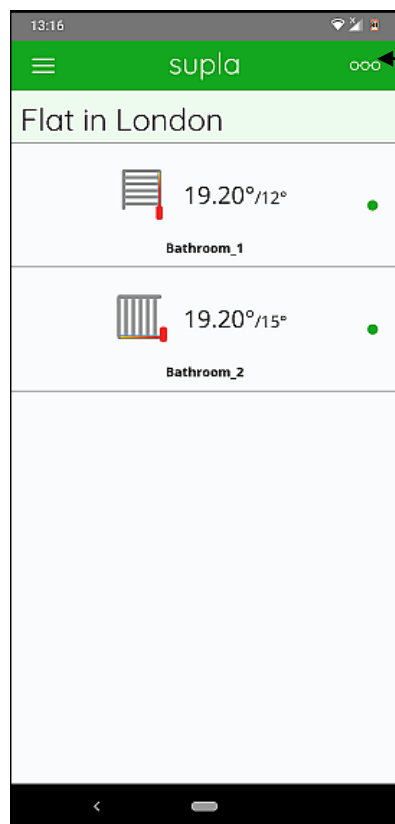# A short guide for using the SUPLA App.

Once the device has been successfully configured the added heater will appear on the **main screen** of the Application.

Entering a Group (zone) of heaters.

The green dot on the right side shows that the heater is switched on and can be controlled by the App
(A red dot shows that the heater is either switched off or not connected to the Internet)

With your finger, slide the selected heater to the left and the main settings screen will open.

The main settings

The first temperature (19.20^{O}C) - is measured with the remote / temp. sensor (H+R). This is the actual room temperature.
The second (12°C) is the temperature set for the room.

By touching the buttons you can make the following adjustments :

+ button - increase the temperature setting for the room

- button - decrease the temperature setting for the room

ON / OFF button - switches the heater on or off

MANUAL - standard operating with + / - buttons on the right side of the screen

ECO - decreases the preset temperature in MANUAL mode by up to 5 deg.

TURBO - sets the heater to the max. heating temperature. Selection for 1 / 2 / 3 hours

AUTO - operating with **daily/weekly** program – the schedule is opened by the "clock" button on the upper bar. (described in the next pages) In the AUTO mode "**Pd**" is displayed on the heater controller .
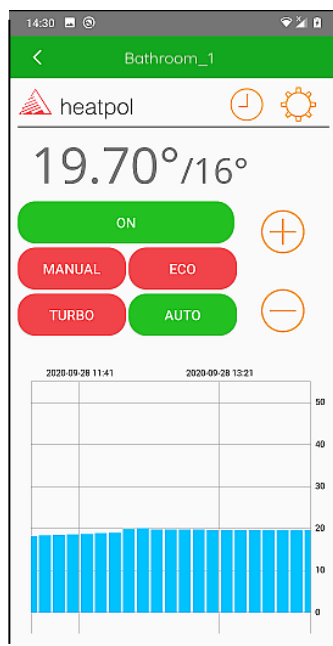
- opens the schedule for AUTO mode (to view or change the timings)
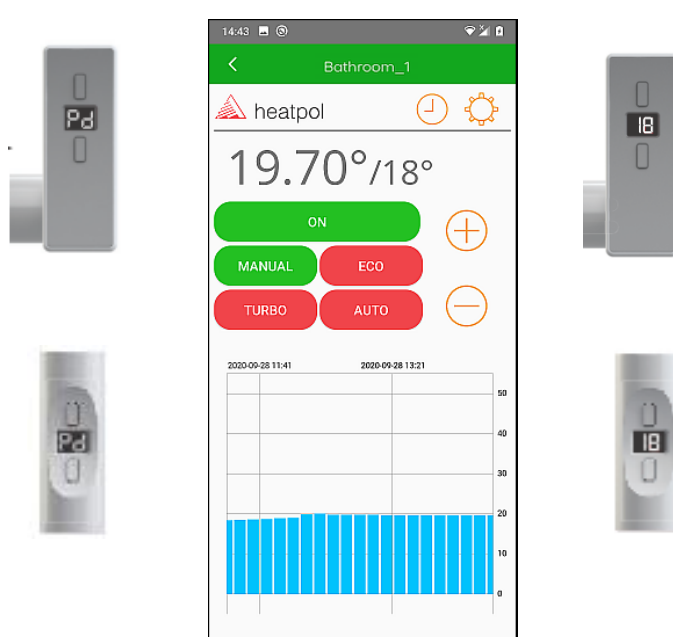
- opens the menu of temperature settings

Touching [<] icon on the upper bar switches over from any screen to the main screen.

