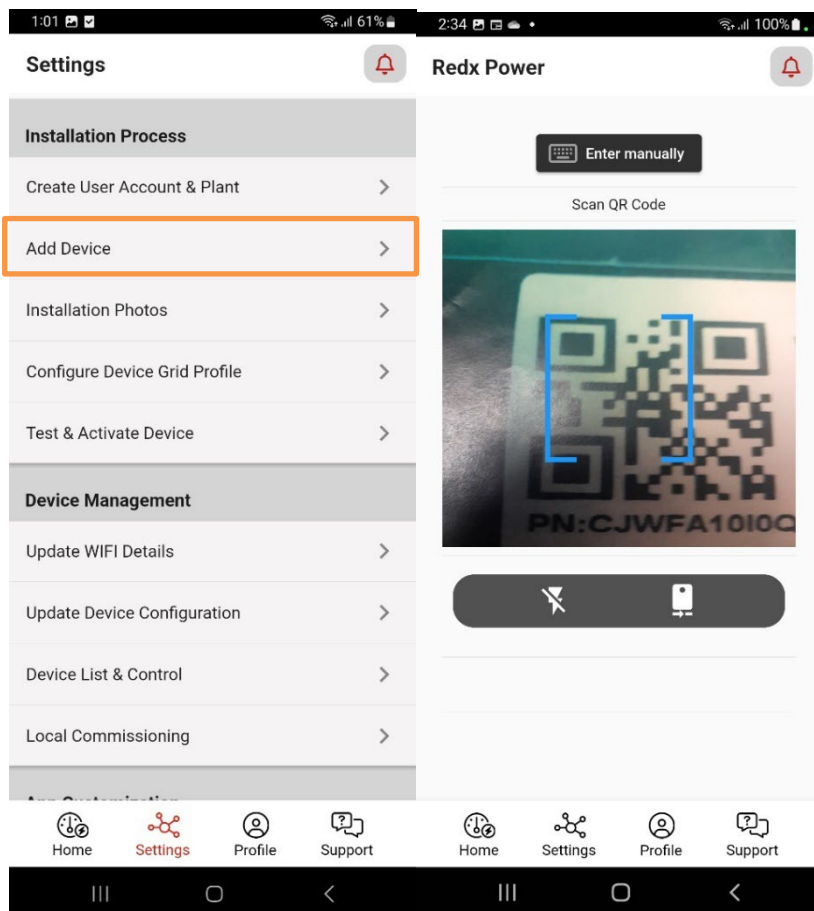


Figure 2.2 – Scanning QR code

Depending on the device type, hardware design and custom requirements, Redx Energy unit may have one of the following 3 type of datalogger:

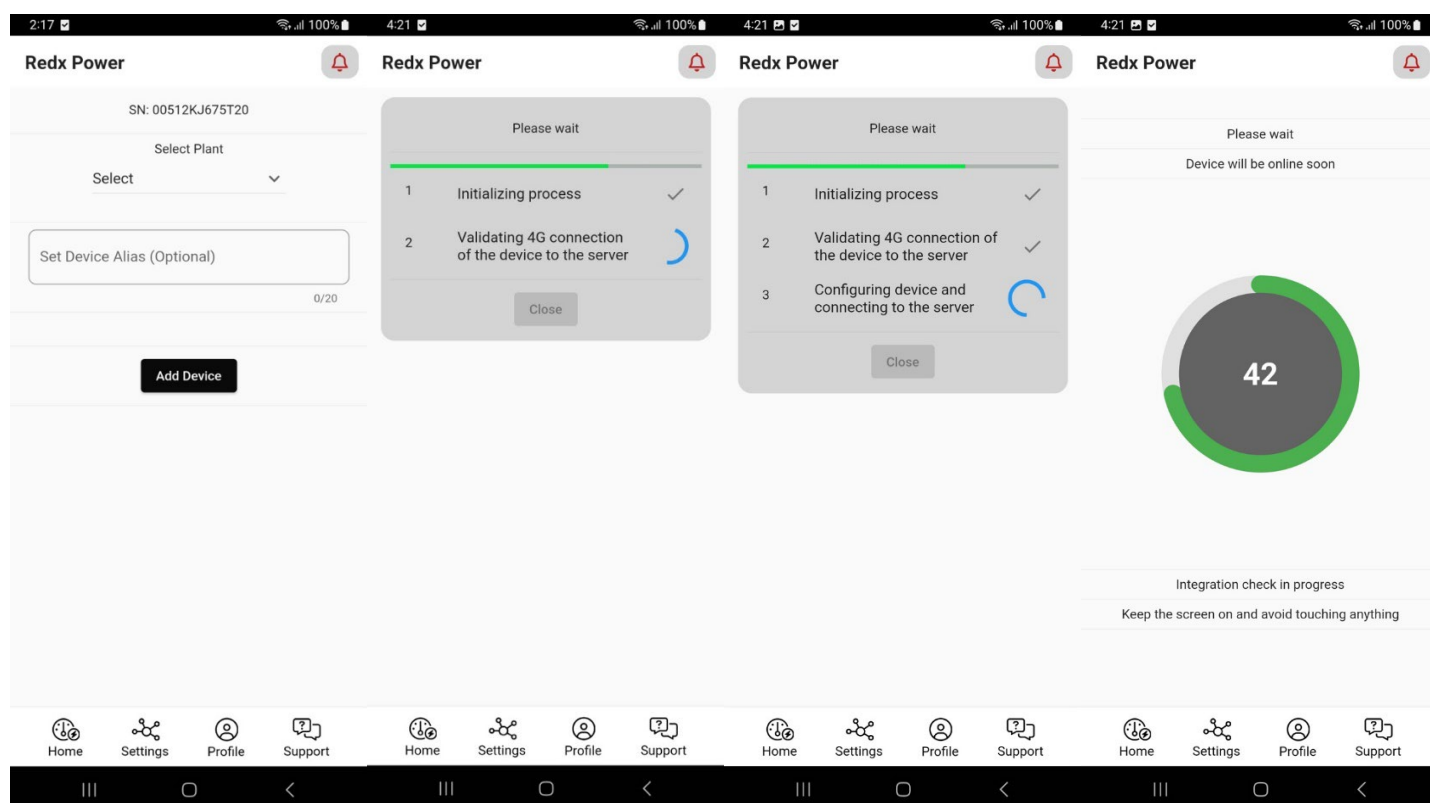
- 4G datalogger
- Wi-Fi datalogger
- Bluetooth datalogger

Datalogger type is identified automatically by the Redx Power app and appropriate navigation / instruction is provided throughout the process.

a) 4G Datalogger

For configuring a 4G datalogger equipped Redx device and connecting it to Redx servers:

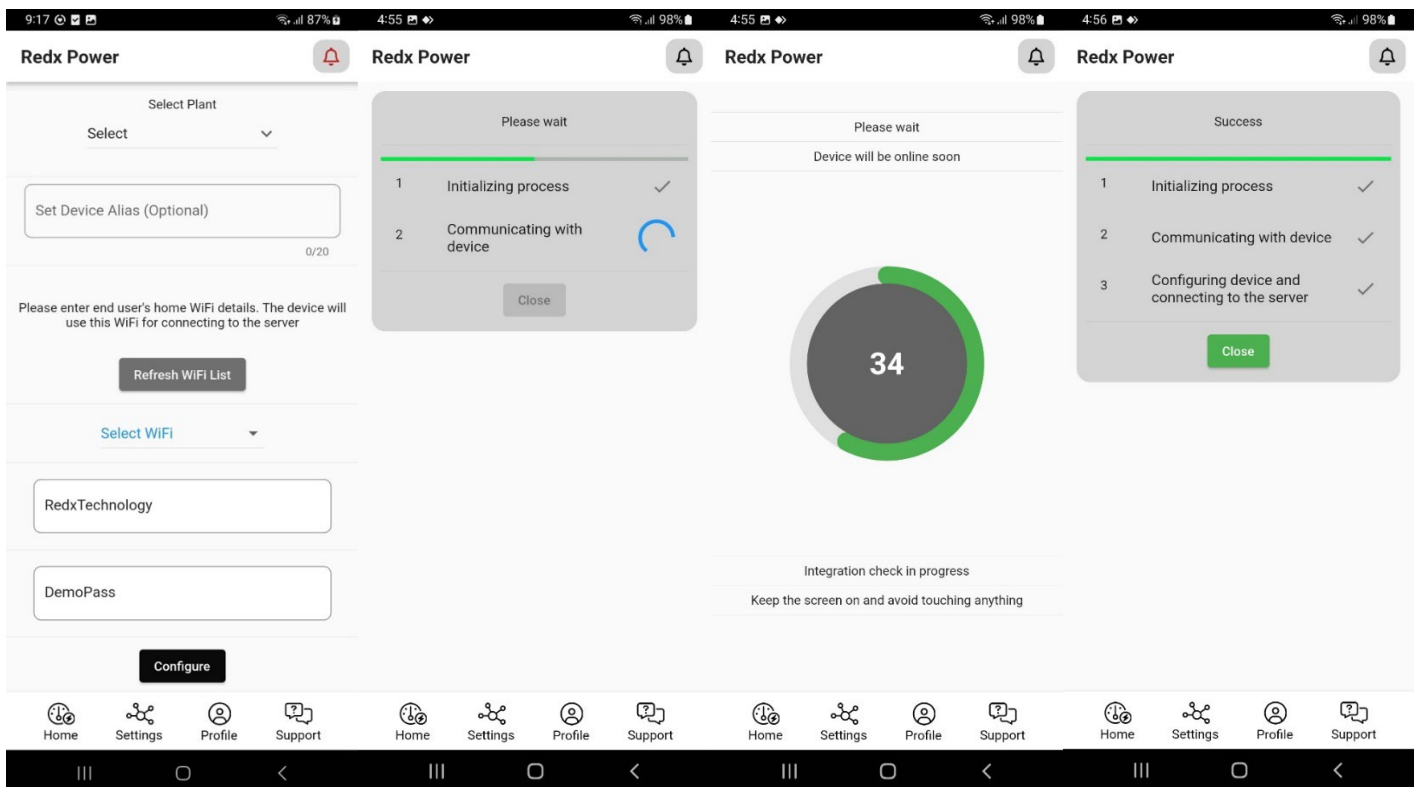
1. Select the correct plant name from the dropdown.
2. Optional - Enter alias name for the device, if necessary
3. Tap “Add Device” button and wait for the automated process to be completed.



b) Wi-Fi or Bluetooth Datalogger

For configuring a Wi-Fi or Bluetooth datalogger equipped Redx Energy unit and connecting it to Redx servers:

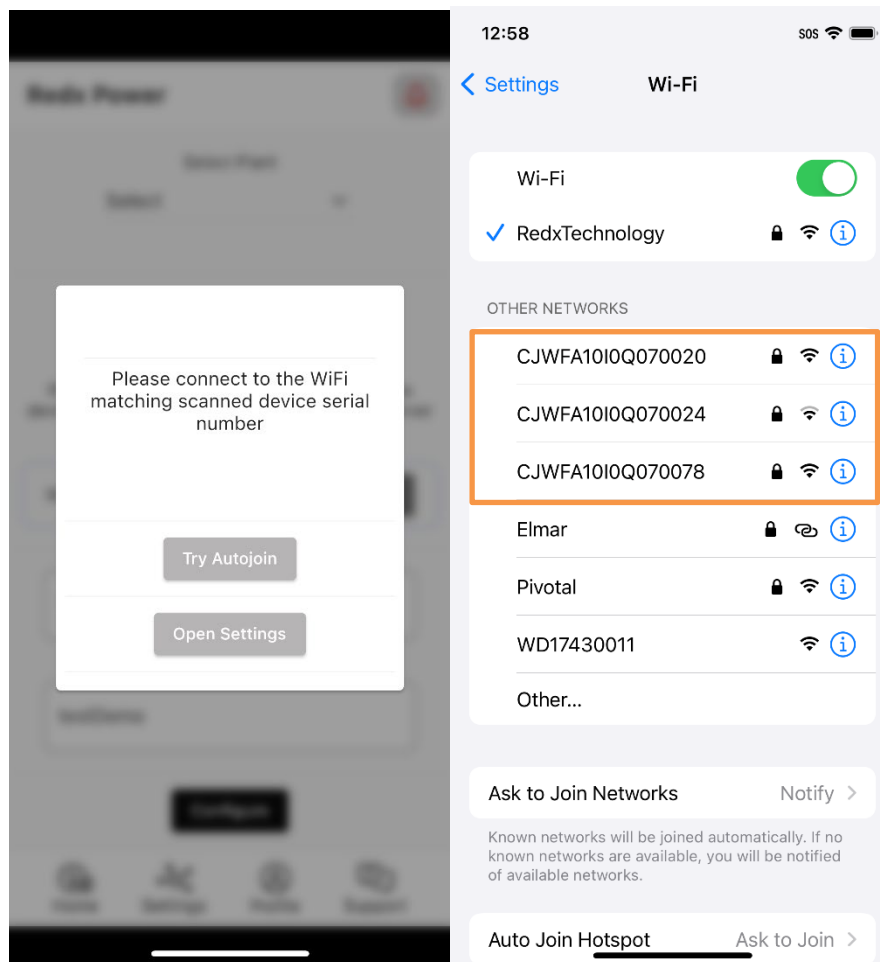
1. Select the correct plant name from the dropdown.
2. Optional - Enter alias name for the unit, if necessary
3. Use the dropdown menu to select and fill Wi-Fi name (SSID) field automatically or type Wi-Fi name.
4. Input the password of the customer's home Wi-Fi.
5. Hit the "Configure" button and wait for the automated process to be completed.



