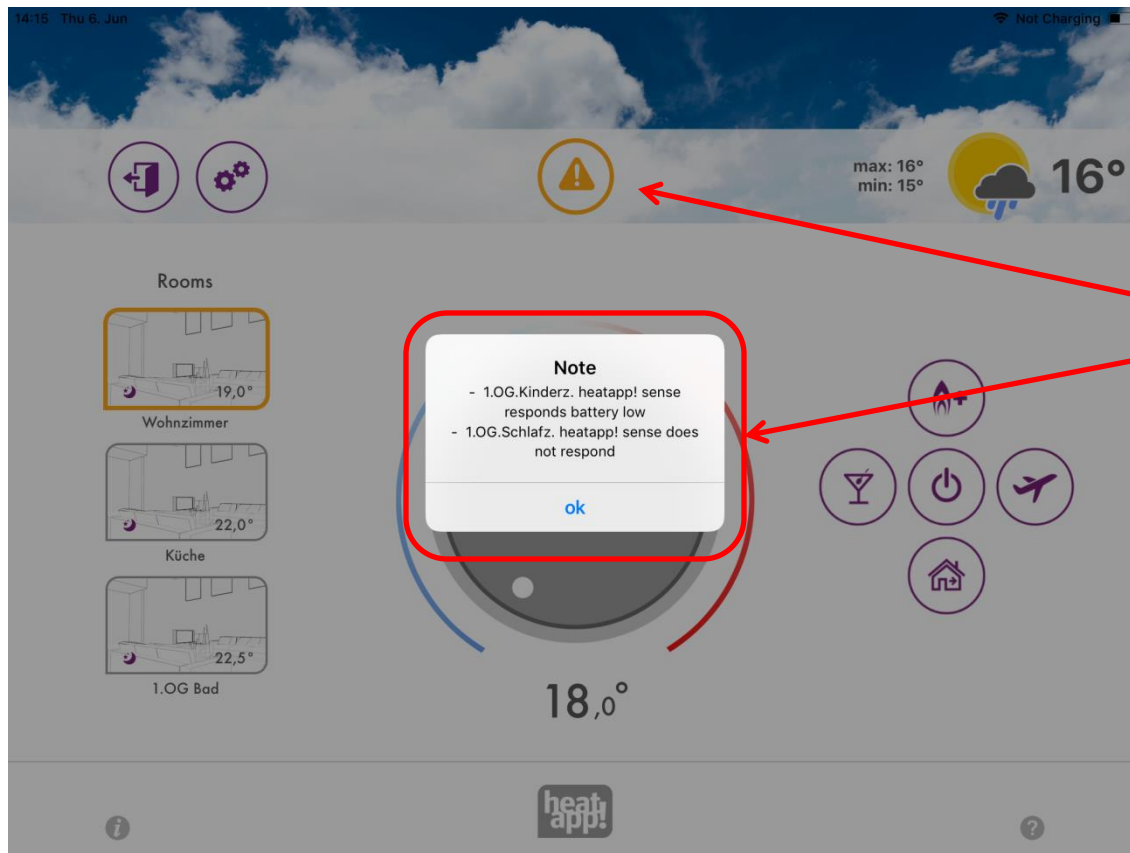# heatapp!
fault messages

Which heatapp! fault messages are reported?

Notes for settings, how heatapp! transmits the fault messages:

- Fault messages in the app
- Fault messages by e-mail
- Fault messages via push notification

