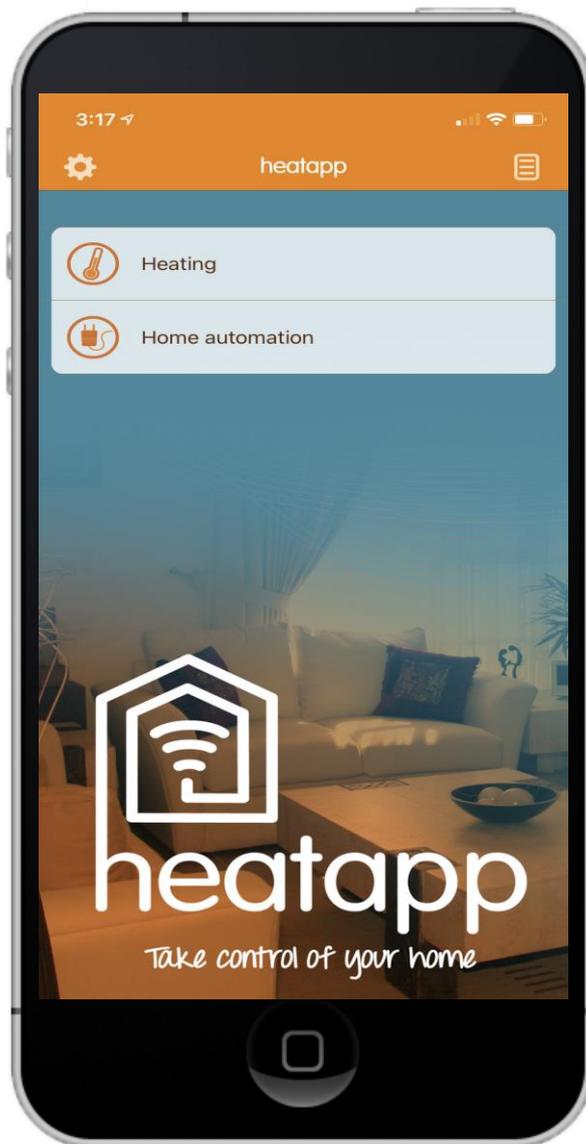


# Heatapp – User guide

An easy-to-use guide to help you get the best out of your Heating



# Welcome to your Heatapp guide

Heatapp lets you control your heating, as easily as a thermostat on the wall, on your phone or tablet – so you can use it anywhere.

Unlike a thermostat, you can also use it to set the temperature in various parts of your home (called zones), and to keep track of how much electricity you are using.

Your engineer should have already talked you through using Heatapp when your heating was installed, but if you need a refresher this user guide is here to help you at any time. Most customers tell us the program is easy to use, and the best way to pick it up is by giving it a try (there are only a few settings you shouldn't change, and we've listed those on the 'Tips and Tricks' page of this guide)

If you do happen to run into any problems, please do not hesitate to call our office on 01453 368030.

Warmest regards,

Simon Rhys-Davies | Managing Director

*Simon Rhys - Davies*



Feel free to call us  
on 01453 368030.



# How to pair your device to Heatapp

1

Connecting to Heatapp could not be easier.

Simply open the app and you will see the screen shown to the right.

You must now scroll all the way to the bottom of the screen.



2

Now at the bottom of the screen it will show a tick box above the word 'OK'.

Click the box to make it orange, and then press 'Ok'. Once you have done this, go to the white Heatapp Hub that is plugged into your Wi-Fi router.