Note 1: Bluetooth datalogger supports only one active connection at a time. Datalogger Bluetooth name will not be visible/discoverable if it already has an active connection to another mobile phone. Please make sure to disconnect Bluetooth connection before using the app on another mobile phone.

Note 2: If the Redx Power Mobile App failed to connect to the Redx unit via Wi-Fi, the App will ask you to manually connect to the unit Wi-Fi via the phone Wi-Fi settings. Hit the "Open Settings" button which opens phone's Wi-Fi settings page. Select the Wi-Fi name (SSID) from the Wi-Fi list which matches the name of the datalogger serial

number shown on the QR code sticker. The default Wi-Fi password of Redx Energy unit is 12345678.



Note 3: If the Wi-Fi connection to the datalogger is unsuccessful after multiple attempts, turn off the unit from the blue/green circular power button, turn off the Grid AC and battery breaker(s) to clear a temporary error in the datalogger. Restore power after 10 seconds and start the process again.

Note 4: For communicating and configuring Redx Energy unit, the mobile phone should be successfully connected to the Wi-Fi of the Redx device. As connecting to a Wi-Fi access point which does not have active internet connection is by default discouraged by mobile operating systems, there may be a need to follow the instructions below to handle the potential issues:

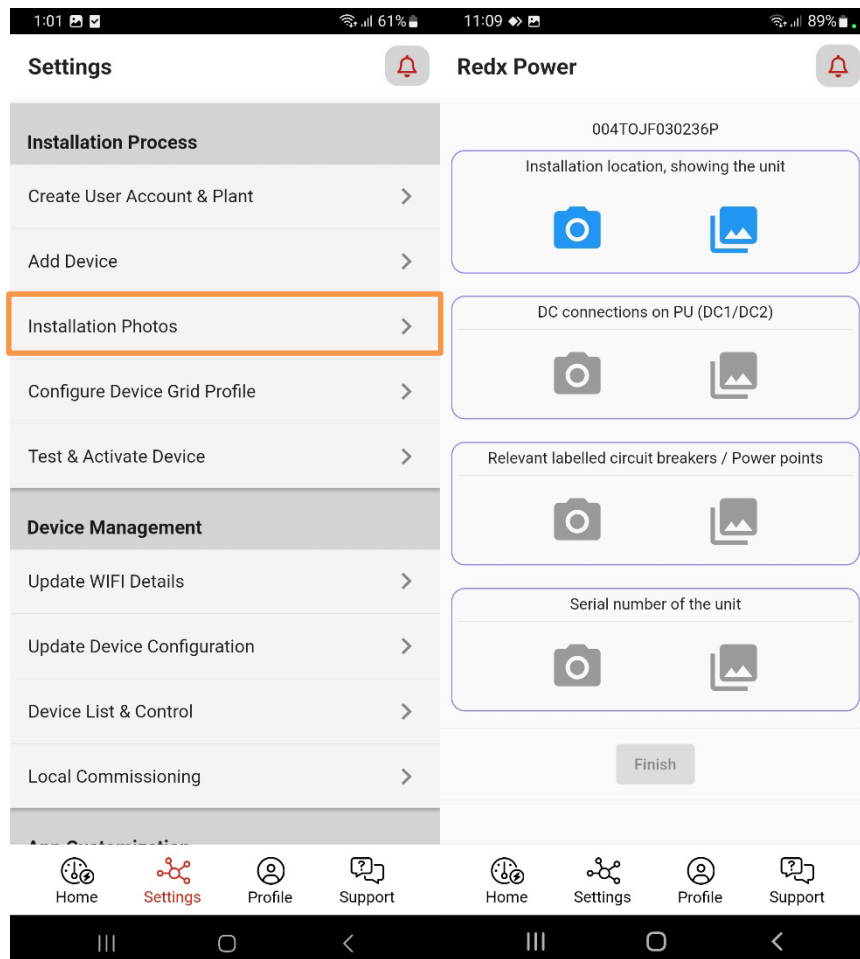
Android	Android 11	<ul style="list-style-type: none"> • If user gets error “Connection failed” or “CJWFA10I0XXXX has no Internet” after matching the Wi-Fi names: • Select “Tap for options” • Select “Yes” for “Stay Connected?”
	Android 12-13	<p>The installation process will only work if the Wi-Fi connection shows “Connected without internet” not “Connected” below the connected Wi-Fi SSID. Please manually connect to the device Wi-Fi from phone’s Wi-Fi settings page:</p> <ul style="list-style-type: none"> • Wait 5-10 seconds on the Android system Wi-Fi Setting page till “Internet may not be available” system dialog box popup appears. Once the popup appears you can use the app for connection, but to be safe you need to select “Always connect” option from this popup so you will not need to repeat this process again later. • If not, tap on the Wi-Fi name, then tap Forget network, connect it again and wait • The last option is to disable Wi-Fi, enable it and wait again
iOS		<ul style="list-style-type: none"> • If user gets error “The Wi-Fi does not seem to have active internet connection” - “Keep Trying Wi-Fi” or “Switch to Mobile data” • Select “Keep Trying Wi-Fi” option

2.4 Upload Installation Photos

This is the next step after adding a Redx Energy unit to the customer account and monitoring server via “Add Device”. Please follow the following steps to upload installation photos:

1. Navigate to the “Settings” page.
2. Select “Installation Photos”.
3. Add the requested photos.

Note: The installer will not be able to Test & Activate the device until the required installation photos have been uploaded. If the phone camera is not responding, the installer should try to force stop/ kill the app and try again.



Set Grid Settings and Power Quality Values (Applicable to installations conducted in Australia only) Please follow the instructions below for accessing and configuring grid settings and power quality values of the device:

1. Navigate to the “Settings” page.
2. Tap on “Configure Device Grid Profile”.
2. Scan the datalogger QR code if required.

Once inside ‘Configure Device Grid Profile’ functionality this step-by-step guide should be followed:

Step 1: Clicked on the pen icon to enable editing mode.

Step 2: Select the correct grid power operator of the customer’s home from the list. Region code, correct grid protection settings and power quality settings values will be automatically applied on the base of the selected grid operator. Once saved, grid profile value will be reflected as AusA, AusB or AusC. Grid profile names defined in the system reflect corresponding region codes of Australia (A, B, C).

On the base of the selected grid operator and region code, default power quality settings values are set by the system.

Double check the value of region code in the mobile app with the table below after saving to make sure the region code, grid protection settings and power quality settings values are correctly applied.

Region	Distribution Network Service Providers (DNSP)
Australia A	Ausgrid, AusNet Services, Endeavour Energy, Essential Energy, Ergon Energy and Energex, EvoEnergy, Jemena, CitiPower, Powercor, United Energy, SA Power Networks and Power & Water
Australia B	Western Power
Australia C	Horizon Power and TasNetworks

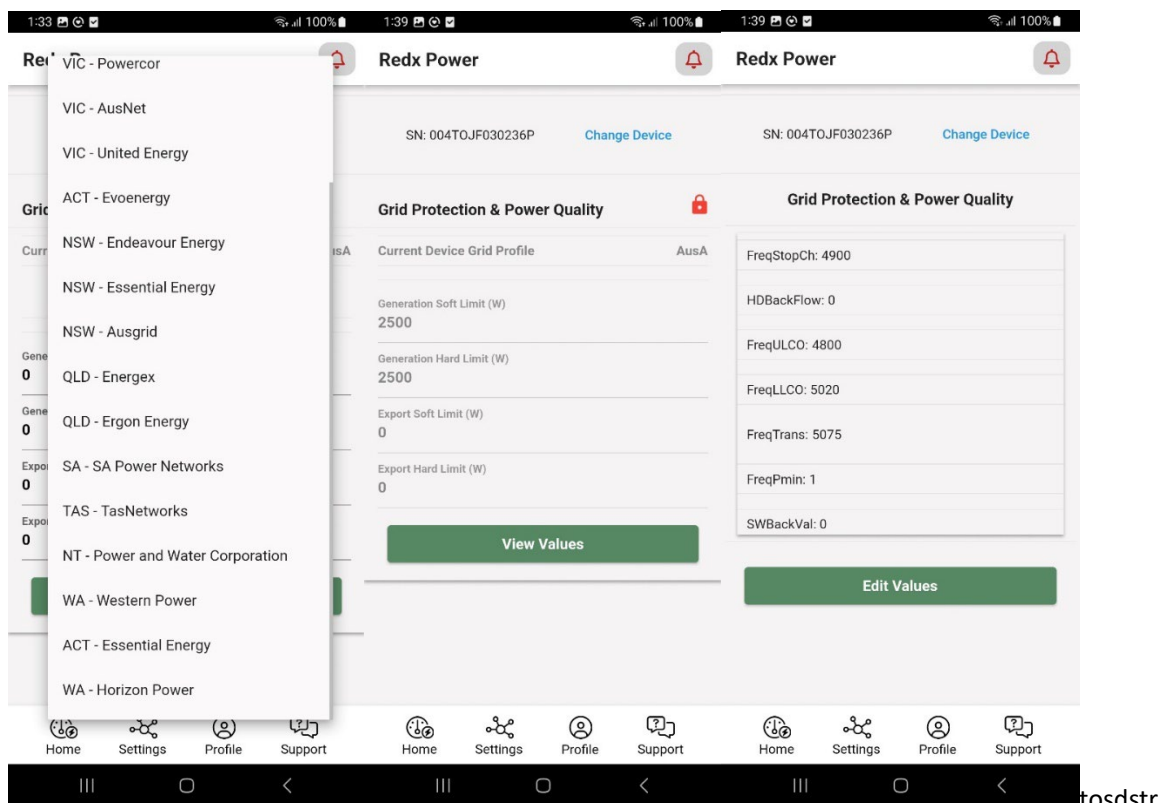
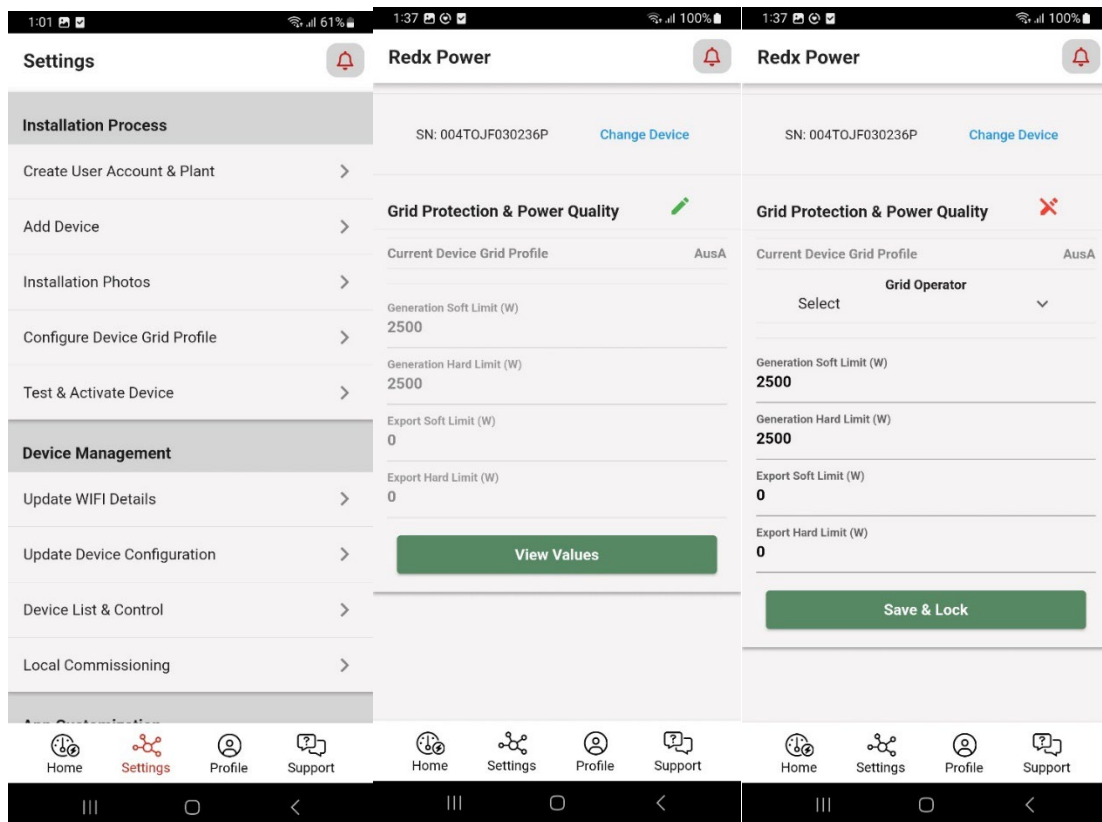
Step 3: Enter the correct values for Generation Soft Limit, Generation Hard Limit, Export Soft Limit, Export Hard Limit values according to local state/ grid operator regulations.

