

HVERLAND APP STEP BY STEP GUIDE

FOR ULTRAD, ECO-RADi (XRI) & SMARTWAVE (Wi).

DECEMBER 2020

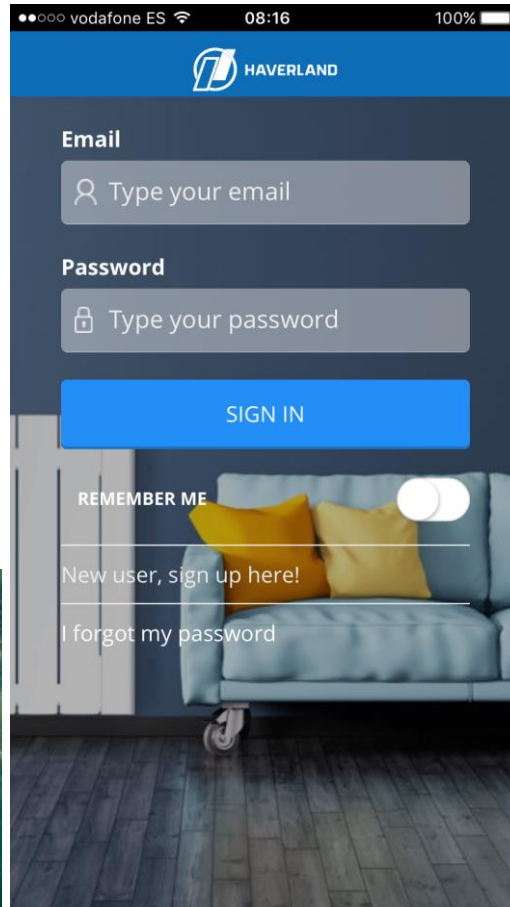
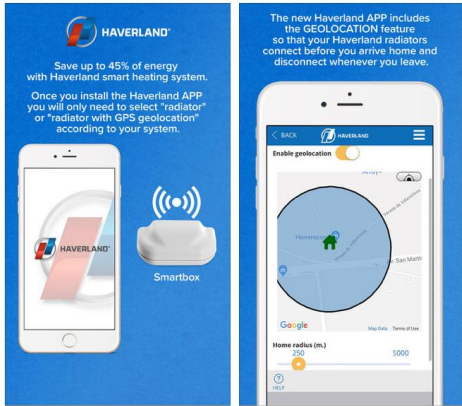
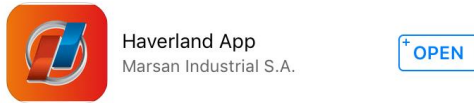
HVERLAND APP STEP BY STEP GUIDE

- 1. APP FIRST STEPS**
- 2. ACCOUNT SETTINGS**
- 3. RADIATOR SETTINGS**
- 4. MULTIPLE RADIATOR SELECTION**

HAVERLAND APP STEP BY STEP GUIDE

1. APP FIRST STEPS

HOW TO SET YOUR ACCOUNT

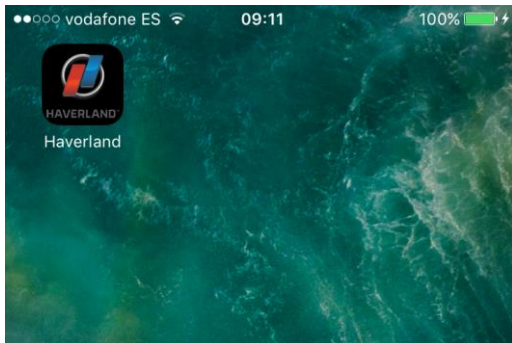


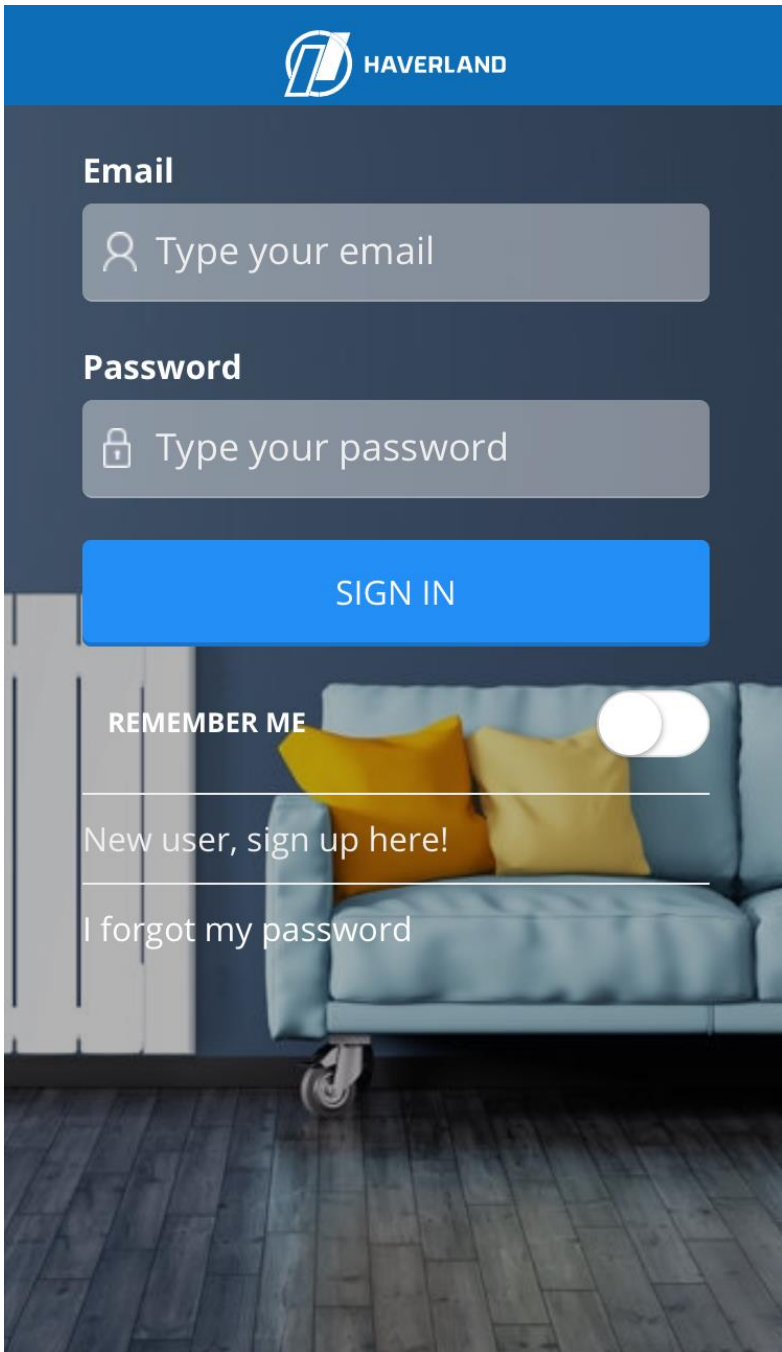
1.1. HOW TO DOWNLOAD THE APP

Please access App Store or Play Store on your device, search for “Haverland App” and press Download.

Once the App is downloaded please press Open or go to the Haverland App Icon on your device’s homepage.

The Login page will be displayed.



