# Control Programming LLC

Release Notes

# CPLLC Navien Platform

Version 5.00 · November 22, 2026

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| **Product** | CPLLC Navien Platform (Crestron Home platform) |
| **Version** | 5.00 |
| **Release date** | November 22, 2026 |
| **Where to find it** | Drivers › Platform › Navien › NaviLink |
| **Requires** | Crestron Home OS 4.12 or later, a Navien tankless water heater, combi-boiler or boiler with a NaviLink Wi-Fi module registered to an account in the NaviLink app, and internet access from the processor |
| **Licensing** | A Navien Platform license key (cpllc.net/product/navien-platform) or a CPLLC site license key (cpllc.net/product/site-license), entered in the platform's Enter License Key, or a site license key once in the CPLLC License Manager |

> **Buyer Beware: Unofficial API**
> Navien does not publish an API for this product. This platform uses the unpublished protocol Navien's own app uses, which Navien can change or turn off at a moment's notice, without warning. If that happens the platform may stop working until it can be updated, and it may not be possible to update it.

## Overview

The CPLLC Navien Platform brings Navien gas tankless water heaters, combi-boilers and boilers into Crestron Home through NaviLink, the service behind Navien's NaviLink app. Every heater on the customer's account becomes a Crestron Home device of its own, named as it is in the app. Its page turns it on and off, sets the hot water temperature, and on a model that heats the house turns the heating on and off and sets the heating water temperature; it shows what the heater is doing, the water temperature leaving it, and its inlet temperature, flow and gas use. Sequences can do the same, and can react when the heater starts or stops, when a setting changes, or when it reports an error. The platform signs in to NaviLink with the account's email and password, so nothing has to be wired.

## Capabilities

| Capability | What it does |
|---|---|
| **Every heater** | Every water heater, combi-boiler and boiler on the NaviLink account is listed in Crestron Home under its name in the app, ready to be placed in a room. A cascade of several units on one NaviLink module is one device. |
| **Power** | Turns the heater on and off, as its front panel's power button does. |
| **Water Temp** | The domestic hot water temperature, within the range the heater allows, in the scale the heater is set to (°F or °C). |
| **Heating and Heating Temp** | On a combi-boiler, a switch that turns the house's heating (floor or radiators) on and off. On every model that heats, the temperature of the heating water, within the heater's range. |
| **Hot Button** | On a heater set up for recirculation on demand, a switch that starts a recirculation run, as the Hot Button does. |
| **Status and readings** | Off, Idle, Heating or Water Flowing; the temperature of the water leaving the heater; the inlet temperature, the flow and the gas being burned; on a model that heats, the heating water going out and coming back. |
| **Errors** | An error the heater reports shows on its page with its code, and raises an event a sequence can act on. |
| **Updates** | Every heater is read every 30 seconds by default (30 to 3600), and again a few seconds after each command. |
| **Debugging** | Debug output turns on and off while the processor runs. |

## What's New in 5.00

- First release.

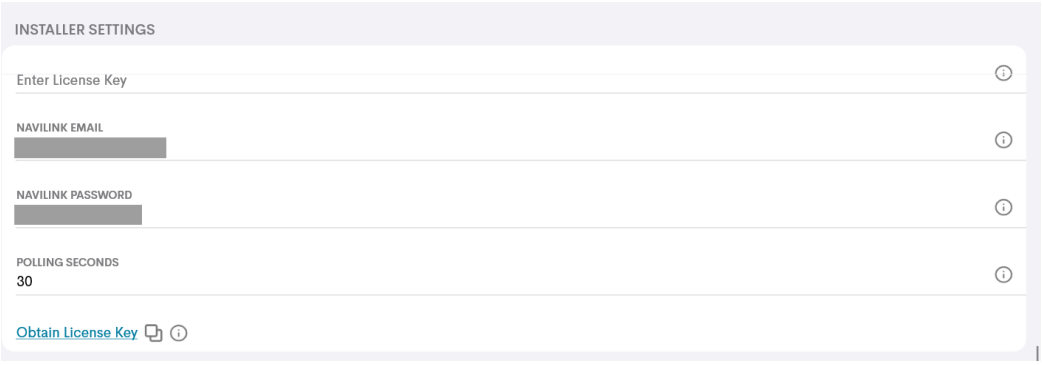
## Installing

Before installing, connect the heater's NaviLink Wi-Fi module and register it to an account with the NaviLink app, following Navien's instructions, and check that the heater can be controlled from the app.

Add the platform from Drivers › Platform › Navien › NaviLink. The CPLLC License Manager is not required. Enter the license key (or leave it blank on a site with a CPLLC site license) and the account's email and password and save the options; the platform signs in, and each heater appears in Crestron Home a few seconds later, ready to be placed in a room. Setup shows "Invalid Username or Password" when NaviLink refuses the sign-in; after a refused one the platform waits 15 minutes before trying the same email and password again, and correcting either one tries at once.