Step 5: Tap ‘Save & Lock’ button.

Note: Please double check and make sure that you entered correct values as all values will be locked as per the requirements of nationwide regulatory authorities after saving them the first time. You may need to contact Redx to obtain a special password for updating them if required.

Step 6: Click on ‘View Values’ button to see all the saved regional grid settings values. The scrollable list in the opened window contains all the individual saved values of

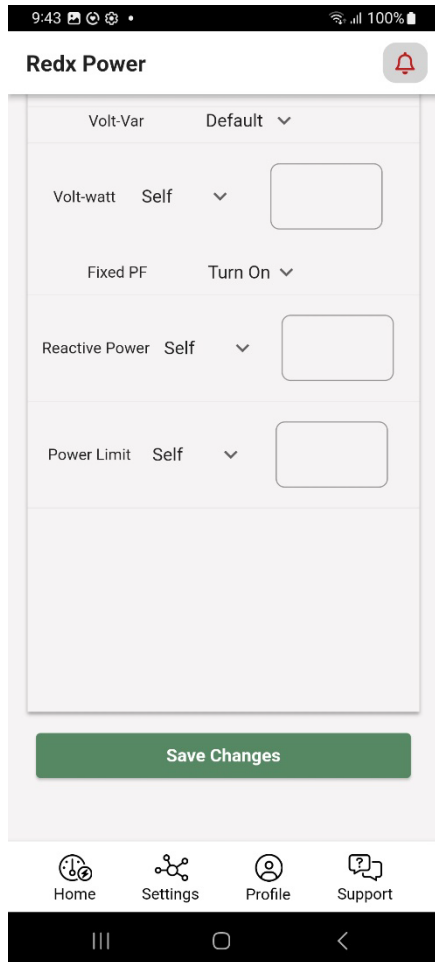
region code, grid profile name, grid protection settings, power quality settings values and firmware version details.



When the region setting is completed, the inverter will operate under default mode different from region. If you want to change the power quality response modes, please refer to below

Note: You may need to contact Redx to obtain a special password to make then change.





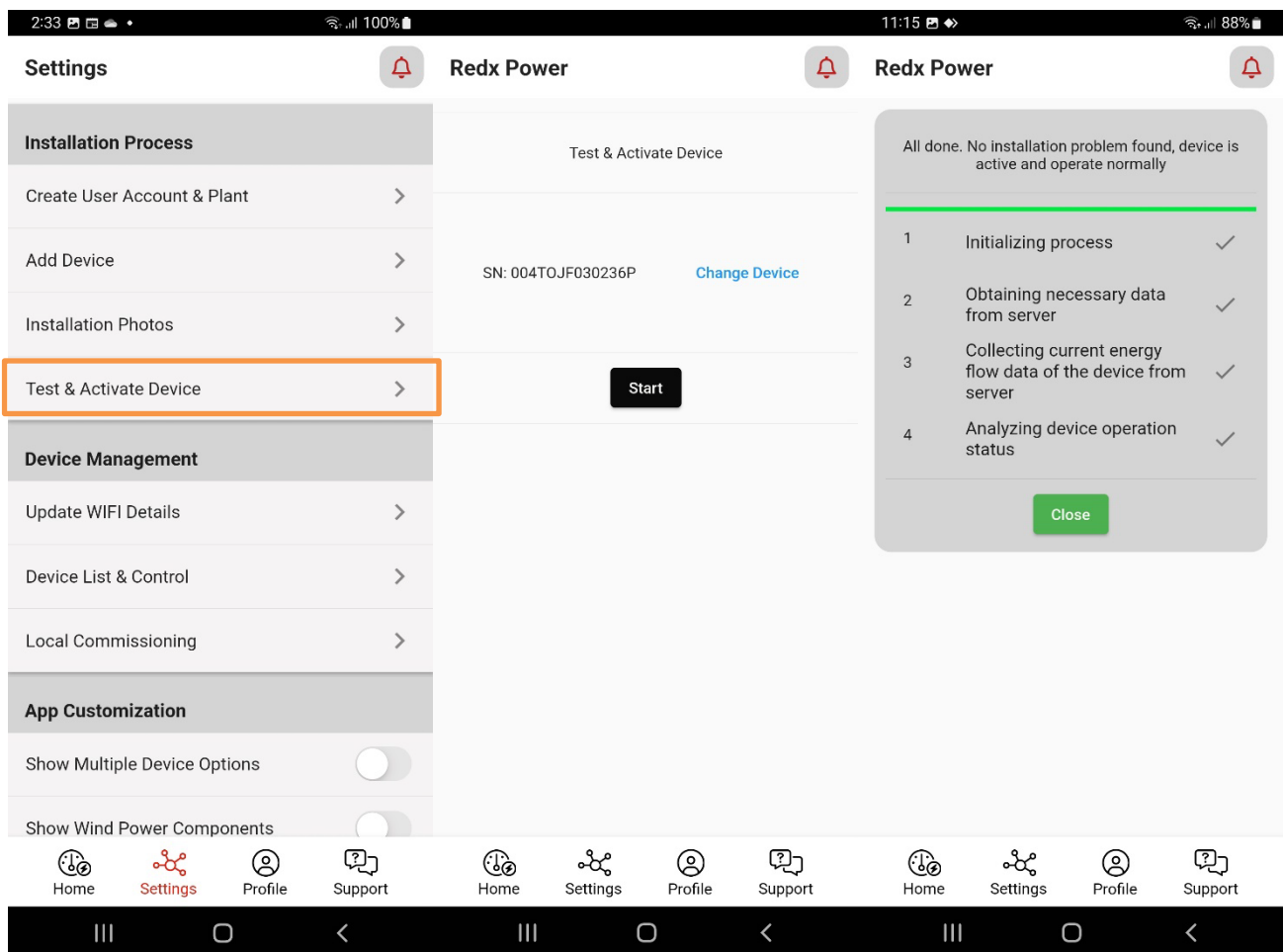
2.5 Test and Activate Device

This is the final step to finalize installing a new device. A final internal test and activation process will be executed.

1. Navigate to the “Settings” page in the mobile app.
2. Hit “Test & Activate Device”.
3. Then Hit “Start”.

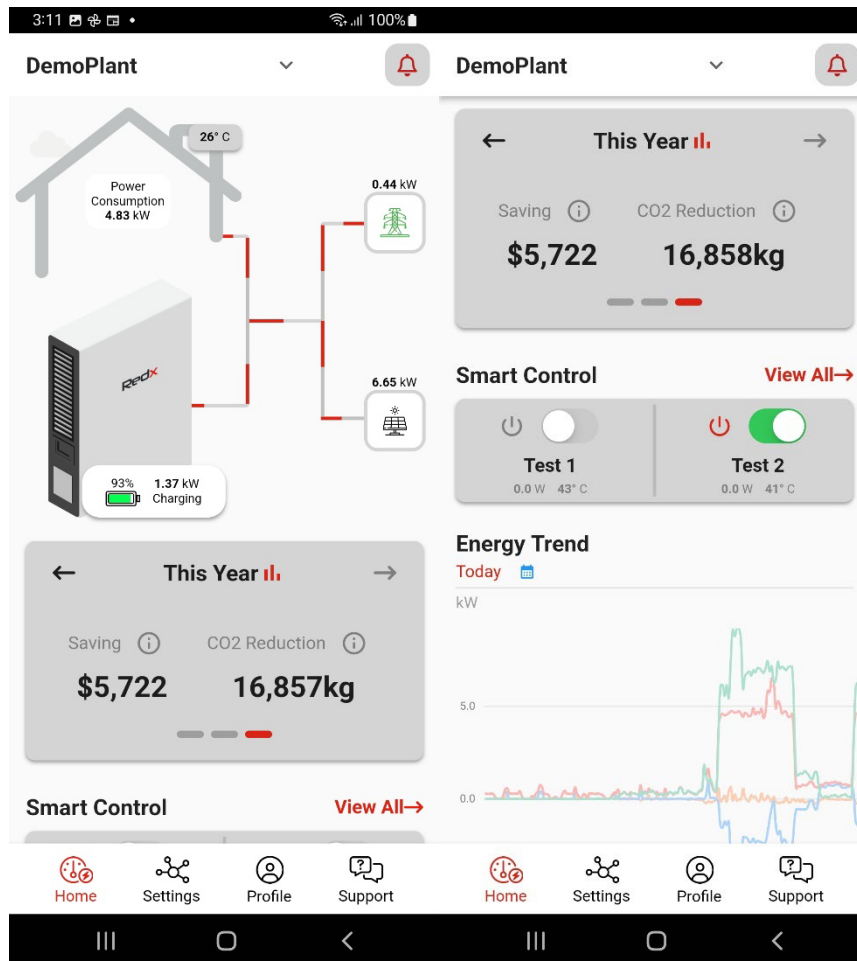
Note: The installer will not be able to Test & Activate the device until the required installation photos have been uploaded.

Note: The installer will be shown if there are certain auto-detectable mistakes with the installation and will be asked to rectify them and re-do the Test & Activate.



