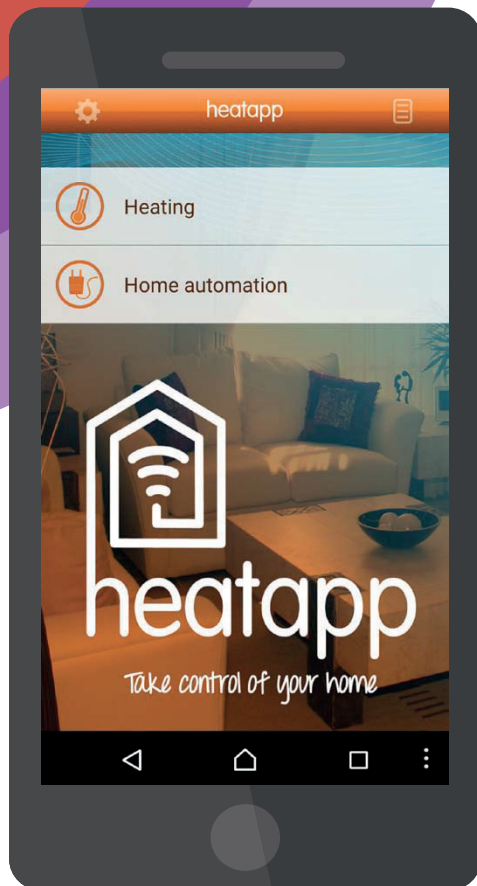


Heatapp - User guide

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



FREE PHONE: 0800 270 7736 | info@northeastheatingsolutions.co.uk
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Welcome

Welcome to your Heatapp guide

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

Unlike a thermostat, you can also use it to set the temperature in different parts of your home (called zones), and to keep track of how much electricity you're 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 page 18 of this guide)

If you do happen to run into any problems, please don't hesitate to call our office on FREE PHONE 0800 270 7736

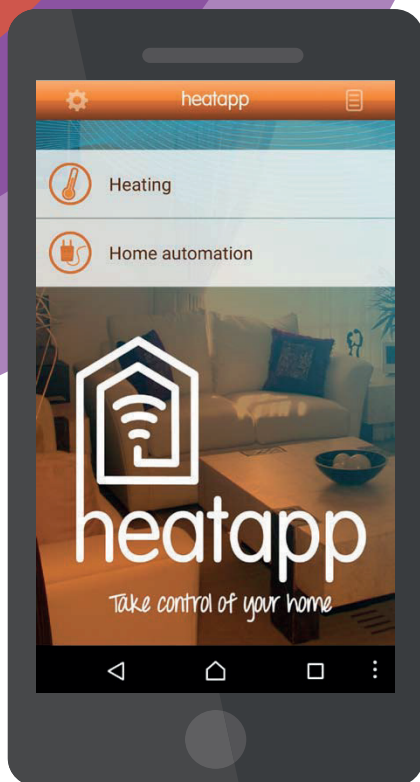
Warmest regards,

Howard

H. Klineberg

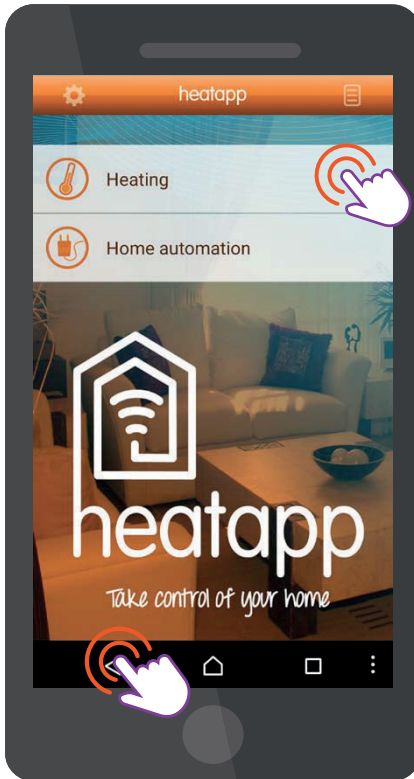
North East Heating Solutions Ltd

Getting started



Navigating Heatapp is easy.

