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# GR SMART HEATER

FOR BOILERS AND WATER TANKS

USER MANUAL



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## —————● Table of Contents

<b>1. Technical data</b> .....	<b>3</b>
<b>2. Intended purpose</b> .....	<b>3</b>
<b>3. Installation in a boiler</b> .....	<b>3</b>
<b>4. Principles of operation</b> .....	<b>3</b>
<b>5. Safety</b> .....	<b>4</b>
<b>6. Functions</b> .....	<b>4</b>
<b>7. Heater's control panel</b> .....	<b>4</b>
<b>7.1. Display module - description</b> .....	<b>4</b>
<b>7.2. Display Module - Operating Modes and Symbols</b> .....	<b>5</b>
<b>7.3. Errors</b> .....	<b>10</b>
<b>8. Mobile Application</b> .....	<b>11</b>
<b>8.1. Mobile Application – Initial Setup</b> .....	<b>11</b>
<b>8.2. Mobile Application – General Overview</b> .....	<b>18</b>
<b>8.3. Mobile Application – Operating Modes and Symbols</b> .....	<b>20</b>
<b>9. Troubleshooting</b> .....	<b>29</b>
<b>9.1 Device Troubleshooting</b> .....	<b>29</b>
<b>9.2 Mobile Phone connection troubleshooting</b> .....	<b>32</b>



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## 1. Technical data

Type:	Rated power:	Flange:	Voltage:
GR Smart 1.5kW	1 x 1500W	5/4" or 6/4"	230V / 50Hz
GR Smart 2,0kW	1 x 2000W	5/4" or 6/4"	230V / 50Hz
GR Smart 3,0kW	1 x 3000W	5/4" or 6/4"	230V / 50Hz

## 2. Intended purpose

The heaters are designed to heat water in boilers and water tanks.  
The heaters are designed to operate at 230V.

## 3. Installation in a boiler

The heater should be installed by appropriately qualified person, while observing the safety rules to avoid electric shock.

The minimum space of 20cm x 20cm x 20cm should be ensured outside the tank for the installation of the heater. Once the heater has been screwed in, clearance of min. 10cm between the controller and the surrounding elements should be provided.

Installation procedure:

1. Drain the boiler.
2. Remove the existing heater or plug in the hole where the heater will be installed.
3. Screw the heater in as far as it goes with a spanner.
4. Fill the tank with water.
5. Check the system for leaks. Tighten the heater, if necessary.
6. Connect the heater to 230V mains.

## 4. Principles of operation

The following rules must be observed when using the heater:

- the heater must be completely submerged in water during operation
- the heater is not designed to operate outside water
- any assembly/disassembly works must be carried out after the heater has been disconnected from the power supply
- the heater must not be repaired by unauthorised personnel
- the heater must not be installed in systems with the operating temperature higher than 80°C
- before cleaning the casing it is necessary to disconnect the heater from electrical outlet. The casing may be cleaned with a damp cloth, with delicate cleaning agents added, if necessary. The heater casing should be protected against flooding.
- the power cord is connected with the Y-type method. If the non-removable power cord becomes damaged, it should be replaced by the manufacturer, a service technician or an appropriately qualified person for safety reasons.
- it is prohibited to open the heater housing. The unit contains no serviceable parts. In case of the need for repair, the product should be sent to the manufacturer.



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## 5. Safety

This device may be operated by children of at least 8 years of age and by persons with reduced physical and mental capabilities, as well as persons who are not experienced or familiar with the equipment, provided they do it under supervision or after receiving appropriate training in the use of the equipment in a safe manner. The device should not be used as a toy by children. Children should not clean or carry out maintenance tasks of the equipment without supervision.

## 6. Functions

The GR Smart heater can be controlled with the buttons on the casing or with a mobile phone via the "Hottech GR Smart" app (available for Android/iOS, in Google Play or App Store).

The heater has 6 operating modes: Manual, Eco, Smart, Timer, Out of Home and Turbo. If a thermostat malfunction is detected, the heater automatically switches to one of the additional modes: Limited or Emergency mode.

For safety purposes, the heater has a built-in Anti-Freeze and Anti-Legionella function (to prevent bacterial growth in the tank), as well as error detection and signalling functions.

## 7. Heater control panel

When the heater is connected to the power supply for the first time, it automatically switches on to the manual mode. The heater can operate independently or connected to the "Hottech GR Smart" mobile app. In order to ensure the full range of functionalities of the heater, it is necessary to pair it with the app and use the app to control the heater.

### 7.1. Display module - description

Description of buttons and elements

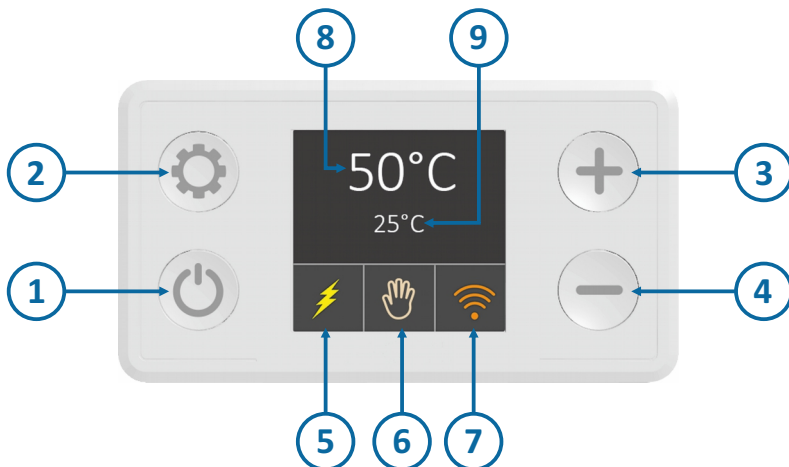







Figure 1 – Display module







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- 1 On/Off
  - 2 Switch modes
  - 3 Increase temperature in Manual mode
  - 4 Decrease temperature in Manual mode
  - 5 Heating in progress (yellow indicator)
  - 6 Current mode indicator
  - 7 Wi-Fi connection and network status
-  white Wi-Fi icon – no connection
  -  blue Wi-Fi icon – direct Wi-Fi connection
  -  orange Wi-Fi icon – connected to the Wi-Fi router
  -  yellow world icon – has internet access
  -  green world icon – has remote connection
- 8 Current set point
  - 9 Measured temperature

Some of the functions are time-dependent. Time is set automatically via Internet or via mobile application.

Holding the  button for longer than 3 seconds turns off the smart water heater, but this activity will not disconnect its power supply. Two modes working in the background will stay active.

## 7.2. Display module - operating modes and symbols

Smart water heater has 6 user-selectable operating modes and two modes in case of the detected system errors. Press the  button to switch between the modes. All operating modes and functionalities are listed and explained in this user manual.



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### Manual mode

This mode allows setting the setpoint in 5°C increments. Pressing **+** increases the setpoint and pressing **-** decreases the setpoint by 5°C. The range is between 15°C and 75° (Figure 2).



Figure 2 – Manual Mode



### ECO mode

In Eco mode, the water temperature is kept at 55°C (Figure 3). This temperature level enables optimal long-term water heater operation, in terms of energy savings, lower heat losses, hot water availability and heating element durability.

