

## What can be done to avoid fault messages?

To avoid interference, a good radio coverage must be achieved. It is helpful to know the contents described in the chapter "Basic radio knowledge".

- heatapp! gateway and heatapp! repeater should not be positioned in room corners.
- It is often helpful to change the position of heatapp! gateway and heatapp! repeater.
- heatapp! repeaters are not classic amplifiers. They must therefore be positioned in such a way that they can establish a good connection to both the heatapp! gateway and the unreachable radio component.
- After installation and whenever the position of radio components changes, the function "Repair radio system" should be carried out. Z-Wave has a kind of memory training, so for systems that tend to radio interference, the function should be carried out on several days in a row. The radio components store up to three routes to transmit their information to the heatapp! gateway.
- In systems with heatapp! floor, the antenna should never be installed in a switch cabinet or similar. The higher the antenna is mounted in the room, the better the reception. Remember: The heatapp! floor has a repeater function.
- In case of faults, you should try to find out whether the antenna of the heatapp! floor should be mounted vertically or horizontally. The optimal position can vary depending on the construction.
- For a good radio coverage, use sufficient repeaters without burdening the system with unnecessary repeaters.