



Operational & Safety Guide | Orphek Gateway 2

Thank you for purchasing Orphek Gateway!

In this booklet (manual) you are receiving both Safety and Operational guides. Inside you will have not only detailed information about our product but also all the information needed to install, connect and maintain your Orphek Gateway! We expect that you will use your unit(s) well for many years to come and look forward to hearing from you about your success.

Please feel free to contact us at any time: contact@orphek.com.

ENJOY!

Orphek's Commitment to the Environment:

Loving Nature as we do and being conscious about the environment, we only develop products with significant positive impact in everyone's life. By simply producing an efficient LED lighting solution Orphek is helping to reduce a great excess carbon dioxide, sulfur oxide and nuclear waste emissions that are currently being released into the atmosphere every day, leading to a cleaner world and one that will last much longer. Our environmentally friendly lighting solutions produce no radiant heat, and they will not raise the aquarium temperature more than two degrees Celsius above the room temperature! Soon you will find out that by using Orphek LED lighting products, you will achieve more color and growth, with less cooling and electricity than metal halides or any other traditional form of lighting.

All that said, help us to protect our Nature by not printing this manual! We suggest you save it in your computer instead. Trees are as much important as marine creatures!

And they help to balance the temperature of Mother Earth!

Orphek Gateway 2 at Glance

Why do I need Orphek Gateway 2 ?

If you have purchased or wish to purchase Orphek Atlantik unit(s) with IoT technology it is because you want to program, control, and monitor your light(s) from your cell phone or tablet, any time and any place you are in the world, where Internet access is available!

You will need the Orphek (IoT) Master Gateway to connect your unit(s) to the Internet. Think about the Gateway as private cloud /server.

The Gateway can store a program for up to 200 units, and each one could have a different program.

The Gateway also acts as firewall and uses internal protocol to talk with your light, so there is no access to your network!

How it works?

The Gateway talks with the light via internal protocol it's range extends up to 40 meters in an open room.

This is private protocol and only the Gateway can talk with the unit and this is why need the Gateway.

You cannot connect to the Gateway directly from your phone so you must connect the Gateway to the router. The phone/tablet talks to the router and then the router passes the information to the Gateway then the Gateway converts the information to internal protocol and talks to the light(s).

Orphek Gateway 2 at Glance

In this regard the lights are not part of your network. Security is very important these days!

Which Orphek products can be connected with Orphek Gateway 2?

- **Orphek Atlantik V4 (with wireless module 2)**
- **Orphek Atlantik V4 (with wireless module 2)**
- **Upgraded Atlantik V.x (with wireless module 2)**
- **Upgraded Atlantik Compact V.x (with wireless module 2)**

How do I connect?

The Orphek Gateway provides a means to automatically connect multiple Atlantik V4 LED lights to your network and makes this process as simple as pressing a button.

The Orphek application connects directly to the Gateway from any location where 3G, 4G, and wi-fi service is available and will allow you to edit, program, and monitor your lights in real time from any location where the above services are available.

I have many units, how many can I connect with one Orphek Gateway?

One Orphek Gateway has the ability to control and program 200+ individual units!

Orphek Gateway 2 Operational Guide

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- 5 Getting Started

This guide does **not substitute** any electrical safety guide. It intends only to deliver basic information on how to install your purchased Orphek Gateway 2.

All information in this safety guide may be subjected to change without notice. Please be fully familiarized with the information included in the Safety Guide and in this Operational Guide before beginning installation or use of Orphek Gateway 2.

Orphek is not liable for any damages of any kind resulting from the purchase, use, misuse, or inability of/to use the product(s) or arising directly or indirectly from the use or loss of use of the product(s), from the purchaser's lack of knowledge or comprehension, including incidental, special, consequential or similar damages, or loss of anticipated profits or benefits.

Also be aware that Orphek is not liable for damages arising from any sort (including negligence or gross negligence) on the part of the purchaser or faults in this safety guide.

If in doubt please contact Orphek Customer Assistance Team!

Product Outlook

Product Top View



Product Side View

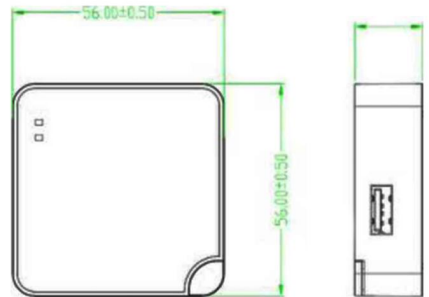


What is in the box?

1. One Orphek Gateway
2. One USB Power Cable
3. Network Cable

What are the dimensions?

56 x 56 x 18mm



Industrial Product Sketch

What are the specifications?