Fault messages in the App

All fault messages are automatically displayed in the app. They are signalled with a warning triangle. By touching the warning triangle you get more information about the fault.
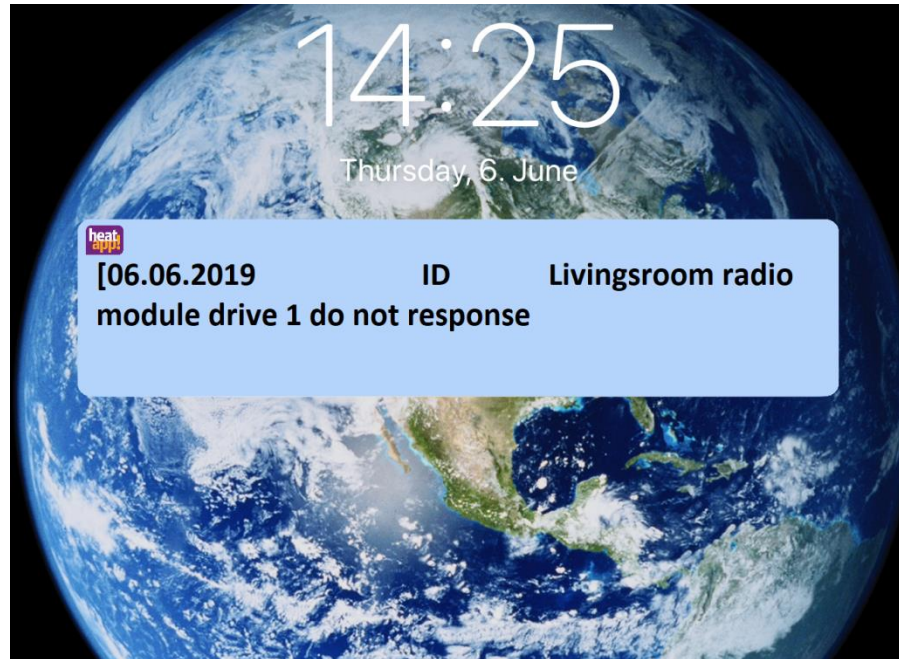

Touch the triangle to display the fault message.

Fault messages as push notifications

If you want, you can set the fault messages to be displayed as push notifications on your operating device. The display varies depending on the type of operating device.

The push notification is displayed on the device when the user is logged in to the corresponding system (login) and the app is closed.

heat app! Fault messages as push notifications

To activate the notifications, log on to the app as a Expert or Owner and select Settings/System/Notifications. Select which users should receive the push message and save the setting.

Mail notifications

Here you can specify e-mail addresses, to which error messages, notifications and other information is sent.

Admin Admin ▼

❶ ⟶ e-mail: test@test.de | ×

❷ ⟶ Add a new e-mail address | Save e-mail addresses

User accounts

Here you can select users that should receive a push notification.

☐ Admin Admin

❶ ⟶ ☑ Owner Owner

❷ ⟶ Save user accounts
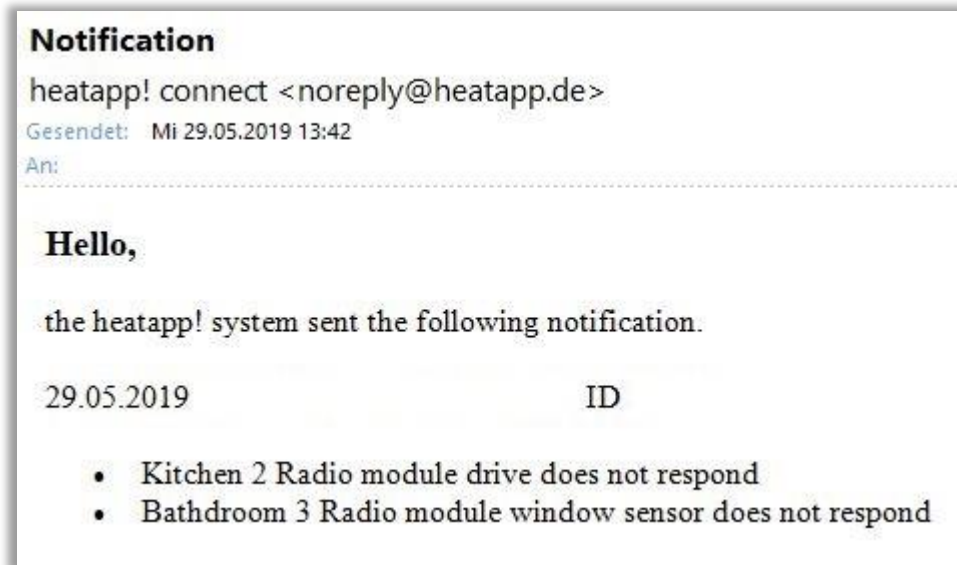
5

Fault messages via E-Mail

If an e-mail address has been entered in the e-mail notifications, the heatapp! system sends the fault by e-mail to the desired address.