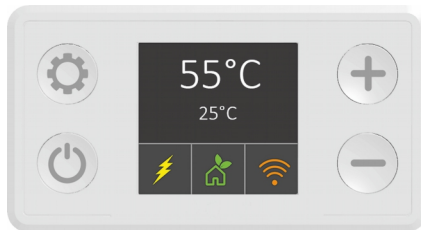





Figure 3 – ECO Mode




### Smart mode

In order to use the Smart mode, you must connect your mobile device with the GR smart water heater. There are two phases (In line and according to the EU Regulation 812/2013 and 814/2013, implementing Directives 2009/125/EC and 2010/30/EU):

1.  **Recording phase**
2.  **Smart phase**

During the first phase, which lasts 7 days, the software monitors your water consumption. This information is recorded and subsequently processed. Start recording by selecting the Smart mode.  indicates the recording phase. During this phase, the minimum temperature is maintained automatically at 60°C (Figure 4). When recording is finished, the second phase and replication of your hot water consumption habits will start automatically.

The second phase starts the following week (after 7 recording days) and all data obtained in the first phase is being applied and replicated.  indicates the Smart activated phase is on (Figure 4).



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Recorded data in the first week will be replicated until the Smart mode is reset. Reset and a new recording are recommended when hot water usage is changed. Holding the **+** for 3 seconds while in smart mode, resets the saved data. To reset and start the new recording, select the **-** button, while being in Smart mode (Figure 4). The new recording phase will start automatically.

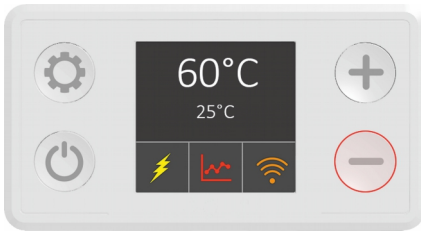


Figure 4 – Recording Phase

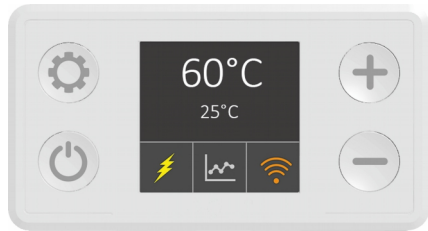


Figure 5 – Smart Activated Phase

Activating other modes during the recording phase interrupts the process. Once interrupted, the process starts over when smart is activated.

Recorded data is stored in the water heater’s internal memory. Even longer electrical network failure cannot make any damage to the stored data.

**NOTE:** If a power supply failure occurs during the recording phase, the data becomes invalid and Smart mode reset is needed.

**In order to use the Smart mode, you must connect your mobile device with the smart water heater.** If the device is not connected, the notification N01 will appear

Notifications N02 an N03 appear if you interrupt the recording process

Notifications:

N01 - The device is not connected to the Internet and time synchronization can't be performed

N02 – Recording interrupted by turning the device off

N03 – Recording interrupted by switching the mode

For more details about Smart mode, please read the section 8.3, page 22 of this user manual.



## Timer mode

Timer mode (Figure 6), allows scheduling the setpoint according to user’s needs. Water temperature can be set hourly, daily and weekly and saved as a personalized plan. The scheduling is done via a mobile application. Please read the 8.3, page 24 section of this user manual for more explanation about mobile application and Timer mode usage. In order to use the Timer mode, you need to connect your mobile device with the smart water heater. If the device is not connected, the N01 note will appear (N01- the device is not connected to the Internet and time synchronization can't be performed)



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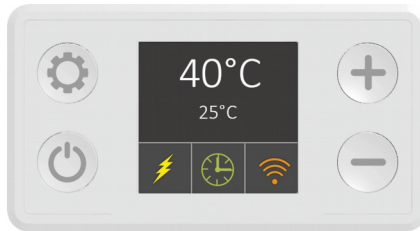


Figure 6 – Timer mode



### Travel mode

Travel mode is recommended when you are not planning to use the heater for a longer period of time (i.e. when traveling to vacation). In this mode, water temperature is automatically set to 10°C in order to prevent potential freezing and unnecessary energy consumption while users are being absent (Figure 7).

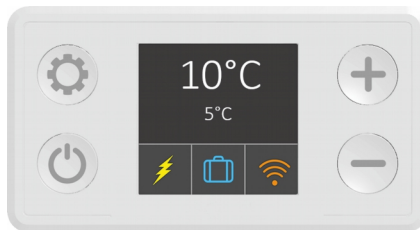


Figure 7 – Travel mode



### Boost mode

Boost mode is intended for instant water heating to the set temperature and maintaining the temperature in predefined time frame (for example 60°C for 30 min). Boost mode is activated by holding the + button for longer than 3 seconds, regardless of the current operating (Figure 8). When the set time expires, device goes back to the previous mode. You can exit the boost mode earlier by changing the operating mode using the gear button.

**NOTE:** If you enter the Boost mode from Smart mode, the recording process will be interrupted and you will lose all recorded data. In that case, the recording phase should be started from the beginning.



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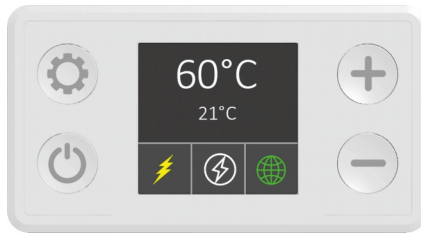


Figure 8 – Boost mode

#### Anti-Legionella function

A function operating in the background. For safety reasons, advanced software is constantly monitoring the water temperature. If the heater does not reach 60°C for 15 days in a row, the Anti-Legionella cycle is being launched automatically and the water is heated to 60°C for 30 minutes. This treatment will remove all potentially harmful bacteria from the water. When the Anti-legionela function is on, the indication icon turns on (Figure 9). The application will also show the indicating icon.



Figure 9 – Anti-Legionella mode

#### Freeze protection function

A function operating in the background. The smart thermostat prevents water temperature to drop below 10°C. If the heater is turned off on the Display Module, the water temperature is constantly kept at 10°C, in order to prevent harmful freezing in winter periods.

**IMPORTANT NOTICE:** The heater must not be exposed to temperatures below +2°C



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### 7.3. Possible errors

**Error/Warning Mode** detects the hardware errors and notifies the user. There are two modes:

#### Limited

- There is an active warning
- Set point is 40°C
- Yellow triangle icon instead of the mode icon
- Only warnings are shown
- Measured temperature shows N/A

#### Critical

- There is an active error
- The heating element is turned off.
- Red circle icon instead of the mode icon
- Only errors are shown
- Measured temperature shows N/A

The list of warnings and errors and required actions are in the Troubleshooting part of this Manual (section 3)



Figure 9 – Error



Figure 10 – Warning



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## 8. Mobile Application

Smart water heater has a wireless communication module which enables its remote control via Android and iOS mobile devices.

To download the Hottech GR Smart application, please visit the Google Play store for Android and Apple iTunes App Store for iOS devices and search for Hottech GR Smart, or follow the link below (for Android):

<https://play.google.com/store/apps/details?id=hottech.est>


### 8.1. Mobile Application

When you download and install the application from Google Play Store or Apple Store, the shortcut



icon will appear on your screen.

1) Connect to HOTTECH\_HEXID\*\*\*\* (\* is ID No of heater WiFi module) wi-fi network with your phone. When connected, the Wi-Fi connection indicator on the LCD

display will turn blue . On Android, you might need to allow the wifi that has no internet. On iPhone, you need to wait 30-60 seconds for the connection to be established.