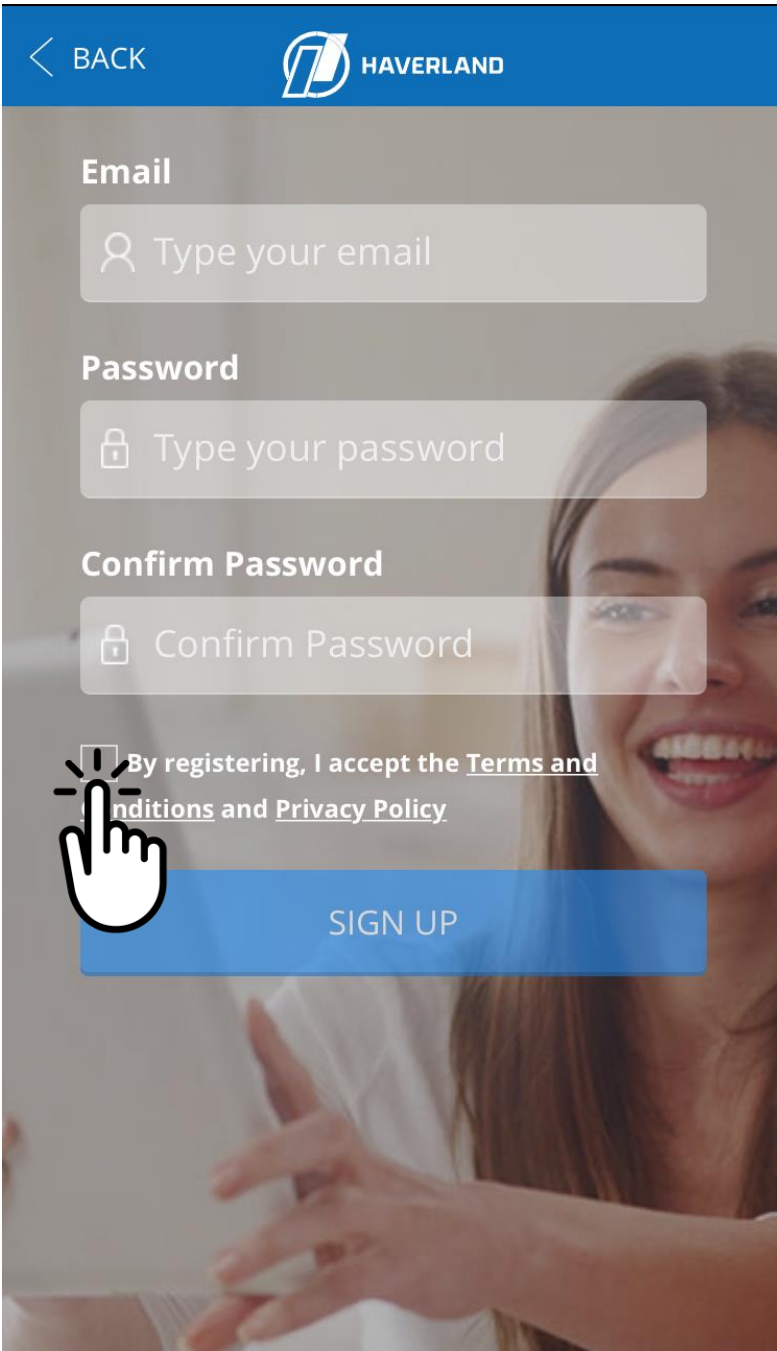


1.2. HOW TO CREATE A NEW ACCOUNT

If you haven't created your user account yet, please press "New user, sign up here!"

1.2. HOW TO CREATE A NEW ACCOUNT

Fill in with your personal details and do not forget to check the Terms and Conditions checkbox.



BACK HAVERLAND

Email
Type your email

Password
Type your password

Confirm Password
Confirm Password

By registering, I accept the [Terms and Conditions](#) and [Privacy Policy](#)

SIGN UP

1.2. HOW TO CREATE A NEW ACCOUNT

After Signing Up you will receive a confirmation email with a link you will have to access in order to successfully register your account.



Dear Sir/Madam,

Welcome to Haverland i2control service.

This system allows you to manage your heating system from a distance.

To confirm your registration on this Web service, please visit the following link:

<https://i2control.haverland.com/#/signUpVerify?user=support%40haverland.com&code=2b8c4c0b2b4763f0209c880f5932c25fbe419cc3&lang=en>

If this does not work, please copy the URL and paste it in a new window in your browser.

Thank you.

Regards,

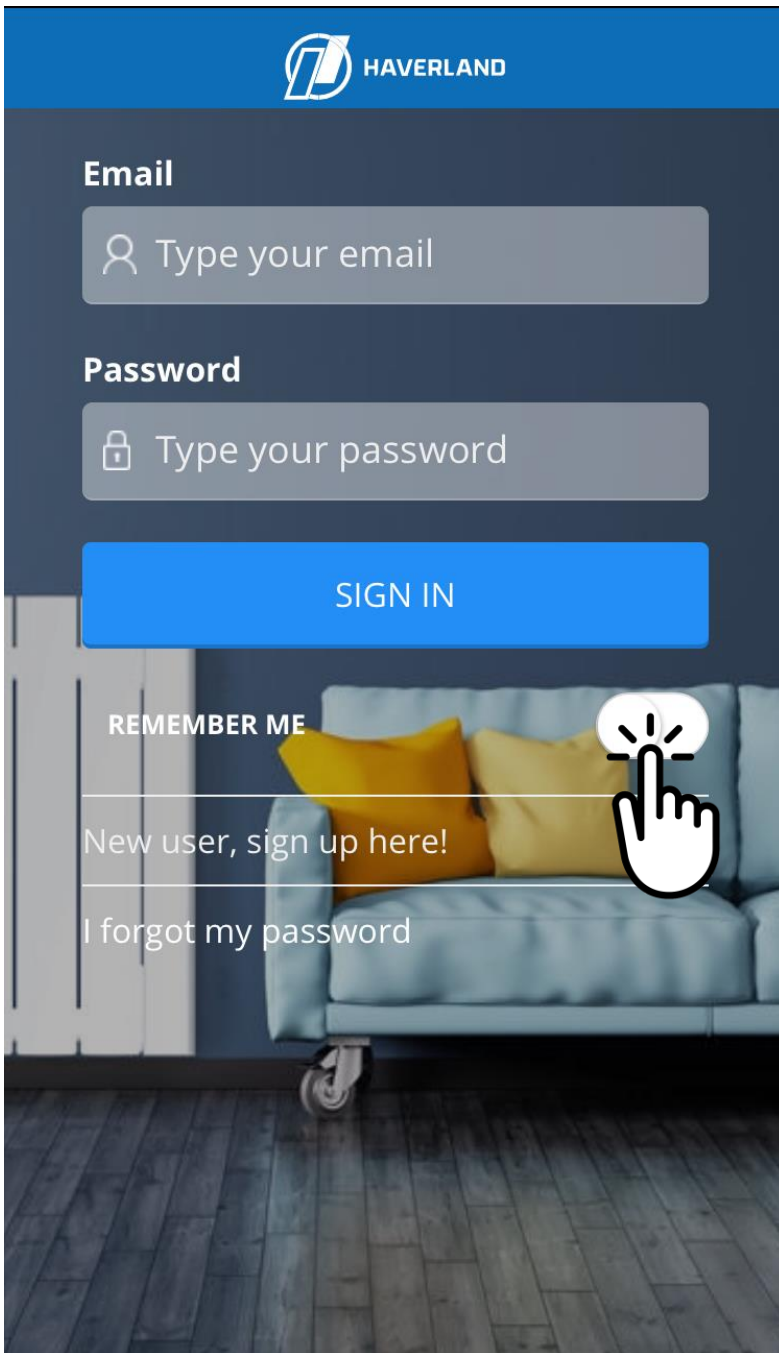
Haverland Support Team

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All rights reserved.