RF Interface – 802.11 b/g/n

Protocol – Zigbee LL & HA

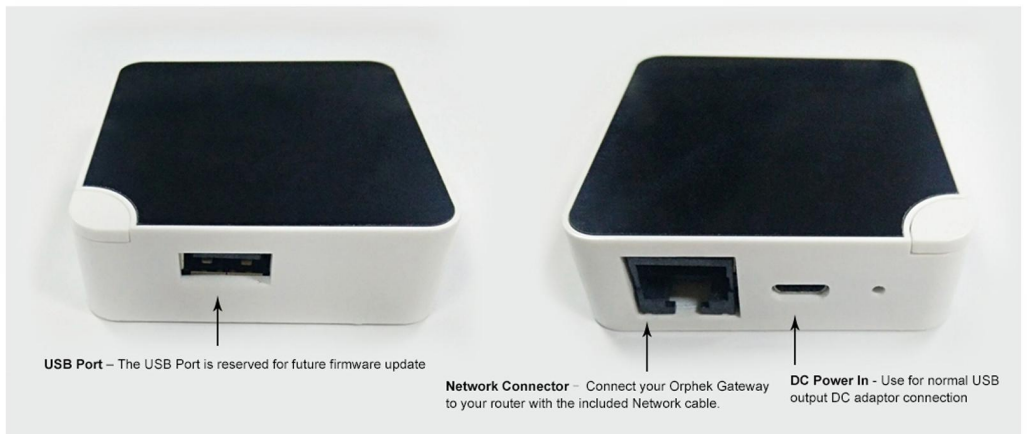
Antenna – Internal

RF Output Power - +20dBm

Power Source – 5 Volts@ 100mA

Ethernet - RJ45 10/100 Mbps

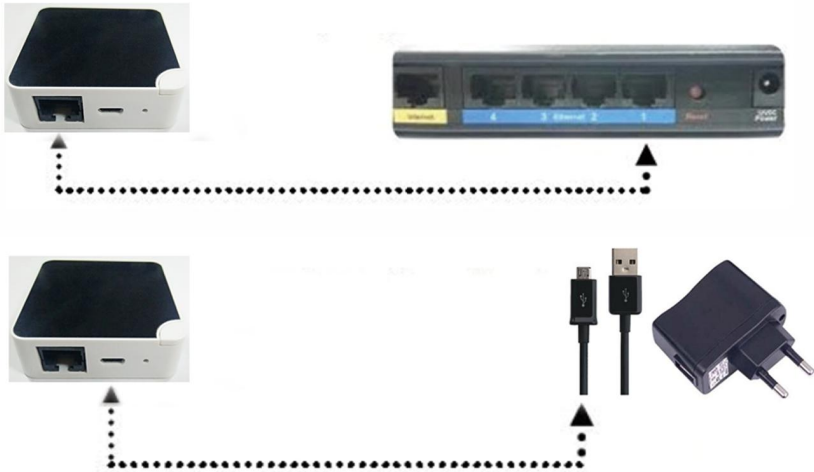
USB – 2.0 or compatible



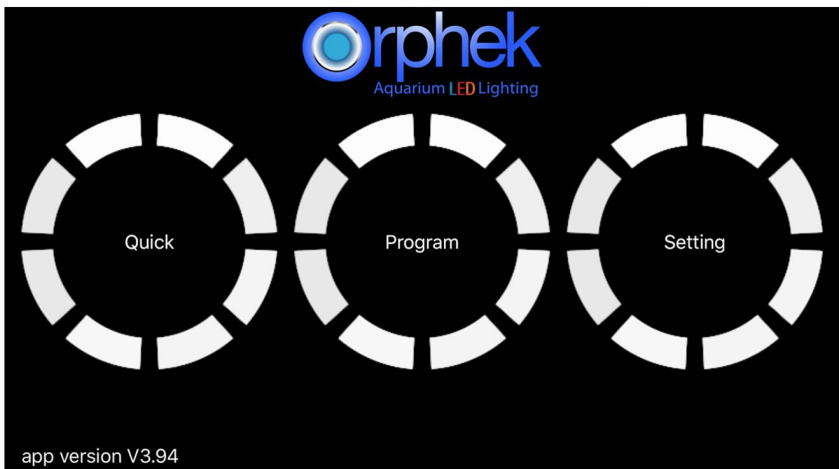
Getting Started

How to Connected?

1. Power up your lights first. Connect the Gateway to your router with the included network cable. Power up the Gateway with USB Power Cable to the power or to any USB port adapter, wait 2 minutes until the red LED on Gateway is flashing.