AUTO mode   MANUAL mode
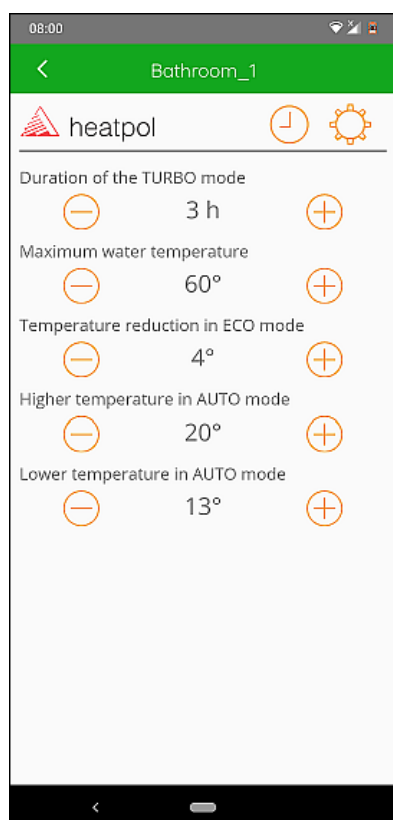

Important tips:

Auto mode - after a reset/power cut, the heater will always restart in **Manual mode at 18⁰C**, regardless of the pre-programmed temperature settings in Auto and Manual modes.

ECO mode – this mode corresponds only to **Manual mode**. If Eco mode is set to 5°C below the manual mode temperature, please ensure that **Manual mode is NOT set below 15°C**, otherwise, in the event of a reset/ power cut, the heater will restart in Eco **at 21°C**.

This matter will be resolved with a software change in the near future.

TURBO mode – in the event of a reset/power cut, this mode is cancelled, and the heater will restart in Manual mode.

Touching **opens the menu of temperature settings, which allows to set :**

Change the duration of TURBO mode (1 / 2 / 3 hours)

The max. water temperature of the radiator
                (from 30 to 70 deg. C)
Temperature reduction in ECO mode (from 1 to 5 deg.)
(Concerns the temperatures preset for MANUAL operating)
The "Higher" temperature preset for AUTO mode
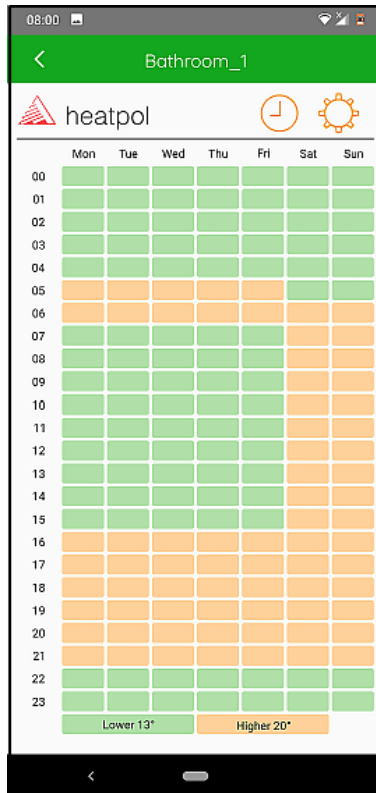   (from 10 to 30 deg. C)
The "Lower" temperature preset for AUTO mode
                (from 10 to 30 deg. C)

NOTICE: the "Lower" temperature must be at least 1 degree below the "Higher" one.

Touching again switches back to the main settings screen.

Touching ⏱ opens the schedule of AUTO mode.

An example of the schedule of AUTO mode (factory settings)
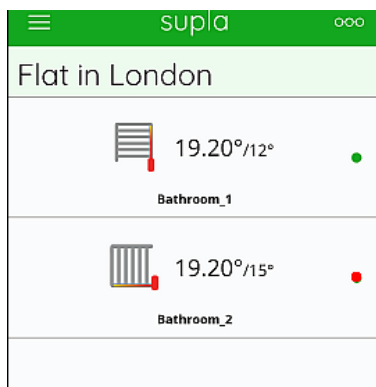

The schedule can be changed by touching the boxes.