If you have any questions, please contact our Assistance Center

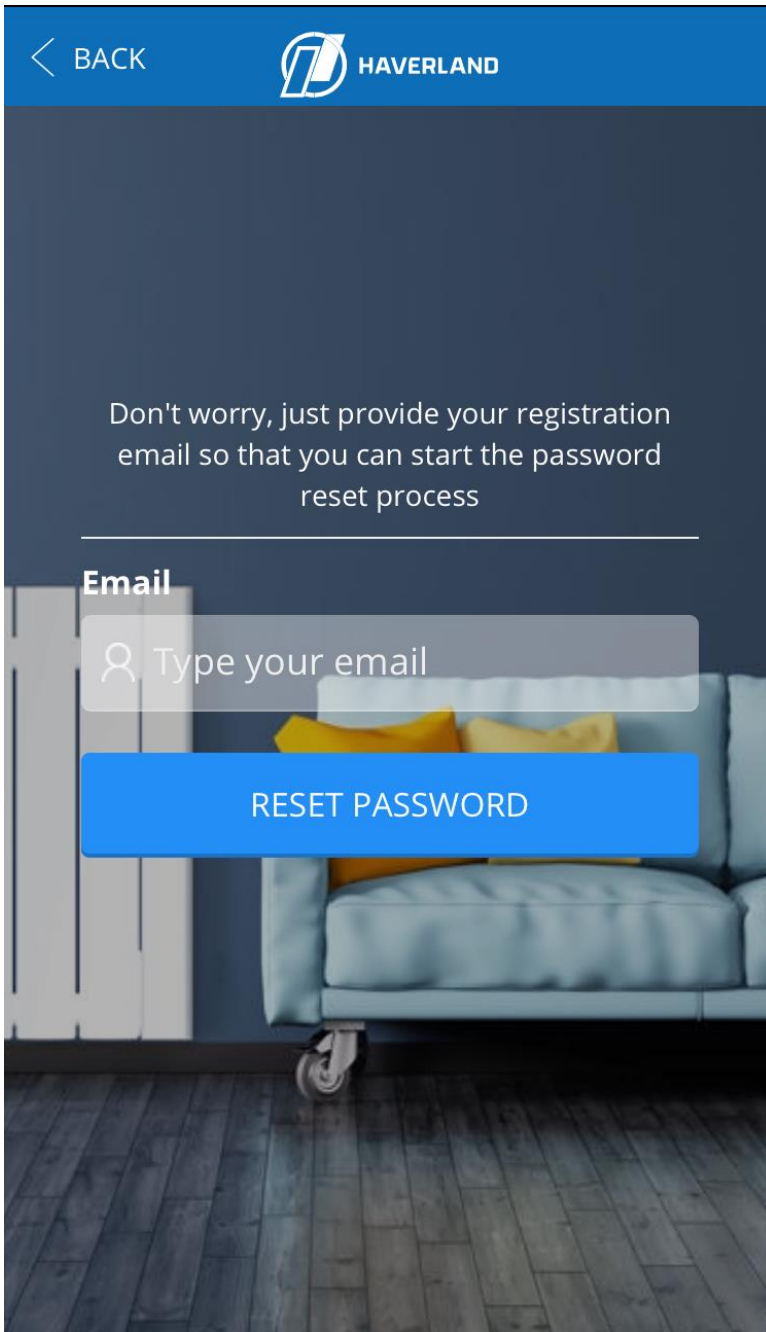
help@haverland.com



1.3. LOGIN

Please type in your personal details to log in to your account.

If you want the APP to remember your details, please press the "Remember Me" slide button.



1.4. FORGOT PASSWORD

If you have forgotten your password, please press on “I forgot my password” and type in your email address.

You will receive an email with a new password to access your account. Once you are logged in you can easily change the password by going to your account details:

My Account > Change Password

HAVERLAND APP STEP BY STEP GUIDE

2. ACCOUNT SETTINGS

HOW TO SET YOUR ACCOUNT DETAILS



WELCOME TO HAVERLAND



To start off, let's set up your home

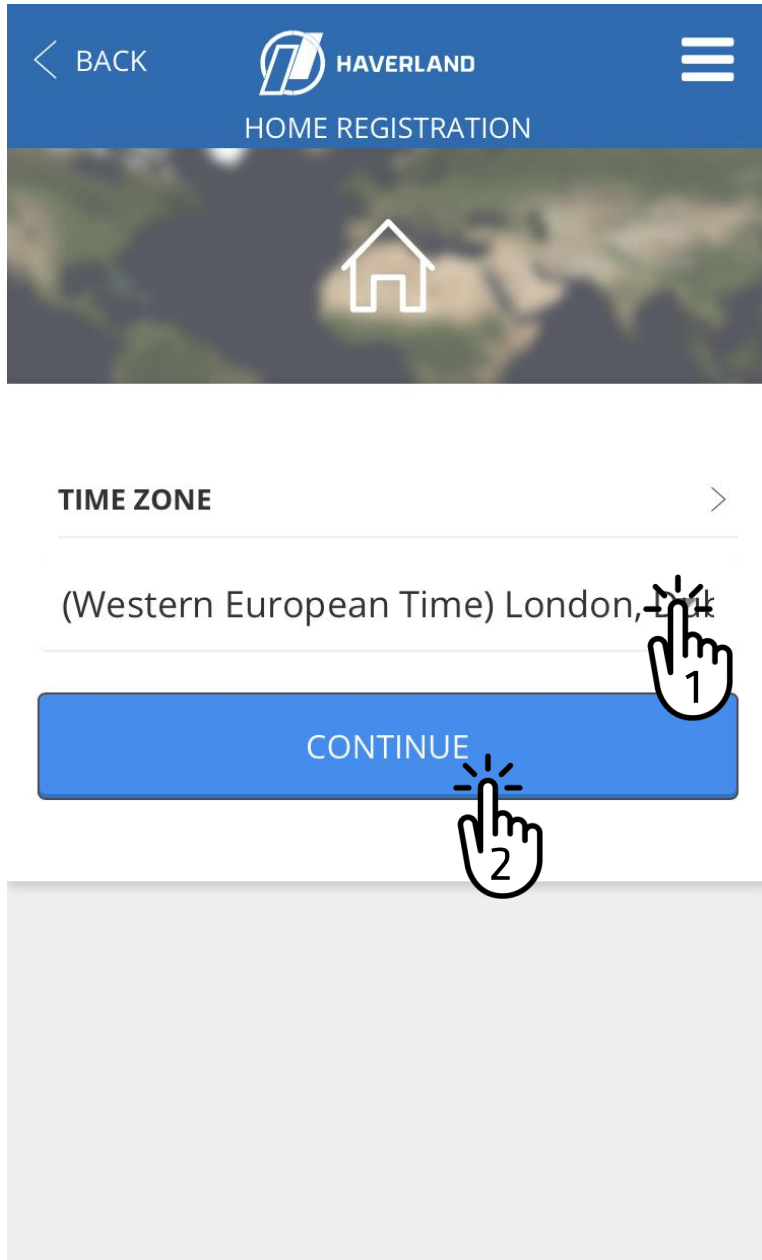
CONTINUE



2.1. NEW USER – FIRST STEPS

If this is the first time you are using the Haverland App and you haven't registered your Smartbox yet, the App will automatically guide you to set up your home.

Please follow the steps explained on the App to connect your Smartbox.



2.1. NEW USER – FIRST STEPS

First we will need to select our Time Zone.

Please press the arrow next to the time zone shown to open the option list. Press the time zone you wish to select.

Then please press Continue.

← BACK  HAVERLAND 
SETTINGS

SELECT YOUR DEVICE >

 SmartBox
(Sold separately) 

 Connect Series
CONNECT

 USB SmartBox
(Sold separately)

2.1. NEW USER – CONNECT SMARTBOX

To connect your ULTRAD, ECO-RADi (XRi) and SmartWave (Wi) radiators please press on “SmartBox”.

[← BACK](#)

SETTINGS



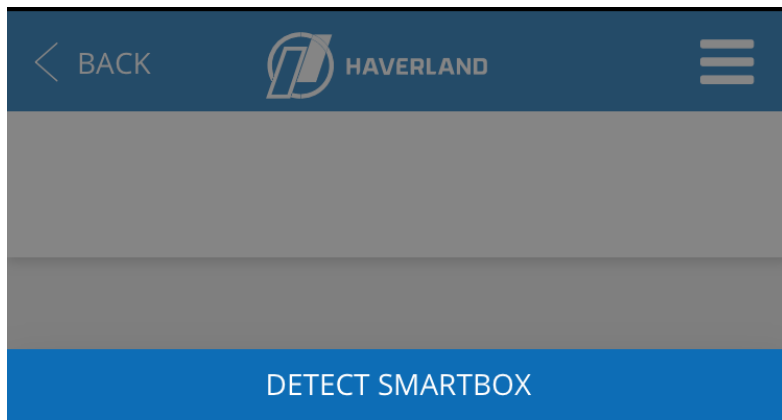
Please connect your ethernet SmartBox

[CONTINUE](#)

2.1. NEW USER – CONNECT SMARTBOX

Make sure your Smartbox is correctly connected to the mains and connect the Ethernet cable to your router.