2) Open the Hottech GR Smart application

3) The initial screen will show the list of available water heaters (Figure 12)

4) Select the water heater from the list. Press  button in the upper left corner to refresh the page if necessary.

5) The main screen will appear (Figure 13)

6) Select the  button in the upper right corner and choose "Settings"

7) In the Settings screen:

a) In "Network" section, insert your Wi-Fi name and password (Figure 14– Settings menu, Figure 15– Settings Details, Figure 17– Network Name, Figure 18– Network Password)

b) Set name of the device in the "Device Name" field (this is optional, not related to the connection process) (Figure 15– Settings Details)

c) New or updated device has a default PIN code 123456789. It has to be between 6 and 16 characters, and has to be alpha-numeric (letters and numbers). When a user opens a device from the Device list, the app asks for PIN. The device control is enabled once the correct PIN is entered. If the PIN is not correct, a warning for wrong PIN appears and the app returns to the Device list screen. PIN code can be changed in Settings menu but only in local network. In remote mode it is only possible to check the validity of the PIN (Figure 16 – PIN code)


d) Press the  button in the upper right corner to save the setup



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The smart water heater is connected to the Wi-Fi and will keep connecting automatically. You need to repeat the setup procedure only if you change your home network's name and/or password. One water heater can be controlled via multiple mobile devices and vice versa, one mobile device can control multiple water heaters, but not at the same time.

Hottech GR Smart application uses the default device language if available or defaults to English.

Figure 12 – Device list, shows the initial screen with the list of available heaters. Pressing the  button discovers new devices on the network. Current and setpoint temperatures are displayed in the initial screen beside the water heater's name and selected operating mode.

**NOTE:** IMPORTANT NOTICE: Please make sure your router is in close range from the water heater. If your router is far away (on the different house floor/store, many walls in between, etc.) you will have a poor and unstable connection between your mobile device and water heater or even no connection at all.

**NOTE:** Please make sure that your saved home Wi-Fi network has an internet connection. You will not be able to remotely control the water heater if your selected Wi-Fi network has no internet connection.





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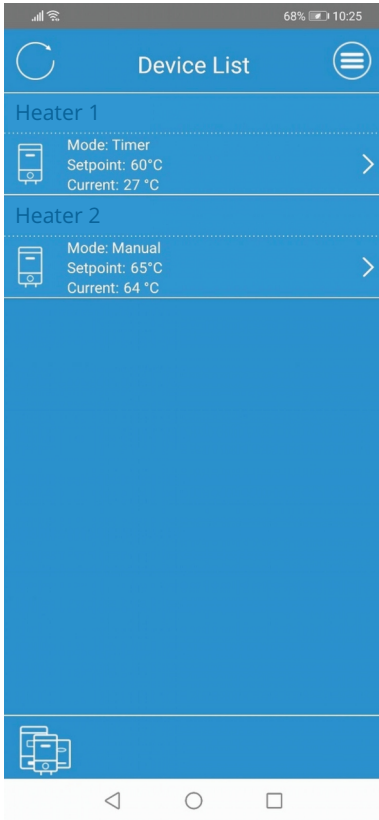


Figure 12 – Device list

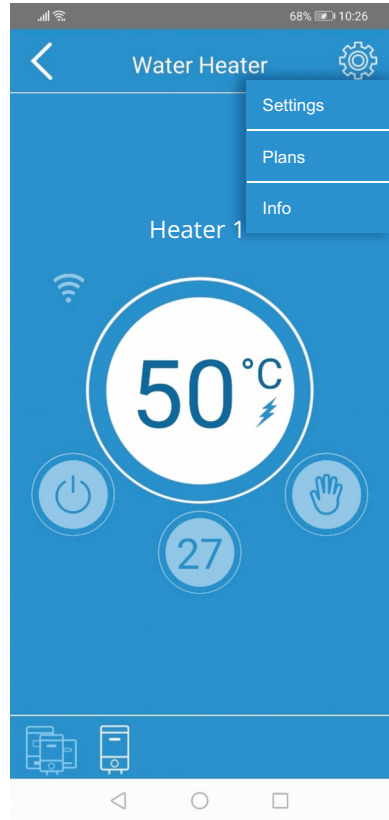


Figure 13 – The main screen



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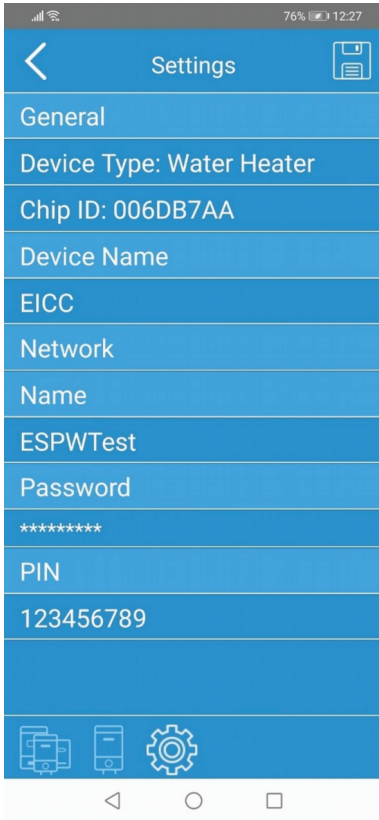


Figure 14 – Settings menu

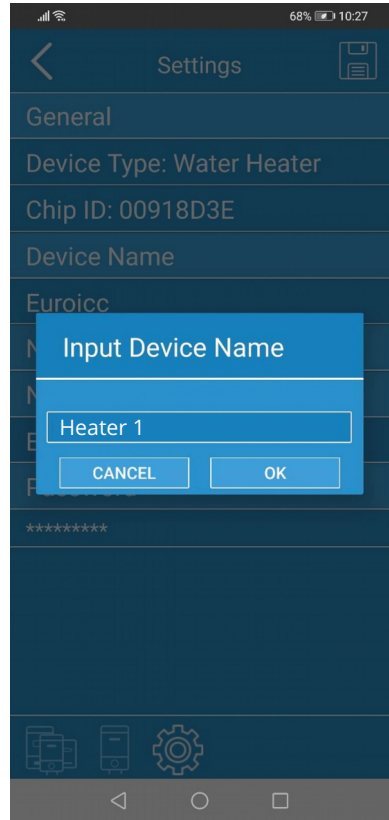


Figure 15 – Settings Details



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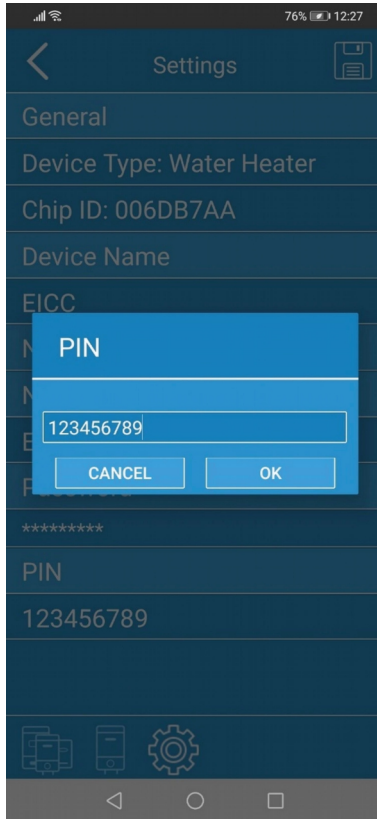


