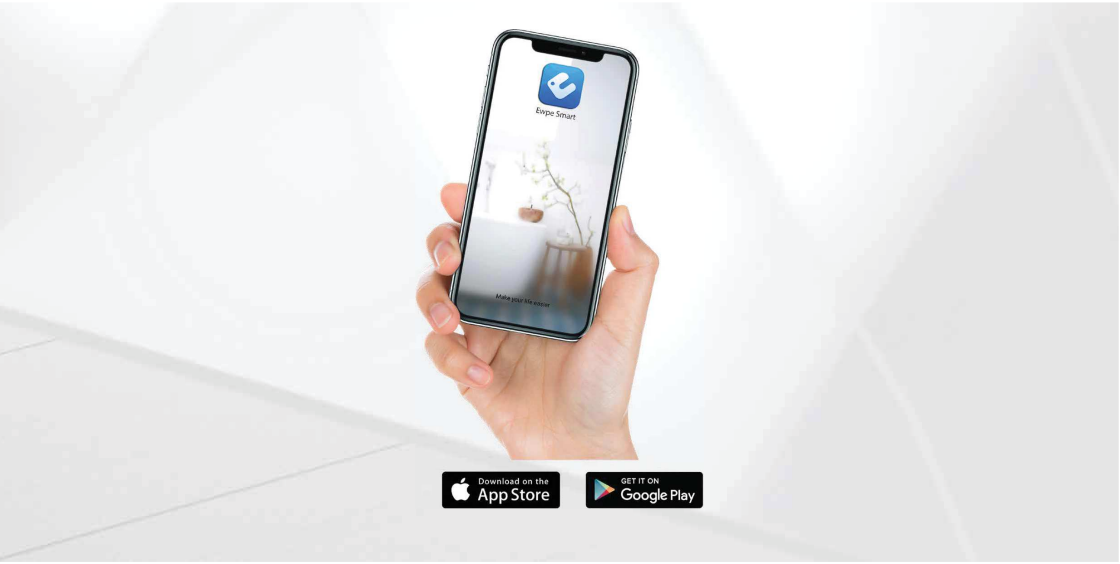
EN

23/11 - 5140561_02
Translation of Original instructions

EWPE SMART

User manual



APPLICATION FOR THE REMOTE CONTROL OF DEVICES

AERMEC

www.aermec.com

Dear customer,Thank you for choosing an Aermec product. It is the fruit of many years of experience and special design studies and has been made of the highest grade materials and with cutting edge technology.In addition, all our products bear the CE mark indicating that they meet the requirements of the European Machine Directive regarding safety. The quality level is being constantly monitored, so Aermec products are synonymous with Safety, Quality and Reliability.The data may undergo modifications considered necessary for the improvement of the product, at any time and without the obligation for any notice thereof.
Thank you again.
Aermec S.p.A.

COMPANY CERTIFICATIONS

SAFETY CERTIFICATIONS

CONTENT CLASSIFICATION

This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled disposal of Waste Electrical and Electronic Equipment (WEEE), please return the device using appropriate collection systems, or contact the retailer where the product was purchased. Please contact your local authority for further details. Illegal dumping of the product by the user entails the application of administrative sanctions provided by law.

All specifications are subject to change without prior notice. Although every effort has been made to ensure accuracy, Aermec shall not be held liable for any errors or omissions.

USER NOTICE

— This software is universal.

— By pressing a key for a function that is not available, the unit will not change the operating status.

Please read the manual carefully before using and installing this product.

TABLE OF CONTENTS

1. User Notice ..... p. 3
2. Product presentation ..... p. 5
   - General information ..... p. 5
3. Downloading and installing the "EWPE SMART" App via a smartphone or tablet ..... p. 6
   - Method 1 ..... p. 6
   - Method 2 ..... p. 6
   - Updating the App ..... p. 6
4. Starting the "EWPE SMART" App and account registration ..... p. 7
   - Starting the App ..... p. 7
   - Account registration ..... p. 7
   - Accessing your account ..... p. 8
   - Multiple connection possibilities ..... p. 8
5. Navigating the App ..... p. 9
   - Home screen menu ..... p. 9
6. Adding a Split unit ..... p. 10
   - Automatic pairing procedure ..... p. 10
   - Manual pairing procedure ..... p. 14
   - Customising the Split unit ..... p. 18
   - Split unit functions ..... p. 18
7. Adding a "LIGHT COMMERCIAL (LCAC)" unit ..... p. 25
8. Adding a heat pump ..... p. 26
   - Pairing procedure ..... p. 26
   - Ccustomising the heat pump ..... p. 30
   - Heat pump functions ..... p. 30
9. Unit errors ..... p. 34
   - "ERROR" error ..... p. 34
   - "CONTROL NOT-IN-LINE" error ..... p. 34
10. Home management ..... p. 35
11. App options ..... p. 37
    - Message ..... p. 37
    - Help ..... p. 37
    - Feedback ..... p. 37
    - Settings ..... p. 38

1 PRODUCT PRESENTATION

Using the special app for iOS and Android devices (available free on Apple Store and Google Play), you can control the entire system from a distance, directly from your smartphone or tablet.

ATTENTION:

— The application can only be used if the indoor unit has a WiFi device. Otherwise, the WiFi antenna must be purchased as an accessory.
— Make sure that the WiFi router transmits at a frequency of 2.4GHz, since 5Ghz WiFi is not supported.

Make sure that the device (smartphone or tablet) that is used have a standard Android (version 4.4 or later) and iOS (iOS 7.O or later) version as the operating system. Refer to the App for more details.

GENERAL INFORMATION

— The units can be connected and controlled only via WiFi or the Hotspot function.
— The application interface is universal for all products and many functions may not apply to all units. It can vary depending on the operating system used or the current update. Refer to the current version.
— The application is subject to updates, so the screens in the manual may differ from your version.

2 DOWNLOADING AND INSTALLING THE "EWPE SMART" APP VIA A SMARTPHONE OR TABLET

METHOD 1

In order to scan the QR Code, you will need an application (designed by a third party) that can read it.
Activate the application of the QR reader, and focus the camera on the code.

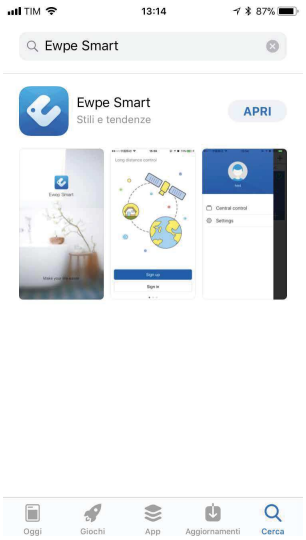
METHOD 2

1. Access the Store from your device:

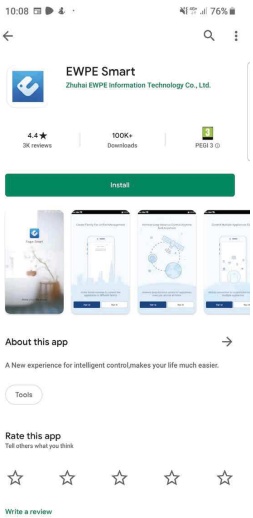
— **App Store**: for Apple devices.

— **Google Play**: for Android devices.

2. To perform the search, key in: "Ewpe Smart".
3. Scroll through the various apps that appear until you find the following icon .
4. Install the App.



Example of the screen on an iOS device



Example of the screen on an Android device

UPDATING THE APP

Depending on the settings of your Store, the update may be automatic or manual. If the update needs to be performed manually, check regularly to see if there are new versions.

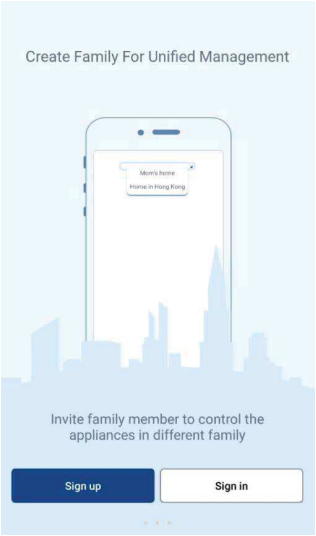
3 STARTING THE "EWPE SMART" APP AND ACCOUNT REGISTRATION

STARTING THE APP

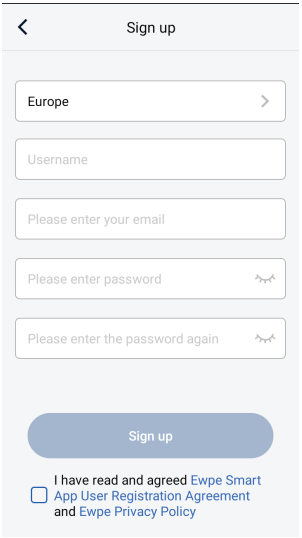
Search for the "EWPE SMART" icon on your device and start it.