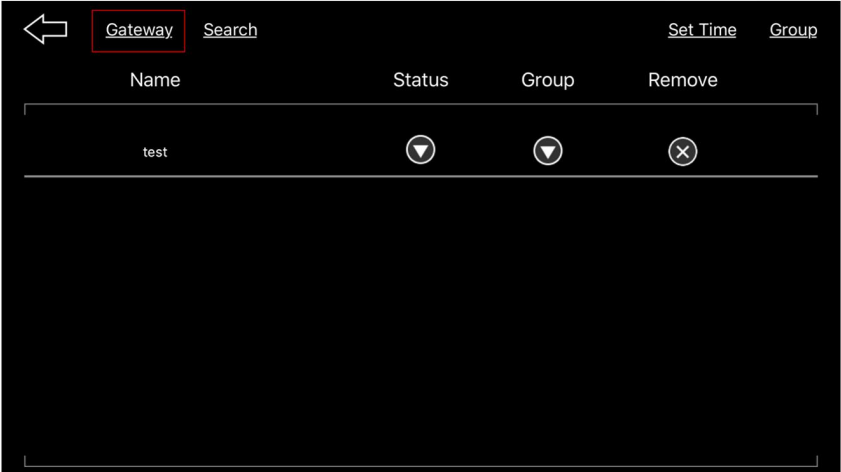


2. Install the Orphek app to your iPhone or iPad, then Open the app and click on “Setting”.



Getting Started

3. Click on “Gateway”.



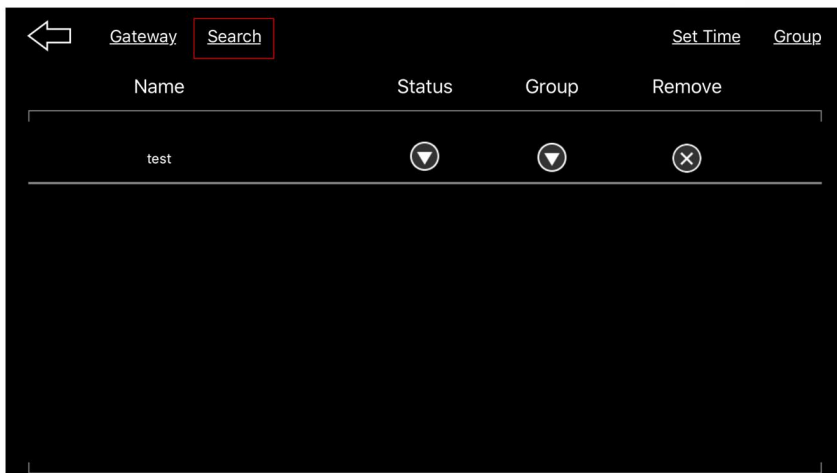
4. Enter the Gateway ID number (located on bottom of the Gateway) on the Orphek app.



Getting Started

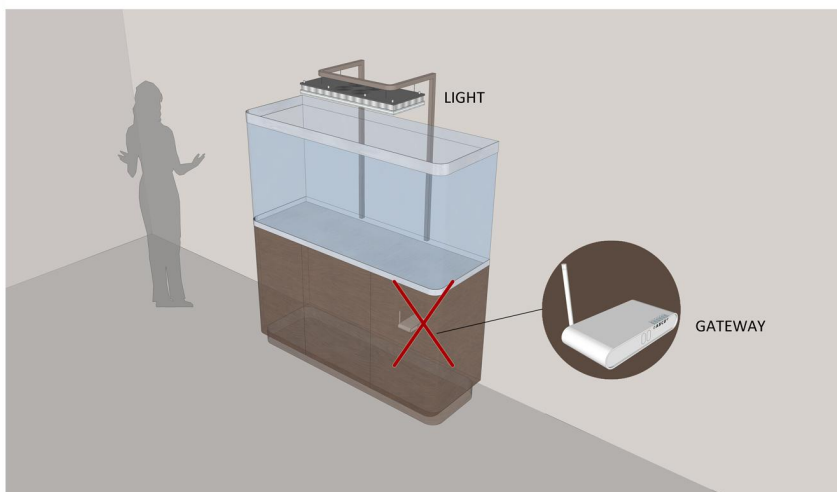
5. Wait a few seconds and press "search".

Wait until all lights are found. You are now ready to program.



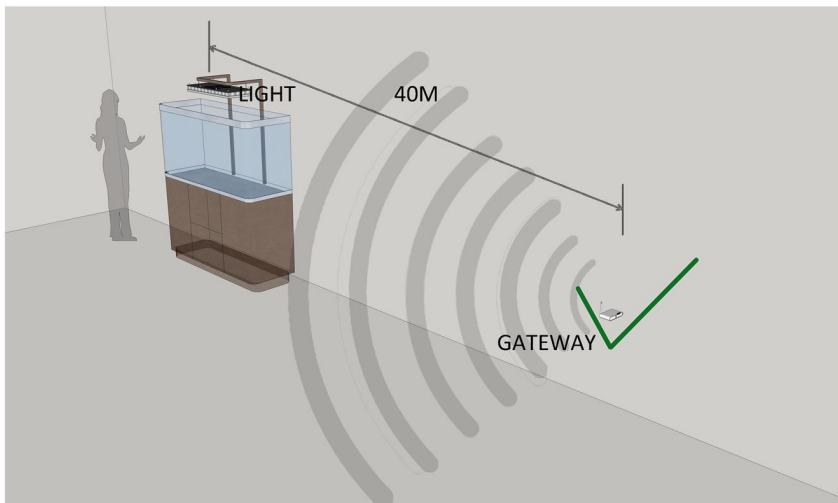
Where to Install?

Orphek Gateway is really easy to install!

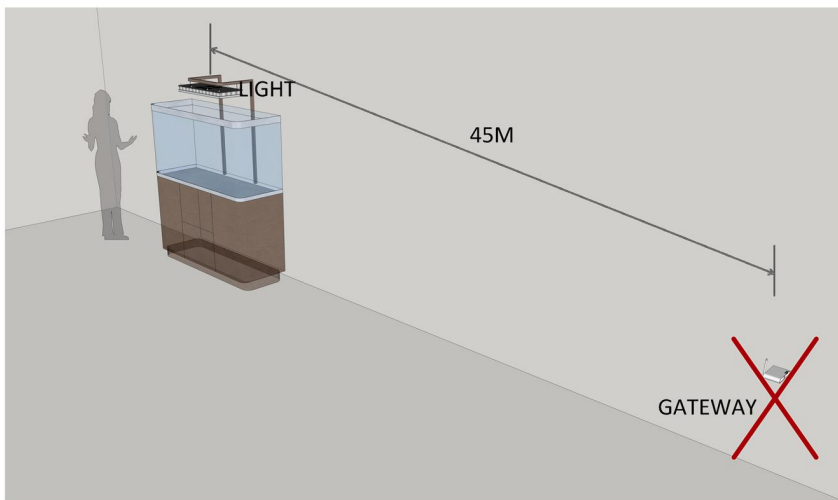


Do not install the Gateway in the sump area.