Figure 16 – PIN code



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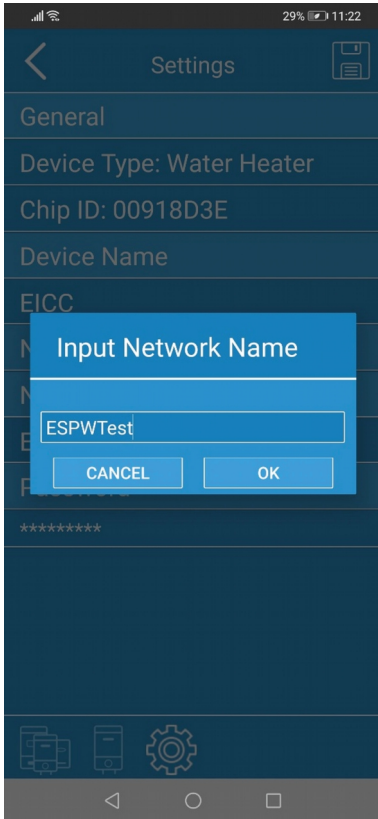


Figure 17 – Network Name

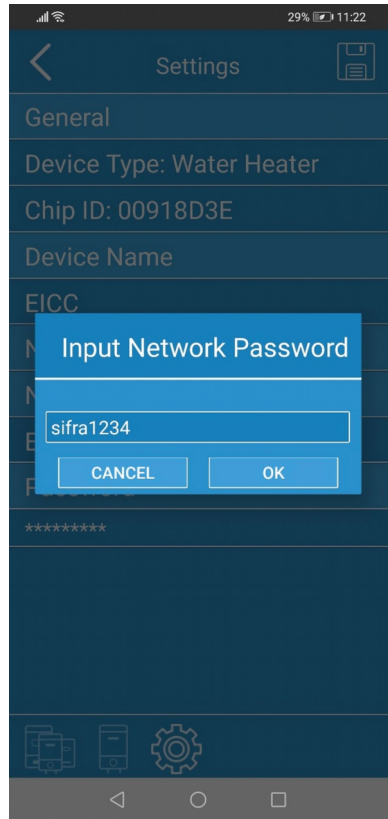


Figure 18 – Network Password



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Opening device control can prompt a firmware update. Latest firmware version is needed for controlling the device but it is not needed for setup process (Figure 19).

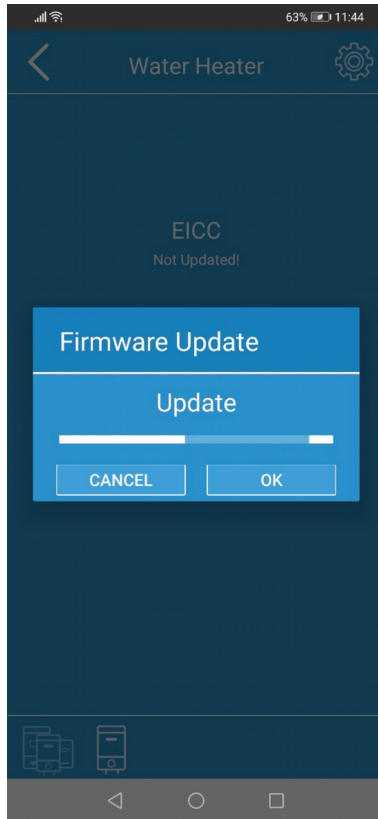


Figure 19 – Firmware update

Select "OK" and a firmware update will reboot your water heater and mobile app. This will ensure you are provided with the latest product version. In the initial setup, the firmware update is mandatory. If you select "Cancel", you will not be able to control the water heater with mobile devices which will affect the overall product functionality.

Periodically, your mobile application will be updated.

Auto-update of the app is strongly recommended as it bring new firmware updates that enhance the water heater's operation.

**NOTE:** Updates are unavailable when using internet connection and remote control. Please use this functionality when connected to your home Wi-Fi network.



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## 8.2 Mobile Application – General Overview

Please read the initial setup section (Section 8.1. ) for the mobile app installation details. Selecting the water heater in the device list opens the device control menu (Figure 20) is showing the main screen.

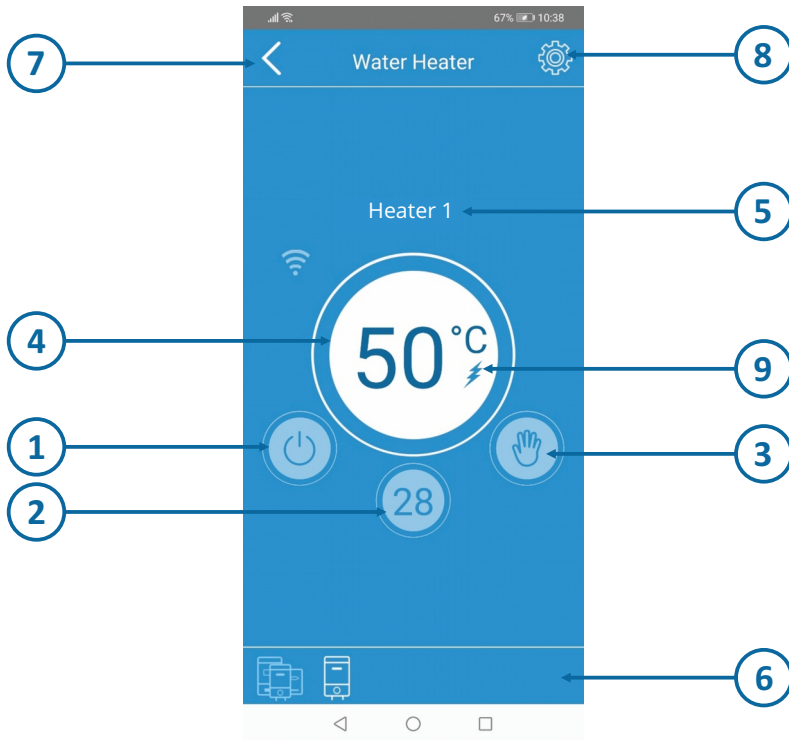



Figure 20 - Main Screen

- |   |                             |
|---|-----------------------------|
| 1 On/Off button   | 5 Smart water heater's name |
| 2 Measured temperature  | 6 Navigation ribbon         |
| 3 Operating mode button and indication  | 7 "Go back" button          |
| 4 Button for setting/indicating set water temperature (depending on the mode) | 8 "Settings Menu" button    |
|   | 9 Heater state              |



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When you turn off the water heater by pressing  button, the "Off" message will appear in the button for setting/indicating set water temperature (Figure 21). You can always check the current water temperature since this information is provided even if you turned off the heater.

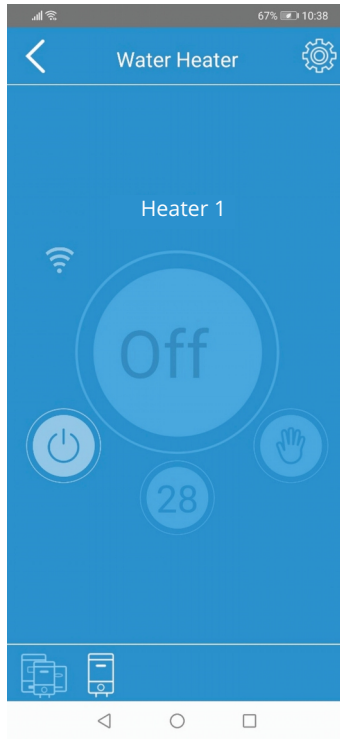




Figure 21 – "Off" Screen

**NOTE:** By pressing  button, you will turn off your smart water heater, but this activity will not disconnect its power supply.