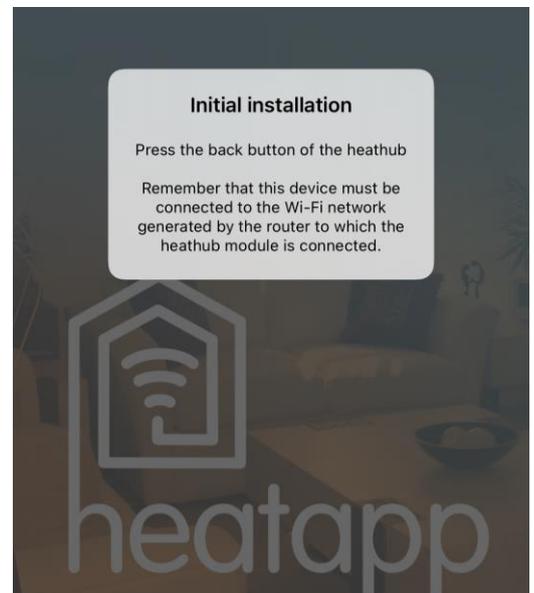


3

On the back of the Hub there is a small indent with a button inside.

Using a pen/paper clip, gently push the button inside that indent. Pressing too hard can cause damage to the hub so be careful. You must be connected to the same Wi-Fi as the Heatapp Hub.

Once your device has successfully paired, follow the next pages of this booklet. If it has not paired your device to the app, repeat the instructions above.



# Getting to know Heatapp

Heatapp is designed to be as simple as possible to navigate.

This screen will appear every time you open the app.

By tapping the Heating button, you can easily change the temperature in various parts of your home or set up a heating schedule so you can automatically enjoy the right temperature, all the time.

If you get stuck, you can just use your devices back button to return to the previous screen.

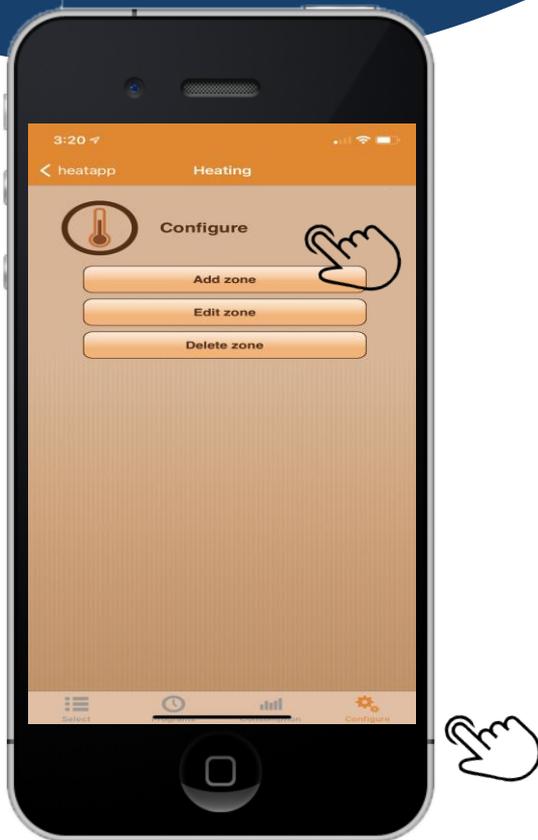
Feel free to use the link below to take you to the Elkatherm YouTube channel to watch the videos on Heatapp:

[https://www.youtube.com/channel/UC7JgFuu8N87s2a\\_vdzA3nXQ/videos](https://www.youtube.com/channel/UC7JgFuu8N87s2a_vdzA3nXQ/videos)



# Changing the zone names

One of our engineers will have pre-set the names of your zones, based on your request – but if you wish to change them it is easy to do at any time.



To do this, click on the configure button on the bottom of your screen. This will bring up the page shown above.



To change the name of the zone, tap 'edit zone'. Click on the zone you are wanting to change and retype the new name for that zone.

Press done on your keypad and then hit save. This will now change the name.

# Changing the temperature



## What is a zone?

A zone is a part of your home where a heater is installed. A zone can be a single heater or multiple heaters covering a large room.

1

Tap here: For zone

To change or check the current temperature in any zone, simply tap its name in the list.

2

This is the temperature the radiator is currently programmed to.



3

This is the current room temperature

4

This is how you 'boost' the radiator or change the temperature. Simply use the '+' and '-' buttons then press modify.