ACCOUNT REGISTRATION

1. After starting the App, the following screen appears:



2. Register to access the account creation screen.



3. Once all the fields have been completed, confirm and continue.

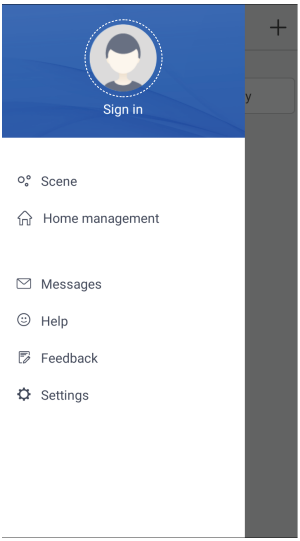
WRITE YOUR ACCOUNT DATA HERE

Username: _____
E-mail: _____
Password: _____

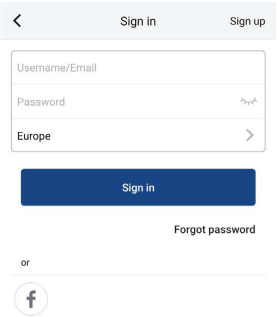
ACCESSING YOUR ACCOUNT

If you already have an account, it can be accessed from the home page.

WARNING: The screen in point 1 appears only the first time the App is started after installing it on your device.



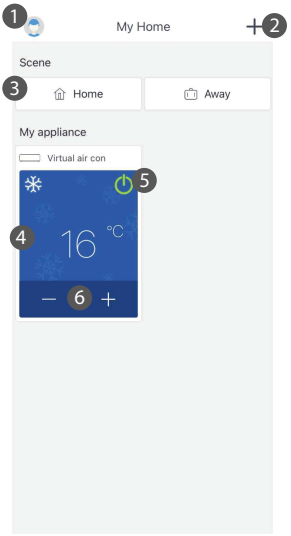
If the home screen is open, press the profile icon to the top left to exit and enter your own credentials.



MULTIPLE CONNECTION POSSIBILITIES

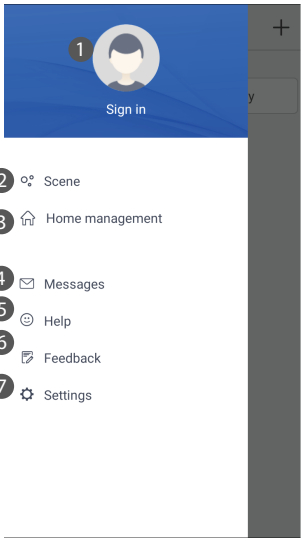
Thanks to this application, you can control various types of machines when not at home, customising operation based on your needs.

4 NAVIGATING THE APP



1 Home screen menu / Profile
2 Adding a unit
3 “Scene" section
4 Unit
5 Switching the unit on/off
6 Temperature adjustment

HOME SCREEN MENU



1 Profile settings
2 “Scene" settings
3 Home management
4 Messages
5 In-App guide/help
6 Indications
7 App settings

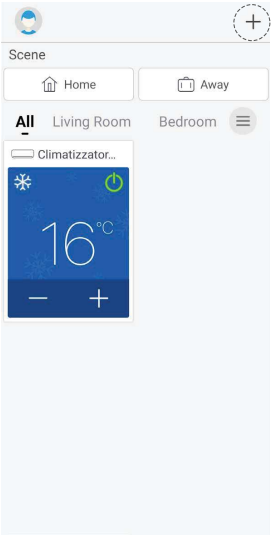
5 ADDING A SPLIT UNIT

AUTOMATIC PAIRING PROCEDURE

WARNING: Before starting the app, deactivate your device's data connection from the settings menu.

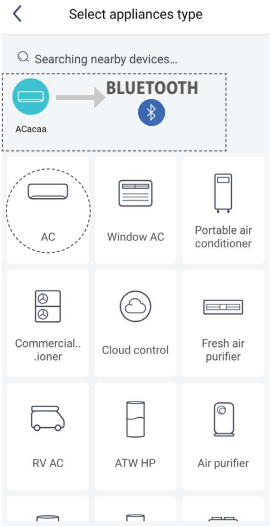
Reset the WiFi module prior to pairing:

To reset the unit's WiFi module, refer to the specific procedure indicated in the user manual for the unit's remote control/wired panel provided together with the package.



To add your unit, you must press the symbol " + " at the top right.

WARNING: the first unit displayed on the Home Page is a default demo version.



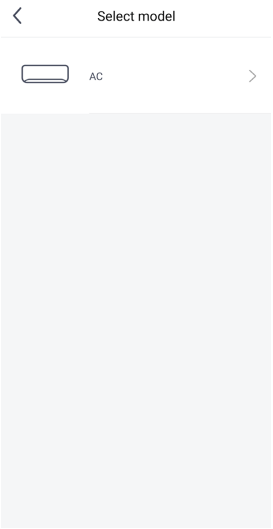
1. Select the device you want to select, in our case we select "AC".

BLUETOOTH:

If the unit is compatible with the Bluetooth system, the configuration is set by pressing the icon found automatically by the system (See figure).

■ *NOTE: make sure your smartphone or tablet has an active Bluetooth connection.*

CAUTION: To complete the registration, wait at least 2 minutes after the WiFi reset has been completed. Restart again if pairing was not successful.

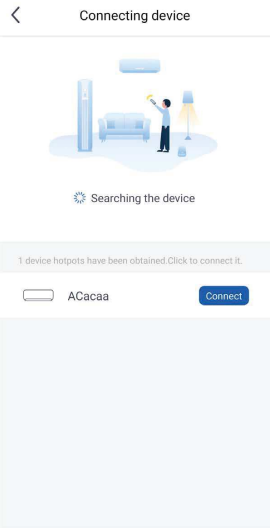


2. Select the indoor unit you want to connect.

3. Once all the procedures listed on the screen are complete, confirm this operation and continue

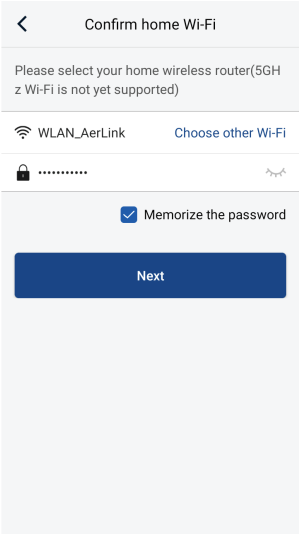
4. Check that the WiFi icon is active on the remote control/wired panel.

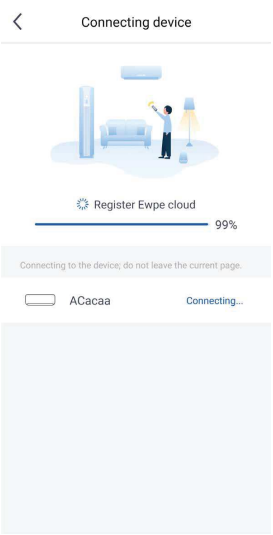
5. It is recommended to connect your smartphone or tablet, where the App was previously installed, to a home/company WiFi network before continuing



6. The WiFi of the indoor unit is searched; once it is displayed, choose the device and press the button to enable the connection.

WARNING: If you have a device with an iOS operating system, you must enter the password indicated (12345678) and follow the steps listed in the following screens:

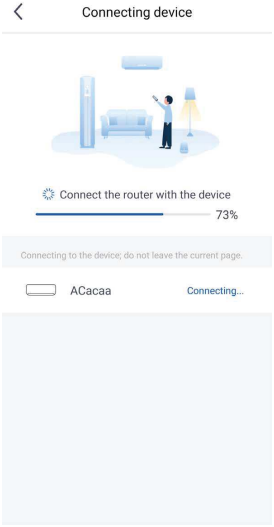




7. The application will ask you to enter the name and password for the WiFi network to which you want to connect the unit. If the smartphone or tablet is already connected to the network, check if the password is correct. Please confirm this and continue.

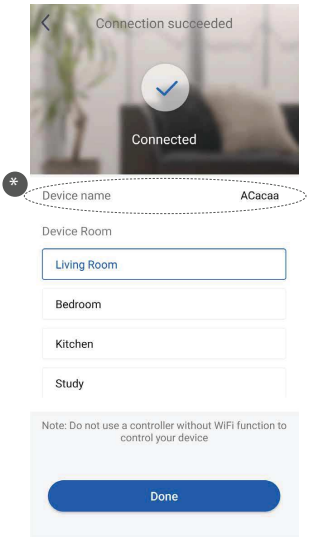
■ *NOTE: Make sure you respect all password requirements (upper case, lower case, special characters, etc ..).*

Wait for the unit's WiFi network to be recognized, select it and then enter the password.
Make sure that the check mark is ticked on the WiFi network name.
Then return to the EWPE App.