Navigation ribbon enables you to quickly navigate through the application. It shows your current location in the application and can be used for navigation by selecting the shortcut icons.

When you select the "Settings Menu" button  , a dropdown menu will let you choose between Settings, Plans and Info sections. In the Smart mode, "Reset Smart" will be available. In "Info" section, you will find information about your water heater's ID number, application version, and your IP address. "Plans" section is meant for programming the water heater in the Timer mode, which is explained in 8.3, page 24 section of this user manual. "Settings" section has been already explained as a part of the initial setup (Section 8.1.).



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**NOTE:** "Settings Menu" is unavailable when using internet connection and remote control. Please use this section when connected to your home Wi-Fi network.

### 8.3. Mobile Application - Operating Modes and Symbols

Mode button opens a dialog for choosing modes (Figure 22). The dropdown menu will let you choose between Manual, Eco, Smart, Timer, Travel and Boost modes.

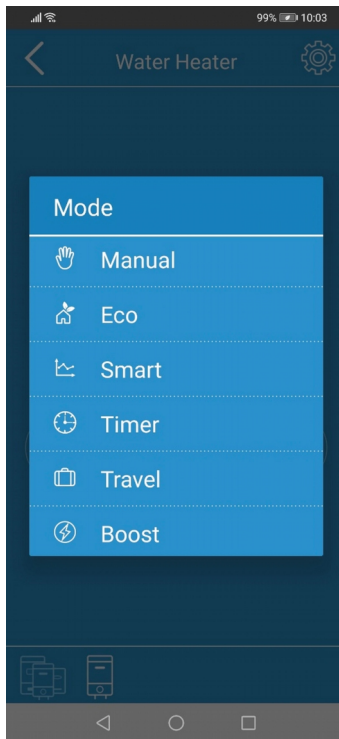


Figure 22 – Mode Selection






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### Manual mode

The icon  indicates you are in the Manual mode (Figure 23). Select the button for setting/indicating set water temperature and the dropdown menu will appear (Figure 24). Scroll up or down to choose the desired temperature.

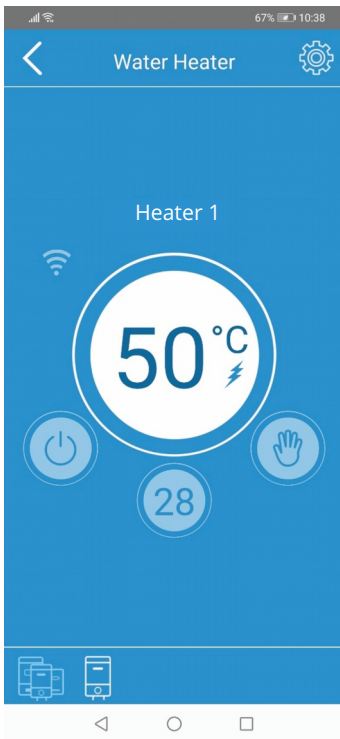


Figure 23 – Manual Mode

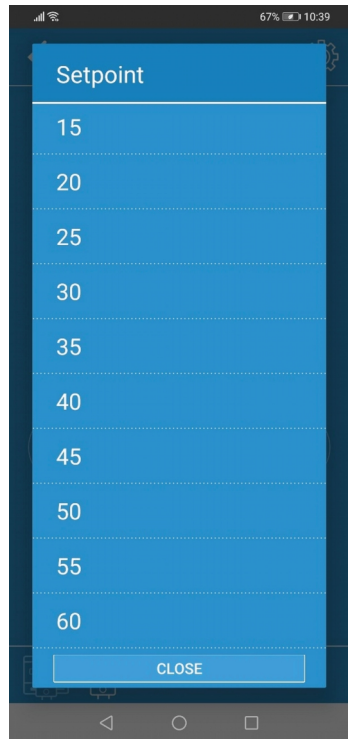



Figure 24 – Temperature Selection



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#### ECO mode

The icon  indicates you are in the Eco mode (Figure 25). In this mode, the temperature is automatically set and kept at 55°C, which is displayed in the button for setting/indicating set water temperature. Set point can't be changed.

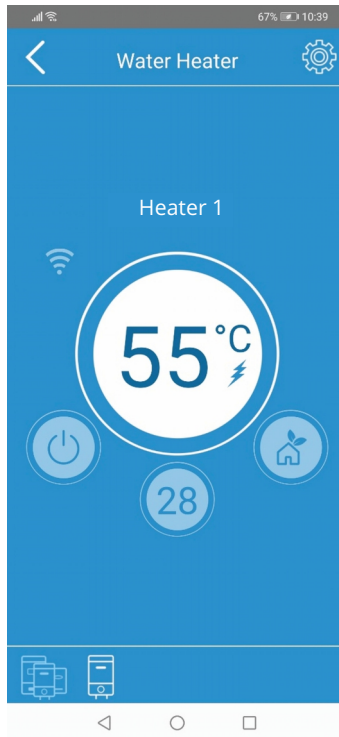



Figure 25 – ECO Mode



#### Smart mode

The icon  indicates you are in the Smart mode. Information about both phases of the Smart mode will appear below your smart water heater's name.

The recording phase countdowns necessary time and informs you with this message: "Remaining Record Time X days Y hours" (i.e. "Remaining Record Time 5 days 22 hours") (Figure 26).

"Remaining Record Time X hours Y min" (i.e. "Remaining Record Time 3 hours 45 min") will appear 24hrs ahead of the end of the recording process.



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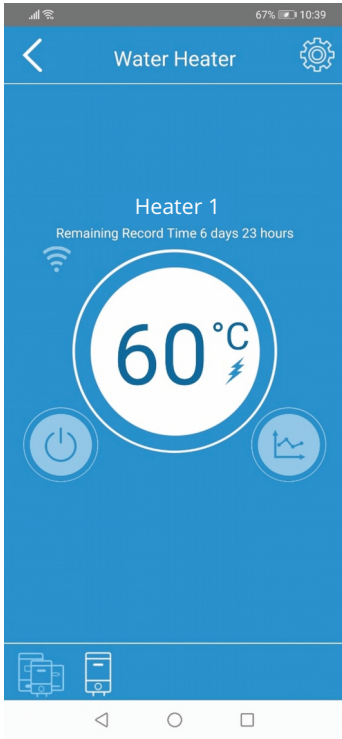


Figure 26 – Smart Recording Mode

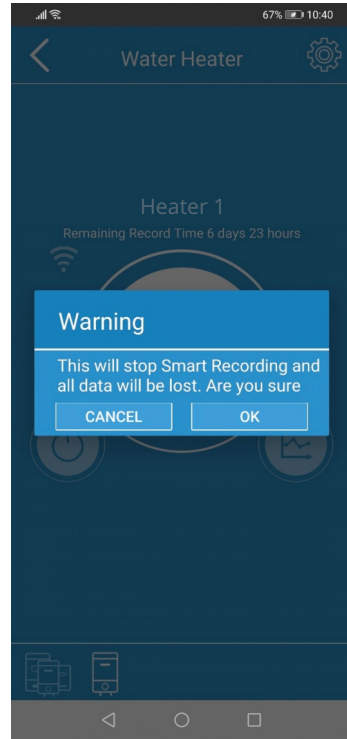



Figure 27 – Smart Recording interrupt

**NOTE:** Often switching from the Smart mode will affect the heater performance and reduce energy savings.

“Smart Activated” will automatically appear once the recording is finished. After this, you may switch to another operating mode. Switching back to the Smart mode automatically activates your previously recorded data.