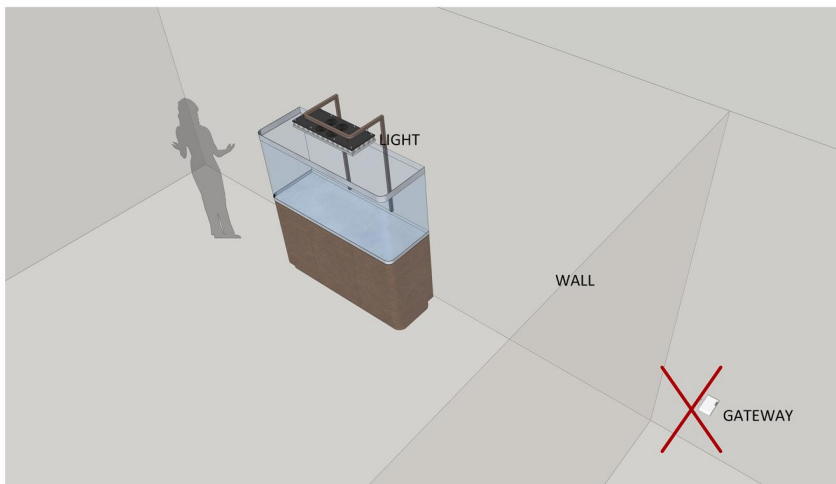
Getting Started



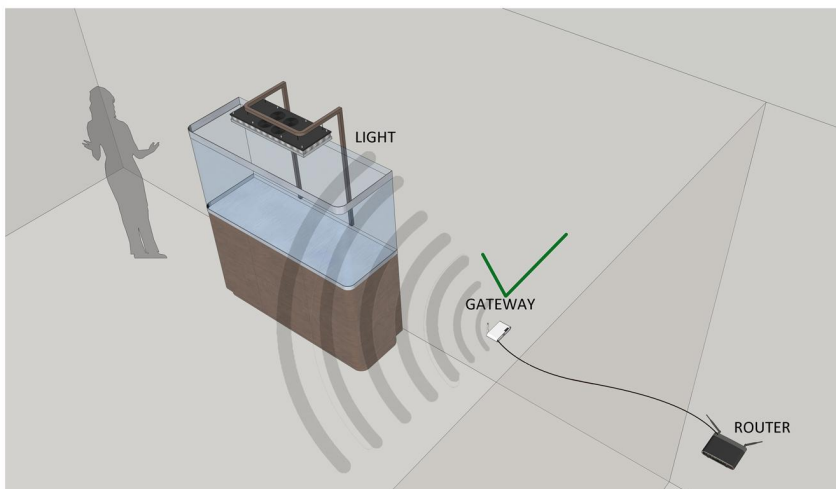
The distance from the light to the Gateway should not exceed 130 feet (40 meters).



Getting Started

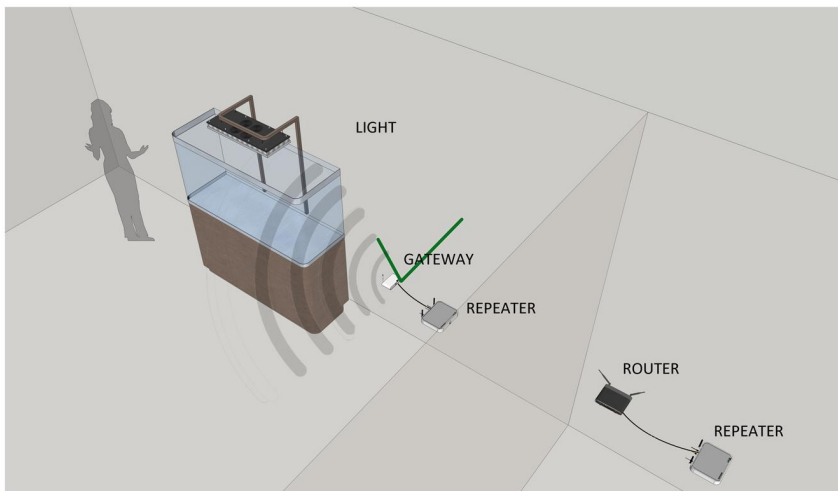


Do not install the Gateway behind a wall or other solid obstruction.

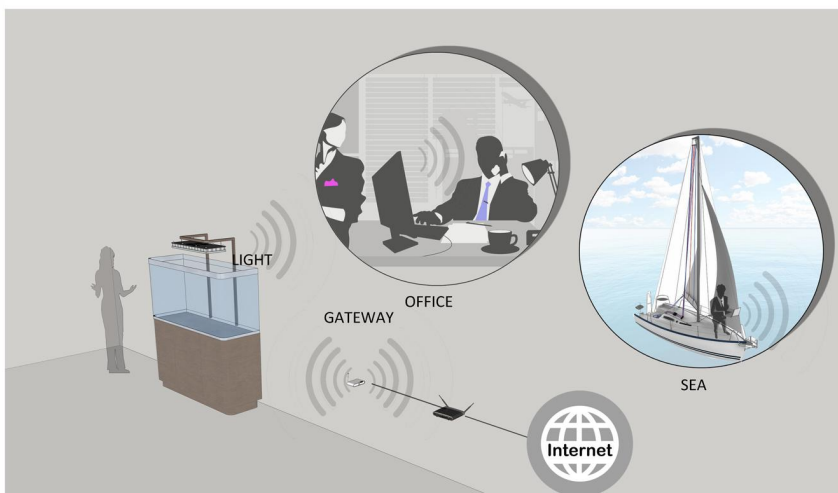


The WLAN router can be installed in any location in your home provided the Ethernet cable is connected to the Gateway.