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



Tap here: For heating

To adjust temperature settings

Back button

To return to previous menu

1

When you first open Heatapp, you'll arrive at the start screen. From here, **just tap the Heating button**, and you're ready to start adjusting your temperature settings to your liking.

If you ever get stuck, you can use your device's back button to return to the previous menu.

Changing the temperature



Tap here: For zone

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

What is a zone?
A zone is a part of your home where a heater is installed. It could be a single room, a heater covering multiple connected rooms, or multiple heaters in a single large room.

2

In the heating menu, you'll see a list of your "zones", which help you set different temperatures in different parts of your home.

Your engineer will have already set the names of your zones for you, but you can change them yourself at any time (see page 16 for more info on changing zone names).

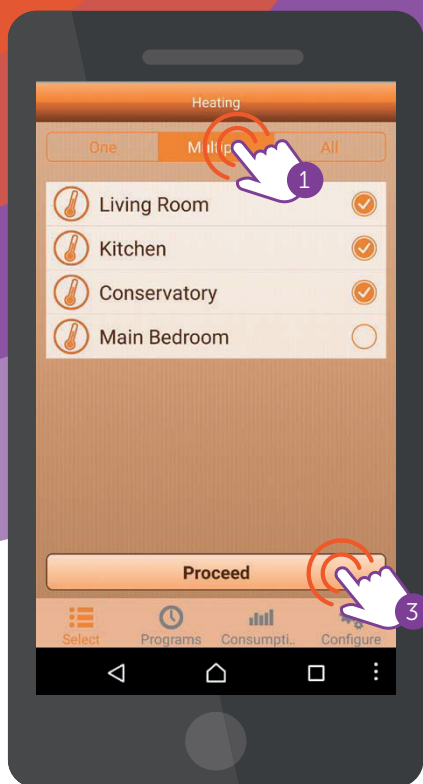


3

If you're near the heaters in that zone, and you've increased the temperature, you'll notice a small light switch on, which shows they're heating up to the desired temperature. The light will go off when they get there.

NOTE: The light will be coloured green if the heaters are working to set heating times, and red if they're heating without a set schedule.

Adjusting more than one zone at a time



1. Tap here: For multiple

2. Tap here: Select zones

3. Tap here: To proceed

4

If you want to quickly change the temperatures in more than one zone at once, **tap the 'multiple' button** at the top of the menu.

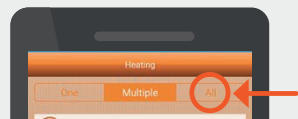
You can then choose as many zones as you like by **tapping on their names**. A tick shows it's been selected - just tap it again to deselect it. Once you have selected the zones that you wish to change, **tap proceed** to be taken to the temperature control screen.