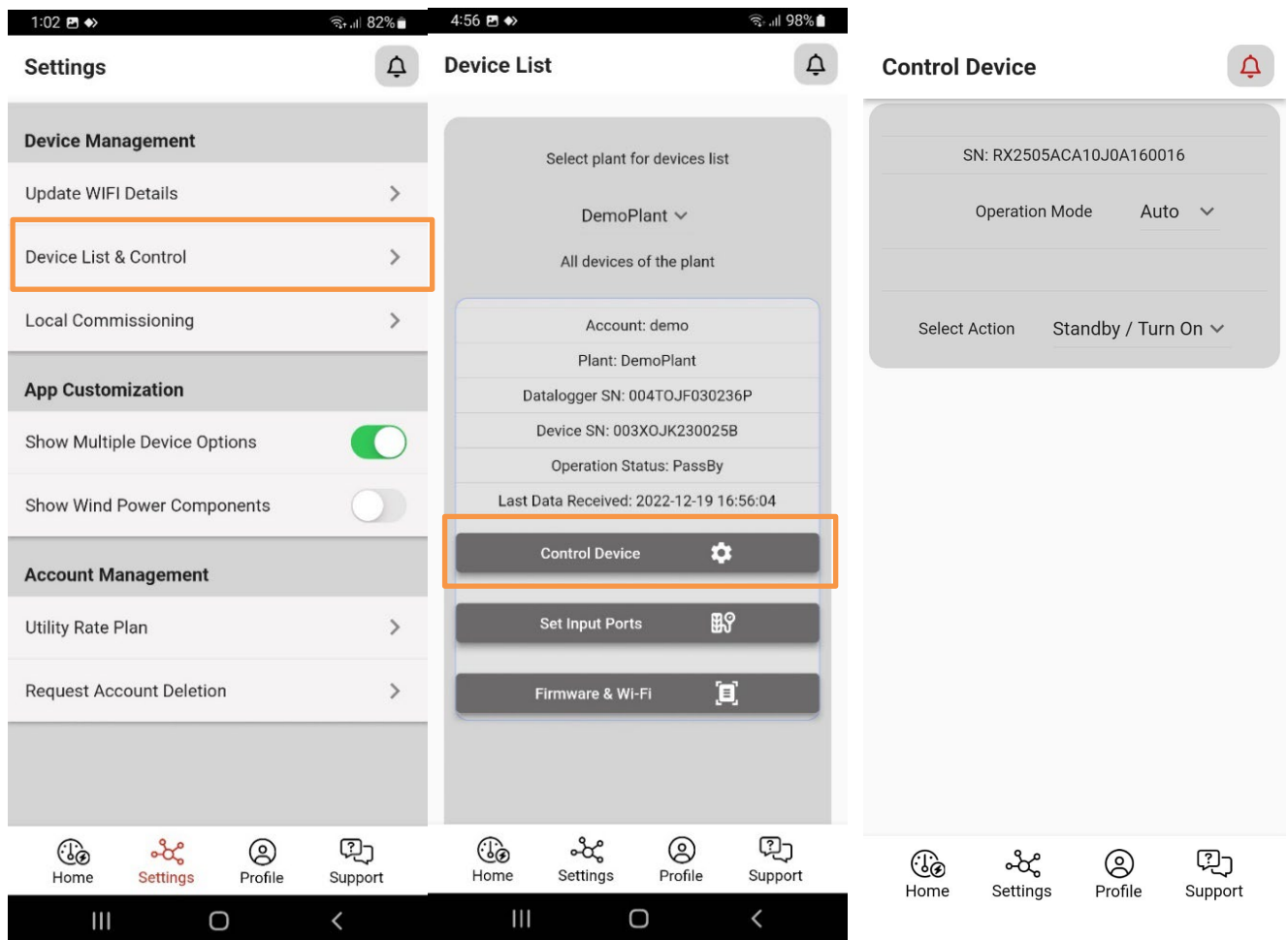
2.6 Check the data in the app

You can see the energy flow and energy trend data on the main screen of the app once the installation process is completed.



3 Maintain the Redx Energy Unit from Anywhere

With the Redx Power Mobile App, the installer can remotely control the Redx Energy unit(s) by going to Setting section – Device Management. From “Device Management”, hit on “Device List & Control” which will show all unit(s) under your account. Select the Redx Energy unit that you want to control and hit on “Control Device”, the “Control Device” page will be shown.

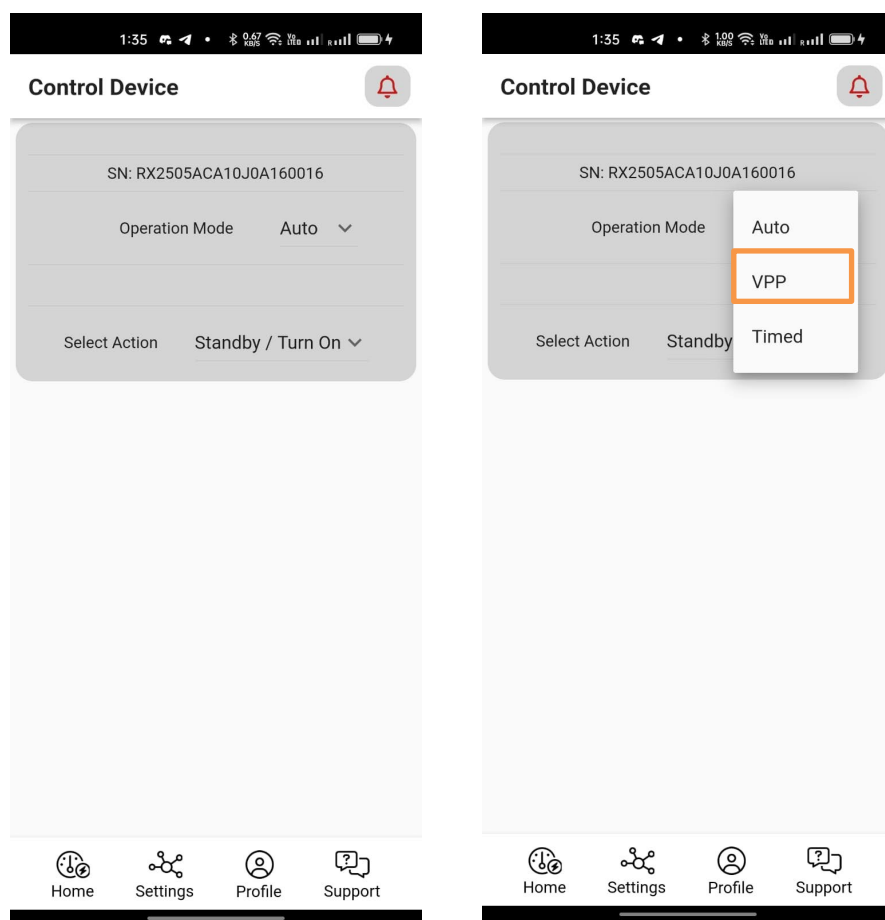


3.1 Control Device – Auto Mode

Auto mode – this mode allows Redx Energy unit to run on its own without any manual setting. Most of the users can use this mode. This mode is “Set and forget!” Let the Redx Energy unit work for your users.

Note: Auto mode works best for AC coupled batteries when an external PV inverter is present and both the PV and Grid CTs are installed.

Auto mode is also the best mode for Redx Hybrid inverter products.

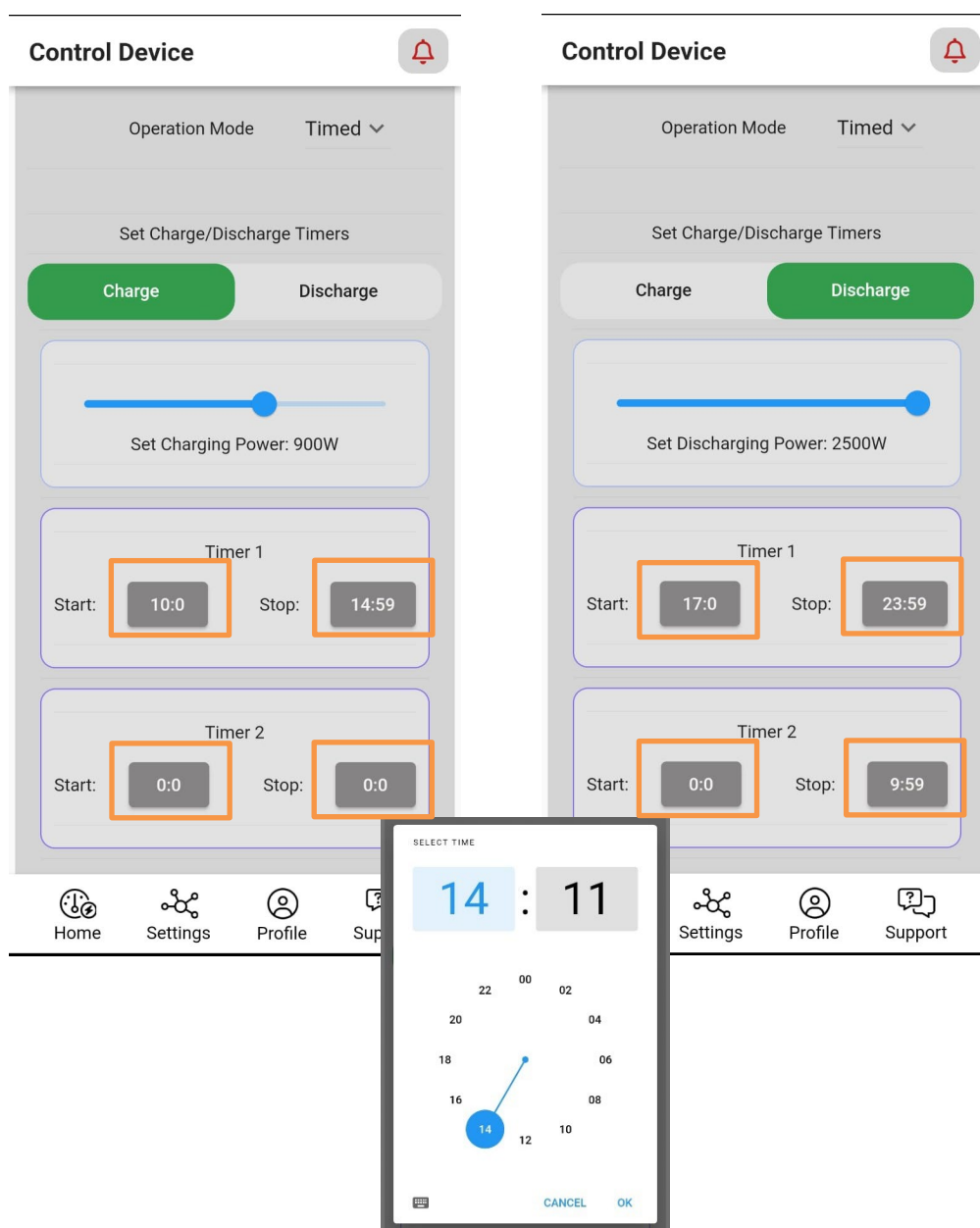


3.2 Control Device – Timed Mode

Timed mode – this mode allows installer to schedule battery charging and discharging.

Set up Charging Time: hit on “Charge”, then select power level. Set the “Start”, “Stop” time of Timer 1. For example, if your user’s area has good sunshine from 9am to 3pm, you can set the charging power to 900W to charge 6 hours which can charge up a 5kWh battery. If there is a need to charge twice a day, please setup “Timer 2”.

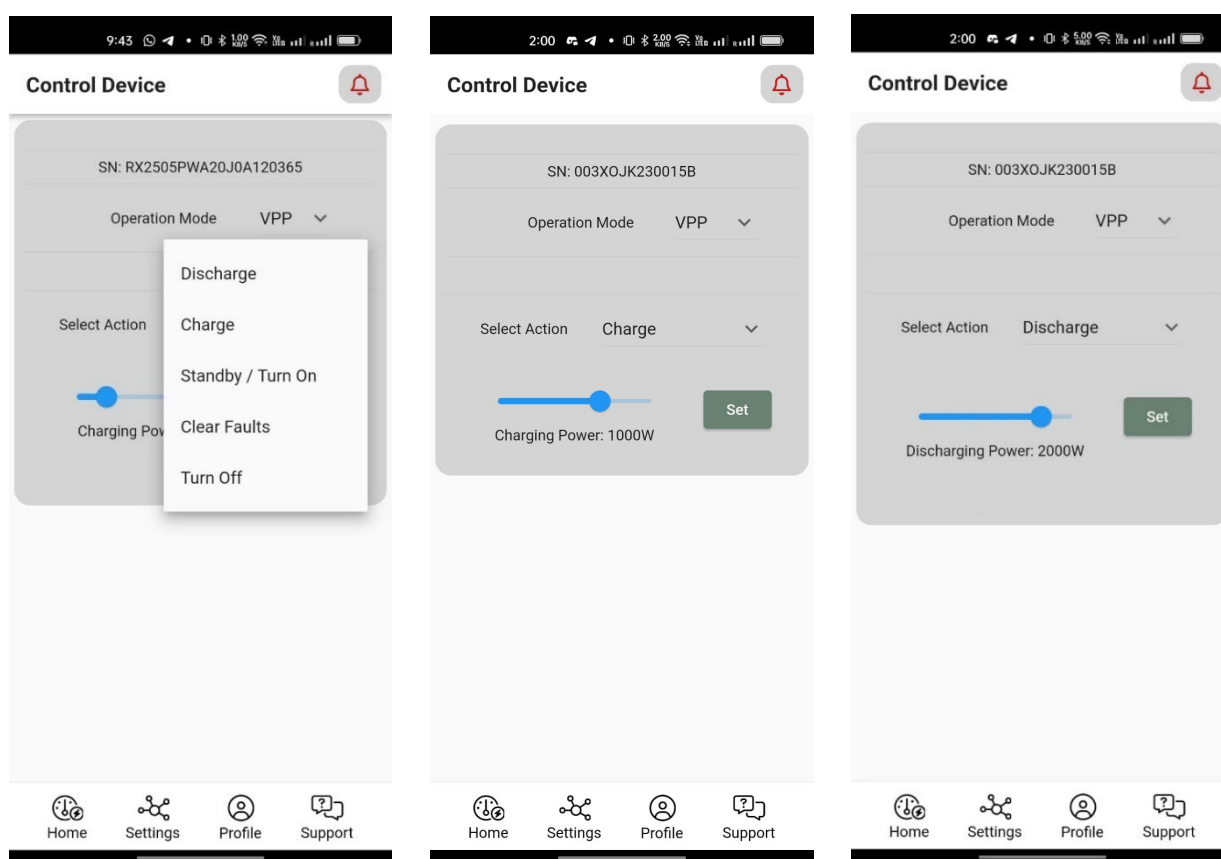
Set up Discharging Time: hit on “Discharge”, then select power level. Set the “Start”, “Stop” time of Timer 1. For example, if there is intensive load during 6pm – 9:00pm, you can set the discharging power to 2000kW to discharge battery in 3 hours. If there is a need to discharge twice a day, please setup “Timer 2”. If the user does not want to discharge to grid, then “enable anti-backflow” must be ticked.