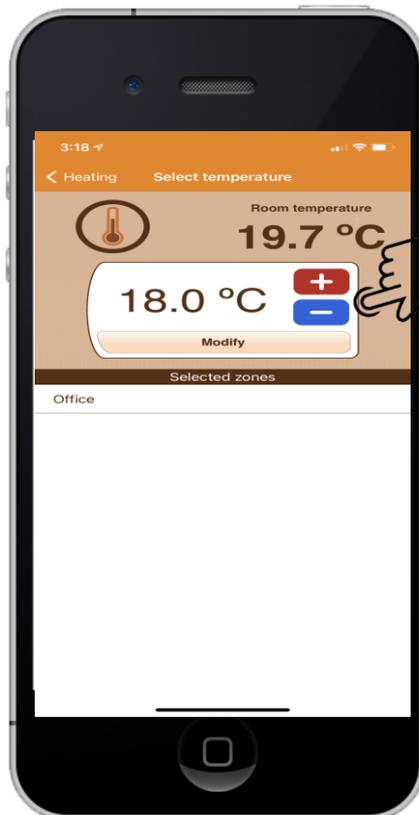
# Adjusting more than one zone at once



Across the top of your screen, you have: One, Multiple and All. Select multiple when you wish to adjust a few of the radiators and all when you wish to adjust all of them.

You can then select which radiators you would like to adjust; a tick shows that it has been selected.

Simply tap the zone again to de-select it. Once you have selected all the zones you wish to alter, tap proceed to be taken to the temperature control screen.



You will now be taken to this screen.

Tap the '+' to increase the temperature

Tap the '-' to decrease the temperature

When you have adjusted the temperature, simply click modify. This modifies all the selected radiators at once.

Alternatively, you can control the heat of your entire home all at once by tapping on the 'All' button at the top of the heating menu.

# Setting your heating times

1



At the bottom of your screen there is a program button. Tap this to access the programming section.

As before, you can now choose which zone ('One') or zones ('Multiple' or 'All') you want to set the schedule for.

2



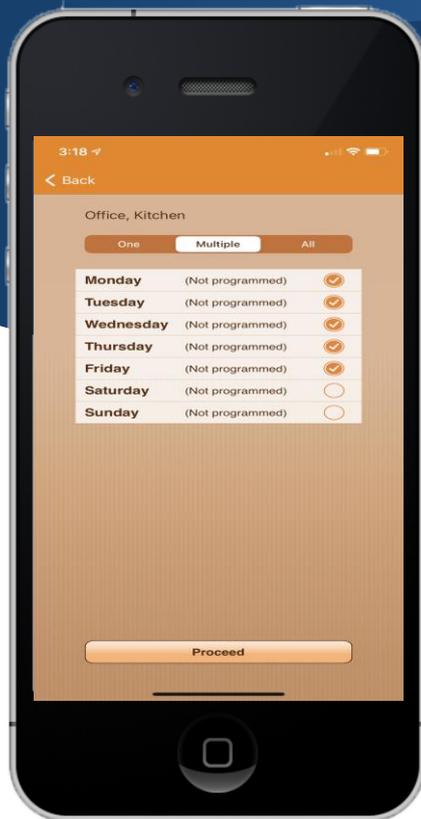
Now you will have this screen showing which of the zones you have selected. There are three main functions on this screen:

**Activate** – turn the programming on

**De-activate** – turn the programming off

**Edit program** – where you can reprogram the radiators

# Setting your heating times

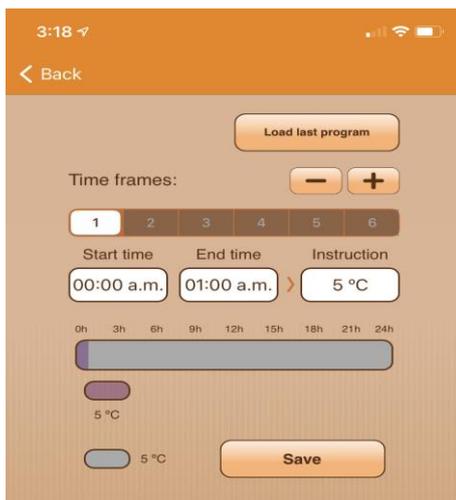


Now you have selected which radiators you wish to program; you can select which days of the week you would like to program. When you have multiple radiators in the same room it is best to group these radiators together when programming them.