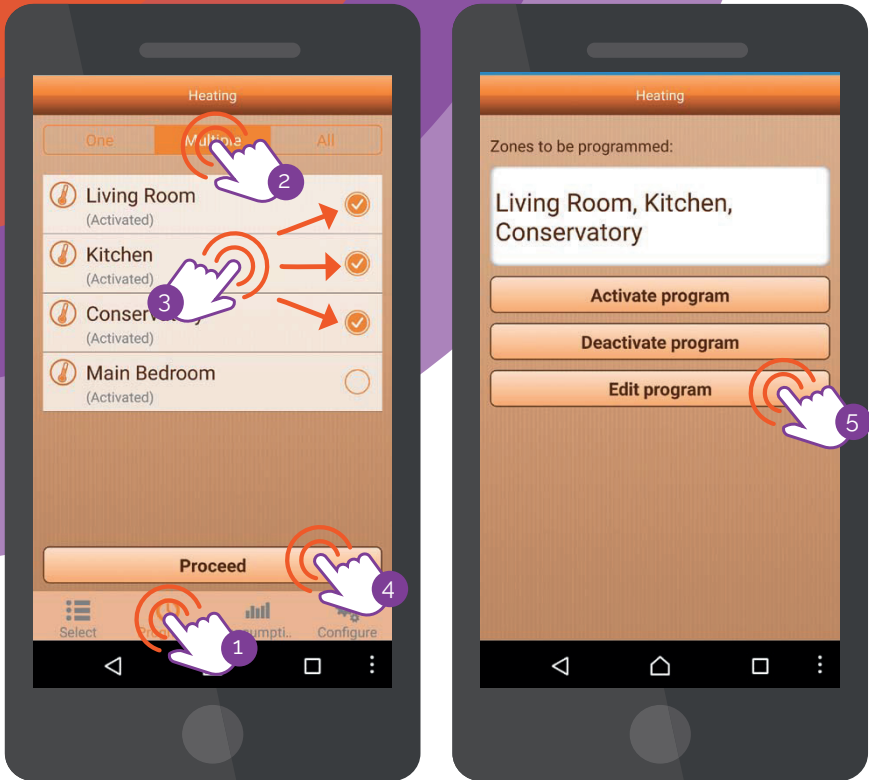
5

Simply adjust the temperature up or down as desired and **tap modify**, then all the heaters in the zones you've chosen will start adjusting to the right heat.

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.



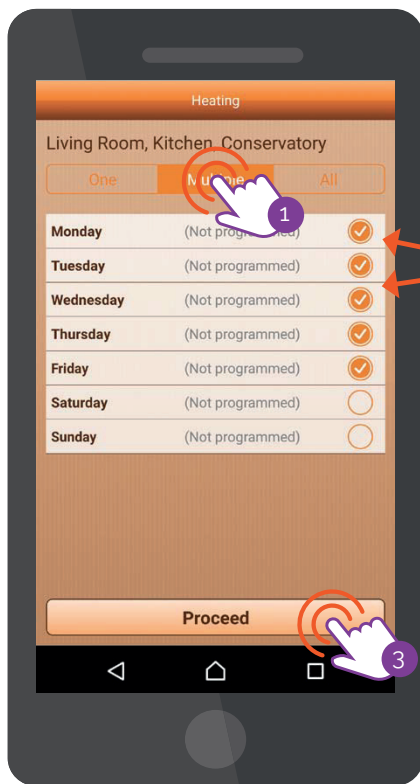
Setting your heating times



6 From the main heating page, **tap the programs button**

As before, you can then choose which zone ('one') or zones ('multiple', 'all') you want to set up a schedule for. After this screen, you'll find options to switch a program on (activate) or off (deactivate, or to make a new one (edit).

As well as controlling your heating manually it's easy to set a schedule so your heaters will remain the temperature you want throughout the day.



1. Tap here: Select option

2. Tap here: Choose days

3. Tap here: To proceed

7

When you've chosen to edit a program, you'll be taken to a new screen where you can choose when your heating will come on, and then how warm you want it to be at those times.

To begin, **choose which days** you'd like to set. As with choosing a zone, you can select individual days, groups of days or the entire week using the **buttons at the top of the menu** (For more information on selecting groups, refer to page 8.)

Setting your heating times



1. Tap here: To adjust

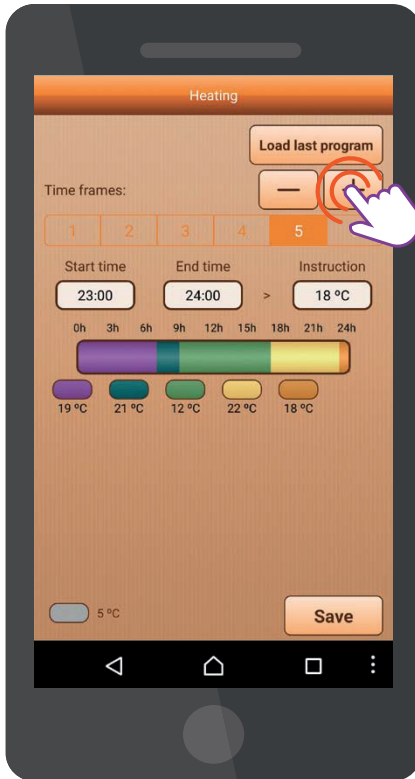
2. Tap here: To save

8

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

By default the first time frame runs from midnight to 1am so **start by adjusting the end time and then it's temperature**; this is during the night when you're asleep.

Tap a to open a small window where you can adjust the temperature you'd like the zone (or zones) to be, **then tap b** for how long it'll last.