8. The search for the device will start. Once it is found, it will be automatically added to the list and will appear on the App home screen.

9. The procedure continues with the connection of the device to the WiFi network.



10. When the configuration is complete, a notice will appear as shown above. Set-up was successful.

■ *(*) It is possible to customize the name of the unit.*

11. If this notice appears, this means that the procedure was not successful. To solve the problem:

— Follow the instructions that appear on the screen and press "Try again".

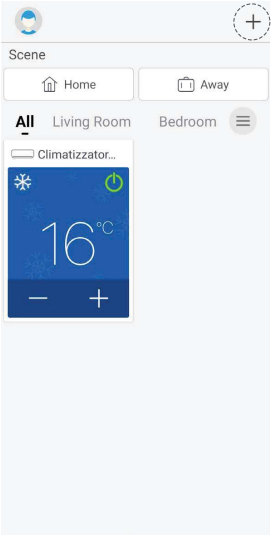
— Perform manual pairing and continue.

MANUAL PAIRING PROCEDURE

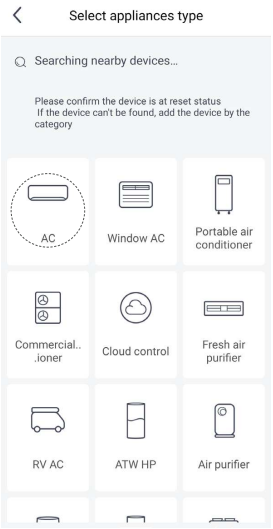
WARNING: Before starting the app, deactivate your device's data connection from the settings menu.

Reset the WiFi module prior to pairing:

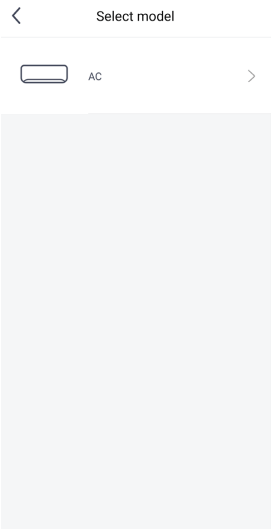
To reset the unit's WiFi module, refer to the specific procedure indicated in the user manual for the unit's remote control/wired panel provided together with the package.



To add your unit, you must press the symbol " + " at the top right.



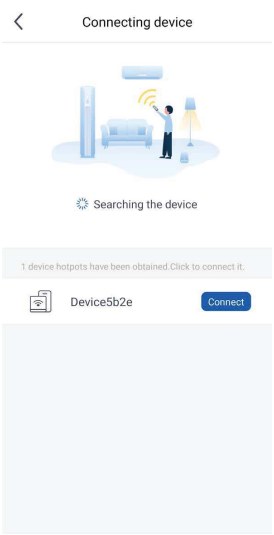
1. Select the device you want to select, in our case we select "AC".



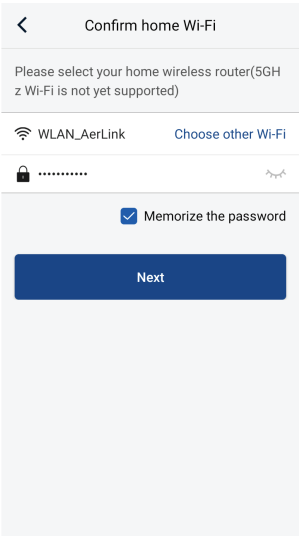
2. Select the indoor unit you want to connect.

3. Once all the procedures listed on the screen are complete, confirm this operation and continue

CAUTION: To complete the registration, wait at least 2 minutes after the WiFi reset has been completed. Restart again if pairing was not successful.

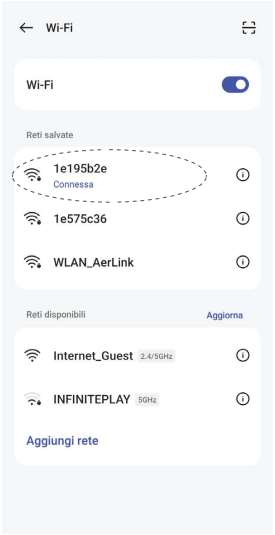


4. The WiFi of the indoor unit is searched; once it is displayed, choose the device and press the button to enable the connection.



5. The application will ask you to enter the name and password for the WiFi network to which you want to connect the unit. If the smartphone or tablet is already connected to the network, check if the password is correct. Please confirm this and continue.

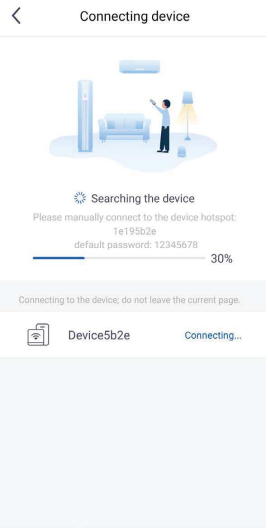
WARNING: In some versions, the App may prompt you to confirm the selection, by pressing the confirmation button.

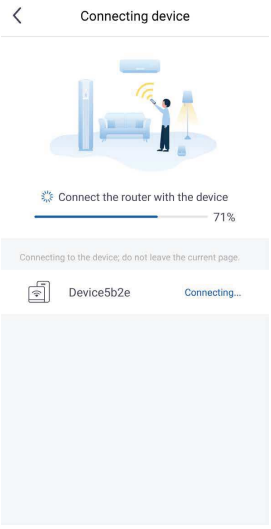


6. The application will show the hotspot signal generated by the device; select the device signal in the list of available WiFi networks, and wait for it to be connected.

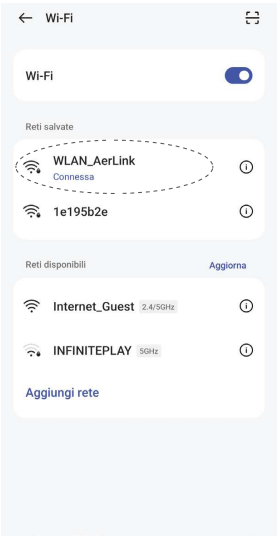
WARNING: In some versions, the App may prompt you to confirm the selection, by pressing the confirmation button.

WARNING: If you have a device with an iOS operating system, you must enter the password indicated (12345678) and follow the steps listed in the following screens:





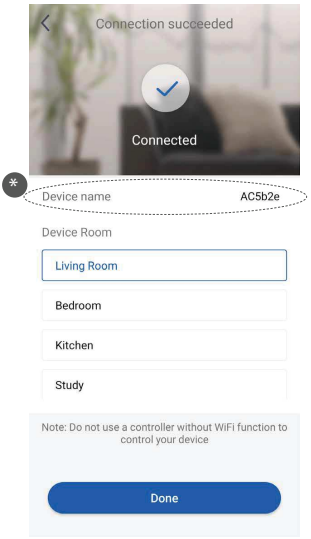
7. Once connected to the WiFi signal generated by the device, the App returns to the pairing page. If it does not come back to this page automatically, press the button to go back.



8. Select the WiFi network you want to connect the device to.

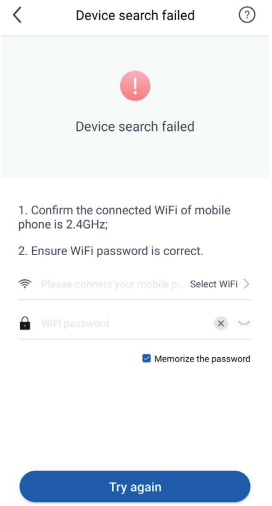
WARNING: In some versions, the App may prompt you to confirm the selection, by pressing the confirmation button.

9. Then, it will start pairing the WiFi signal of the device with that of the network.



10. When the configuration is complete, a notice will appear as shown above. Set-up was successful.

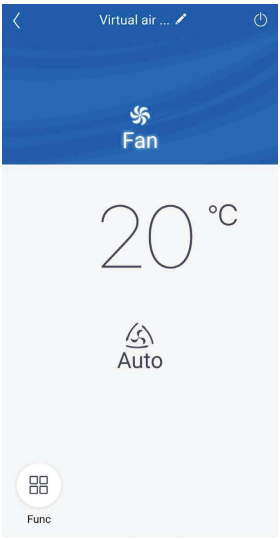
■ *(*) It is possible to customize the name of the unit.*



11. If this notice appears, this means that the procedure was not successful. Follow the instructions that appear on the screen and try again.