Getting Started



A wireless repeater system may be used if direct cable connection from the Gateway to the router is impractical in your installation



You can control, program, and monitor your lights from any location in the world where internet service is available.

Assistance & Warranty for your purchased Orphek GATEWAY 2

HOW DO I CONTACT ORPHEK TO ASK ABOUT MY GATEWAY?

It is very easy! Just email us at: [**contact@orphek.com**](mailto:contact@orphek.com)

Orphek is proud to be committed to customer assistance excellence!

If you have any question regarding your Gateway, Orphek provides online Technical Support, answering to inquiries from all over the world. From technical details about the product to installation, maintenance and troubleshooting of your Orphek Gateway we offer you full support.

Our consultants, representatives and all professionals involved in the company-customer relationship understand the client's priorities and are trained to provide full support and personal/customized services from the first contact. We are committed to reach successfully all our client's expectations.

I BOUGHT AN ORPHEK PRODUCT AND NOW I HAVE QUESTIONS REGARDING MY GATEWAY. WHAT TO DO?

If you have any questions regarding installation, maintenance or troubleshooting of your purchased Orphek unit, please notice that Orphek has a standard assistance procedure that must be followed by all clients who have purchased our products.

So, before contacting us be prepared to answer a few basic questions about the product you have purchased.

Assistance & Warranty for your purchased Orphek GATEWAY 2

FIRST WE NEED TO KNOW WHO YOU ARE!

Full name

Full address

Phone number for contact

SECOND, WE NEED TO KNOW EVERYTHING ABOUT THE PRODUCT YOU BOUGHT!

Date & place of purchase

Model and serial number of your Orphek Gateway

Proof of purchase

Copy of invoice

Proof of delivery in perfect conditions

Photos or video of the damage (good quality & focus)

Full description of the damage

WHY DO I NEED TO SEND SO MUCH INFORMATION?

Because Orphek products are submitted to warranty policies like any other product sold in any market any place in the world. Because Orphek sells 1000s of units worldwide and we need to track yours in order to help you!

WHY DO I NEED TO SEND YOU PHOTOS AND VIDEO OF THE DAMAGE IF I AM TELLING YOU MY UNIT HAS A DAMAGE?

The more information we have about your unit easier will be to provide you assistance! Just like your doctor, we will listen to you, but we will also want to come to our own conclusions according to our technical expertise. According to our own experience over the years providing support, sometimes clients do not exactly explain or tell us what we need to know in order to help them. A picture usually worth a 1000 words! Because we follow our warranty policies just like everybody else should do!

Assistance & Warranty for your purchased Orphek GATEWAY 2

WHEN I WILL RECEIVE THE SUPPORT I NEED?

Orphek offers technical support 24 hours a day, 365 days of the year. All you need to do is contact us with the information requested above.

WHEN WILL ORPHEK NOT PROVIDE THE SUPPORT I NEED?

Orphek offers all its clients a proper channel to request assistance & support. Only by contacting us through this channel you will receive the support you need. Orphek does not provide support for clients going to forums, facebook pages, public chats, etc... to complain about a defective product or lack of assistance. Unfortunately Orphek does not have a team of social media assistants to follow all and every forum or social media, website or app to try to find clients in need. We can and feel obligated to help you only if you contacted us through the right channel to ask for assistance.

Orphek clients are definitely our most important assets, therefore we are 100% committed to their satisfaction. We invest in customer assistance efficiency because our clients have real value!

I LIVE IN FIJI, DO I GET SUPPORT TOO?

Of course you do! Orphek sells its products worldwide. If you live in Fiji or any other location in the world you are entitled and you will receive support when needed. If we have a local support in your region you will get local support. If not, our Client Support & Assistance Center will be more than happy to assist you at any time!

DO I HAVE WARRANTY?

All Orphek products (including Orphek Gateway) are warranted for 01 year. During this period we will repair or replace the defective unit or part at our option, providing the following conditions have been met:

Assistance & Warranty for your purchased Orphek GATEWAY 2

This limited warranty applies only to the **original purchaser** and is not transferable from the original consumer purchaser. In the event of a limited warranty claim, proof of purchase will be required. If you have purchased your Orphek product from a dealer (including Orphek Gateway), local shop or online shop, please contact them directly.

This warranty shall not apply:

1. To any damaged Orphek lighting product (including Orphek Gateway) that has been subjected to accident, misuse, neglect, alteration, improper use or application, improper handling, improper transporting improper storage, improper installation, improper testing or unauthorized repair, operation outside recommended parameters (as described in the applicable product manual, for example, damage from saltwater spray or heat), power fluctuation or failure, subjection to abnormal physical or electrical stress, use of incompatible products, non-approved power supplies/connections, improper cleaning and use of incompatible cleaning products, or similar circumstances;
2. To any Orphek lighting product (including Orphek Gateway) that has been submerged to water; or have water infiltration.
3. To cosmetic problems or defects that result from normal wear and tear under ordinary use, and do not affect the performance or use of the product.
4. Acts of Nature.

This warranty applies only to a product that is manufactured by or for Orphek and identified by the Orphek trade name or product identification logo affixed to the product.

Assistance & Warranty for your purchased Orphek GATEWAY 2

This warranty shall not apply if repairs have not been attempted by anyone other than our Customer service staff or any authorized agent or dealer, or under the instruction of our customer service staff. Any attempts at self-repair shall void this limited warranty.