Once you have selected which days of the week you want to programme, click proceed.

This will then take you to the programming screen.

Just like when you were selecting the radiators; you can select one, multiple or all the days. Do this by using the three buttons at the top of the screen.



You can set your heating to change up to six times a day.

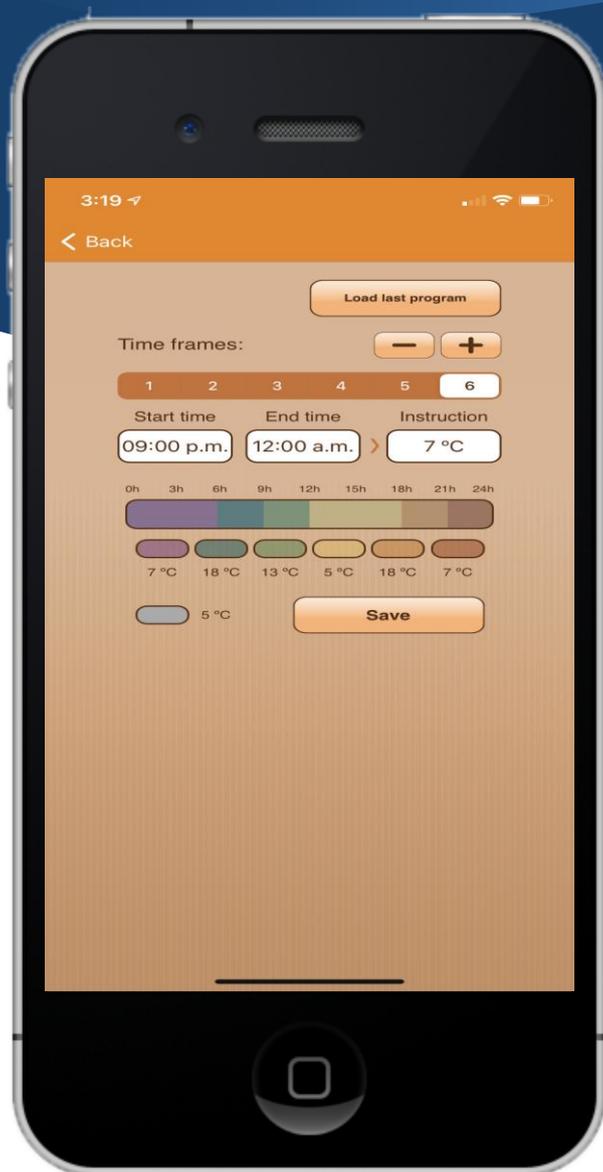
By default, the first program always starts at 00:00 so start by adjusting the end time and then its temperature: this first program is during the night when you are asleep.

To adjust the end time, tap on the white tab below 'End time' and adjust the clock to suit.

To adjust the temperature, tap on the white tab below 'Instructions' and use the '+' and '-' to set the temperature.

Once you have your first time zone set, use the '+' button in the top right-hand corner to add the second time zone. It will automatically set the start time of this time zone when the previous time zone ends.

# Setting your heating times



Tap the '+ or -' to add or remove time zones.

The coloured bars on the timeline below will show you what times and temperatures you have programmed the radiators for. Make sure there is no grey as this is when the radiator has no program for that period.

Once your programme covers from midnight to midnight it is ready to use.

One important thing is to not click save before you have put in every time and temperature you want.

This button will send out the programme even if it is not complete.

To quickly set heating for subsequent radiators/days you can simply click the '**load last program**' button. This will essentially copy and paste the last program that was entered into the entire system.

You can do this as many times as you like to quickly set similar heating times for each day of the week.

# See how much electricity you're using

1



One great function of Heatapp is that it allows you to track how much electricity each radiator is using.