5.1 CUSTOMISING THE SPLIT UNIT

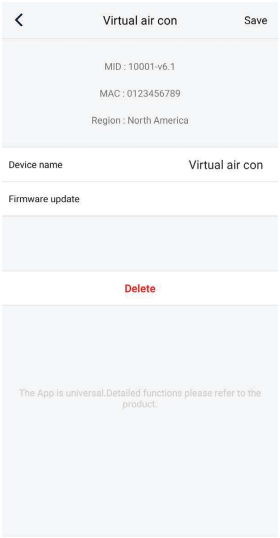
To access the unit settings, press "Settings" to the side of the name from its operating screen.



The screen that appears next will also show the Firmware version of the WiFi module.

Renaming the unit

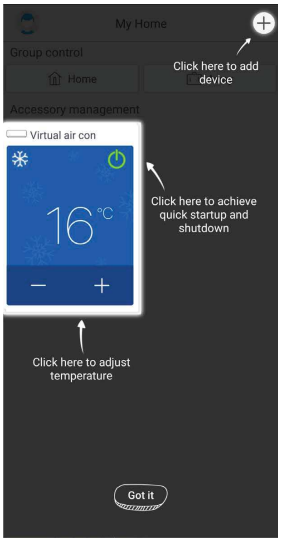
Press the current name of the unit on the "Settings" screen (e.g.: AC5bcf). Then enter the new name you selected and confirm.
Once the changes are complete, save to confirm the unit settings.



5.2 SPLIT UNIT FUNCTIONS

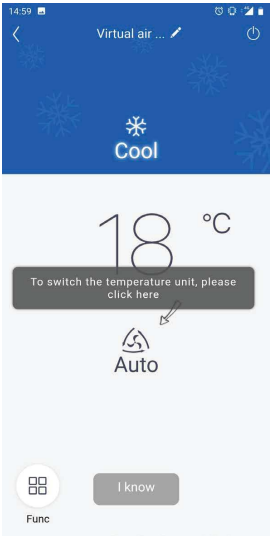
Configuring the main functions

On the home screen, press the unit you want to command and access its operating interface:

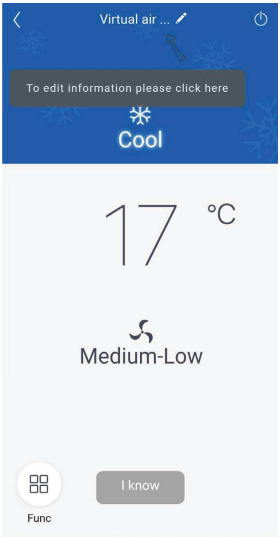


Quick unit functions

Selecting the temperature



Selecting the ventilation speed



Customising the unit

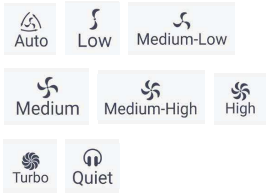
Operating mode

The operating modes can be selected by scrolling the icons, to the right or left, until reaching the desired one.
The available modes are: "Auto", "Cool", "Dry", "Fan" and "Heat".

WARNING: Check the user and installation manual for your device for more detailed information about this function.

Ventilation mode

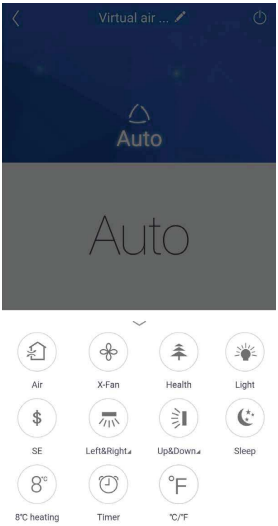
The ventilation modes can be selected by scrolling the icons, to the right or left, until reaching the desired one.



WARNING: Not all ventilation modes are available with all operating modes. Check the user and installation manual for your device for more detailed information about this function.

Configuring advanced functions

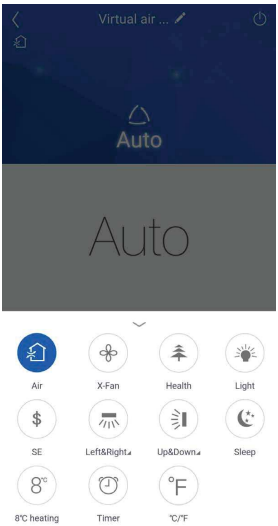
To access the unit's advanced functions, press the " " icon to the bottom left of the operating interface. Then a drop down menu will appear that shows all the functions available for the device.



WARNING: Not all indoor units have the same functions. Refer to the user and installation manual for the device to see if they are available.

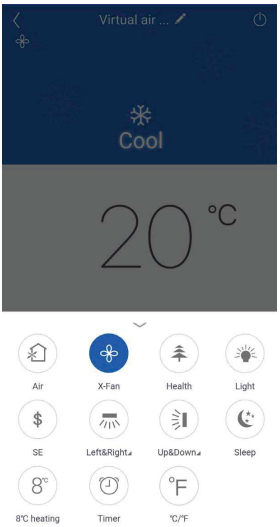
AIR function*

Function not available.



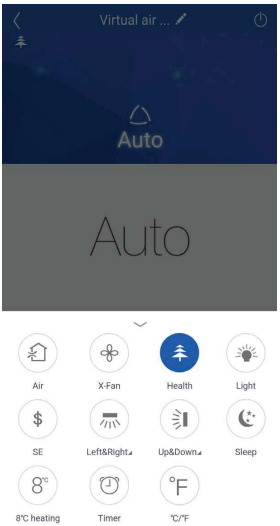
X-FAN function

When the unit is off, this function is used to dry the heat exchanger by continuing to ventilate after shut-off. To activate it, press the icon.



HEALTH function (COLD PLASMA)

The Health function is available when the unit is equipped with an anion generator. When the Health function is active, the anion generator starts, absorbing dust and eliminating bacteria in the room. To activate it press the icon.

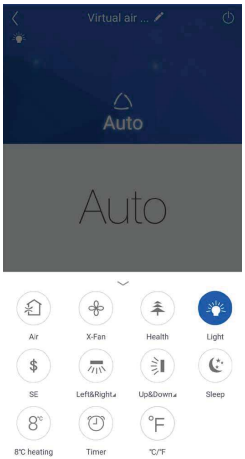


LIGHT function

This function turns the display of the indoor unit on and off. To activate it, press the icon and the display turns on. Press it again to turn the display off.

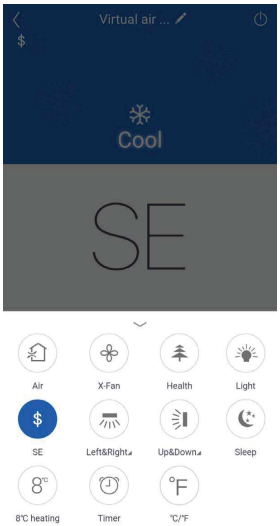
Display OFF

Display ON



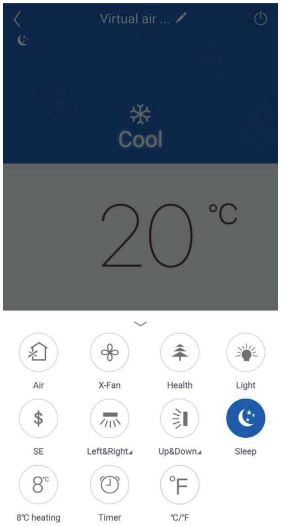
ES function

The energy savings function automatically regulates the fan speed and the power of the compressor to optimise consumption, in both "Cooling" and "Heating" mode. The fan and compressor reduce their performance when the room reaches the preset temperature. To activate it, press the icon.



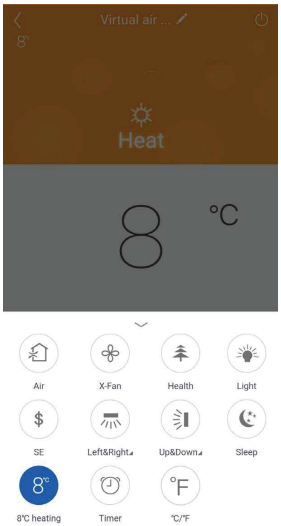
SLEEP function

The "sleep" function automatically regulates the room temperature without disturbing sleep. It also lowers unit consumption during the night-time hours. To activate it, press the icon.



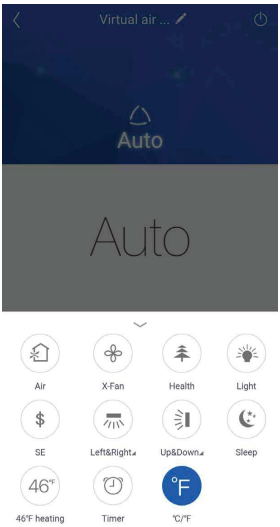
Anti-freeze function

This function ensures that the room temperature never drops below 8°C/46°F when no one is home. It only functions in "Heating" mode. To activate it, press the icon.