This warranty does not confer rights other than those expressly set out above, and does not cover any claims for consequential loss or damage. Orphek shall not be held liable for damage to any light solutions, aquarium, aquarium life forms, routers, cell phones, tablets, computers or any other personal objects due to improper use of the device.

This limited warranty does not cover, damage to products incurred in shipping of the product (s). Orphek has chosen carefully its transportation & delivery partners, but sometimes damage may occur for many reasons. In this case you should verify our shipping policies.

Orphek does not render services of installation of any of its products therefore it will not be held responsible for damage of any kind or cost resulted from installations.

Information necessary to claim your warranty:

If you have purchased your product directly from us, contact contact@orphek.com to provide the following information:

Product info: model and serial number, date of purchase, proof of purchase, copy of invoice, proof of delivery in perfect conditions, photos of the damage (good quality & focus), and full description of the damage.

If you have purchased your product from a dealer, local store or online shop – contact them directly for assistance.

Assistance & Warranty for your purchased Orphek GATEWAY 2

PLEASE NOTICE!

ORPHEK HAS CHOSEN CAREFULLY ITS PARTNERS AND RELIED IN THEIR PROFESSIONALISM TO PROVIDE THE BEST CUSTOMER SERVICE THERE IS, BUT ORPHEK WILL NOT BE RESPONSIBLE FOR MISINFORMATION RECEIVED BY CLIENTS CONCERNING ITS PRODUCTS, IF GIVEN FROM A THIRD PARTY (MAINTENANCE COMPANIES, DEALERS, LOCAL SHOPS, ONLINE SHOPS).IF THE DAMAGE RESULTED FROM THIS MISINFORMATION, CONTACT THE SALESPERSON DIRECTLY.

ORPHEK PROVIDES CUSTOMIZATION LED RATIOS FOR ALL ITS CLIENTS UPON REQUEST. ANY CUSTOMIZATION MADE FOR THE CLIENT WITH CLIENT'S AUTHORIZATION WILL NOT BE OBJECT OF ANY CLAIM ARISING FROM THE RESULTS OF THE CUSTOMIZATION ITSELF. ANY CUSTOMIZATION ADVISED BY ANY OTHER PARTY RATHER THAN ORPHEK'S CEO WILL NOT BE OBJECT OF ANY KIND OF CLAIM ARISING FROM THE RESULTS OF THE CUSTOMISATION ITSELF.

ORPHEK DISCLAIMS ALL OTHER WARRANTIES, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED, TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW. NO IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY SHALL APPLY EXCEPT AS REQUIRED BYAPPLICABLE LAW. ORPHEK DOES NOT AUTHORIZE ANY PERSON OR BUSINESS ENTITY, INCLUDING ITS AUTHORIZED DEALERS, TO CREATE FOR IT ANY OBLIGATIONS, LIABILITIES, OR OTHER WARRANTIES IN CONNECTION WITH THIS PRODUCT.ALL WARRANTIES ARE VOID IF THERE IS DAMAGE TO THE ORPHEK LIGHTING PRODUCT THAT IS NOT A RESULT OF A DEFECT IN THE MATERIALS OR WORKMANSHIP.

Assistance & Warranty for your purchased Orphek GATEWAY 2

THE SOLE AND EXCLUSIVE REMEDY FOR ALL CLAIMS THAT YOU MAY HAVE ARISING OUT OF OR IN CONNECTION WITH YOUR USE OF THIS PRODUCT, WHETHER MADE OR SUFFERED BY YOU OR ANOTHER PERSON AND WHETHER BASED IN CONTRACT OR TORT, SHALL BE REPAIR OR REPLACEMENT OF THE PRODUCT. IN NO EVENT WILL ORPHEK BE LIABLE TO YOU OR ANY OTHER PARTY FOR ANY DIRECT, INDIRECT, GENERAL, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR OTHER DAMAGES ARISING OUT OF THE USE OR INABILITY OF TO USE THE PRODUCT (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF INFORMATION OR ANY OTHER PECUNIARY LOSS, DAMAGE TO YOUR AQUARIUM OR ANY AQUARIUM INHABITANTS), OR FROM ANY BREACH OF WARRANTY, EVEN IF ORPHEK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO CASE SHALL ORPHEK LIABILITY EXCEED THE AMOUNT YOU PAID FOR THE PRODUCT.

Damages outside the warranty claim period:

If you have purchased your Orphek product (including Orphek Gateway) from a dealer, local shop or online shop, please contact them directly and check how they can help you.

If you have purchased your product (including Orphek Gateway) directly from us, contact contact@orphek.com with the same information that should be provided within the valid warranty period and we will be happy to try to help you, by sending you a proposal of assistance price.

For full Orphek Warranty Policies please enter to:

<https://orphek.com/contacts/warranty/>

Orphek Gateway 2 Safety Guide

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- 3 Reduce Electrical Shock Risk
- 4 Epilepsy & Photosensitivity
- 5 More Tips for Injury Prevention
- 6 Important
- 7 Safety Instructions for Installing your Gateway
- 8 Safety Instructions for Storing your Gateway
- 9 Safety Instructions for Cleaning your Gateway
- 10 How to clean your Gateway

First Observations

1. Only authorized and qualified electrical workers should install, repair or perform maintenance on electrical equipments. But if you still opt to do it yourself: Check basic safety guides for electrical works before you install any electrical device by yourself (there are plenty of them available in the internet!). 2. Make sure you are following the safety procedures to avoid shock or fire hazard. If you are not sure that you can install your Orphek Gateway by yourself bring a professional with the correct skills to assist you or install the unit(s) for you. **Further obs.** 3. Do not install your unit(s) near children or animals. Also place the contents of the package far from their reach. 4. Do not install your unit(s) with the help of a child or any person who does not have the basic skills and does not know the basic safety procedures for installing electrical apparatus.