Press Continue.



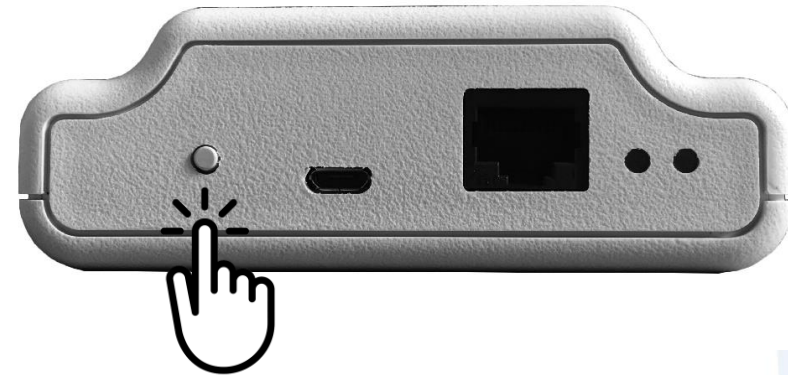
2.1. NEW USER – CONNECT SMARTBOX

The App will automatically start to search for the Smartbox.

Please follow the steps explained on the App to connect your Smartbox.



In order to find your Smartbox, press the button located at the front side of the device. Please make sure that it is correctly connected to your WIFI network.



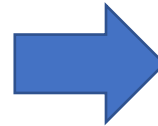


What do we call this SmartBox?



SmartBox

READY!



2.1. NEW USER – CONNECT SMARTBOX

Once the Smartbox is found, you will be able to set a name for it. Please press on READY! once you have finished.



Configuration completed





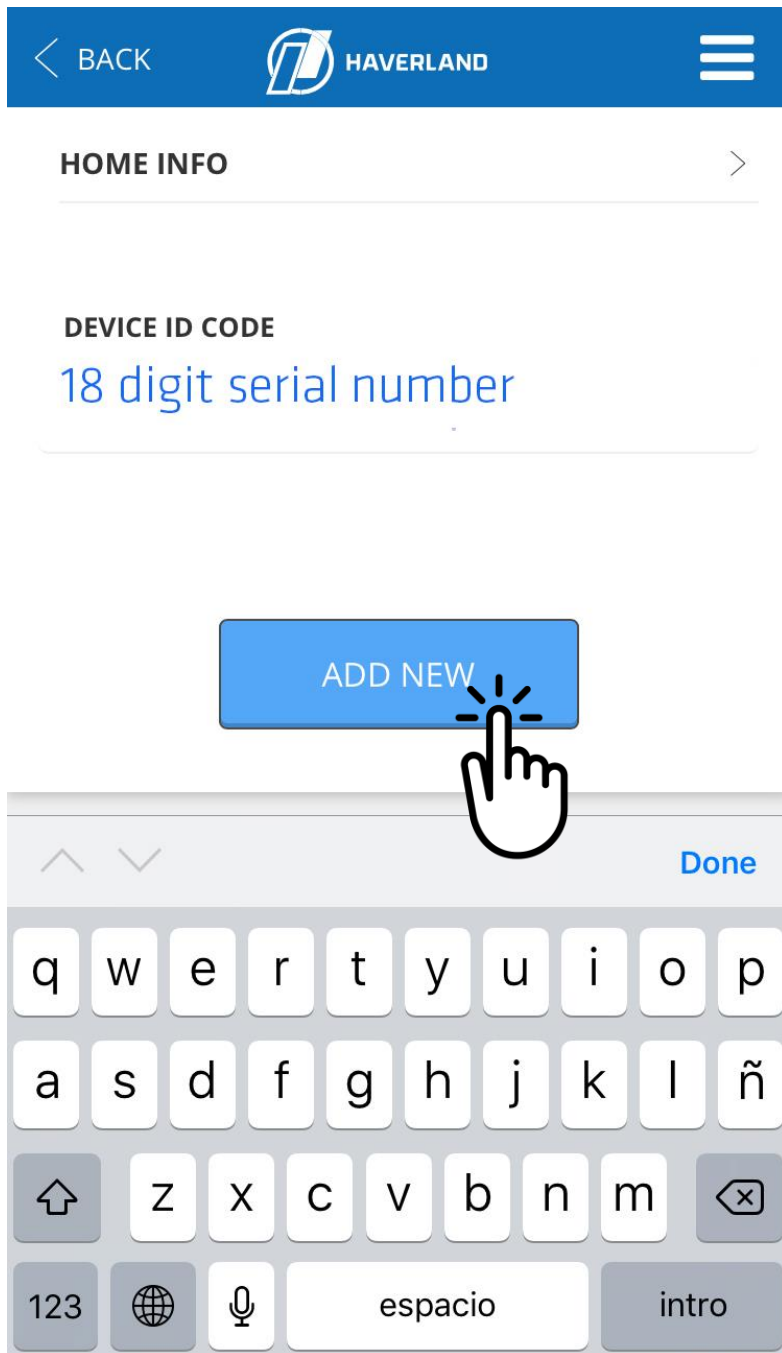
2.1. NEW USER – CONNECT SMARTBOX

If the App fails to automatically search for the Smartbox, you will need to manually type in the Smartbox's serial number.



We are sorry that the Smartbox could not be found.
Please click on next and input manually the device
identifier



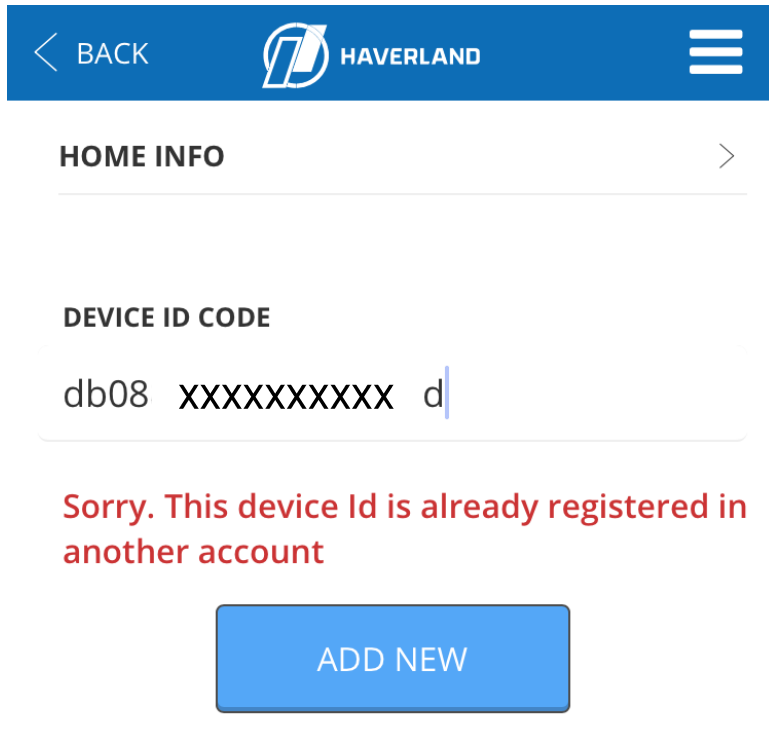




2.1. NEW USER – CONNECT SMARTBOX

You can find the serial number on the sticker placed under the Smartbox. The serial number contains 18 digits.



Once you have entered the serial number, press on “Add New” to connect your Smartbox to the App.