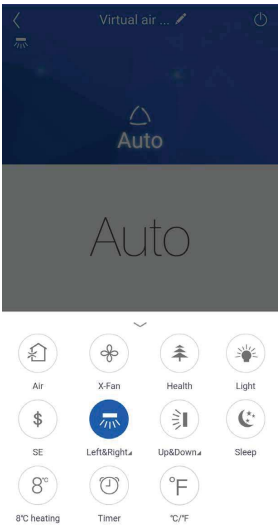
°C/°F function

Pressing the "°C/°F" changes the unit of measure from degrees Celsius to degrees Fahrenheit and vice versa.

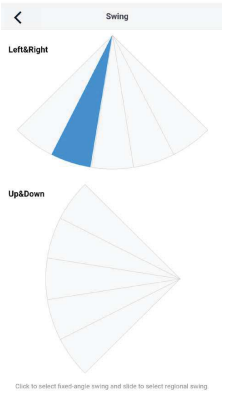


Horizontal SWING function

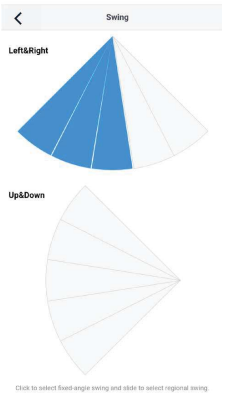
This function is used to regulate fin up and down oscillation. To activate it, press the icon, whereas to access the regulation hold down the same icon until the next screen appears. Alternatively, press the bottom right corner of the icon.



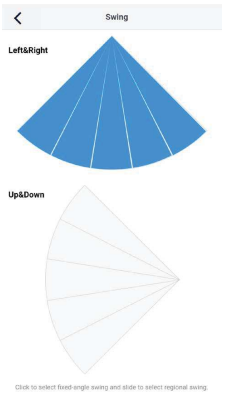
To regulate the movement, press the individual wedges or swipe to make a multiple selection.



Fins fixed in position 2



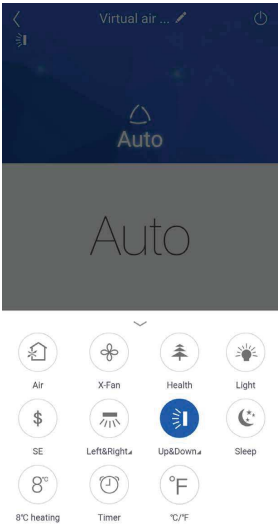
Fan oscillation from position 1 to position 3



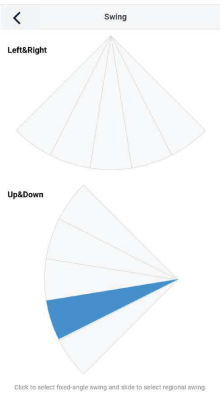
Complete oscillation from position 1 to position 5

Vertical SWING function

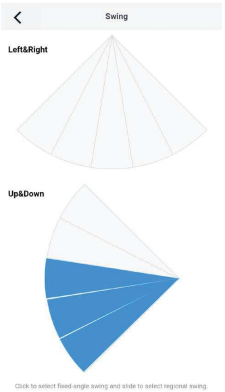
This function is used to regulate fin up and down oscillation. To activate it, press the icon, whereas to access the regulation hold down the same icon until the next screen appears. Alternatively, press the bottom right corner of the icon.



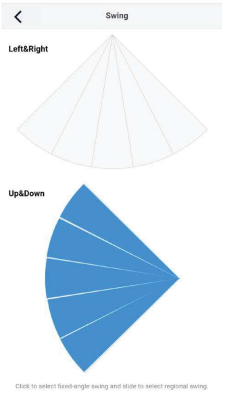
To regulate the movement, press the individual wedges or swipe to make a multiple selection.



Fins fixed in position 4



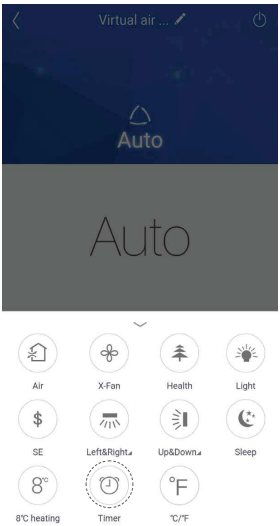
Fan oscillation from position 3 to position 5



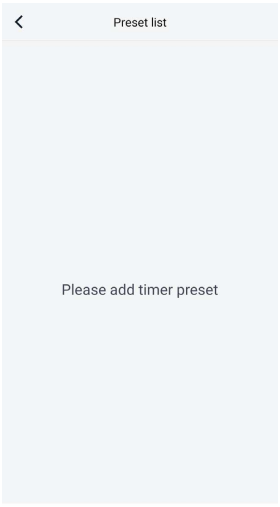
Complete oscillation from position 1 to position 5

TIMER function

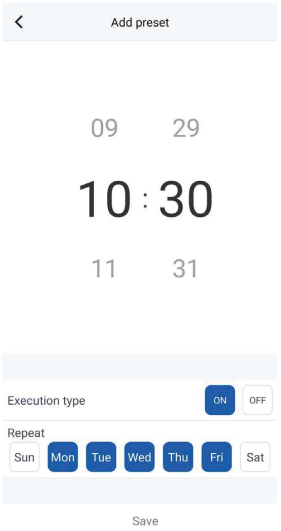
The timer is used to set the period of unit operation, hourly or daily. To enter timer settings, press the corresponding icon.



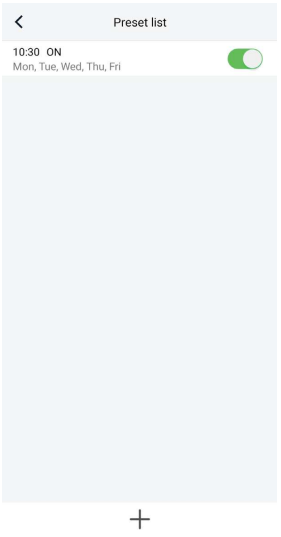
Then press the "+" icon at the bottom of the screen.



It is now possible to set the hours and days the unit switches on and off. Once the operations are complete, save and continue.



Returning to the "Preselection list", it is possible to view the set timers and activate them or turn them off by pressing the switch. In this case, the turn-on timer will be enabled.



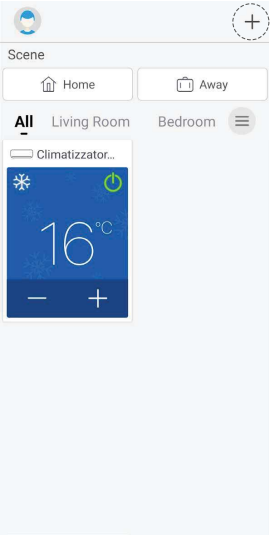
WARNING: Two separate timers must be created for turning on and off: one for turning on, the other for turning off.

6 ADDING A “LIGHT COMMERCIAL (LCAC)” UNIT

WARNING: Before starting the app, deactivate your device's data connection from the settings menu.

Reset the WiFi module prior to pairing:

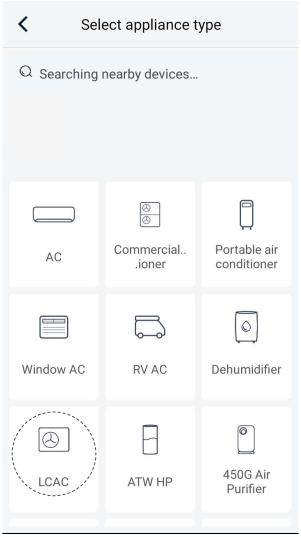
To reset the unit's WiFi module, refer to the specific procedure indicated in the user manual for the unit's remote control/wired panel provided together with the package.



To add your unit, you must press the symbol “ + ” at the top right.

WARNING: the first unit displayed on the Home Page is a default demo version.

WARNING: To configure the LCAC unit and respective functions, refer to the procedures for the SPLIT units listed above (see paragraphs 5 Adding a Split unit p. 10).



Select the device you want to select, in our case we select "LCAC".