3.3 Control Device – VPP Mode

VPP mode – this mode allows the installer to send commands to the Redx Energy unit.

Caution is advised when using this mode, because this is a 100% manual mode. Installer has to send command to Redx Energy unit every time to charge and discharge battery. That means, this mode is meant for manually sending charge and discharge commands every day. It is recommended to reset the mode to “Auto Mode” or “Timed Mode” after manual control. This mode can also be used by Redx approved Energy Retailers or VPP solutions providers to remotely control the device with remote commands according to the user’s VPP contract with the electricity retailer.



Send Charge Command: select “Charge” and set charging power. Hit on “Set” button.

Send Discharge Command: select “Discharge” and set discharging power. Hit on “Set” button.

Send Turn On Command: select “Standby / Turn On”.

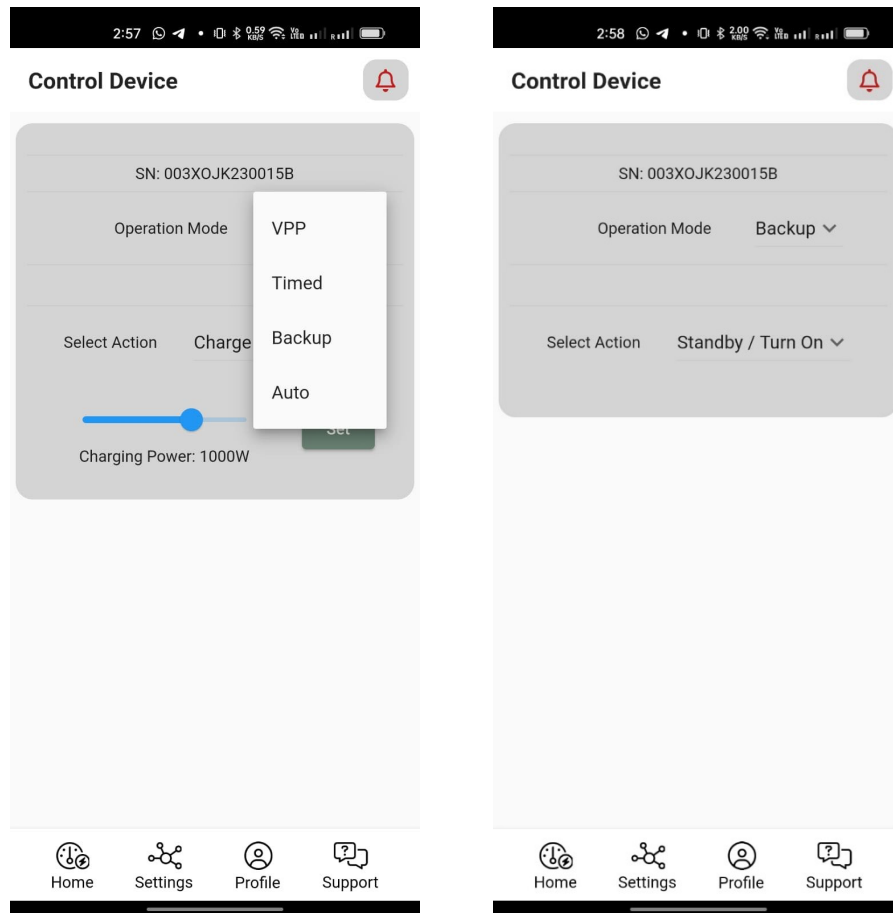
Send Turn Off Command: select “Turn Off”

Send Clear Faults Command: select “Clear Faults”

If the device has a temporary fault, the installer can send a “Clear faults” command, then turn off and turn on the Redx Energy unit. If this doesn’t work, please review “Help and Support” section of this manual.

3.4 Control Device – Backup Mode

Backup mode – this mode is only applicable to Redx PU series. It allows the Redx Energy unit to run as backup power supply to installed premises. It is the same as Auto Mode, but allows to set up a few parameters: Backup Charge Level in percentage, Discharge Level in percentage and Charge Power in kW.

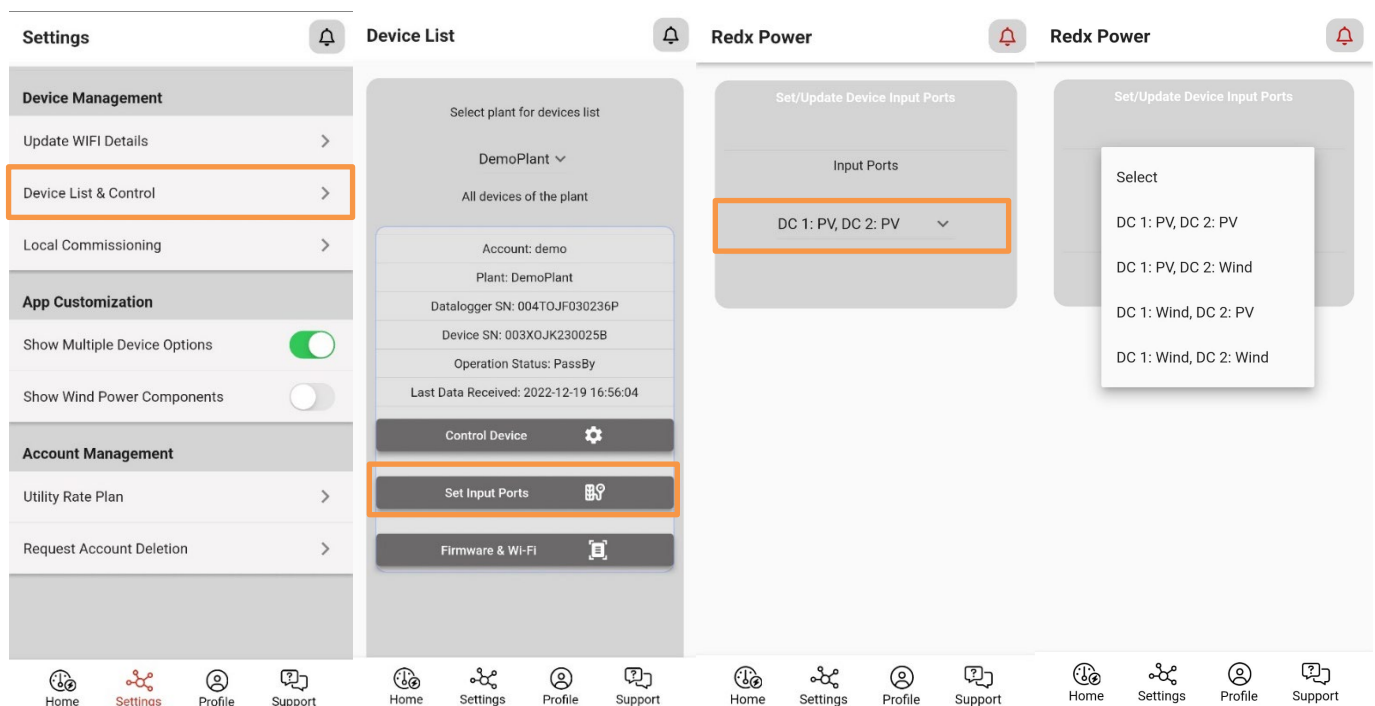


3.5 Set Input Ports

Installer can select the input combination for DC input on ports on the Redx PU, PW, HY series. The Redx Energy unit allows DC input from PV Solar Panels (an optimizer is required for Redx 2500 series), Wind Turbine with charge controller and other DC power sources.

From “Device Management”, hit on “Device List & Control” which will show all unit(s) under the user account. Select the Redx Energy unit that you want to control and hit on “Control Device”, the “Input Ports” page will be displayed. Select the external DC source connecting to the specific port. If there is no DC source, please set it as connecting to PV.

Note: The Redx AC series has no DC input Ports.



4 Maintain Redx Energy Unit Locally

4.1 Control Redx Energy Unit Locally

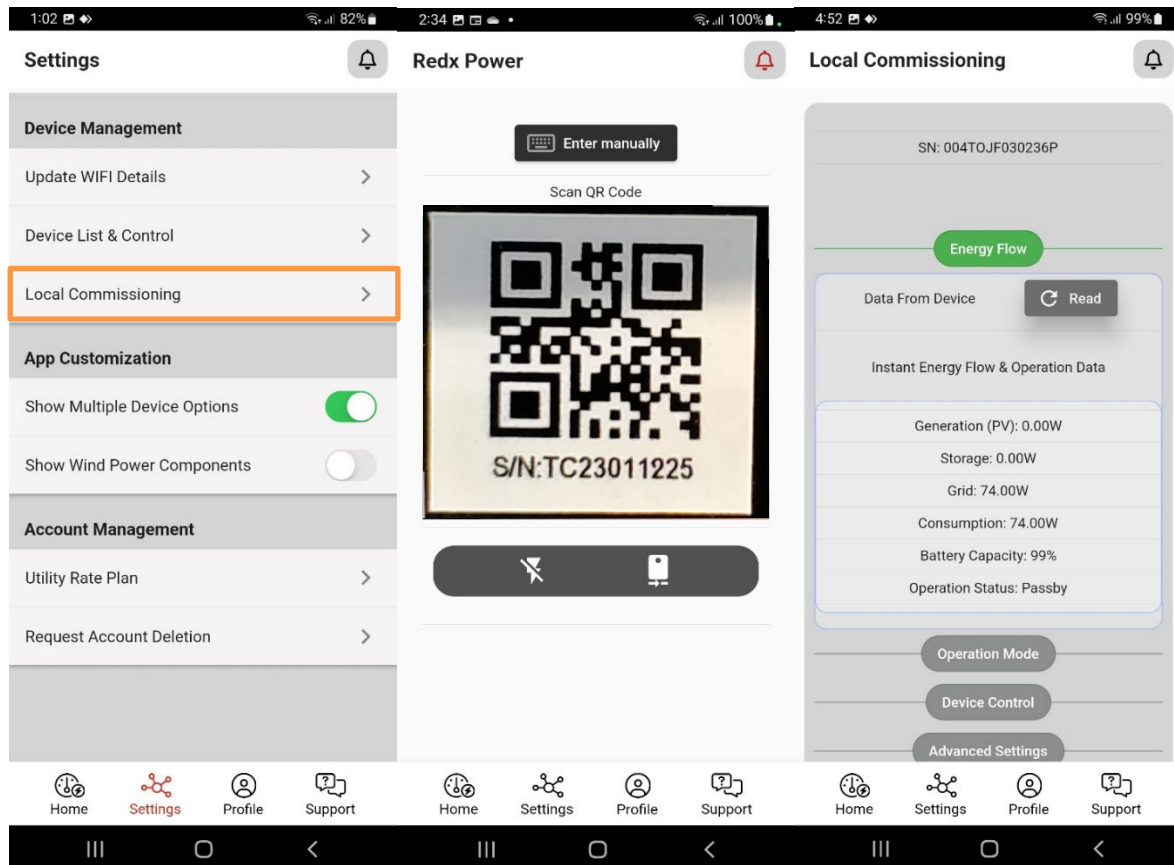
In the unlikely event that there is no internet connectivity via Wi-Fi or 4G , users can control the Redx Energy unit via “Local Commissioning”. The Redx Power Mobile App is equipped with powerful local control functions. By using Local Commissioning, installer can view the real-time energy flow data and the device operating status. The installer can also control the device and change its operating parameters with the Local Commissioning function.