Reset and a new recording are recommended when consumption of hot water is changed (i.e. a number of household members is changed). Select the Settings Menu button  and choose “Reset Smart” to reset and automatically start the new recording (Figure 28).

**NOTE:** “Settings Menu” is unavailable when using internet connection and remote control. This includes “Reset Smart” functionality. Please use this section when connected to your home Wi-Fi network.


**NOTE:** Remaining record time appear remotely only in the case that the mobile device was connected to the thermostat during the recording phase.



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### Timer mode

The icon  indicates you are in the Timer mode (Figure 29). In this mode, you can make your personalized weekly hot water consumption plans.

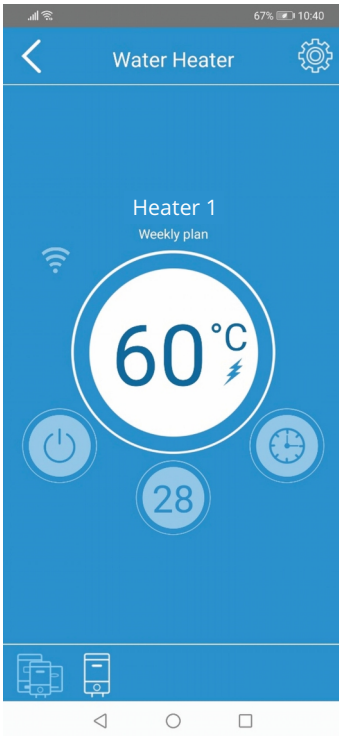


Figure 29 - TimerMode

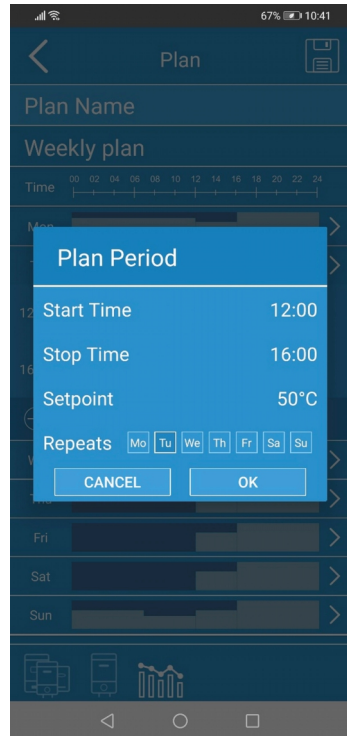


Figure 30 - Plan Point Adding

In order to do that, please follow these steps:

1. Go to setting menu, select Plans and choose the desired plan. To go directly to the active plan: select the button for setting/indicating set water temperature and the "Plan Period" dialog box will appear (Figure 30). You can enter desired water heating period ("From" and "To"), temperature ("Setpoint") and weekly repetition ("Repeating").
2. Select "From" to open the clock and enter a heating starting point. Select the desired hour in the first and minutes in the second clock (Figure 31 & Figure 32). In the "To" section repeat this process to select the time when to stop the heating. In "Setpoint" the dropdown menu will let you select the desired temperature during the heating period. In "Repeating" select the days where your heating plan should be copied and repeated during the week. Select "OK" to save. (i.e. 65°C from 10:00 am to 12:00 am on Saturdays and Sundays)



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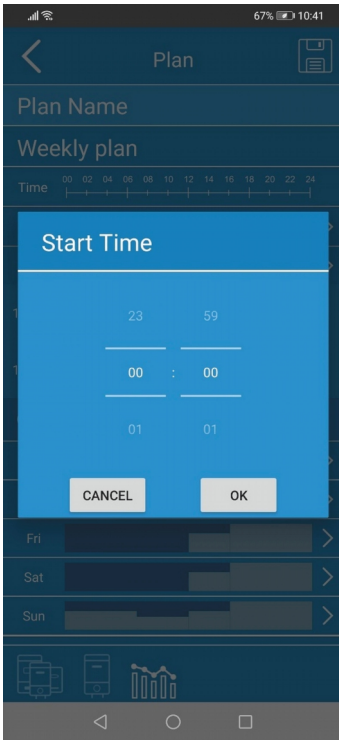


Figure 31 - Setting the start time

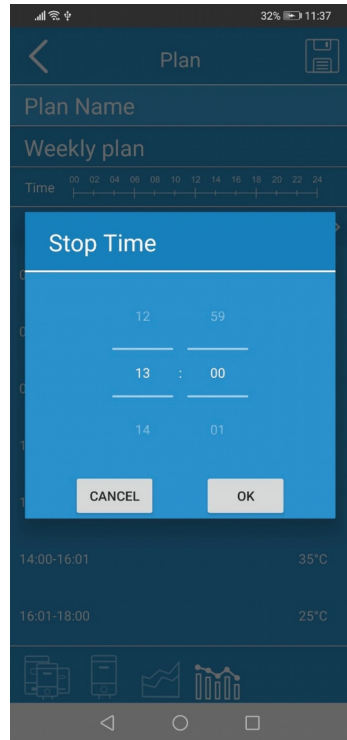


Figure 32 - Setting the stop time



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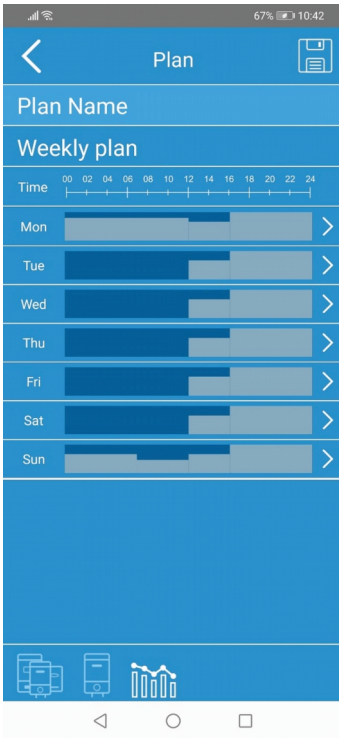


Figure 33 - Plan Screen

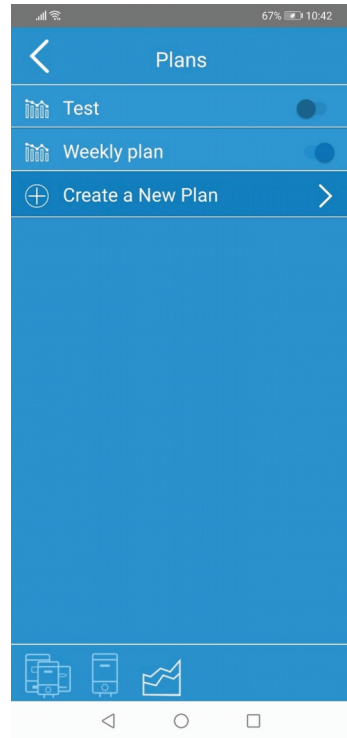



Figure 34 - Plans screen


3. "Plan" screen will appear with the overview of your selected "Plan Period" and hot water consumption plan data (Figure 33). In the "Plan Name" section you can name and rename all your personalized plans (i.e. "Weekend Plan"). The "Time" section is providing a 24h timeline for one day. Below, the days during the week and heating periods during every day are presented by the heating graphics. By pressing the heating graphics, you can see more details and edit your shower plan for each day(Figure 33). Select the  button in the upper right corner to save the plan.