← BACK  HAVERLAND 

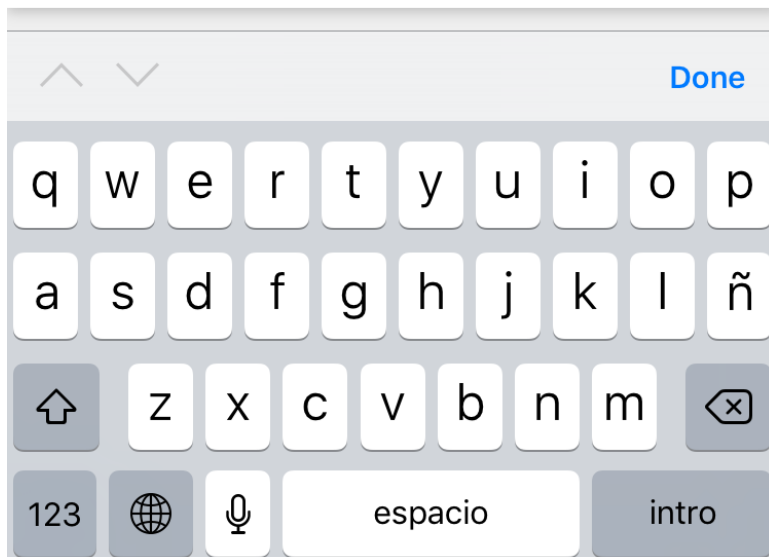
HOME INFO >

DEVICE ID CODE

db08 XXXXXXXXXXXX d|

Sorry. This device Id is already registered in another account

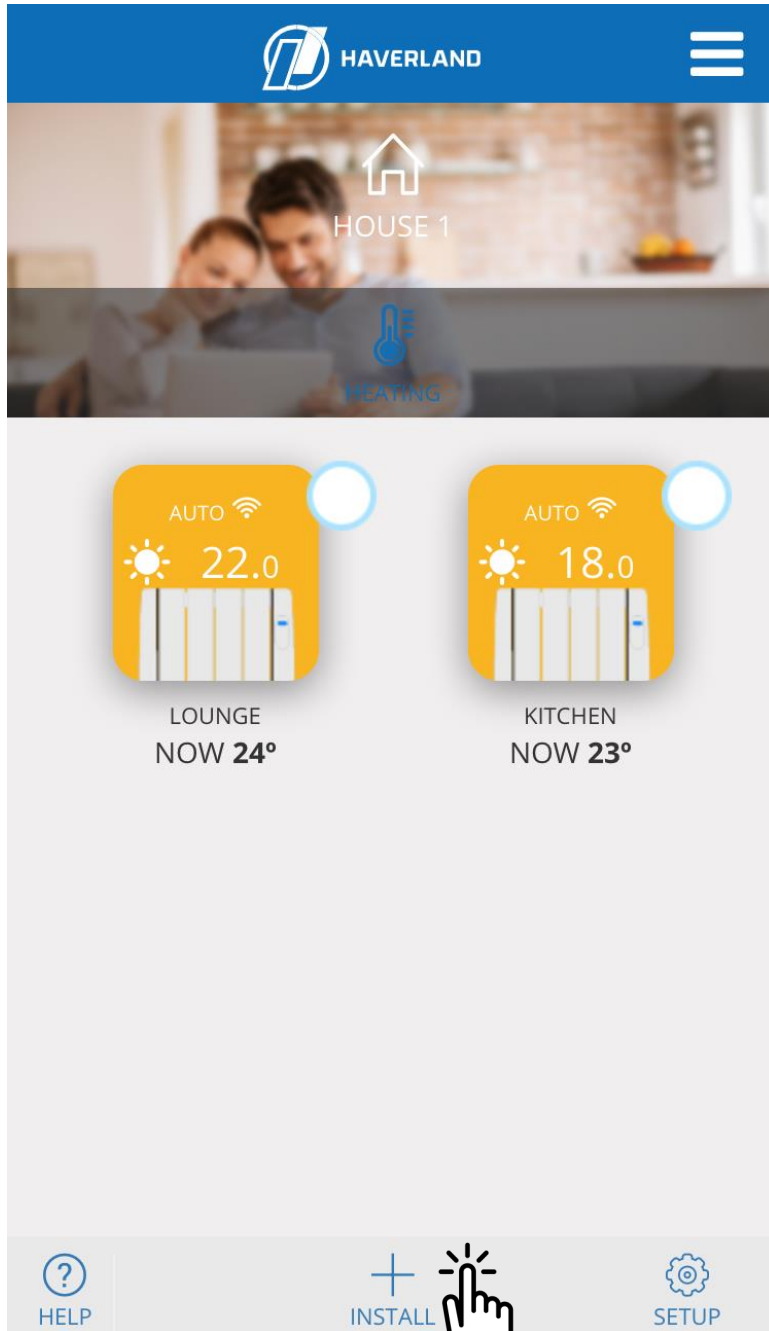
ADD NEW



2.1. NEW USER – CONNECT SMARTBOX

If the Smartbox is already registered to a different account, the message marked in red will be displayed. This means that your Smartbox was previously registered with a different email address.

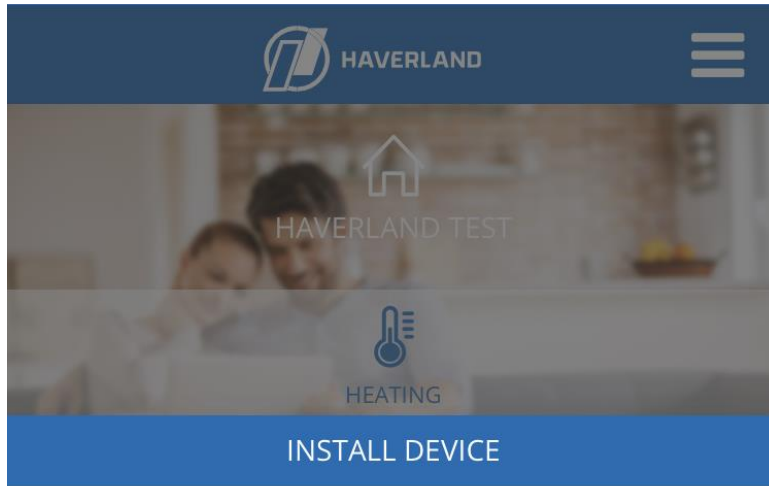
Please contact Haverland Technical Support for further information and please provide us with the Smartbox's serial number.



2.2. HOW TO LINK MY RADIATORS TO THE APP

Once the Smartbox is successfully linked to your account you will be able to install the radiators.

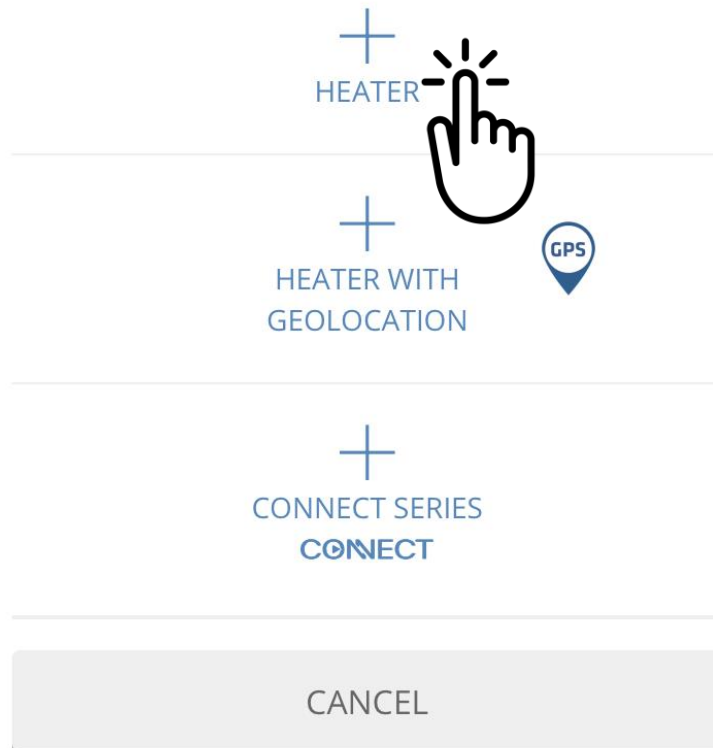
To connect the radiators to the App please press “+ Install”.