Simply click the consumption button at the bottom of your screen and select which radiators you wish to look at. Again, you can choose; One, Multiple or All.

2



This screen will then appear after you've chosen your zone.

To enter your tariff, click on the 'euro/pound' tab and enter your price per kilowatt.

Select 'last 7 days or last 6 months' to view what electricity the selected radiators have used over those time frames.

Tap the reset statistics button to wipe the existing consumption statistics.

# See how much electricity you're using



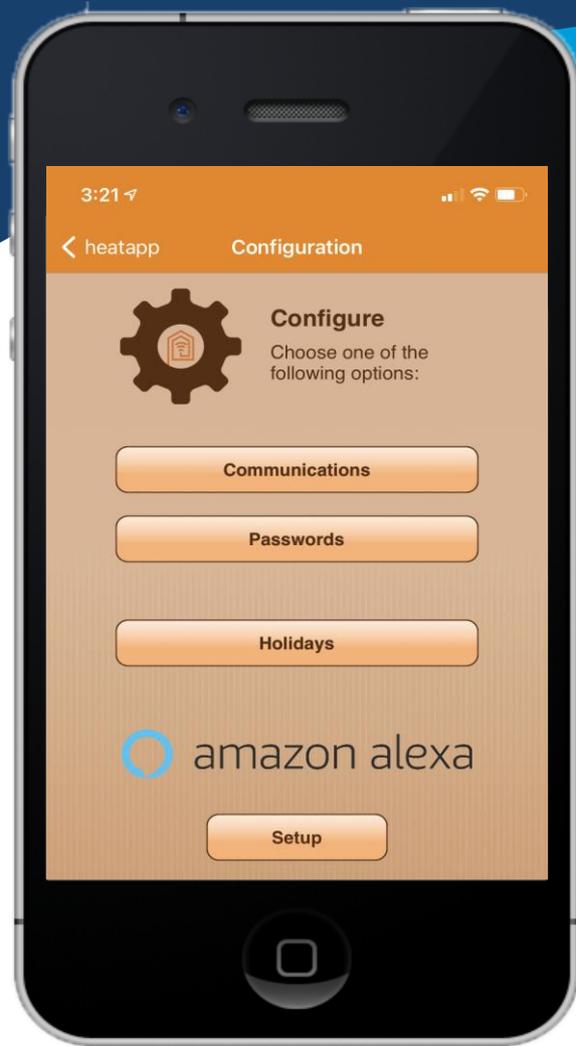
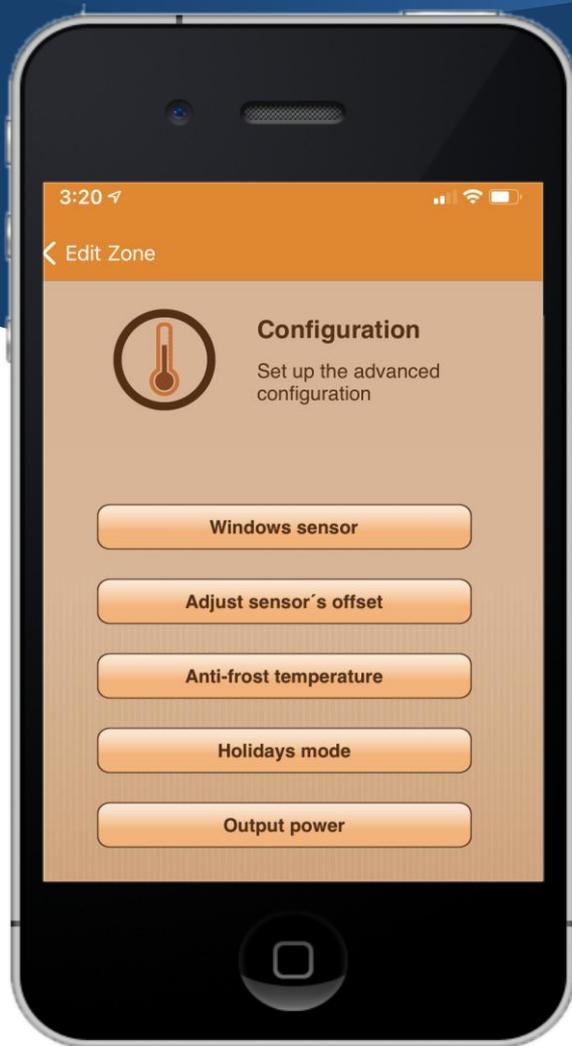
You are now able to see how much electricity has been used by each heater on an easy-to-read graph.