4.2 Review Energy Data Locally

Here are the steps using Local Commissioning and reviewing energy data:

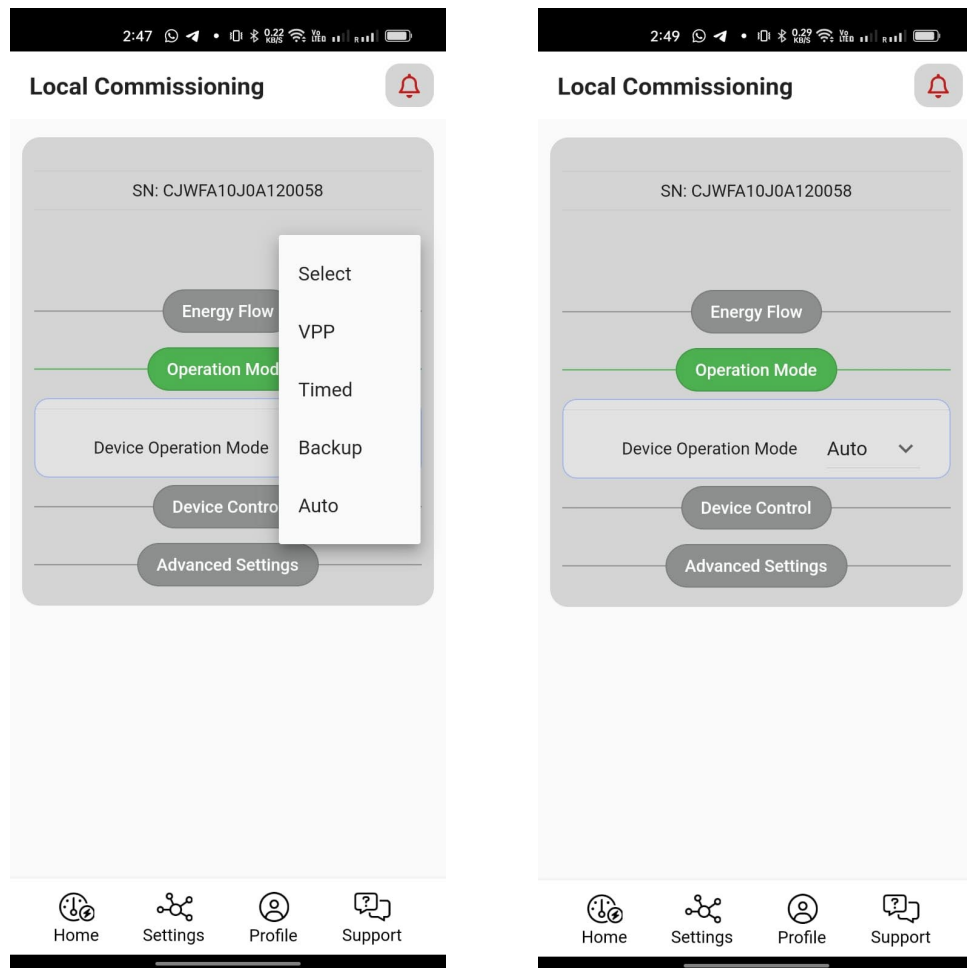
1. Navigate to “Settings” section from the bottom menu.
2. Hit on “Local Commissioning” from “Device Management” section.
3. Scan the QR code on the side or at the bottom of Redx Energy unit.
4. Hit on “Read” button to view the live energy data of Redx Energy unit.

Note: You may need to connect to Wi-Fi of Redx Energy unit from the Settings section of the mobile phone. Default Wi-Fi password is: “12345678”.



4.3 Control Device Locally – Auto Mode

Auto mode – this mode allows Redx Energy unit to run on its own without any manual setting. Most of the users can apply this mode. Set and forget! Let Redx Energy unit works for you.

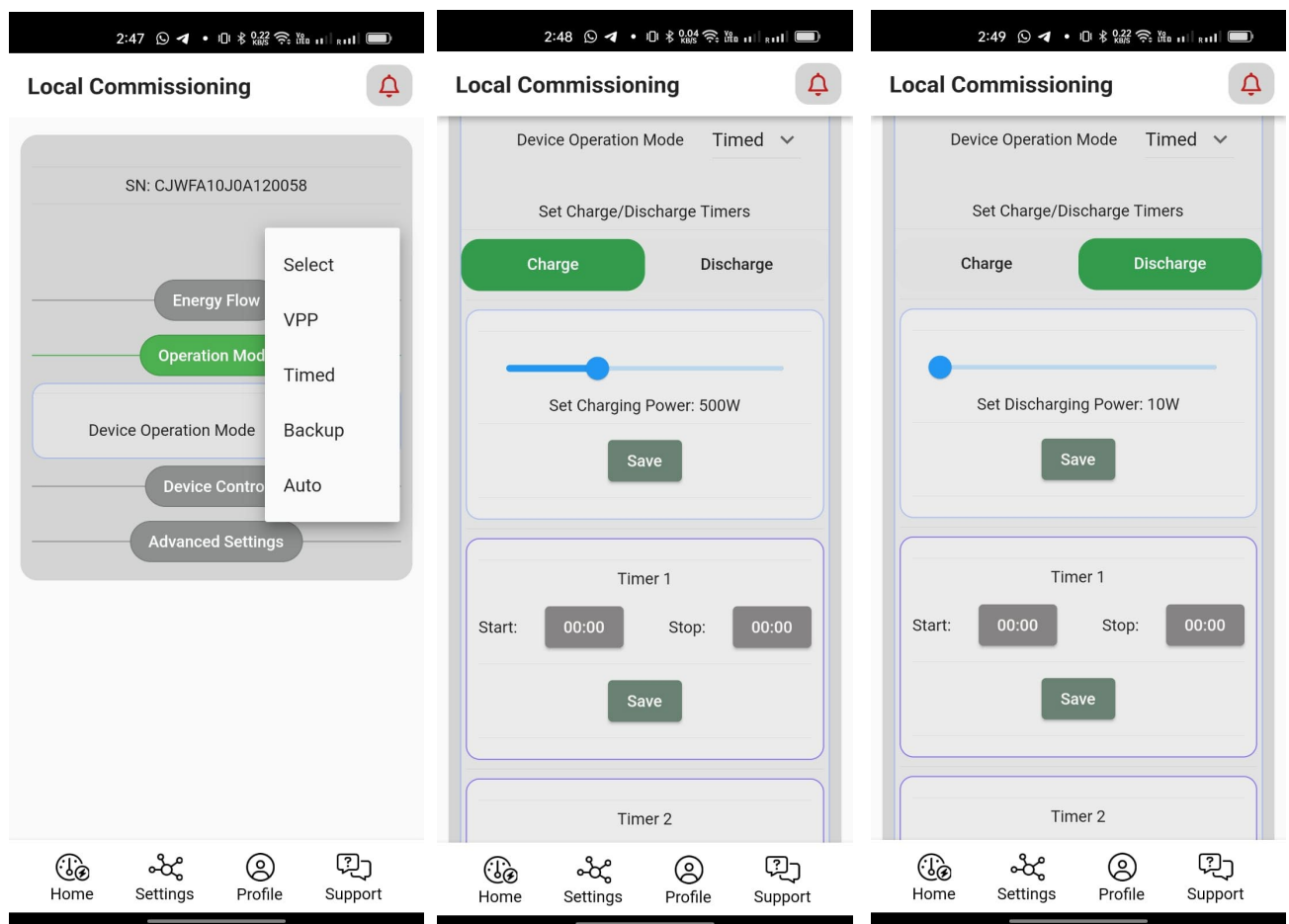


4.4 Control Device Locally – Timed Mode

Timed mode – this mode allows installer to schedule battery charging and discharging.

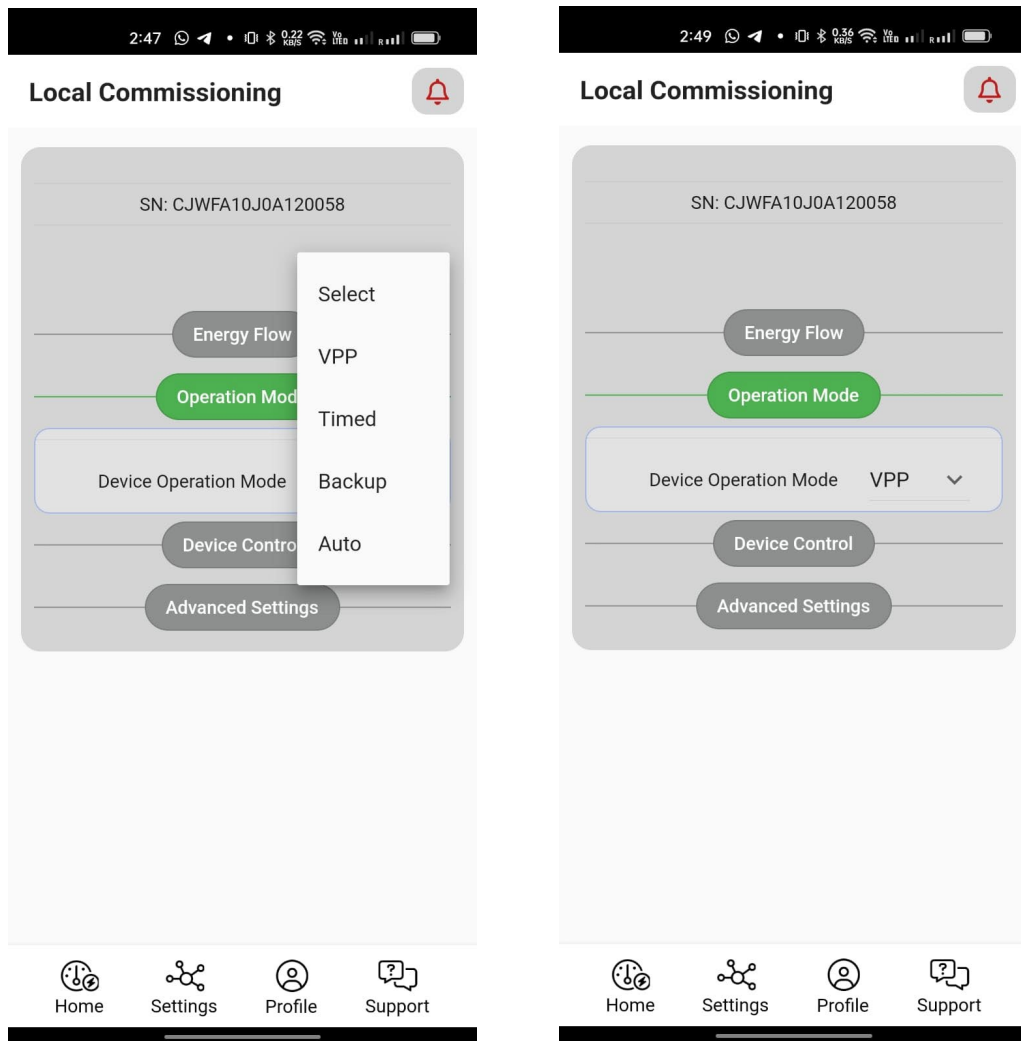
Set up Charging Time: hit on “Charge”, then select power level. Set the “Start”, “Stop” time of Timer 1. For example, if your area has good sunshine from 9am to 3pm, the installer can set the charging power to 900W to charge 6 hours which can charge up a 5kWh battery. If there is a need to charge twice a day, the installer can setup “Timer 2”.

Set up Discharging Time: hit on “Discharge”, then select power level. Set the “Start”, “Stop” time of Timer 1. For example, if there is intensive load during 6pm – 9:00pm, installer can set the discharging power to 2000kW to discharge battery in 3 hours. If there is a need to discharge twice a day, installer can set up “Timer 2”. If the customer does not want to discharge to grid, then “enable anti-backflow” must be ticked.