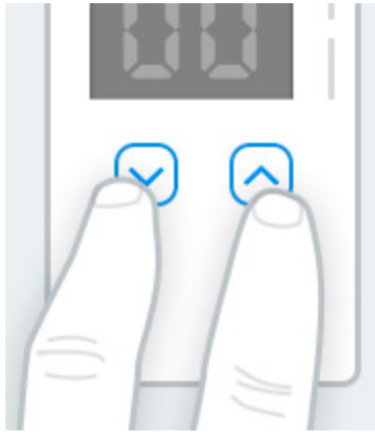


2.2. HOW TO LINK MY RADIATORS TO THE APP

Press on “+ Heater” to install your ULTRAD, ECORADi (XRI) or SmartWave (Wi) radiators.

Please note that the “Heater with Geolocation” is only available for the ECODRY-GPS system.





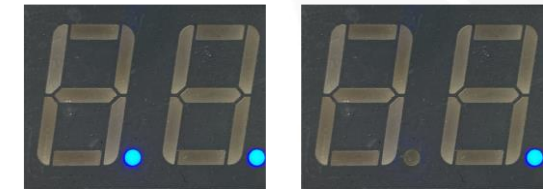
Install heater

Make sure the radiator is on Standby mode and hold both up and down temperature buttons for at least 3 seconds.



2.2. HOW TO LINK MY RADIATORS TO THE APP

Please leave the radiator on Stand-by mode before starting the process. Make sure the display is turned off with only one dot displayed at the centre of the display.



Once the radiator is ready, please press on "Start search".



Install heater

Make sure the radiator is on Standby mode and hold both up and down temperature buttons for at least 3 seconds.

SEARCHING...



2.2. HOW TO LINK MY RADIATORS TO THE APP

While the App is searching, go to the radiator and press the UP and DOWN buttons **at the same time** for 3 seconds. Then release.

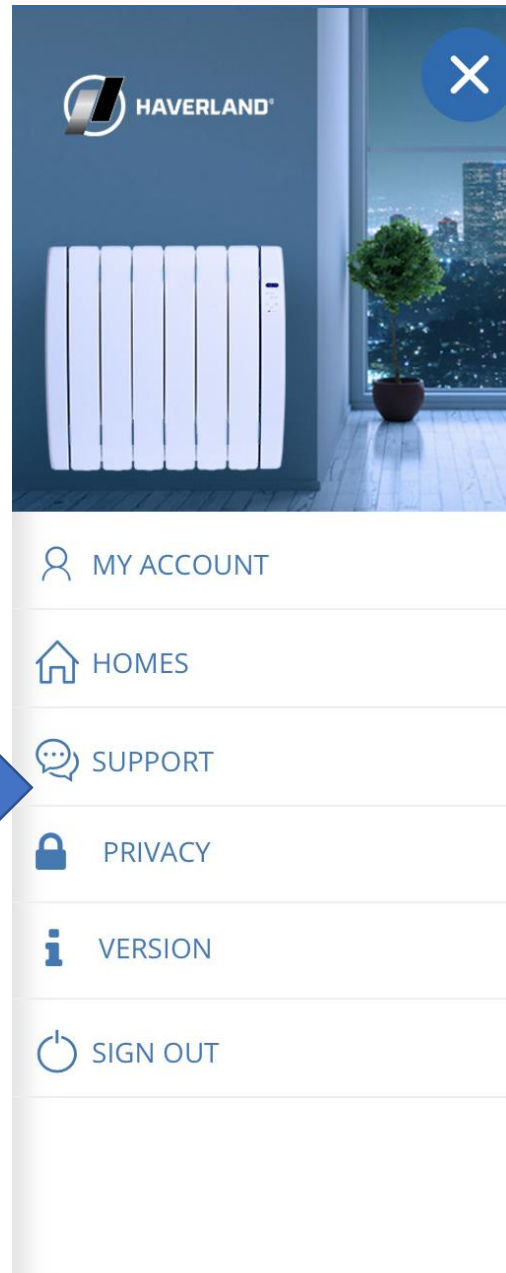
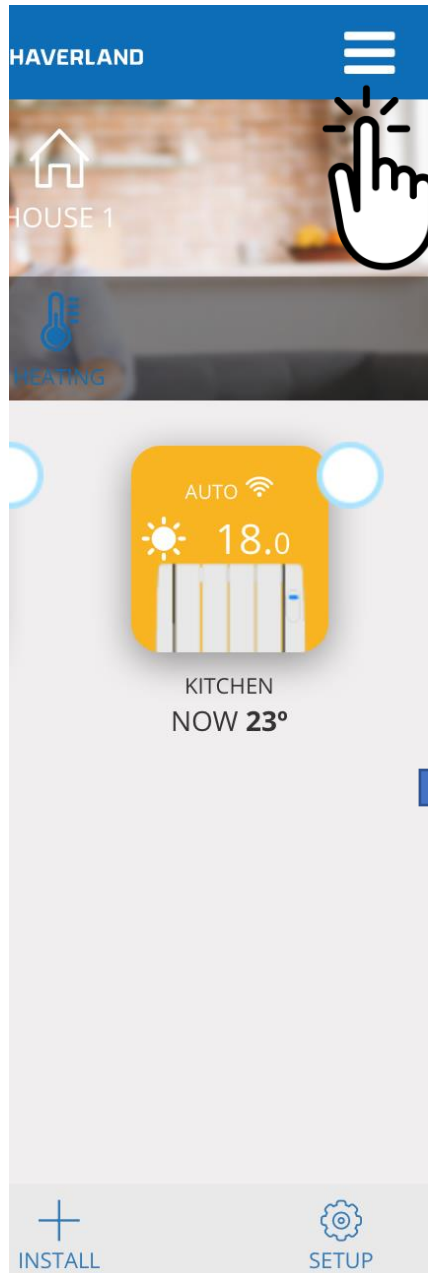
If this doesn't work, try to press the UP and DOWN buttons simultaneously for only 1 second (tap and release).

When the radiator is detected, the App will stop searching and the new radiator will be displayed on the Main Page.

Please repeat the process with the rest of the radiators in your property.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

At the top right hand corner there's a Menu Bar, press the button to access the App's Menu.