## Installer Options

| Option | Description |
|---|---|
| **Obtain License Key** | Opens CPLLC.net, where license keys and site licenses can be purchased. |
| **Enter License Key** | The Navien Platform license key. Leave blank when the site has a CPLLC site license. |
| **NaviLink Email** | The email address used to sign in to the NaviLink app. |
| **NaviLink Password** | The password of that account. |
| **Polling Seconds** | How often every heater is read, 30 to 3600 seconds (default 30). |

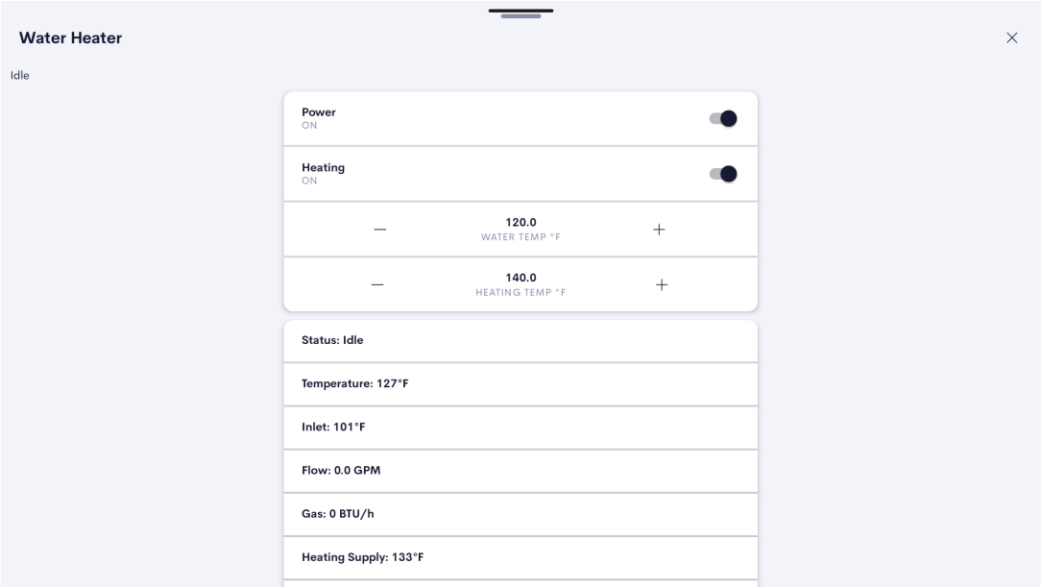



*The platform's Installer Settings in Configure Pro (the email and password are hidden here)*

Once the options are saved, each heater is listed under Managed Platforms › the platform's name in Pair Devices, ready to be added to a room with its +. Each heater's own options are listed under Water Heaters.

## Water Heaters

Each heater is a Crestron Home device named as it is in the NaviLink app. Its tile shows what it is doing (Off, Idle, Heating, Water Flowing, or Offline); its page has a switch or a − / + control for each setting its model has, then its status, the temperature of the water leaving it and its readings. A change made here is sent to NaviLink, which passes it to the heater within a few seconds; a change made at the heater or in the app shows at the next read.

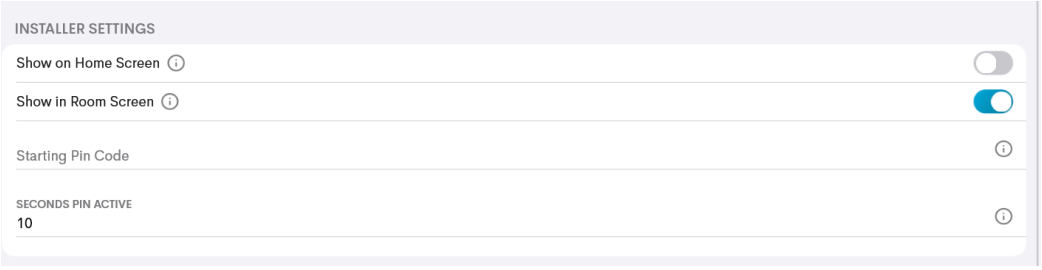



*A combi-boiler's page: Power, Heating, the hot water and heating temperatures, then its status and readings*

Which settings a heater has depends on its model, as in the NaviLink app: Power on all of them; Water Temp on all but the heating-only boilers; Heating on the combi-boilers; Heating Temp on every model that heats; Hot Button on a heater with recirculation on demand. A temperature is greyed out while the heater's commercial lock is on, and Heating Temp while an outdoor sensor sets it.