1. Tap here: Add timeframe



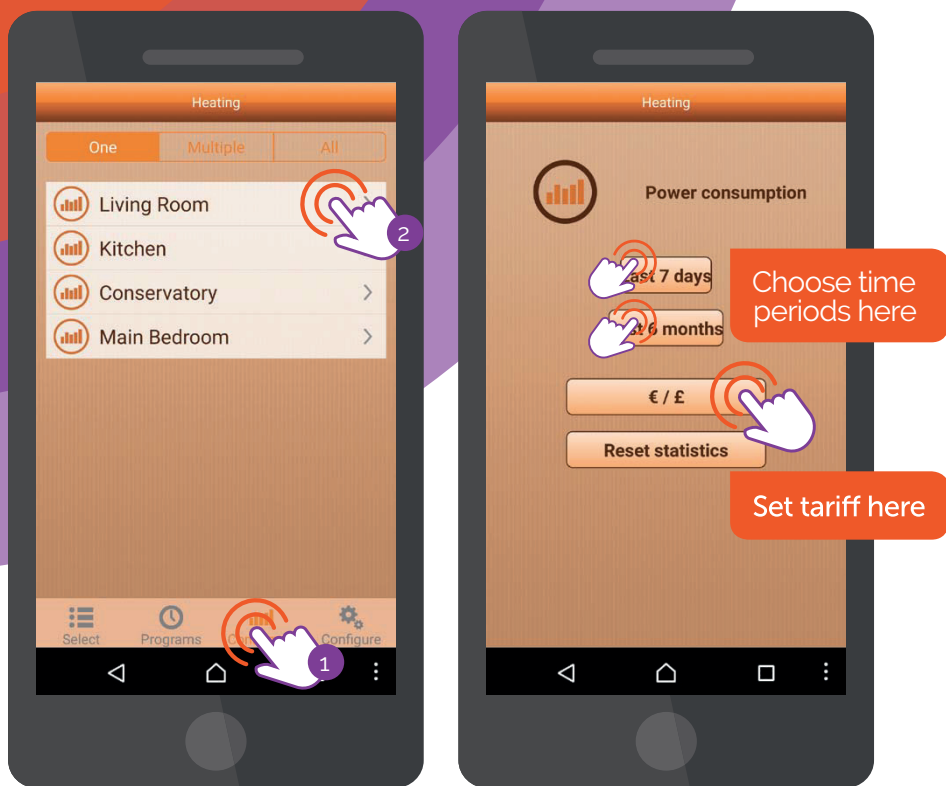
To quickly set heating times for subsequent days, you can use the load last program button. This will load in the heating times you set for the previous day. You can then save them as an exact copy, or adjust each day's settings to your liking. You can repeat this as many times as you like, to quickly set similar heating times for each day of the week.

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Tap + or – to add or delete a timeframe.

You can keep adding more heating times the same way: coloured bars on the timeline will show you when your heating will be on. Once your schedule covers the whole day from midnight to midnight, it's ready to use.