4.5 Control Device Locally – VPP Mode

VPP mode – this mode allows installer to send commands to the Redx Energy unit. Caution is advised when using this mode because this is a 100% manual mode. The installer has to send commands to Redx Energy unit every time to charge and discharge the battery. This mode is meant for manually sending charge and discharge command continuously every day. It is recommended to reset the mode to “Auto Mode” or “Timed Mode” after manual control.



Under VPP mode, installer can send direct command as below:

Send Charge Command: select “Charge” and set charging power. Hit on “Set” button.

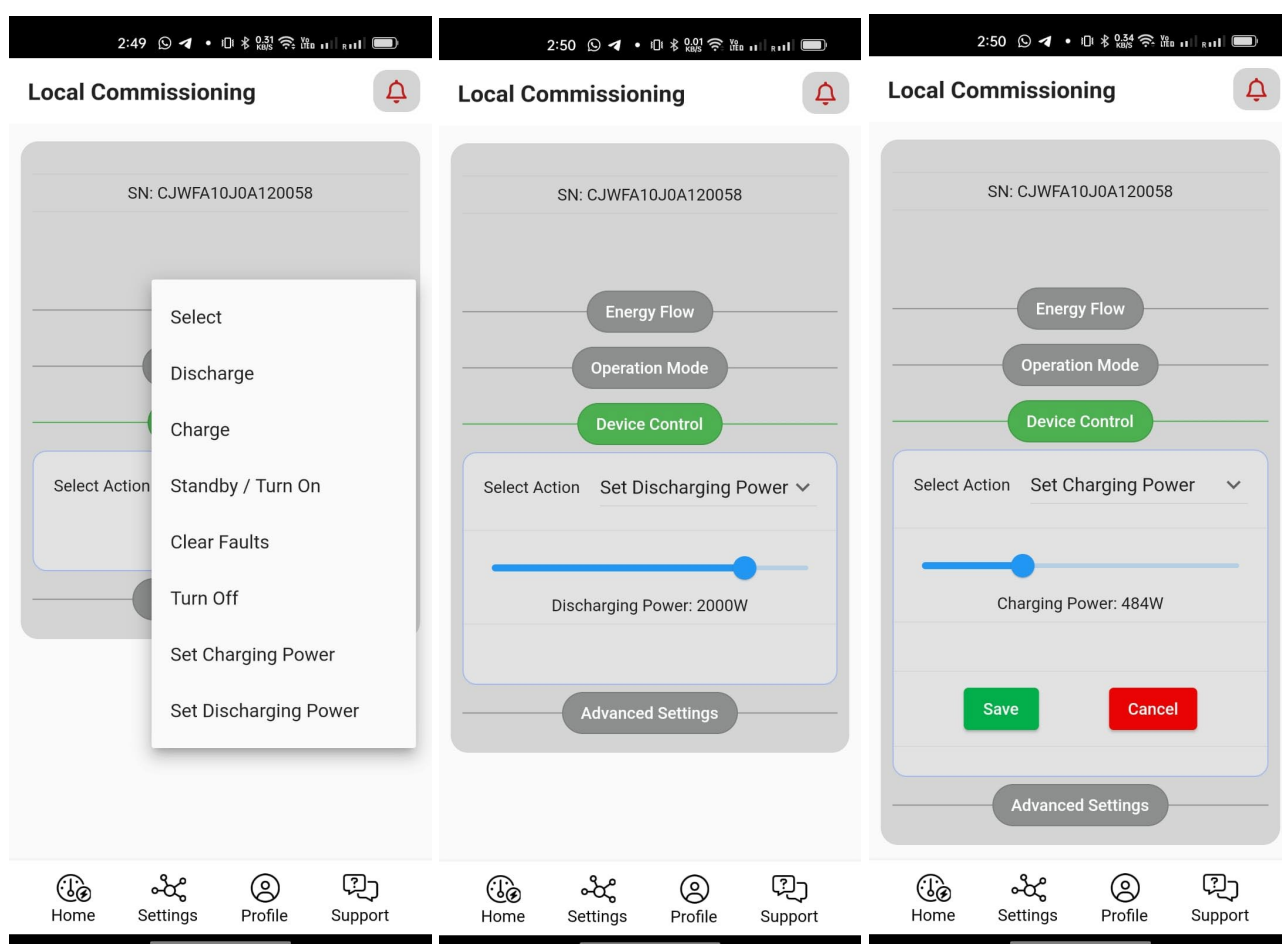
Send Discharge Command: select “Discharge” and set discharging power. Hit on “Set” button.

Send Turn On Command: select “Standby / Turn On”.

Send Turn Off Command: select “Turn Off”

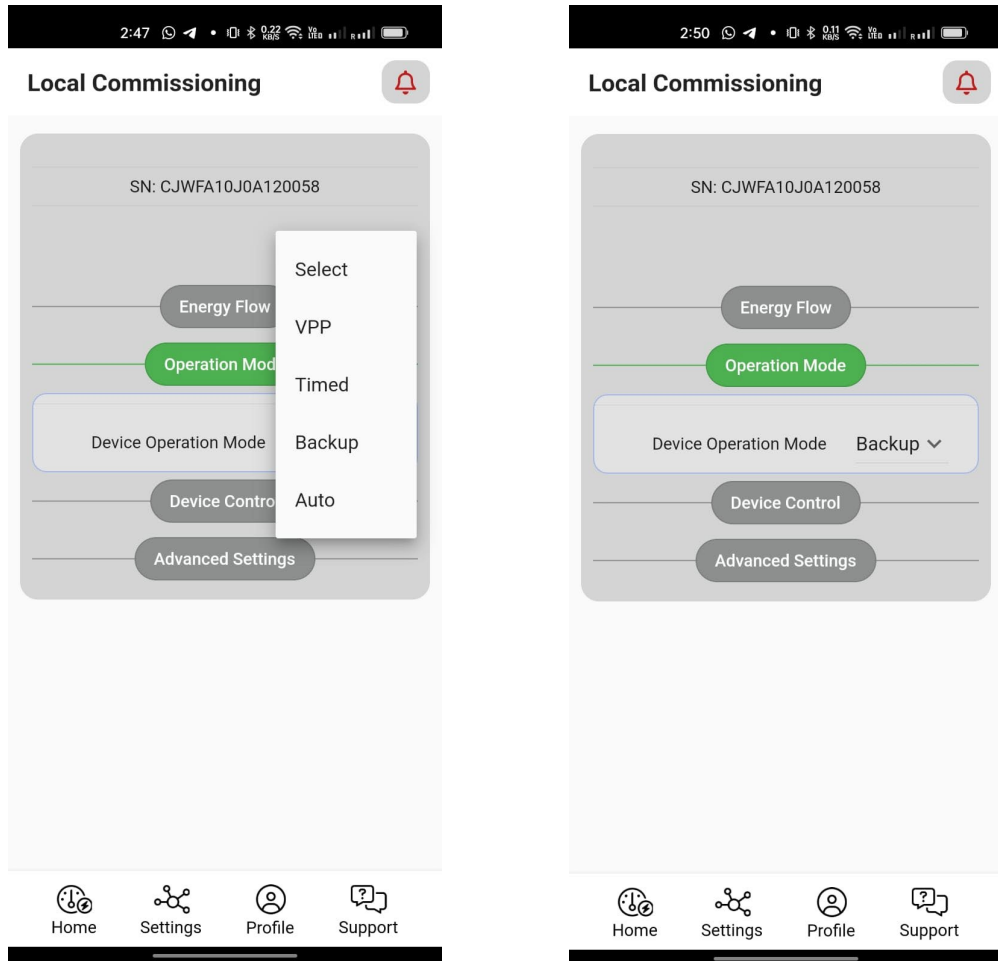
Send Clear Faults Command: select “Clear Faults”

If the device has a temporary fault, the installer can send a “Clear faults” command, then turn off and turn on the Redx Energy unit. If this doesn’t work, please review “Help and Support” section of this manual.



4.6 Control Device Locally – Backup Mode

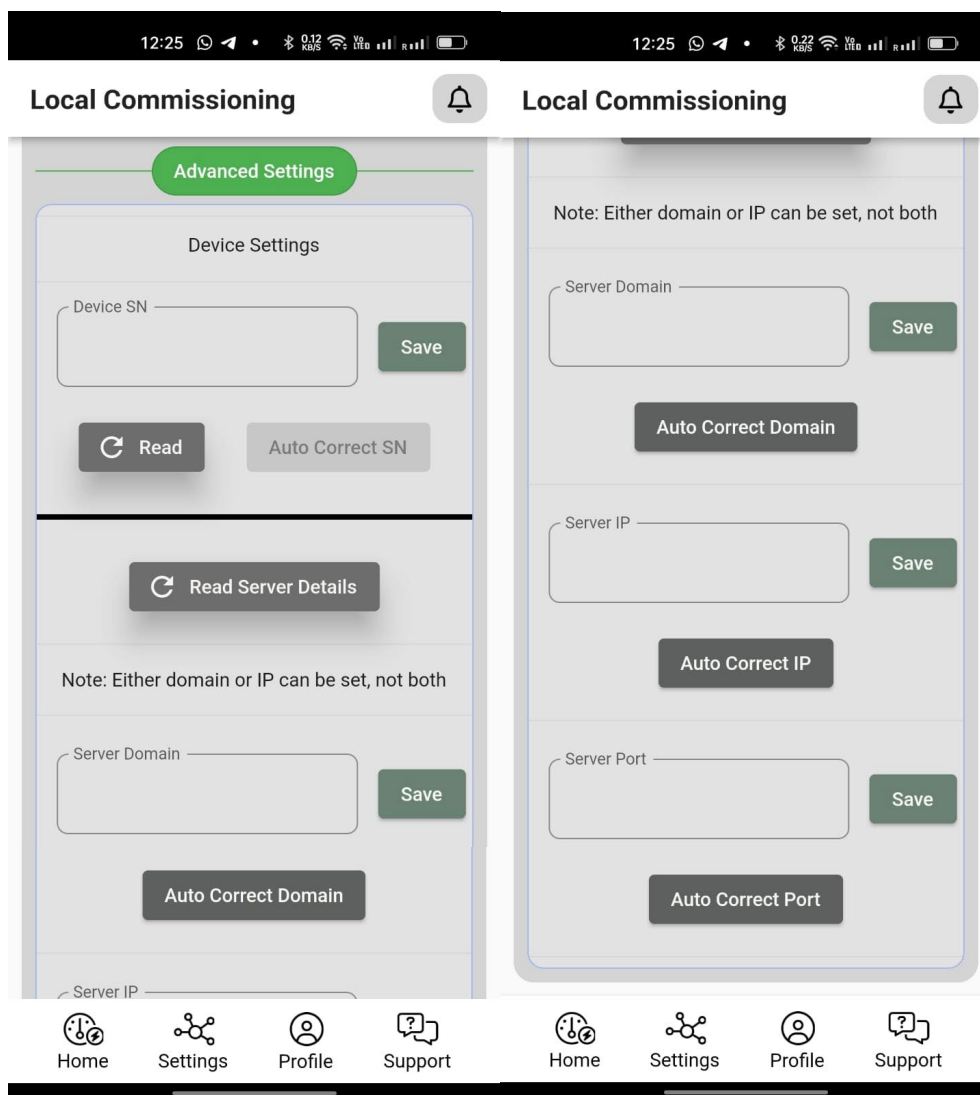
Back mode – this mode is only applicable to Redx PU series. It allows the Redx Energy unit to run as backup power supply to installed premises. It is the same as Auto Mode but allows to set up a few parameters: Backup Charge Level in percentage, Discharge Level in percentage and Charge Power in kW.