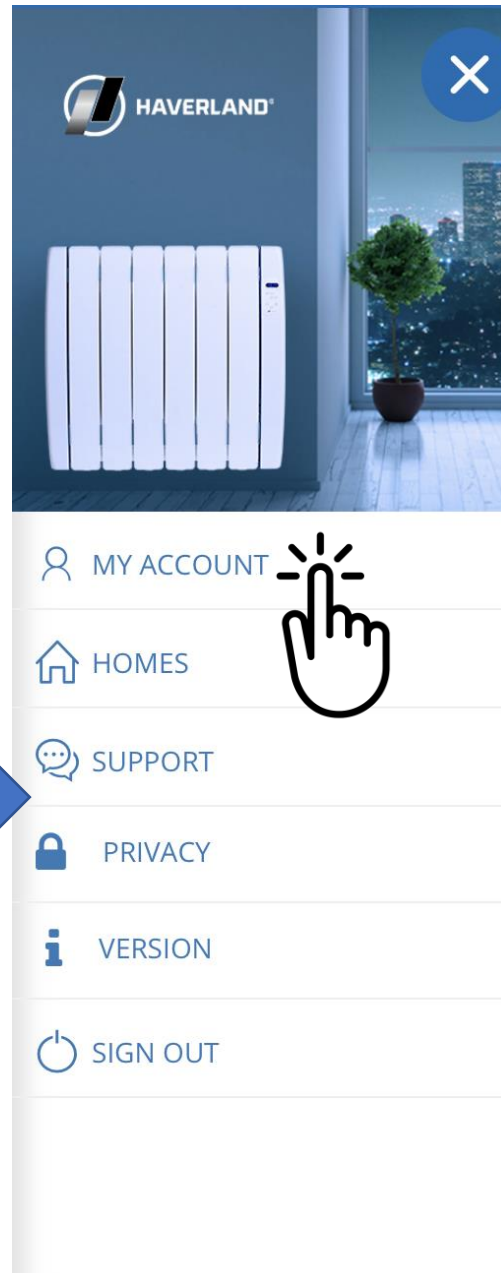
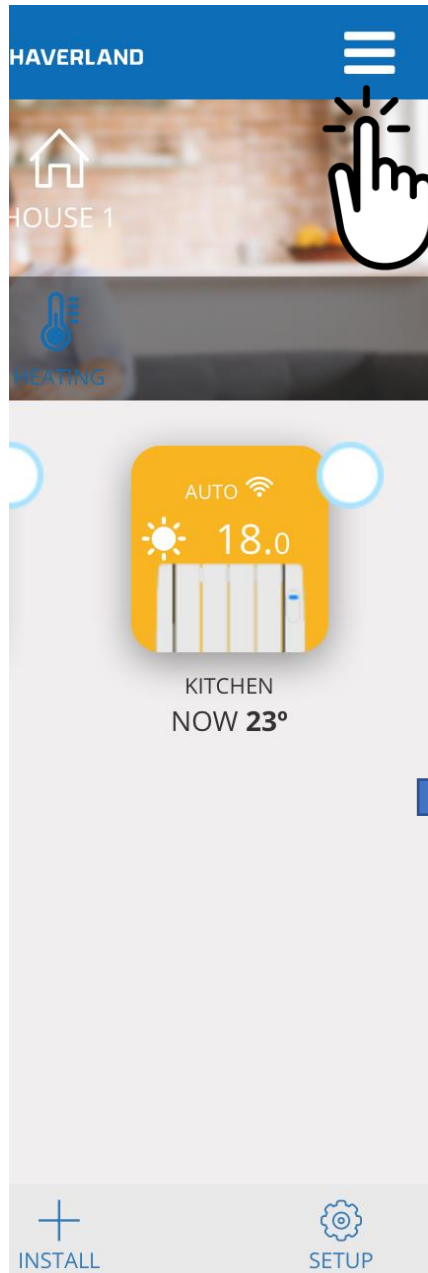


2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

MY ACCOUNT

Use this option to:

- Check the account's email address.
- Change the App's language.
- Change account's email address.
- Change account's password.



2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

MY ACCOUNT: CHANGE APP LANGUAGE

Please press the arrow next to the language shown to open the option list. Press the language you wish to select to change the App's language.

Then please press SAVE to maintain the changes made.

The screenshot shows the 'MY INFO' section of the Haverland app. The 'LANGUAGE' is currently set to 'English'. A hand icon with the number '1' is pointing to the right arrow next to 'English'. Below this is the 'CHANGE EMAIL ADDRESS' section with a 'NEW EMAIL ADDRESS' input field and a 'CONFIRM WITH PASSWORD' section with a password input field. At the bottom, there is a blue 'SAVE' button with a hand icon and the number '2' pointing to it. A 'HELP' button is visible in the bottom left corner.

BACK HAVERLAND

MY INFO >

USER
example@haverland.co.uk

LANGUAGE
English

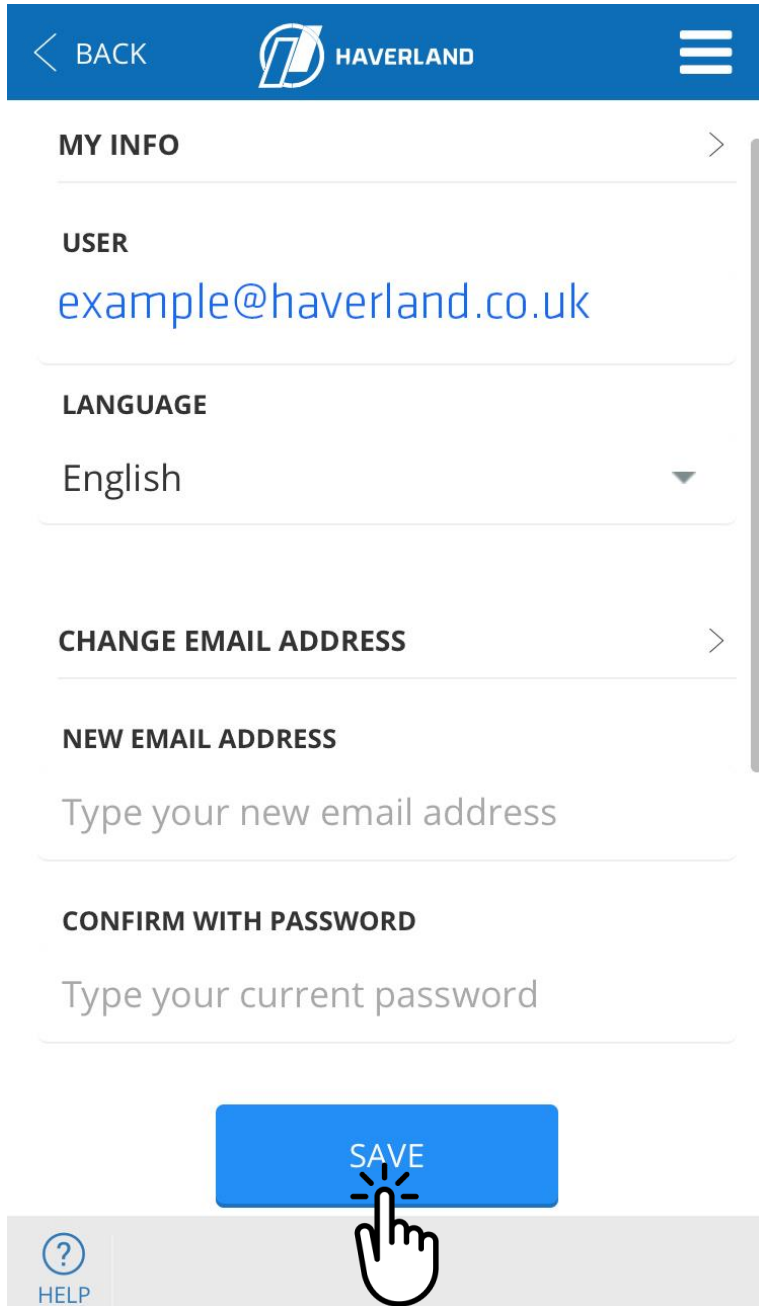
CHANGE EMAIL ADDRESS >

NEW EMAIL ADDRESS
Type your new email address

CONFIRM WITH PASSWORD
Type your current password

SAVE

HELP



The screenshot shows the Haverland account settings interface. At the top, there is a blue header with a back arrow, the Haverland logo, and a menu icon. Below the header, the 'MY INFO' section is visible, containing 'USER' (example@haverland.co.uk) and 'LANGUAGE' (English). The 'CHANGE EMAIL ADDRESS' section is highlighted, showing a 'NEW EMAIL ADDRESS' field with the placeholder text 'Type your new email address' and a 'CONFIRM WITH PASSWORD' field with the placeholder text 'Type your current password'. A blue 'SAVE' button is located at the bottom of the form, with a hand icon pointing to it. A 'HELP' button with a question mark icon is visible in the bottom left corner.

BACK HAVERLAND

MY INFO >

USER
example@haverland.co.uk

LANGUAGE
English

CHANGE EMAIL ADDRESS >

NEW EMAIL ADDRESS
Type your new email address

CONFIRM WITH PASSWORD
Type your current password

SAVE

HELP

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

MY ACCOUNT: CHANGE ACCOUNT'S EMAIL ADDRESS

Please enter the new email address you would like to use for the login and then please type in your CURRENT password. Please click on SAVE.

You will receive a confirmation email in the new login email address, please click on the attached link to confirm the change of email address.