Tap kWh or £ to view a graph that shows you how many electrical units you have been using or how much money it has cost you over the 7 days or for the month.

One way to increase the efficiency of the radiators and to reduce bills is to use a closed-door policy.

This means that when rooms are not being used and the door is closed, the heat from the radiator is less likely to be lost into another room. The radiator then does not have to work as hard to keep the room at the desired temperature.

# Advanced settings within Heatapp



Within Heatapp there are a multitude of functions to allow you to get the best use out of your heating. Click configure in the bottom right of the screen and then simply press 'advanced configuration'.

This will bring up the page above. This will allow you to access 'holiday mode', turn 'open window sensing' technology on /off and many other features.

Furthermore, when on the home screen; in the top left-hand corner of the app there is a settings cog.

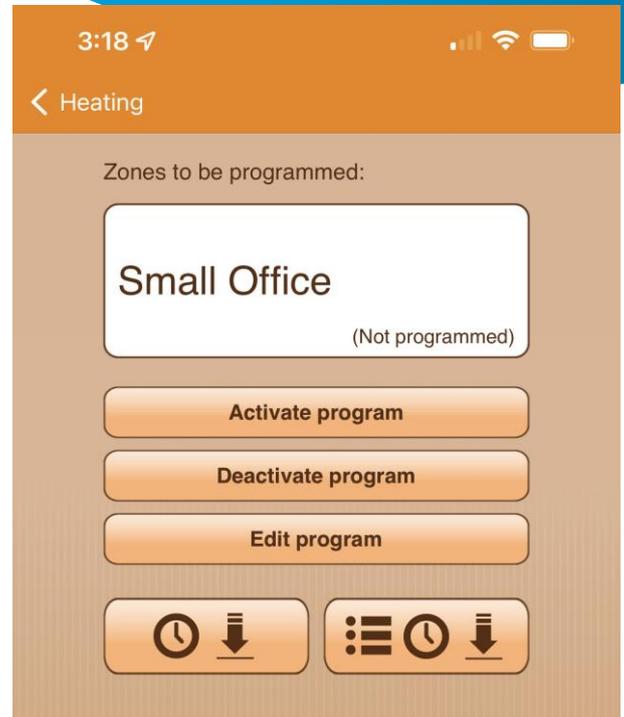
Clicking onto this will allow you to access further functions including 'Amazon Alexa' integration.

# Helpful tips and tricks

When you do not want a radiator to be on, just deactivate the programming. We suggest you do not turn them off at the wall as this may cause connection issues.

To de-activate a radiator, simply click '**program**' at the bottom of your screen. You can now select which radiator you would like to modify. Once you have selected the radiator, the next screen will have the words '**activate and deactivate**'. This dictates whether the program is going to be active (on) or de-activated (off).

When de-activated the radiator will automatically set itself to 7°C. You can adjust this by either turning it up on the app or the control panel on the side of the radiators.



When using Elkatherm radiators, we recommend you do not use them to dry wet/damp clothes. This is because the radiators are designed to shut down a section of the radiators cores/elements to prevent any risks of overheating when they sense the top of the radiator has been covered up.

## What to do if you have a power cut?

- Turn each radiator off at the wall - When the power comes back on, turn each radiator back on one by one.
- Leave the Heatapp Hub for 20 minutes before attempting to open the app - This gives the Wi-Fi and the hub time to settle down.
- If it is only a temporary power cut, the hub should retain all the programs you have set.