4.7 Advanced Settings

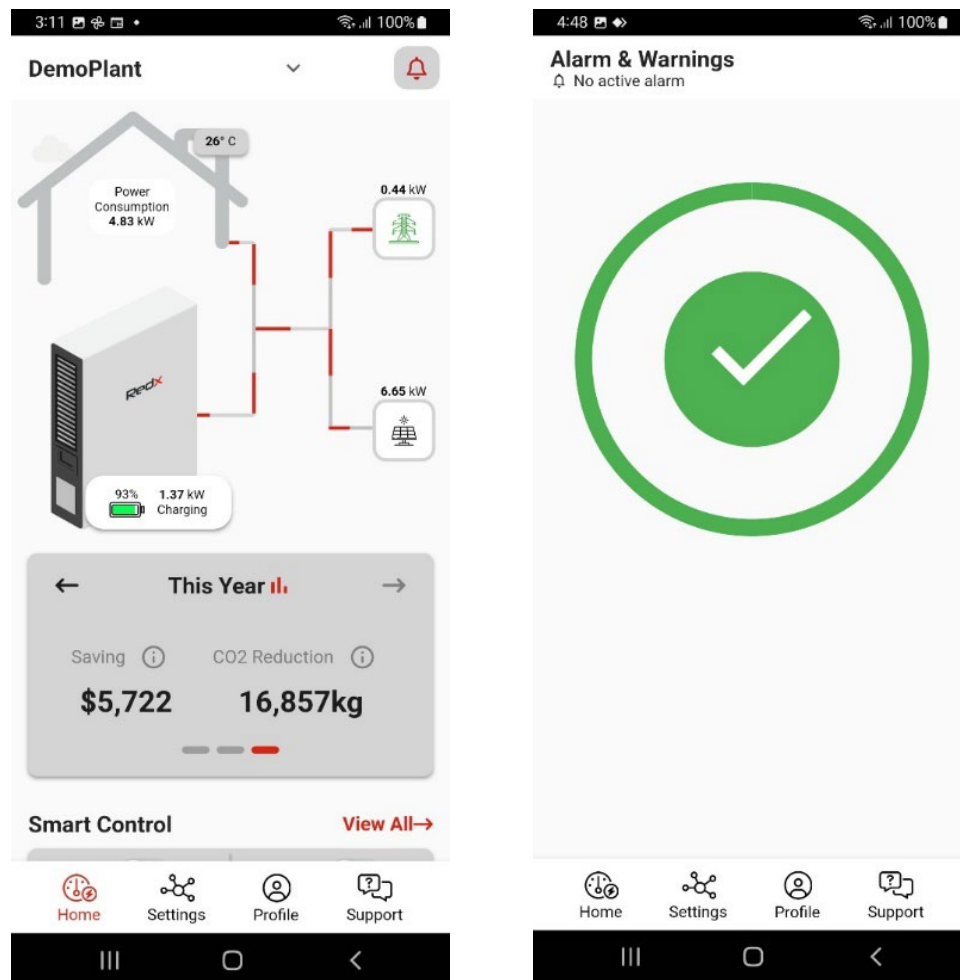
In advanced settings, the installer can update the Redx Energy unit – serial number and network connectivity information – server domain name, service ip address and access port number.

The installer needs the password to access to “Advanced Settings”. Please contact Redx approved dealers or Redx Support Team for the password. Please refer to the Contact section for contact information.



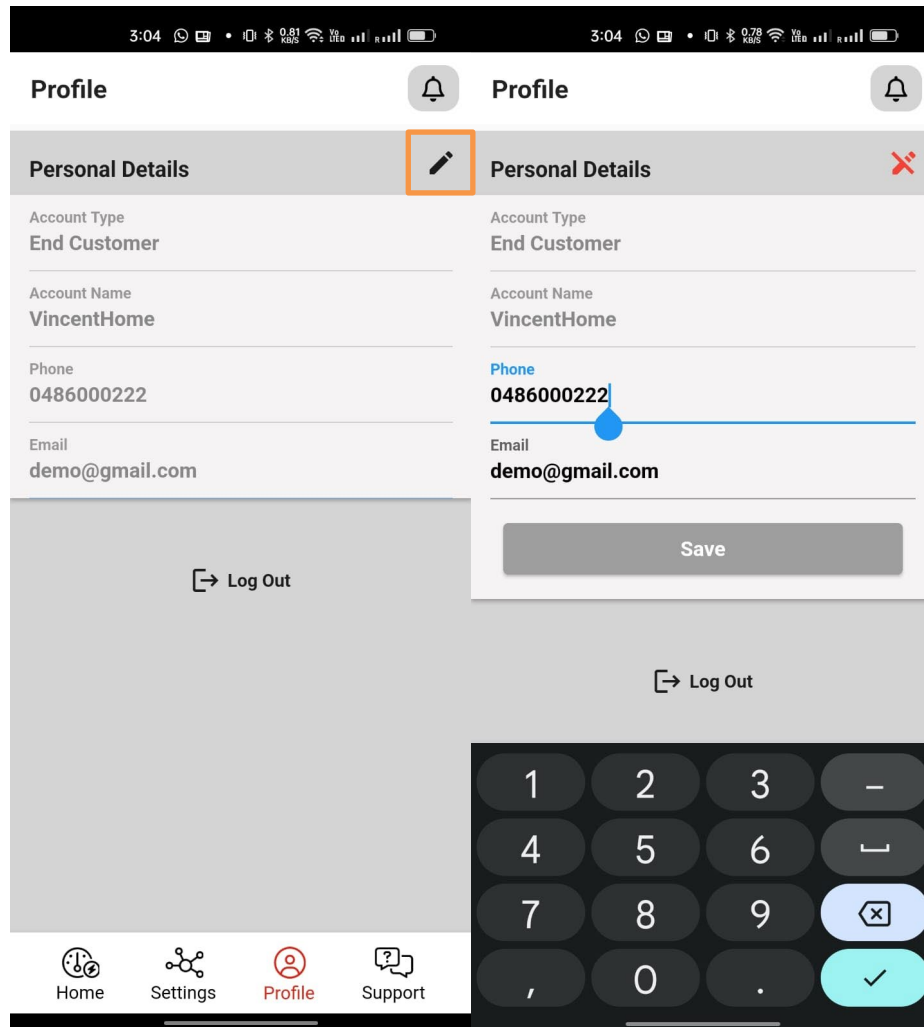
5 Notification Center

Redx Power Mobile App has a dedicated notification center – a bell icon at top right position of App. This icon turns red when there are an operational warnings or errors. The notification provides all the necessary information and possible solution options when applicable.



6 Edit Profile

Installers are allowed to update the profile information of their customer account. Simply navigate to “Profile” from the menu bar at the bottom. Hit on the pen icon for editing.



7 Update Wi-Fi

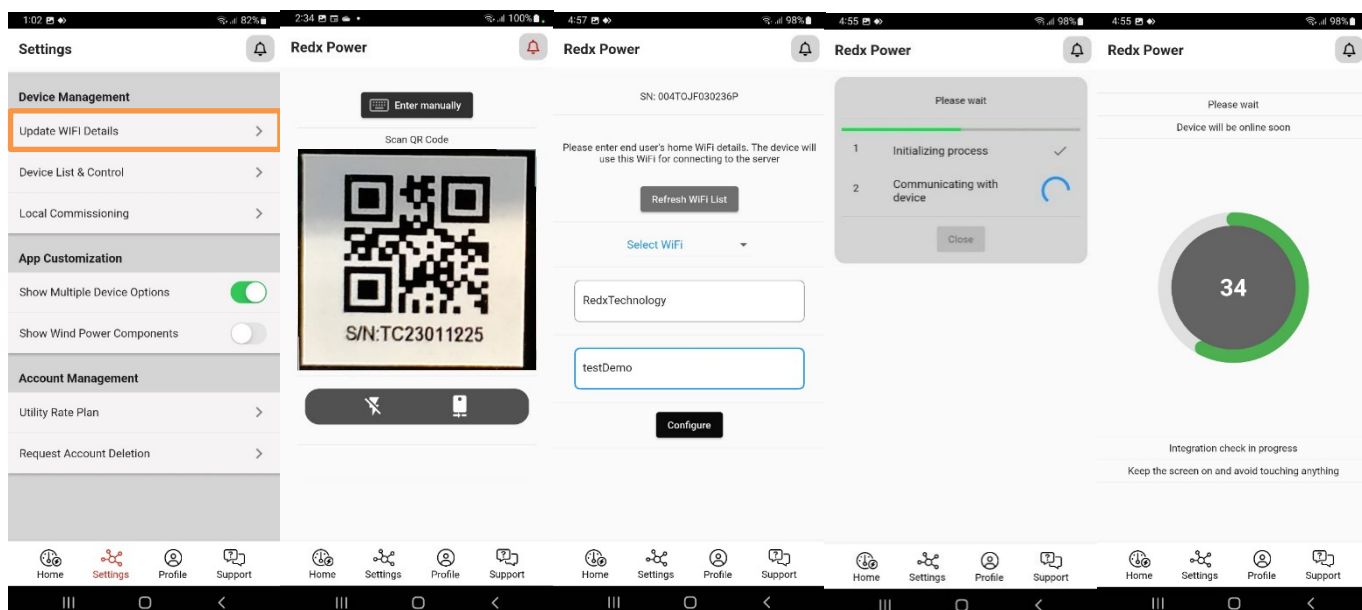
The Redx Energy unit connects to Internet via the premises Wi-Fi (excluding devices equipped with 4G hardware modules). This Internet connection allows the Redx Energy unit to connect to the Redx Cloud Servers. If the premises Wi-Fi SSID (name) or password has changed, the Installer is recommended to update the Wi-Fi settings in the Redx Energy unit. Otherwise, the Redx Energy unit will be offline and the Home dashboard will not update any data. Here are the steps to update Wi-Fi on the Redx Energy unit:

1. Navigate to “Settings” section
2. Hit on “Update Wi-Fi Details.”
3. Scan the QR code of the Redx Energy unit using the mobile phone camera. The QR code is located on the side of unit or under the inverter.
4. Type in Wi-Fi SSID or select the Wi-Fi name from the “Select Wi-Fi” drop down
5. Enter password of the Wi-Fi
6. Hit on “Configure”.

Note 1: You may need to connect Redx device Wi-Fi from the Settings section of the mobile phone. Default Wi-Fi password is: “12345678”.

Note 2: Select or enter a SSID and password combination. Incorrect Wi-Fi SSID, incorrect password or Wi-Fi without active internet connection will cause the process to fail.

Note 3: the App allows you to update the Wi-Fi connection credentials or to update the password for the existing Wi-Fi name. However, the App does not allow to reinsert the same Wi-Fi name and password combination that was previously saved to the device.



8 Troubleshooting

If the installer has any unexpected issues or errors in the app, we recommend the following solutions:

- If the Wi-Fi connection to the datalogger is unsuccessful after multiple attempts, turn off the inverter by pressing the blue / green power button and then switch off the battery breaker(s) and switch off Grid AC. This action can help to clear a temporary error. Restore the power after 10 seconds and start the process again.
- Connectivity issues, during the installation process you may see 'Connection failed' or 'Wi-Fi does not have active internet connection' prompt. Please visit section 2.3 note 3 for more details.
- Please make sure to disconnect Wi-Fi connection before trying to connect from another mobile phone. Wi-Fi datalogger supports only one active connection at a time. If one mobile phone is already connected to the device Wi-Fi, all attempts to connect to the device Wi-Fi via another mobile device will fail.
- Please make sure to disconnect Bluetooth connection before using the app in another mobile phone. Bluetooth datalogger supports only one active connection at a time. Datalogger Bluetooth name will not be visible/discoverable if it already has an active connection to another mobile phone.
- In order to finalize the installation, the installer will need to have an active internet connection.
- For any unexpected App behavior, please quit the App and reopen it.
- If there is any permission request in the App denied, the App may not function as normal. Denied permissions can be changed manually from the phone's Settings section. Alternatively, the App can be uninstalled and reinstalled again with permission acceptance.
- Please make sure you always refer to the latest version of the App manual. The latest version can be found here: www.redx.com.au/downloads/
- In order to download the latest version of the App, please visit the Apple App Store or Google Play Store and search for "Redx Power". Alternatively, scan the QR code below which will lead to the App download page.



QR code to download Redx Power App

9 Contact

If you have any questions about the Redx products, please provide your Redx dealers with the following information:

1. System serial number
2. System model
3. Fault name and code
4. Brief description of the fault symptom

If your questions related to the Redx Power Mobile App, please contact Redx with the following information:

1. Brief description of the issue
2. Make and model of the mobile phone
3. Mobile phone operating system and its version number
4. Error text info or error code, if available
5. Screenshot or screen video recording, if available

Please contact us via our dealers or Redx directly as below:

Redx Support Email: services@redx.com.au

Redx Support Hotline: +61 7 56729983

Website: redx.com.au

Address: Unit 2/21 Millennium Circuit, Helensvale, QLD Australia 4212



QR code to Redx website

*this document is subject to change without advance notice.