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Warning

Electrical shock can cause death.

Electrical shock can often cause internal damage that may not be immediately apparent. **Further obs.: Never** look directly into the LEDs. It may cause damage to your eyes!

Reduce Electrical Shock Risk

1. Do not work on electrical equipment in a wet area or when touching an object that may provide a hazardous earth ground path. 2. Do not immerse your Orphek Gateway in water. If the unit falls into the water, **don't reach for it!** First unplug it and then retrieve it. If electrical components of the unit(s) get wet, unplug the unit(s) immediately. 3. Never rely on your memory, read our manual and the safety guide before you start to install your Orphek Gateway and have it with you for reference during installation.

If you have any questions, or did not understand any information of this guide please kindly contact Orphek Customer Assistance Team.

Before installing Orphek LED Lighting Solution(s)

Epilepsy & Photosensitivity

Exposure to lights at certain intensities or to certain visual patterns can trigger seizures. This condition is known as photosensitive epilepsy. Many people are unaware that they are sensitive to flickering lights or to certain kinds of patterns until they have a seizure. Check with your doctor if you are concerned about light patterns triggering seizures. Although the exposure to blue light is very important to human beings, some people might have sensitive skin or eyes from it. Check with your doctor if you are concerned about a possible sensitivity.

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More Tips for Injury Prevention

1. Test if your electricity is operating correctly in the area installed and switches it off before installing your Orphek LED lighting solution 2. Ensure equipment, tools and equipment are in good operating condition. 3. Never use equipment, tools or equipments that are in disrepair or not properly maintained. 4. Ensure electrical components (switches, resistors, capacitors, inductors, transistors, etc.) are appropriate for the circuit or apparatus. 5. Never overload circuits. 6. Never leave unprotected systems unattended. 7. Never place containers of liquid on electrical systems. 8. Ensure to turn off the power supply first before disassembling the circuit. 9. Use only tools and equipment with non-conducting handles when working on electrical devices. 10. Never use metallic pencils or rulers, or wear rings or metal watchbands when working with electrical equipment. 11. When it is necessary to handle equipment that is plugged in, be sure hands are dry and, when possible, wear nonconductive gloves and shoes with insulated soles. 12. If water or a chemical is spilled onto equipment, shut off power at the main switch or circuit breaker and unplug the equipment.

These are some of the safety tips. Orphek cannot provide you a full guide. Please check a complete electrical safety guide for all the safety rules of electrical installation procedures).

Important

Orphek warranty policy does not cover damage to products or loss of components incurred in shipping of the product(s). Orphek has chosen carefully its transportation\ & delivery partners, but sometimes damage may occur for many reasons. In this case you should verify our shipping policies provided in our website: **www.orphek.com**. We strongly advice you to open your package(s) in front of the person delivering it (them) to check for damages. If you unfortunately do find damages or missing components, please take photos and make the person delivering the package(s)

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sign for these damages Ensure all accessories are included in the box. If any component is missing, please contact Orphek or the retailer and inform of any missing components Do not open the package(s) with a craft knife or edged tool – it may damage you unit(s) Do not use the unit(s) for other than intended use (Check our warranty policies) Do not drop your unit(s) Check instructions for maintenance and cleaning your unit(s) (Check our warranty policies before installing your unit(s)) Your Orphek Gateway not waterproof/resistant. Water submerging can permanently damage it. This damage is not covered under the warranty. Protect all components from submerging or infiltration of any kind.

Safety Instructions for Installing your Orphek Gateway

1. Carefully unpack components from box.
2. Carefully examine your Orphek Gateway after installation and before you plug it into the GFCI and wall outlet.
5. Never plug in a wet cord. If a plugged in unit or socket does get wet, don't touch it. Instead, promptly disconnect the fuse or circuit breaker that supplies power to the unit(s). Then, you may unplug the unit(s) and examine for the presence of water.
6. A "drip-loop" should be employed for each cord connecting a unit to outlet. A "drip-loop" is the part of the cord below the level of the GFCI outlet (or the connector if an extension cord), to prevent water from traveling along the cord and coming in contact with the outlet. If the plug or outlet does get wet, don't unplug the cord. Disconnect the fuse or circuit breaker that supplies power to the unit, then unplug and examine for presence of water in the outlet.
7. Do not install, operate your unit(s) in places to be exposed to temperatures below 0° Celsius or 32 Fahrenheit or above 50° Celsius or 122 Fahrenheit.
8. Ensure the unit(s) is securely installed before supplying power to the unit.
9. DO NOT use any form of alcohol or solvent to clean your Orphek Gateway.
10. Never place any objects or instruments on top of your unit(s) ordinances.
11. Do not pull or cut the cord.

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Safety Instructions for Storing your Orphek Gateway

Improper storage will damage temporarily or permanently your Orphek Gateway (Please check for our warranty policies before storing your Orphek products)

▲ Please keep the original package(s) to store the Gateway.

1. Please store your Gateway placed on a plain surface. 2. Do not place any heavy object or heavy packages on your unit(s) package(s). 3. Do not store your Gateway in places to be exposed to temperatures below 0° Celsius or 32 Fahrenheit or above 50° Celsius or 122 Fahrenheit. 4. Do not store your Gateway in a wet or humid place or exposed to dust. 5. Do not store your Gateway in a place close to children or animal reach. 6. Do not store your Gateway close to any kind of chemical or corrosive liquids, cleaning products, bleach, pool cleaning or maintenance product, etc...