Each heater's own options, under the heater in Configure Pro:

| Option | Description |
|---|---|
| **Show on Home Screen** | Shows the heater's tile on the Home screen (default off). |
| **Show in Room Screen** | Shows the heater's tile in its room (default on). |
| **Starting Pin Code** | A numeric PIN that must be entered before the page's controls work. Blank means no PIN (the default). |
| **Seconds Pin Active** | How long the page stays unlocked after the last touch (default 10 seconds). |




*A heater's own Installer Settings in Configure Pro*

Each heater brings its actions and events to Crestron Home sequences:

| Action | Description |
|---|---|
| **Power On / Power Off** | Turns the heater on or off. |

| Action | Description |
|---|---|
| **Heating On / Heating Off** | On a combi-boiler, turns the house's heating on or off. |
| **Hot Button On / Hot Button Off** | On a heater with recirculation on demand, starts or ends a recirculation run. |
| **Set Water Temp / Set Heating Temp** | Sets the hot water or the heating water temperature, in the heater's own scale, within its range. |
| **Extension Enable / Extension Disable** | Enables or disables the heater in Crestron Home. A disabled heater shows Disabled and ignores its tile and page. |

| Event | Description |
|---|---|
| **Cycle Started / Cycle Ended** | The heater started heating or delivering hot water, or stopped. |
| **Power On / Power Off** | The heater was turned on or off, from Crestron Home, the app or its front panel. |
| **Heating On / Heating Off** | The house's heating was turned on or off. |
| **Hot Button On / Hot Button Off** | A recirculation run started or ended. |
| **Error** | The heater reported an error code. |
| **Appliance Offline / Appliance Online** | The heater or NaviLink stopped answering, or answered again. |
| **Extension Enabled / Extension Disabled** | The heater was enabled or disabled in Crestron Home. |
| **Pin Locked / Pin UnLocked** | The PIN keypad locked again, or the right PIN was entered. |

Crestron Home also lists Cycle Paused, Cycle Resumed, Cycle Finished and Load Removed, which every appliance page has; a water heater never raises them.

## Sequences

Every heater's actions and events are listed under Water Heaters.

The controls on a device's page are also states a sequence's If (Conditional) step can test: on / off as "<name> Is On", open / close as "<name> Is Closed", "Pin Is Locked", sliders and drop-downs by their value, and a thermostat's temperature and setpoints. Crestron Home lists a "Changed" event for each state, raised whenever it changes. Devices Crestron Home draws itself (lights, locks, shades) keep Crestron Home's own states.

## Known Limitations

- Tested on one NCB combi-boiler set to Fahrenheit. A tankless water heater (NPE), a heating-only boiler, a cascade, a heater set to Celsius, the newest models, the Hot Button and an error code are untested.
- Navien publishes no API for NaviLink, so the platform signs in and works the way the NaviLink app itself does.

- Everything goes through NaviLink: the processor and the heater's Wi-Fi module need internet access, and nothing works while NaviLink is down.
- NaviLink does not report changes by itself, so a change made at the heater or in the app shows at the next read (Polling Seconds).
- The NWP500 heat pump water heater is not supported.
- Weekly schedules, recirculation modes and temperature, usage history and maintenance reminders are not offered; they stay in the NaviLink app.
- The settings a heater has and their ranges are read when the platform starts. After changing the heater's setup, reload the platform.

## Test Environment

Crestron Home 4.013.0171 on a DIN-AP4-R, set up with Configure Pro 4.13 and used from the Crestron Home app on Android, with a NaviLink account holding one NCB combi-boiler (Fahrenheit, no recirculation). The platform signed in, listed the boiler and paired it; its tile showed Idle, and its page Power, Heating, Water Temp (120 °F, 86 to 140) and Heating Temp (140 °F, 104 to 180) with the outlet and inlet temperatures, the flow, the gas use and the heating supply and return. From Crestron Home, Heating Temp was set to 139 °F and back to 140 °F and Heating was turned off and on again; each reached the boiler and the page followed within seconds. From a test program against the same boiler, Water Temp was also set to 119 °F and back. After a reload the platform signed in again and the boiler came back by itself, and it kept updating with debugging off.

## Version History

| Date | Version | Changes |
|---|---|---|
| 2026-11-22 | 5.00 | First release |

## Support

> **CPLLC Site License**
> A CPLLC site license is one key per processor, entered in the License Manager, that licenses every CPLLC extension and platform on that processor, current and future, so no product needs a key of its own. See the Site License page. Customers who already own CPLLC license keys can upgrade to a site license on the CPLLC website for the difference.

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| **Product page** | https://cpllc.net/product/navien-platform/ |

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