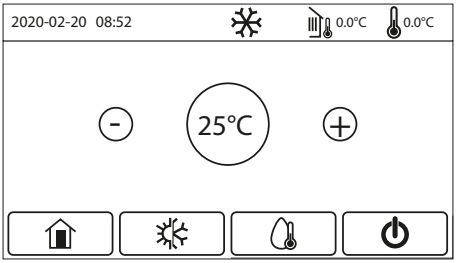
7 ADDING A HEAT PUMP

PAIRING PROCEDURE

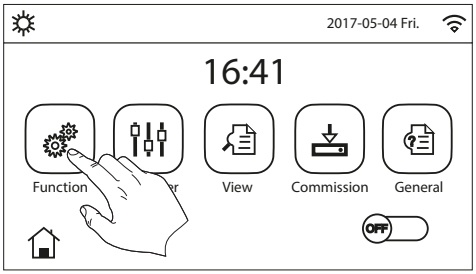
WARNING: Before starting the app, deactivate your device's data connection from the settings menu.

Activate the WIFI function through the control panel as follows:
— Click on the "General" section
— Go to page 2/2
— WIFI: ON, then activate the WIFI function

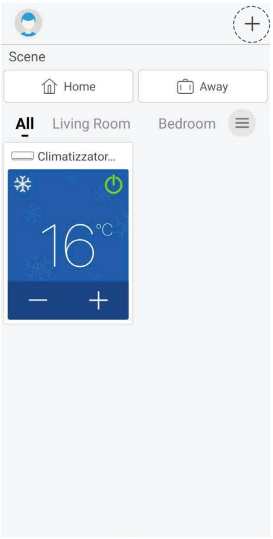
1. From the home screen of the heat pump control panel, press .



Main Page (Home)

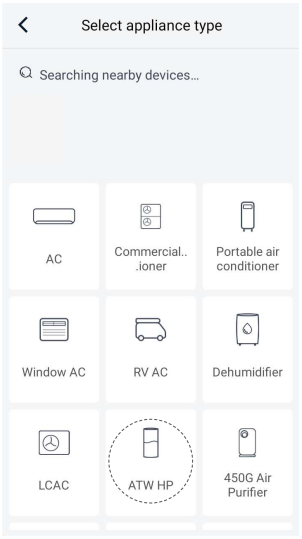


2. Press .
Scroll the menu to “Reset WiFi: Enter” (page 4/4). Confirm the operation and continue.

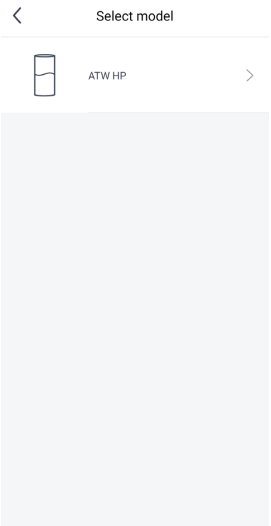


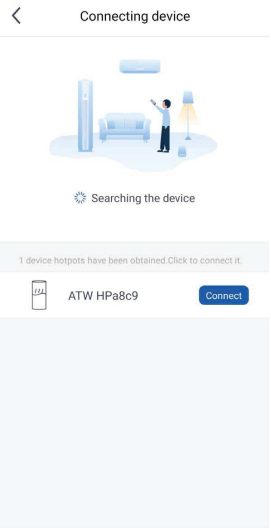
3. To add your unit, you must press the symbol “ + ” at the top right.

WARNING: the first unit displayed on the Home Page is a default demo version.



4. Select the device you want to select, in our case we select "ATW HP".



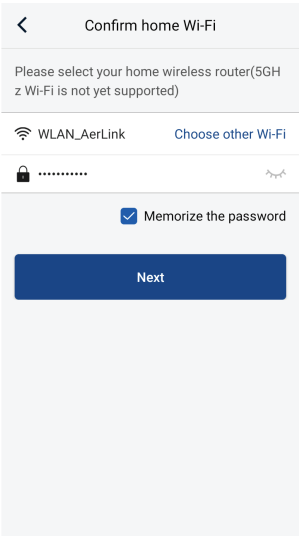


5. Select the unit you want to connect.

6. Once the unit's WiFi device has reset, return to the EWPE APP, confirm the operation and continue.

CAUTION: To complete the registration, wait at least 2 minutes after the WiFi reset has been completed. Restart again if pairing was not successful.

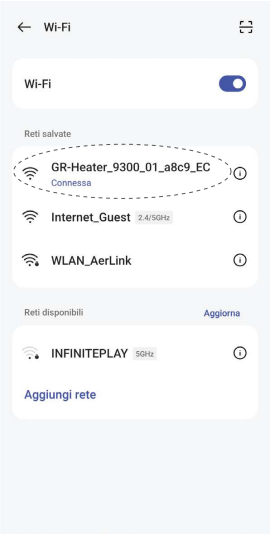
7. Once the unit's WiFi is searched, choose the device and press the button to enable the connection.

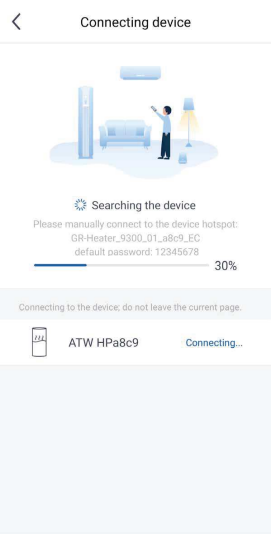


8. The application will ask you to enter the name and password for the WiFi network to which you want to connect the unit. If the smartphone or tablet is already connected to the network, check if the password is correct. Please confirm this and continue.

■ *NOTE: Make sure you respect all password requirements (upper case, lower case, special characters, etc ..).*

WARNING: In some versions, the App may prompt you to confirm the selection, by pressing the confirmation button.



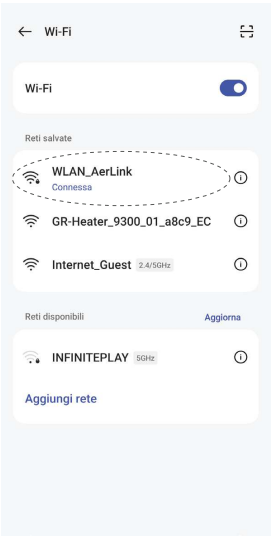


10. The application will show the hotspot signal generated by the device; select the device signal in the list of available WiFi networks, and wait for it to be connected. Now select the WiFi network you want to connect the unit to.

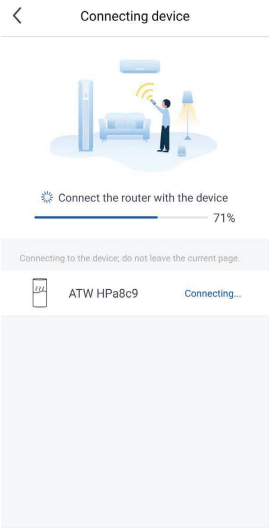
WARNING: In some versions, the App may prompt you to confirm the selection, by pressing the confirmation button.

WARNING: If you have a device with an iOS operating system, you must enter the password indicated (12345678) and follow the steps listed in the following screens:

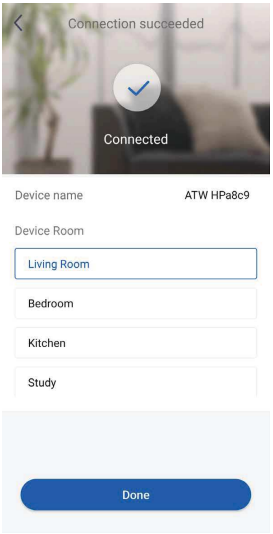
11. Once connected to the WiFi signal generated by the device, the App returns to the pairing page. If it does not come back to this page automatically, press the button to go back.



12. Select the WiFi network you want to connect the device to.



13. Then, it will start pairing the WiFi signal of the device with that of the network.



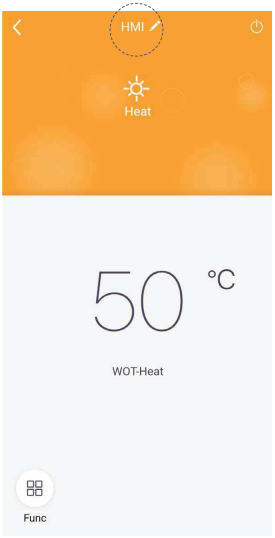
Setup was successful.

■ *(*) It is possible to customize the name of the unit.*

14. If this notice appears, this means that the procedure was not successful. Follow the instructions that appear on the screen and try again.

7.1 CCUSTOMISING THE HEAT PUMP

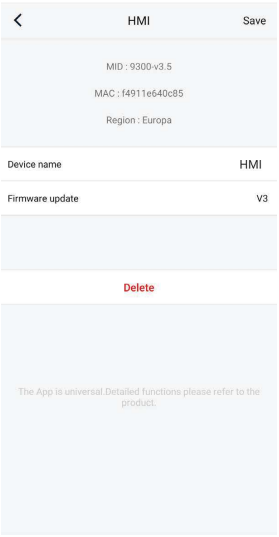
To access the unit's customisation menu, press the top of the screen in the centre, in the indicated position.