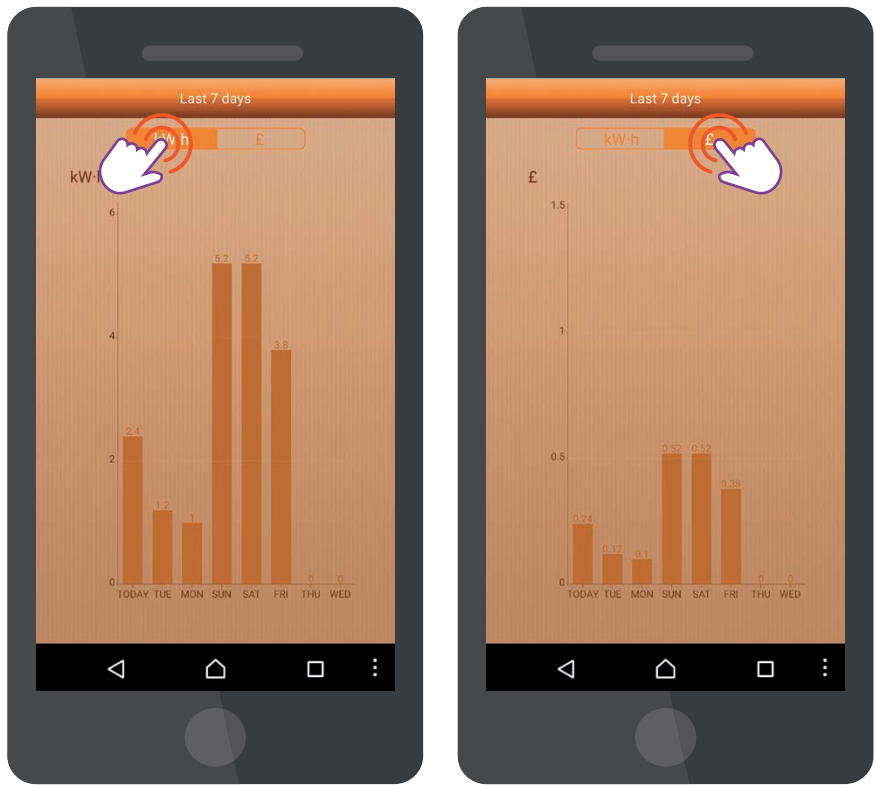
See how much electricity you're using



10

To see how much electricity you're using **tap consumption**, then choose your zone, or a group of zones (for more information about selecting zones, see page 8), and then select a time period to view.

Your engineer may have already set your tariff, but you can change it easily at any time - **just tap the '€ / £' button** to alter it.

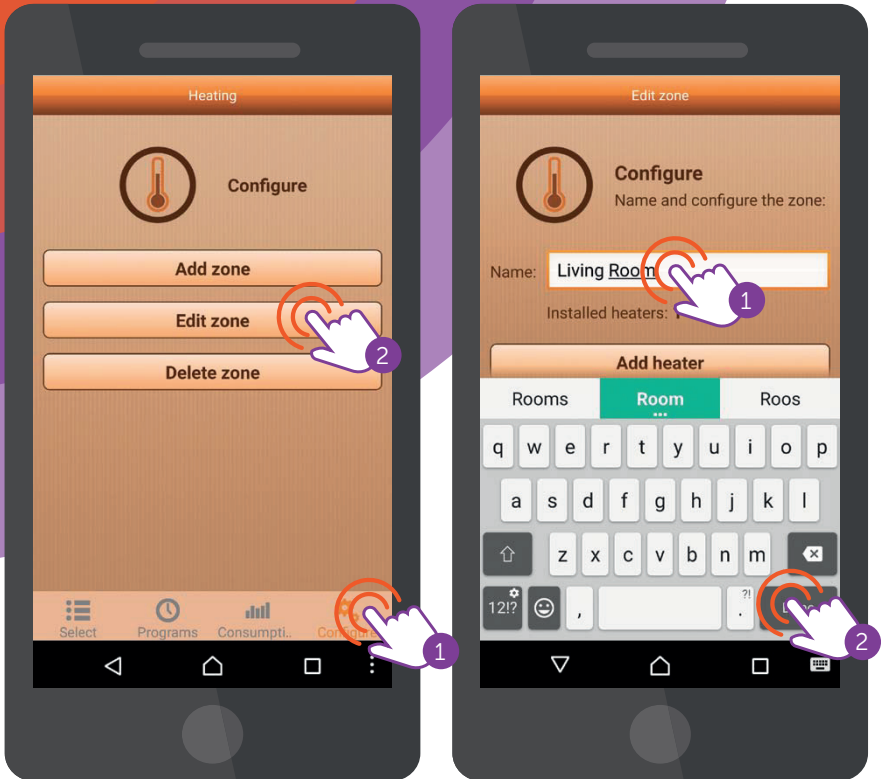


11

You'll now 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 either how many electrical units you've been using or how much money it has cost you day by day, or month by month.

Changing zone names



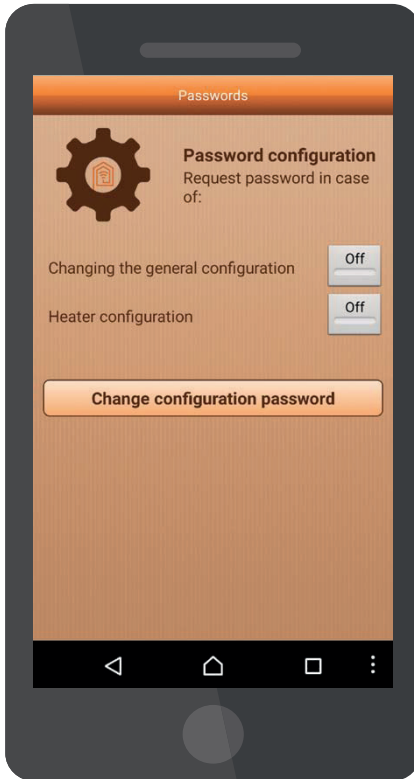
12

Our engineer will have pre-set the names of your zones, based on your request – but if you want to change them it's easy to do it at any time.