The values of the temperatures are shown on the bottom of the screen. (preset in the temperature settings menu ⚙)

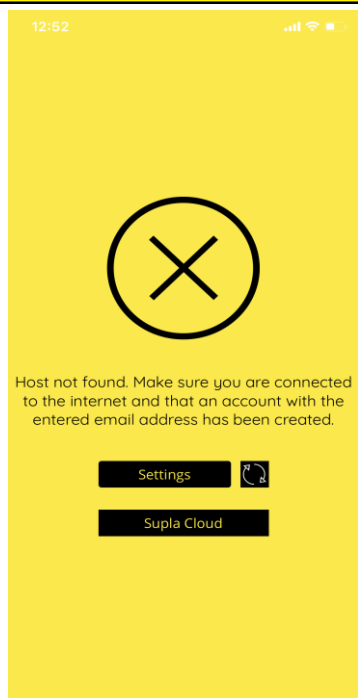Touching ⏱ again switches over to the main settings screen.

Troubleshooting :
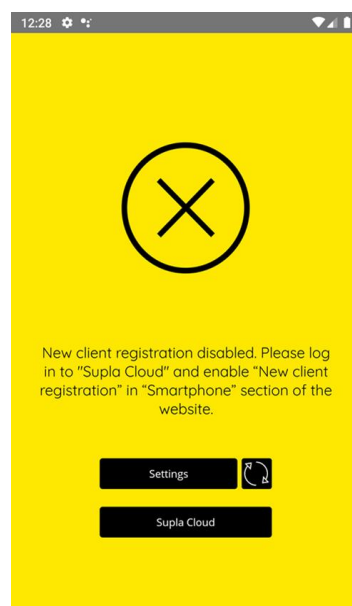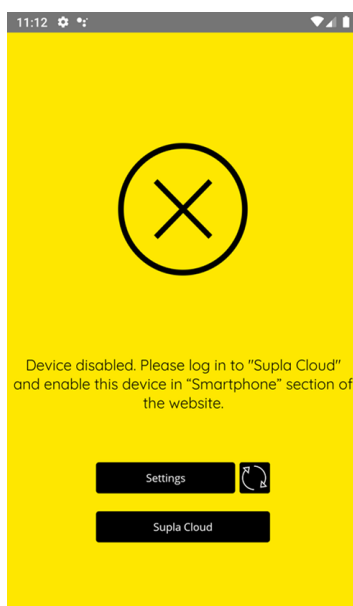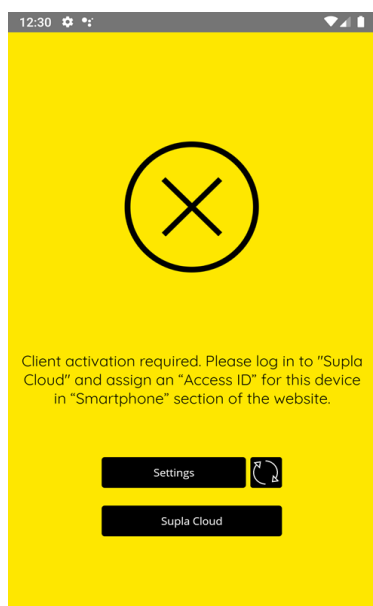

If a heater in the App has a red dot to the right, make sure that it is powered and switched on, and that it has an internet connection. Try restarting both the heater and the modem.
Please ensure that the router has enough available channels for new WiFi devices.

If a previously programmed heater loses connection to the internet, it will continue to work under the previous settings

If a yellow screen appears, please follow these suggestions.

Client activation required. Please log in to "Supla Cloud" and assign an "Access ID" for this device in "Smartphone" section of the website.

Settings

Supla Cloud

Device disabled. Please log in to "Supla Cloud" and enable this device in "Smartphone" section of the website.

Settings

Supla Cloud

New client registration disabled. Please log in to "Supla Cloud" and enable "New client registration" in "Smartphone" section of the website.

Settings

Supla Cloud

Host not found. Make sure you are connected to the internet and that an account with the entered email address has been created.

Settings

Supla Cloud

The screen on the left can also signal an incorrect user name or password used in a previous step.
Check both and try again.

HEAT-POL
01.2023