The screen that appears next will also show the Firmware version of the WiFi module.

Renaming the unit

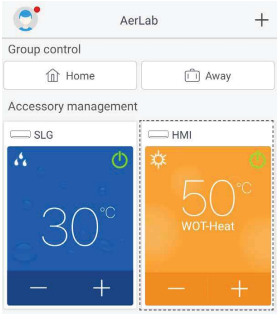
Press the current name of the unit on the screen (e.g.: 1e640c85). Then enter the new name and confirm.
Once the changes are complete, press to the top right to save and confirm the unit settings.



7.2 HEAT PUMP FUNCTIONS

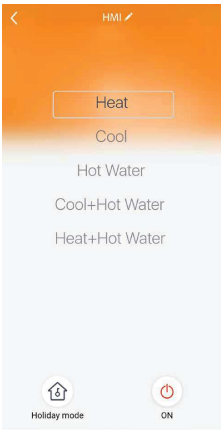
Configuring the main functions

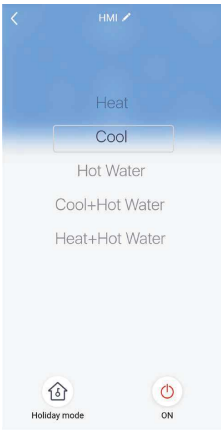
On the home screen, press the unit you want to command and access its operating interface:

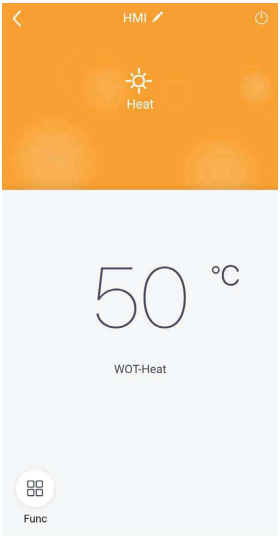


Operating mode

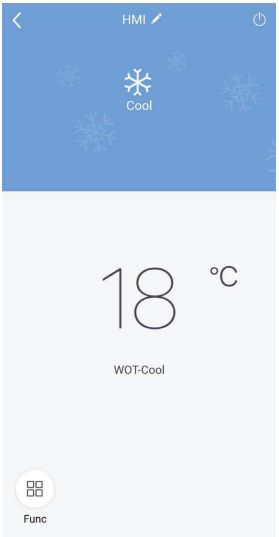
When the unit is off, select the machine's operating mode.







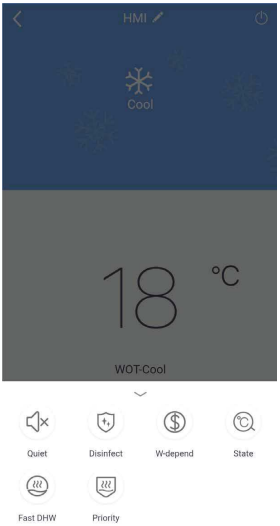
Heating mode range



Cooling mode

Configuring advanced functions

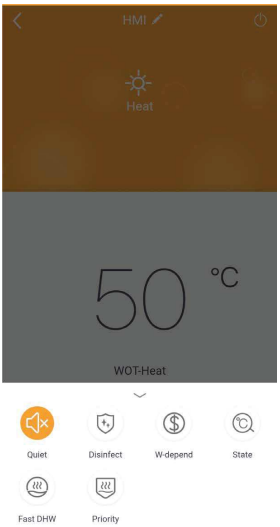
To access the unit's advanced functions, press the " " icon to the bottom left of the operating interface. Then a drop down menu will appear that shows all the functions available for the device.



WARNING: Not all heat pumps have the same functions. Refer to the user and installation manual for the device to see if they are available.

QUIET function

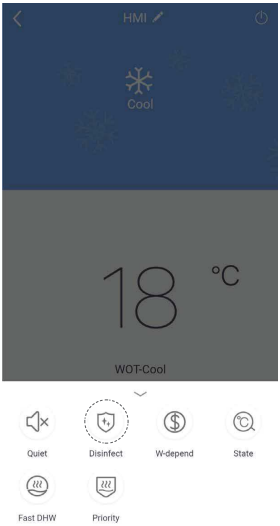
This function is used to display the unit's status. Press the icon to access it.



DISINFECT function

For further information refer to the unit's use manual.

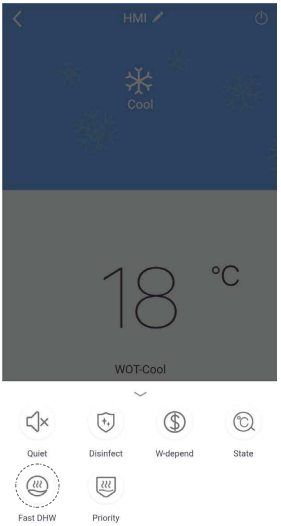
Warning: if the Aermec accessory tank compatible for this model is not present (and correctly set), this function will not be available.



FAST DHW function

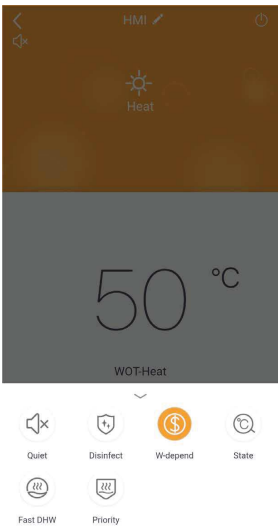
For further information refer to the unit's use manual.

Warning: if the Aermec accessory tank compatible for this model is not present (and correctly set), this function will not be available.



W-DEPEND function

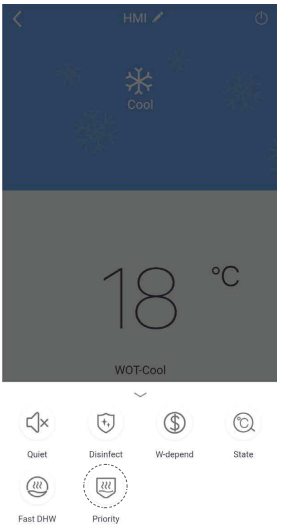
This mode regulates the unit based on the set temperature to reduce consumption. To activate it, press the icon.



PRIORITY function

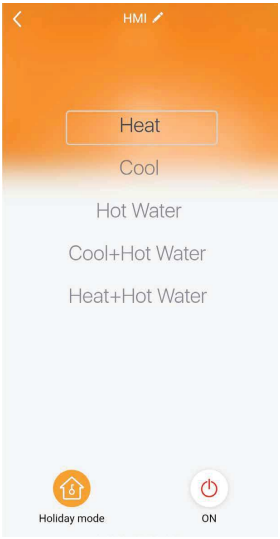
For further information refer to the unit's use manual.

Warning: if the Aermec accessory tank compatible for this model is not present (and correctly set), this function will not be available.



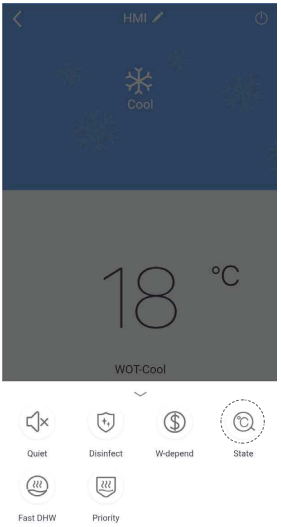
HOLIDAY MODE function

This function can be activated only when the unit is off. It makes sure that the water delivery temperature never goes down below 30°C / 86°F during winter if no one is home. To activate it, press the icon.

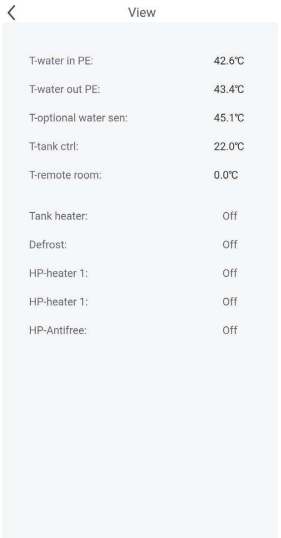


STATE function

1.



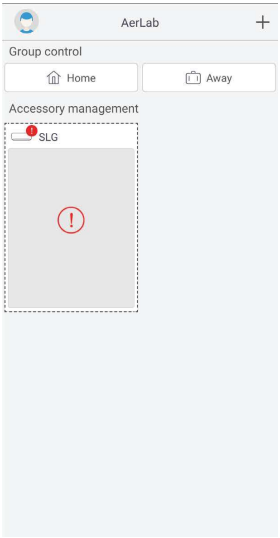
2.