From the heating menu, **tap the configure button**.

To change the name of any zone, simply **tap edit zone**. Find the zone you want to change and **tap on its name**. Type in a new name, **tap save**, and it's done.

Setting and changing your password



SETTING A PASSWORD

If you like, you can also set a password to keep your Heatapp settings safe (perfect if there are young – or even not-so-young – people around who can't resist tinkering with your tablet or phone).



The default password is: "heatapp" (all lower case).

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Just **tap the setting icon (cog)** in the top left-hand corner of the welcome screen.

From there, **tap on passwords** to activate, deactivate or change your password.

To change or deactivate your password, you'll need to enter the password you're currently using.

IMPORTANT: Some settings you shouldn't change

Heatapp has been designed so you can tinker and play with it until you get your home heating exactly how you like it.

BUT there are also some settings in the app that are meant to be used by our engineers only, and shouldn't be altered.

Please steer clear of the following settings:

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

If you do accidentally change these settings, don't worry: just give us a call on 0800 270 7736 We'll do our best to help (please note, if do we need to send out an engineer to recalibrate Heatapp, it might incur an additional cost – we'll avoid it if we can).

Heatapp: Step-by-step

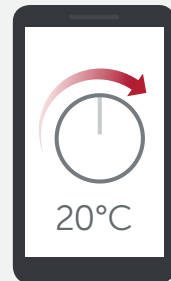
Your engineer will have already set up Heatapp for you, and should have explained how to use it. However, if you're confident with technology and want to know how the system is installed and configured from scratch, call us on 0800 270 7736.

You're never without heat

By default, all your heaters are set to 20°C until they are linked to Heatapp.

If you ever need to disconnect a heater from Heatapp and return it to the default temperature, just hold the light/button on the side of the heater (between the two screws) for about 45 seconds until it repeatedly flashes red and green, then let go.

The heater will stay unpaired to Heatapp until it is reconnected.



Troubleshooting guide

If your Heatapp system isn't working as it should be, the following five questions are a good place to start:

1. Do we have power, and are the cables connected properly?

- Check your internet router – is the socket switch on? Are all lights on as normal?
- Check your Heatapp router – Is the socket switch on? Are the two cables firmly connected? Are all lights on as normal? Try using a different USB mains charger if you have one.
- Check your heater – is the socket switch on? Test the socket with another electrical device such as a lamp or hair dryer if necessary.
- Check your fuse board – are all the circuit breakers in the correct upwards position? – power cuts can cause breakers to flip off.
- Check the Ethernet cable is correctly connected to a LAN (not WAN) port on your internet router – try swapping the cable to a different LAN port.

2. Is your phone, tablet or computer connected correctly?

- Check if WiFi is activated on your device, or if it is connected with an Ethernet cable.
- Double check you are connected to your own home's WiFi.
- Turn your device off and on again to restart the connection to your Heatapp system.

3. Does the system have the right time?

- Set the system time in Heatapp (for more information contact us on 0800 270 7736).

4. Does restarting the system help?

- Turn off your internet router, the heatapp router and also your device; wait for 20 seconds and turn them all on again.

5. Have you had a power cut?

- To reconnect a misbehaving heater after a power cut **tap on settings** from the heating menu. Now **tap edit zone** and **tap on the name of the affected zone**. Then **tap to remove all heaters** before **tapping add heater**. Finally, input the heaters power in Watts (so for example it'd be 1600 for a 1.6kW heater) and then press the light/button on the side of the heater (between the two screws). You'll notice the number of "installed heaters" change from 0 to 1 and you're done.

If you're still having trouble, just give us a call on **0800 270 7736**. We're always happy to help.



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