Safety Instructions for Cleaning your Orphek Gateway

Improper cleaning will damage temporarily or permanently your Orphek Gateway (Please check for our warranty policies before cleaning your Orphek products)

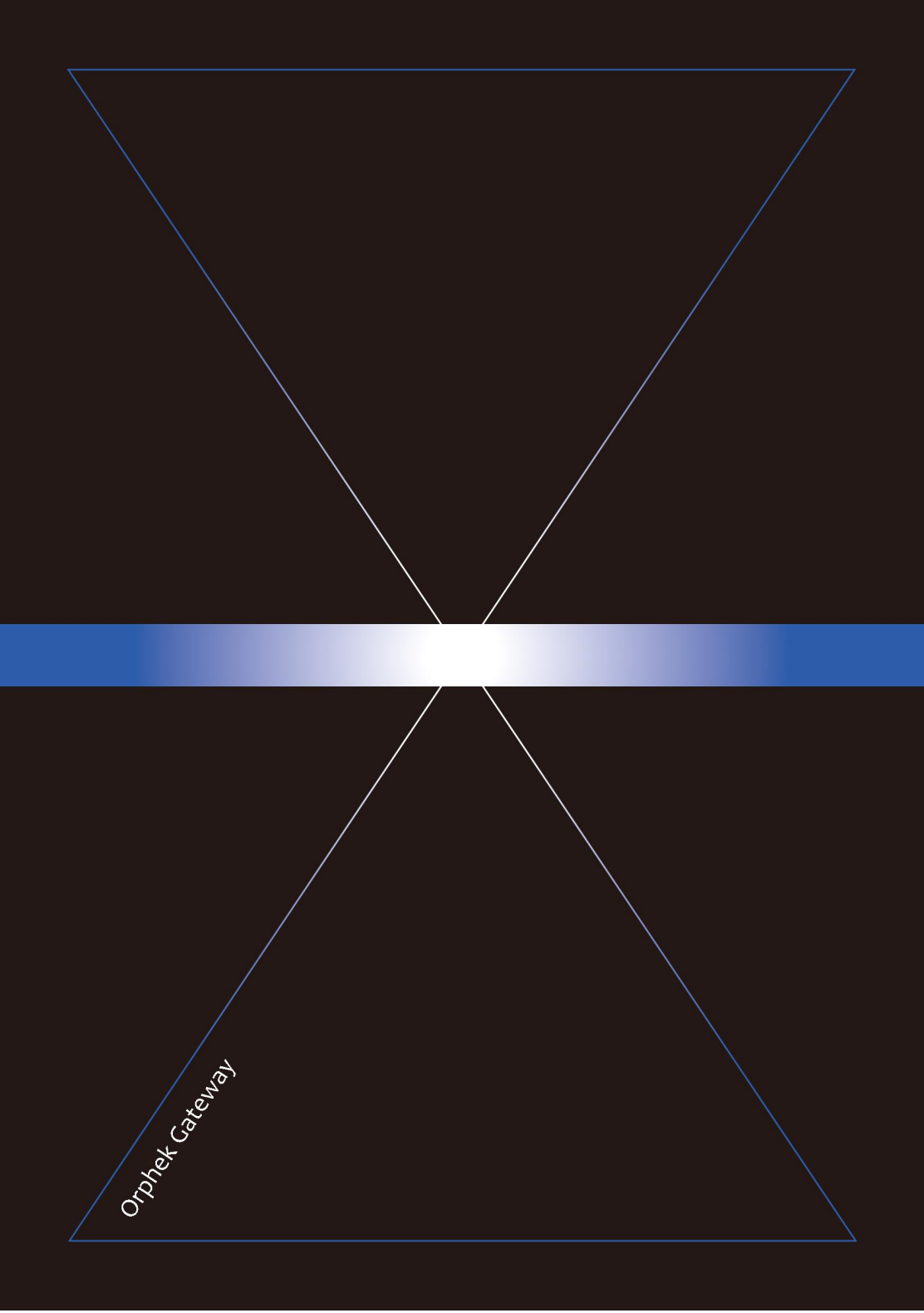
1. Do not clean your Gateway when turned on. 2. Do not apply excessive wiping pressure or your body weight on the Gateway to clean it. 3. Do not use dirty, abrasive or linty cloths. 4. Do not use any alcohol except isopropyl alcohol. 5. Do not use any cleaners, such as acetone, which contain ketones. 6. Do not use ammonia-cleaning products. 7. Do not use metal or any kind polishing to clean your Gateway. 8. Do not allow liquid to run into the Gateway. 9. Do not use hard sponges, they will scratch the surfaces and damage it. 10. Do not use sharp tools in attempt to clean your Gateway.

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How to clean your Orphek Gateway

1. Read the special considerations above.
2. Make sure your cloth is dry, clean and free of any grit before starting.
4. Using light pressure wipe the surfaces to evenly remove any humidity or dust.
5. Wipe gently and **do not overwork or apply excessive pressure** to avoid damaging the surface
8. Finally clean the edges and corners by lifting any dust or debris onto the cloth or use a clean soft brush.
9. Do not pull cords while cleaning your unit(s).

Remember: Keeping your Gateway clean is very important to keep your Orphek Gateway running well, but over or unnecessary cleaning may cause temporarily or permanently damage! So don't over do it!



Orphek Gateway