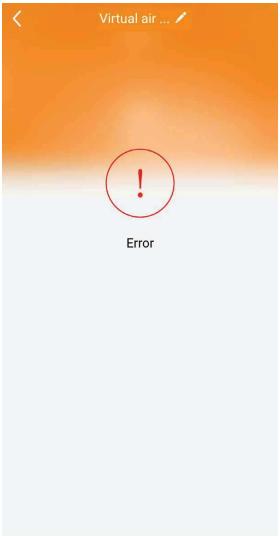


8 UNIT ERRORS

"ERROR" ERROR

If this error appears, immediately check the unit's status. It is mainly related to its malfunctions.



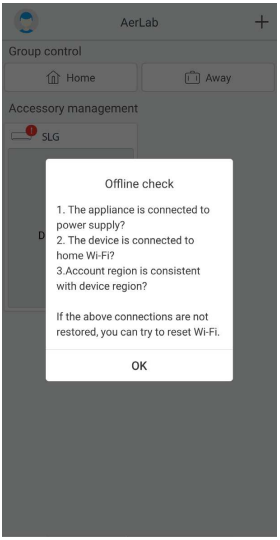


"CONTROL NOT-IN-LINE" ERROR

This error is mainly related to unit communication problems. To solve it, check:

1. The connection to the device power supply;
2. Connection to the WiFi network;
3. If the region of the profile is coherent with the region of the device.

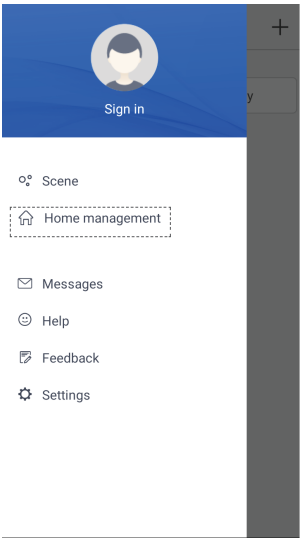
Once these checks have been performed, confirm and continue.
If the application does not reconnect to the units, reset the WiFi module and repeat the pairing procedure.



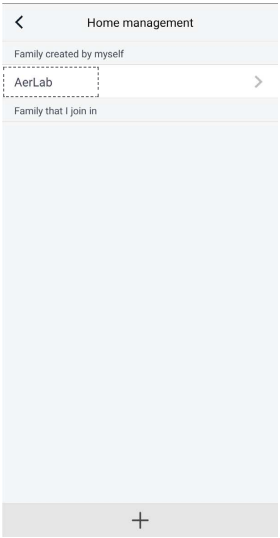
WARNING: The application may lose communication after a disconnection of the mains supply or the unit's power supply for a prolonged period of time.

9 HOME MANAGEMENT

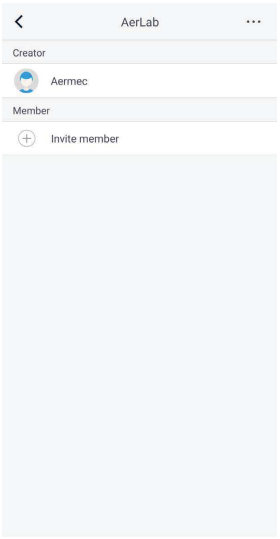
After creating your ecosystem, other members can be added (e.g. family members, colleagues, etc.) giving them the possibility to control the various units paired with the group.



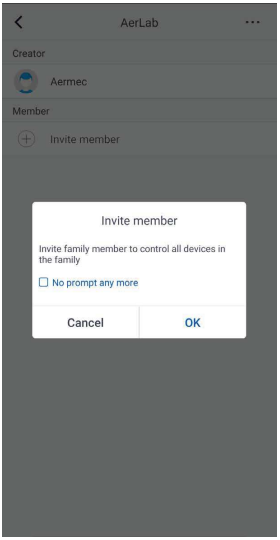
1. Press "Home management".



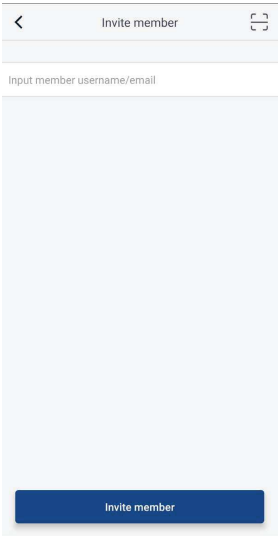
2. Press the group you created.



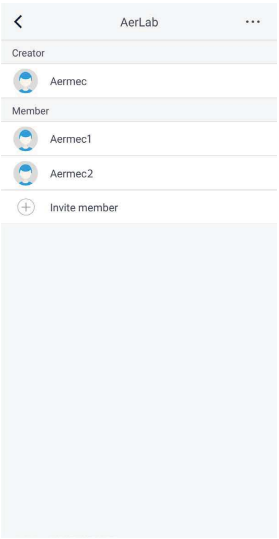
3. Press "Invite member".



4. Confirm the dialogue window.



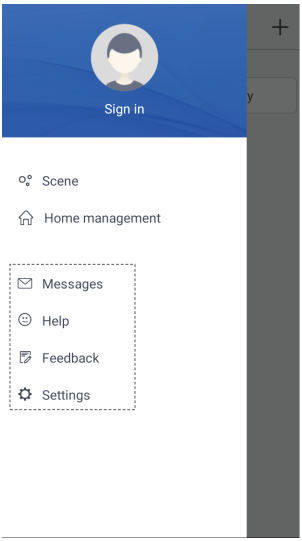
5. Enter the user name or email. Confirm this operation and continue.



6. The system will automatically add the new users to your group after matching the account or the email entered.

10 APP OPTIONS

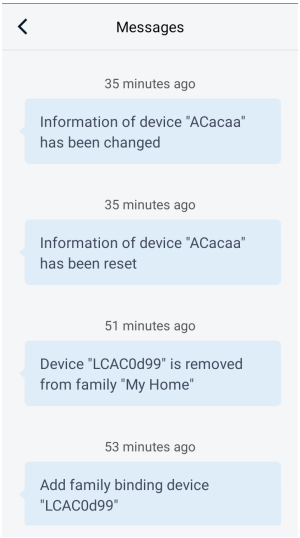
On the home screen, press the profile icon to the top left to access the application options.



MESSAGE

Messages

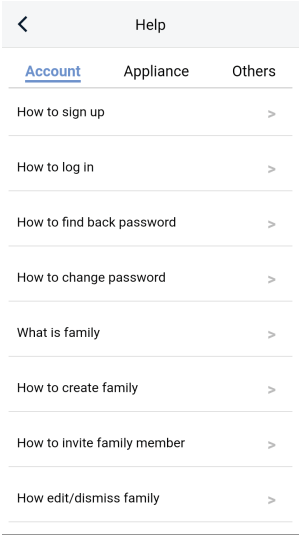
Used to access the message section where there can be a log of all activities carried out in the group.



HELP

Help

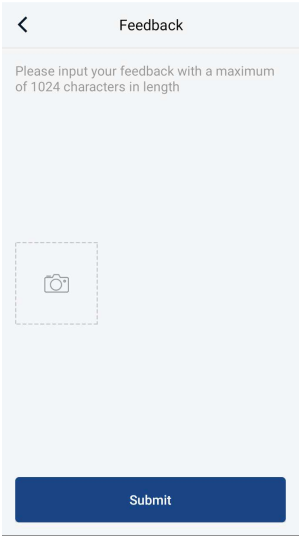
Used to access the in-app guide.



FEEDBACK

Feedback

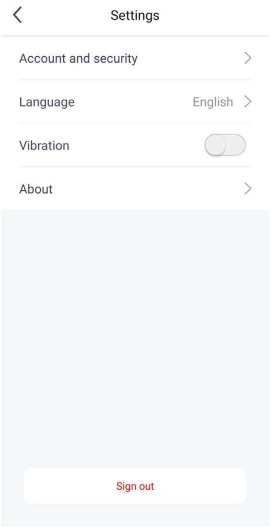
Used to inform the app developers of any problems with the application, documenting everything with photos and text.

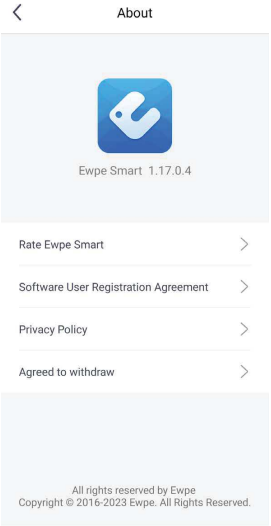


SETTINGS

Settings

Here it is possible to regulate the app settings, such as activating vibration when pressed and select the language preferred for using the App.
It is also possible to see the current version by and check if there are new updates.





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