4. "Plans" screen will appear (Figure 34). The factory default plan and all your future plans will be displayed here.

5. Select "Create a New Plan" to add new plans. Repeat the previously explained steps for every new plan you want to add. The active one will have the toggle button on the right-hand side switched on (Figure 34).



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To delete one of the plans, hold the field with the name of the plan you want to delete until it changes the colour and select  in the upper right corner (Figure 35). For iOS users, to delete the plan, go through the standard iOS procedure for deleting: slide from right to left on plan you wish to delete. The „delete“ option will appear on the right. Confirm to delete.

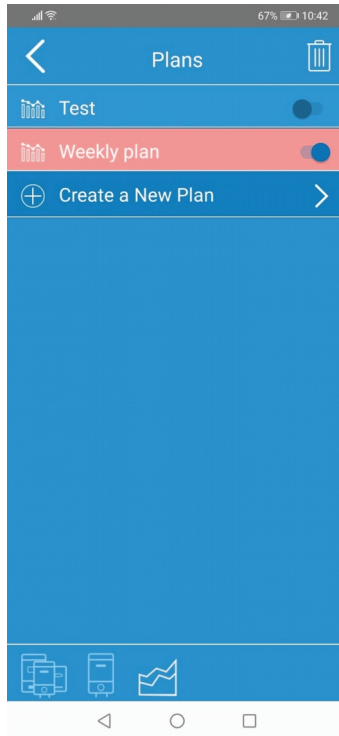


Figure 35 - Delete Plan

While the device is in Timer mode, the name of your activated plan will be displayed on the main screen, below your water heater's name (Figure 29).

The selected set temperature in your currently active plan will be displayed in the main screen of the Hottech GR Smart application on the button for setting/indicating set water temperature (Figure 29).

**NOTE:** In the periods where you didn't set any heating at all, the water temperature will be kept automatically at 10°C until your selected heating period with the set temperature is activated.



## HOTTECH



### Travel mode

To select the Travel mode, press the button for switching between the operating modes and select Travel from the dropdown menu. The icon  will be indicated. The water temperature is set automatically at 10°C (Figure 36) and the heater will turn on when the temperature drops below 10°C.

**NOTE:** Plans cannot be created, changed and/or deleted when using internet connection and remote control. Please make these changes when connected to your home Wi-Fi network.

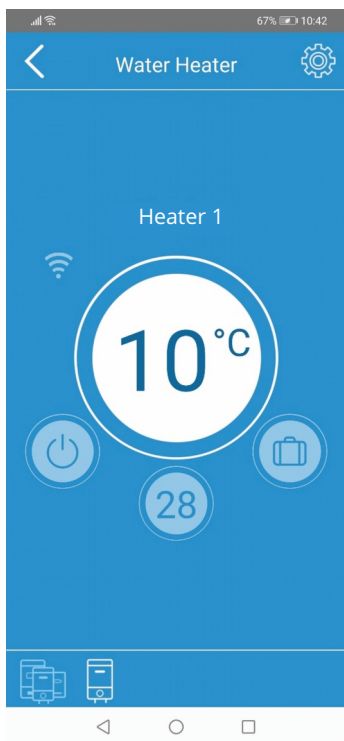


Figure 36 - Travel Mode

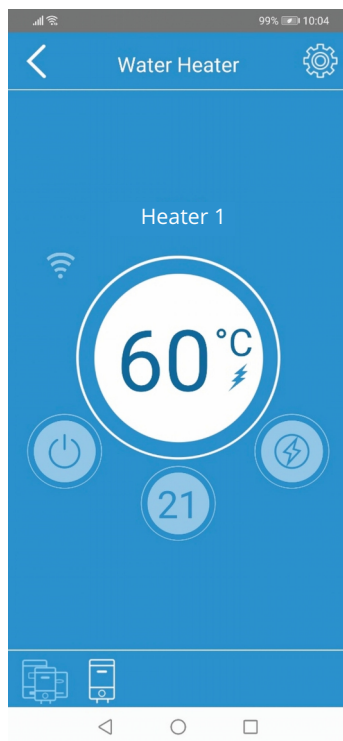


Figure 37 - Boost mode



### Boost mode

To select the Boost mode, press the button for switching between the operating modes and select „Boost“ from the dropdown menu. The icon will be indicated. The water temperature is set at 60°C for 30 minutes. When the set time expires, device goes back to the previous mode. (Figure 37). You can exit the boost mode earlier by changing the operating mode through the mode selection menu.





HOTTECH

## 9. Troubleshooting

### 9.1 Device Troubleshooting

Hottech GR Smart device has an error detection system. When the error is detected, depending on the type of the error, device goes into one of two safety modes: limited or critical. Eliminating the cause on the error and resetting the device returns the system into the regular working mode. Device may detect the following errors and irregularities:

W01 – Faulty upper temperature sensor

W02 – Faulty lower temperature sensor

W03 – Underheating

E01 – Faulty both temperature sensors

E02 – Overheating

E03 – Dry heating

E04/05 - Serial communication error

Non-critical errors are classified as warnings (W) and the device keeps working but in limited mode. Critical errors (E) turn the device off and disable its functioning. Detailed information on the state of the device may be seen in the mobile application (Figure 38 and Figure 39).



Figure 38 - Warning notification



Figure 39 – Error notification



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**List of Warnings/Errors, Potential cause and Action to be taken**

<b>W01 - FAULTY UPPER SENSOR</b>	
Upper temperature sensor is faulty	Switch the power supply off and then switch it back on. If the warning repeats, call the service to replace the thermostat
<b>W02 - FAULTY LOWER SENSOR</b>	
Lower temperature sensor is faulty	Switch the power supply off and then switch it back on. If the warning repeats, call the service to replace the thermostat
<b>W03 - UNDERHEATING</b>	
Open tap	Check if all the taps using hot water are closed
Heater burnt out	Call the service to check the heater and replace it if needed
Faulty thermostat relay	If the problem persists after execution of above steps, thermostat needs to be replaced
<b>E01 - FAULTY SENSORS</b>	
Both temperature sensors are not working properly	Switch the power supply off and then switch it back on. If the warning repeats, call the service to replace the thermostat
<b>E02 - OVERHEATING</b>	
Faulty thermostat relay	Call the service to check the thermostat and replace it if needed
Limescale on heater	Accumulated limescale on heater may cause the local overheating. Call the service to clean the limescale
<b>E03 - DRY HEATING</b>	
The water tank is empty	Switch off the power supply. Fill in the tank with water (check if the water is running through the hot water tap). Switch the power supply back on.
Limescale on heater	If the tank is not empty and this error is showing, it may be the accumulated limescale on the heater. Call the service to clean the limescale.
<b>E04 - SERIAL COMMUNICATION ERROR</b>	
Device is not properly connected	Have the service check if the cable between the thermostat and display module is properly connected. If the error repeats, replace the thermostat
<b>E05 - SERIAL COMMUNICATION ERROR</b>	
Device is not properly connected	Have the service check if the cable between the thermostat and display module is properly connected. If the error repeats, replace the thermostat
<b>NO DISPLAY ALTHOUGH THE DEVICE IS CONNECTED TO THE POWER LINE</b>	
OFF button was pressed	Try turning the device on via display module or mobile application
The fuse popped out on the main switch board	Check the main switch board
Overheating safety mechanism has performed its function	Call the service to check the safety mechanism and reset it if necessary
Thermostat is faulty	Call the service to replace the thermostat