# Helpful tips and tricks

Within Heatapp there are some functions that you will rarely need to use. These are listed below:

- Associate actuators
- Delete all modules
- Add modules
- Delete or add zones
- Initial instillation
- Resynchronise installation

If you do alter any of these settings, don't worry! Just call us on 01453 368030.

**One great feature with Heatapp is that it allows you to control which rooms you do and do not wish to heat.**

For instance, where you have spare bedrooms or rooms that do not get used often. You can just de-activate the programming for that radiator. This means you are not unnecessarily heating a room and wasting electricity and money in the process.

When the radiators are deactivated, they will automatically sit at 7°C which is frost protection mode.

## What temperatures should I set my radiators to?

The way Heatapp works is via the three temperatures: Comfort, Eco, and Frost.

We have put guide temperatures below. Obviously, everyone feels the cold different so you may find that you want to set your radiators at different temperatures to the ones shown.

Comfort – Between 17-21°C

Eco – Between 11-13°C

Frost – Between 5-7°C

We suggest not blanket heating your property so, when you're not using a room just turn that radiator down. This saves on electricity and helps bring bills down.

# Heatapp Hub user guide

The Heatapp hub is supplied with two cables: a USB power cable and an ethernet lead.

The power cable plugs into the back of our hub and then into a USB plug or the back of the Wi-Fi router. The ethernet lead needs to be plugged into one of the yellow ports on your Wi-Fi router



## The Hub explained

On the back of the hub there are two lights, an **orange** and a **green**.

The **green** light shows solid when the patch lead is connected properly to the Wi-Fi router.

The **orange** light flashes when data is being transmitted between both devices.

If neither of these lights are on make sure it is properly connected into the power source.

# Heatapp Hub user guide

On the top of the hub there is a black strip, if you look at the strip there are four lights inside. These are **Green**, **Orange**, **Red** and **Blue**. Listed below is a troubleshooting guide:

- **No lights showing on the top of the hub**
  - If there are no lights showing on the top of the hub then there is an issue with the power supply. Make sure the cables are properly connected and that the power supply is on.
- **Only the Red light is on**
  - If only the red light is showing, then there is an issue with the hub receiving an internet connection from your Wi-Fi router. Make sure all cables are connected properly and your router is up and running.
- **Green light, Orange light, Red light and Blue light**
  - The hub has a power supply and a connection to your router, but the hub is trying to get a local IP Address from the router. The blue light will appear when any data is being transmitted through the ethernet lead.
- **Green light, Red light and occasional flashing Blue light**
  - The hub is correctly communicating with the router, and it has a local IP Address. However, it is still trying to communicate with the external servers through internet connection. The system can be used locally, but not outside of the local network. This means it won't work on 4G/5G or any external Wi-Fi network.
  - An Orange light can flash when a radio command is transmitted (setting the times or temperature etc.). The light should never be solid.
- **Green light and occasional Blue**
  - The hub is ready to be connected to your device, all lights are correct.
  - An Orange light can flash when a radio command is transmitted (setting the times or temperature etc.). The light should never be solid.

# Heatapp Hub user guide

- **The hub has no lights on at all**
  - This means that there is no power going to the hub. Check that the power cable is connected properly.
  - Check that power cable is connected to a socket that is turned on.
  - The power cable may be broken, try a different cable.
- **The hub has no lights on the top but there are lights on at the back off the hub**
  - The hub is faulty and needs replacing.
- **Red light but there are no lights on at the back of the hub**
  - The hub has no connection to your Wi-Fi router, check the ethernet lead is properly connected to both the hub and the router.
  - The internet router is disconnected from a power supply. Check the router is connected and working properly.
  - The ethernet lead is faulty, try a new lead.
- **Green light, Orange light, Red light and flashing Blue light**
  - The process to get an IP Address from the router usually takes a few seconds but some routers may take longer. Wait a few minutes and check again. If the orange light has not gone then follow the steps below.
  - Reconnect the ethernet lead and try the previous step again.
  - The internet router has activated a firewall or MAC restrictions. Check the routers configuration.