

## App Setup & Connection Guide

Control and monitor your Hot Water Heat Pump directly from your smartphone using the **Hot Water Heat Pump App**.

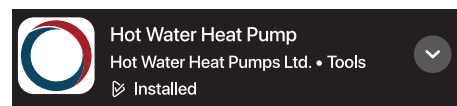
### Before You Begin

- ✓ Ensure **Bluetooth is turned ON** on your phone
- ✓ Ensure **WiFi is turned ON** on your phone
- ✓ Make sure there is a **strong WiFi signal near the heat pump**

Because Bluetooth has a shorter range than WiFi, you should **stand close to the heat pump during setup**.

### Step 1 – Install the App

Download the **Hot Water Heat Pump App** from:



Search for: **Hot Water Heat Pump**

### Step 2 – Connect to the Heat Pump

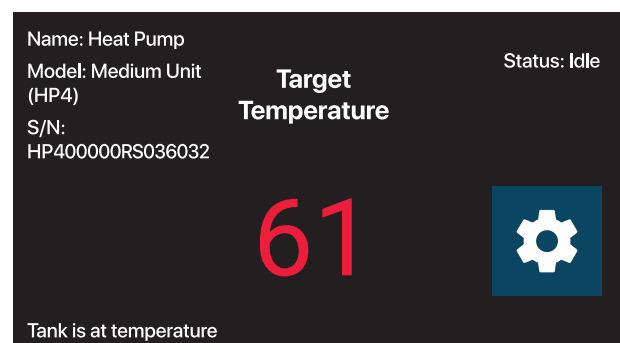
1. Open the **Hot Water Heat Pump App**
2. Press the **+** icon in the top right corner
3. The device **HWHP\*\*\*\*\*** should appear
4. Select the device
5. Press **Next**

### Step 3 – Connect to WiFi

1. Select your **local WiFi network**
2. Enter your **WiFi password**
3. Press **Next**

### Step 4 – Confirm Connection

On the **App Main Page**, you should see the unit displayed.




## Step 5 – Access Temperature Settings

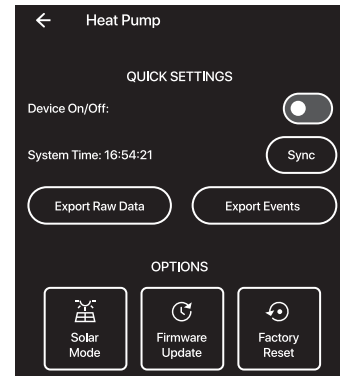
1. Press **Target Temperature**
2. This will open the control page

## Step 6 – Firmware Update

Before operating the system, perform a **Firmware Update**.

1. Select **Firmware Update**
2. Follow the prompts
3. The app will show an image of the heat pump to confirm the **correct software selection**

 **Important:** If the incorrect firmware is selected, the unit will show an error. No damage will occur, but the firmware update process must be repeated.



## Step 7 – Factory Reset

After completing the firmware update:

1. Select **Factory Reset**
2. Allow the unit to complete the reset process.

## Downloading Event Logs

If requested, event logs can be exported from the App.

### Export Event Logs

1. Select **Export Raw Data**
2. Email the file to: [info@waterheating.co.nz](mailto:info@waterheating.co.nz)

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## Support

If you experience any issues during setup or connection, please contact Hot Water Heat Pumps – [info@waterheating.co.nz](mailto:info@waterheating.co.nz)