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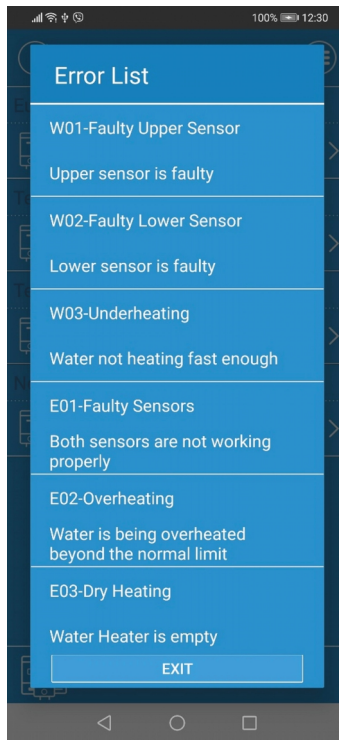



Figure 40 – List of errors

### Factory reset

For returning to factory settings, keep the  and  button pressed together for 3 seconds. Factory reset will erase all configurations and settings, including PIN code.



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## 9.2 Mobile Phone connection troubleshooting

List of connection issues, Potential cause and Action to be taken

WHITE WI-FI - Hottech GR Smart is not connected	
Device is out of Wi-Fi router range	Check if the device is in Wi-Fi router range
Wrong network parameters (username or password)	Check username and password
ORANGE WI-FI – Connected to the router but no internet	
Wi-Fi router has no internet access	Check the internet access
Wi-Fi router prevents the device to access internet	Check the router settings
YELLOW GLOBE – Hottech GR Smart device doesn't have remote access	
Wi-Fi router, internet provider or remote server do not allow the device to connect to the remote server	Contact customer service

When the connection between your mobile device and the water heater is lost, you will see the "Connection Lost" screen (Figure 41). Please check if your mobile device has been disconnected from the internet or lost its Wi-Fi connection.



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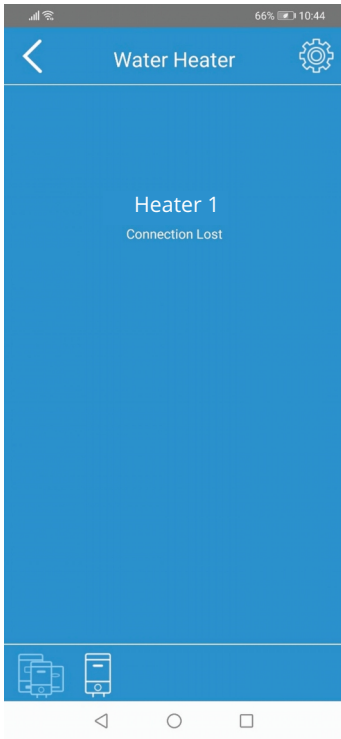


Figure 41 - Connection Lost

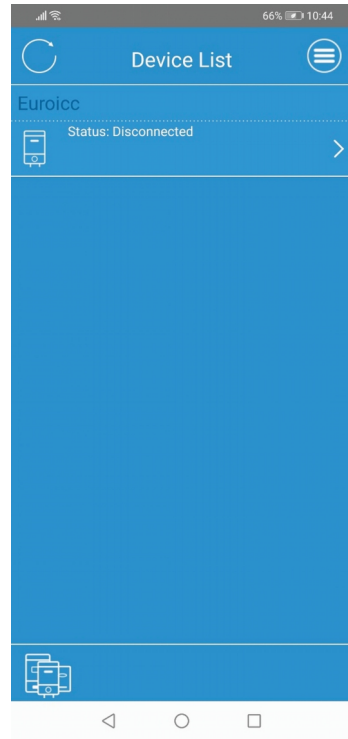


Figure 42 - Offline status

**To re-establish the connection:**

1. Select < button in the upper left corner (Figure 41)
2. The Device List screen will appear. All disconnected devices have "Offline" message as their current status. Press ↻ button in the upper left corner to refresh the page (Figure 42). (this will only speed up the refreshing process, the page will be automatically refreshed in 1 minute)
3. Your smart water heater will appear in the list with updated status
4. To continue, select your water heater by clicking on its name

If none of the above helped to re-establish the connection, please contact the support.

**NOTE:** Please make sure that your saved home Wi-Fi network has an internet connection. Also, please check if your router is working properly and its distance from the water heater.



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## Warranty

The warranty period for the product is 24 months from the date of purchase. Any product defects detected within this period will be removed free of charge by the manufacturer or the product will be replaced with a new one of the same parameters.

When making a warranty claim, the proof of purchase is required. The claim is processed within 14 days from the date of delivering the faulty product to the manufacturer.

Before deassembly the heater from a tank, please check the Troubleshooting section (9.0, page 29). If it doesn't help please contact the manufacturer's service (email: [serwis@hottech.pl](mailto:serwis@hottech.pl)).

The warranty excludes:

- use of the product not in accordance with this manual (for example in case the heating element is burnt due to the lack or insufficient amount of water for the heater to operate),
- any mechanical damage caused during assembly, disassembly or use,
- consequences of unauthorised interference with the heater beyond normal assembly operations,
- damage resulting from operation within a device or medium other than that for which the heater was designed,
- damage caused by contamination of the heating element with limescale or removal of limescale with chemicals not intended for this purpose.

Damage to the seal on the heater casing shall result in the loss of warranty rights.

The manufacturer does not offer assembly and disassembly of the heater. The heater must be delivered to the point of sale by the user.

MANUFACTURER:

HOTTECH

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33-240 Żabno, Poland

[www.hottech.pl](http://www.hottech.pl)



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**NOTE:**

WE RESERVE THE RIGHT TO MAKE CHANGES THAT DO NOT IMPAIR THE FUNCTIONALITY OF THE DEVICE.

Please always make sure you are using the latest and up-to-date EST Android or iOS application version.

We reserve the possibility to change and add new functions in the products with the built-in wireless communication module, as well as to change the instructions in accordance with the new versions of the software. For up-to-date instructions, please visit our website or contact the support.

Purchasers should obtain the latest relevant information on EUROICC products before placing orders. EUROICC products are sold pursuant to EUROICC's terms and conditions of sale in place at the time of order acknowledgement.

Purchasers are solely responsible for the choice, selection, and use of EUROICC products and EUROICC assumes no liability for application assistance or the design of Purchasers' products.

No license, express or implied, to any intellectual property right is granted by EUROICC herein.

Resale of EUROICC products with provisions different from the information set forth herein shall void any warranty granted by EUROICC for such product.

Information in this document supersedes and replaces information previously supplied in any prior versions of this document.

User manual version: 2.2



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