

## When are fault messages generated?

Fault messages relating to radio communication.

As everyone knows, interferences in radio communication can occur again and again. The different influences are very diverse and can occur temporarily.

All Z-Wave components attempt to restore contact with the gateway cyclically, even if the radio connection is interrupted. Therefore, most radio interruptions are automatically "cured" by the heatapp! system. The user then receives no information about this.

Only when a radio component has had no connection to the heatapp! gateway for 90 minutes does heatapp! assume a definitive fault.

The warning triangle is displayed at the top, in the middle of the app. If you tap on the triangle, you will get more information about the existing fault.

Depending on the setting, the user also receives the fault message as a push notification on his terminal device and/or as an e-mail. You can find out more about the different settings of the fault messages in the chapter "How does the user find out about a fault?"