Notification

heatapp! connect <noreply@heatapp.de>

Gesendet: Mi 29.05.2019 13:42

An:

Hello,

the heatapp! system sent the following notification.

29.05.2019   ID

- Kitchen 2 Radio module drive does not respond
- Bathroom 3 Radio module window sensor does not respond

Fault message between heatapp! base and heatapp! gateway

If there is a fault between heatapp! base and heatapp! gateway, the user receives this fault message:

Notification

heatapp! connect <noreply@heatapp.de>

Gesendet: Mi 29.05.2019 13:42

An:

Hello,

the heatapp! system sent the following notification.

29.05.2019   ID

- the connection to the heatapp! gateway is interrupted

Displayed after 15 minutes without communication between devices. After 90 minutes, no more temperatures are displayed in the rooms.

Fault message between heatapp! base and heatapp! gateway

Frequently the fault occurs when one or both heatapp! devices are connected to the network via WLAN. WLAN networks are susceptible to interference, even if the user cannot always determine this. heatapp! often takes a little longer to reconnect to the WLAN network.

If this error message occurs frequently, we always recommend using a LAN cable for the connection to the network, at least as a test. If the fault message is no longer received when the LAN cable is connected, the cause must clearly be found in the WLAN network. If necessary, a WLAN repeater can help. r

Fault message between energy generator / regulator an heatapp!

The fault message concerns the connection between heatapp! and the power generator. If a THETA controller is connected, it is a fault message in the THETA controller.

Notification

heatapp! connect <noreply@heatapp.de>

Gesendet: Mi 29.05.2019 13:42

An:

Hello,

the heatapp! system sent the following notification.

29.05.2019   ID
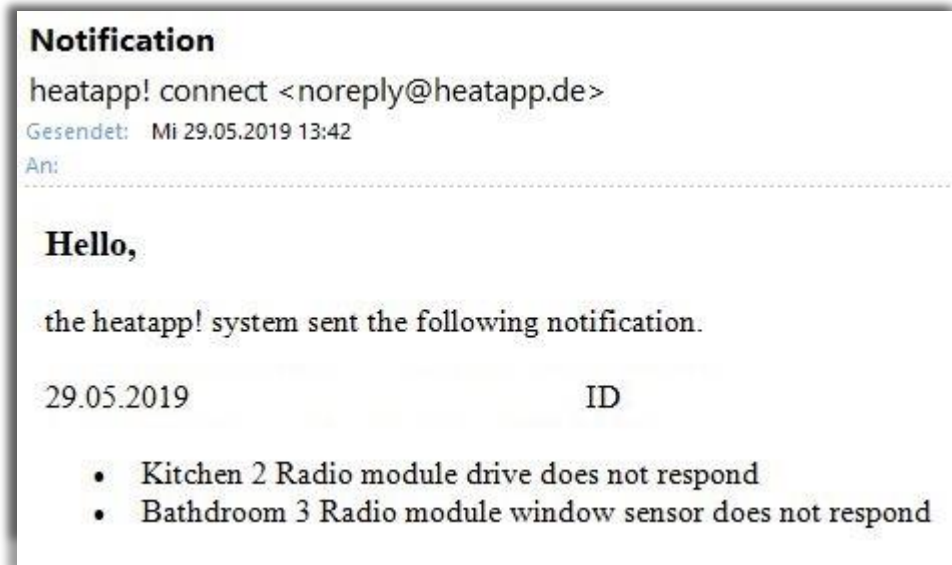
- connection ist interrupted

In this case, the installer only has the option of troubleshooting on site. The fault messages of the energy generator/regulator can only be forwarded to a limited extent and serve as information. The user must become active here in order to rectify the fault.

Fault message by radio communication

If the radio communication is interrupted for more than 90 minutes, heatapp! will generate a fault message.

Notification

heatapp! connect <noreply@heatapp.de>

Gesendet: Mi 29.05.2019 13:42

An:

Hello,

the heatapp! system sent the following notification.

29.05.2019   ID

- Kitchen 2 Radio module drive does not respond
- Bathroom 3 Radio module window sensor does not respond

We will discuss how to solve these problems later in this course.

heatapp!
fault messages