You will be able now to login with the new address and your current password.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

MY ACCOUNT: CHANGE ACCOUNT PASSWORD

Please type in your current password and then please type in your new password.

Then please press SAVE to maintain the changes made.

[← BACK](#)  

CONFIRM WITH PASSWORD

Type your current password

SAVE

CHANGE PASSWORD [>](#)


CURRENT PASSWORD


Type your current password

NEW PASSWORD

Type your new password

SAVE



 [HELP](#)

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

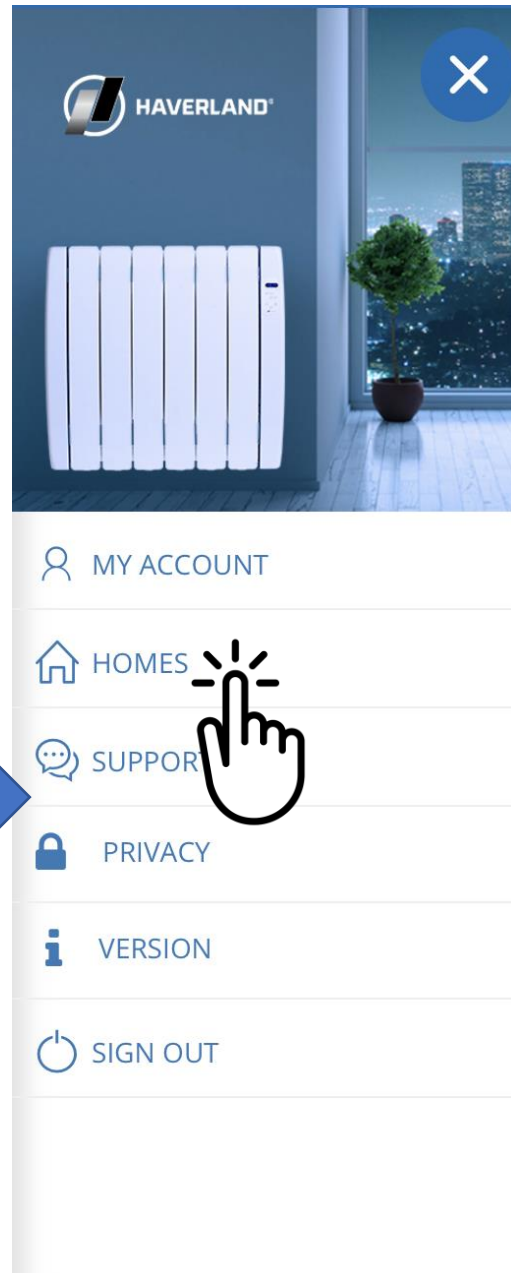
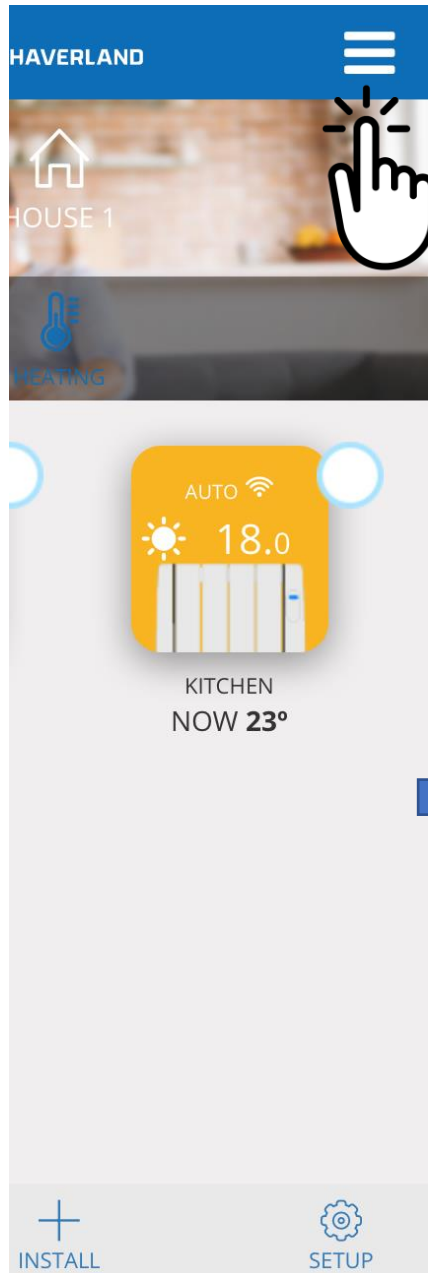
HOMES

You can have multiple Houses registered in the same account.

Each house will have one Smartbox registered, for example if you have more than one property or you have multiple floors in the same building.

Use this option to:

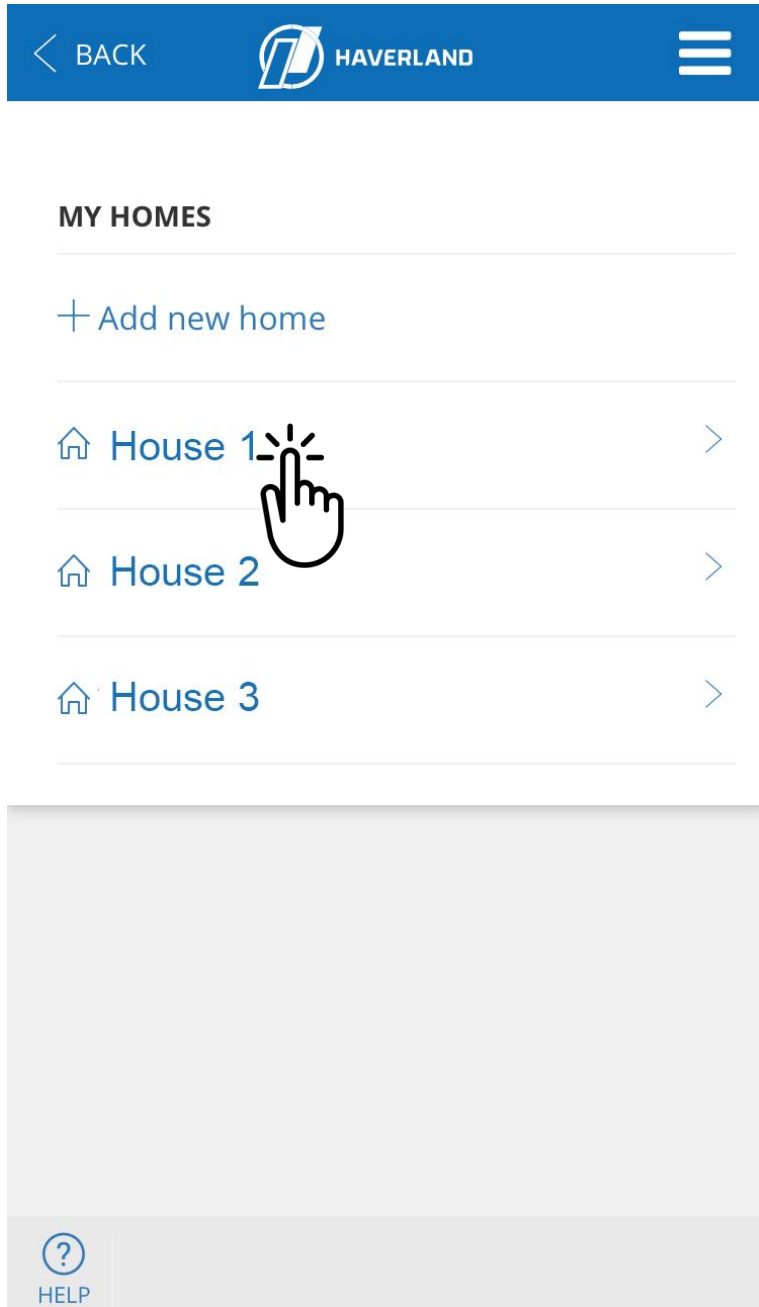
- Erase the Smartbox from the account.
- Change House / Smartbox name.
- Create a guest account.



2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES

Please press on the Home you wish to access to.

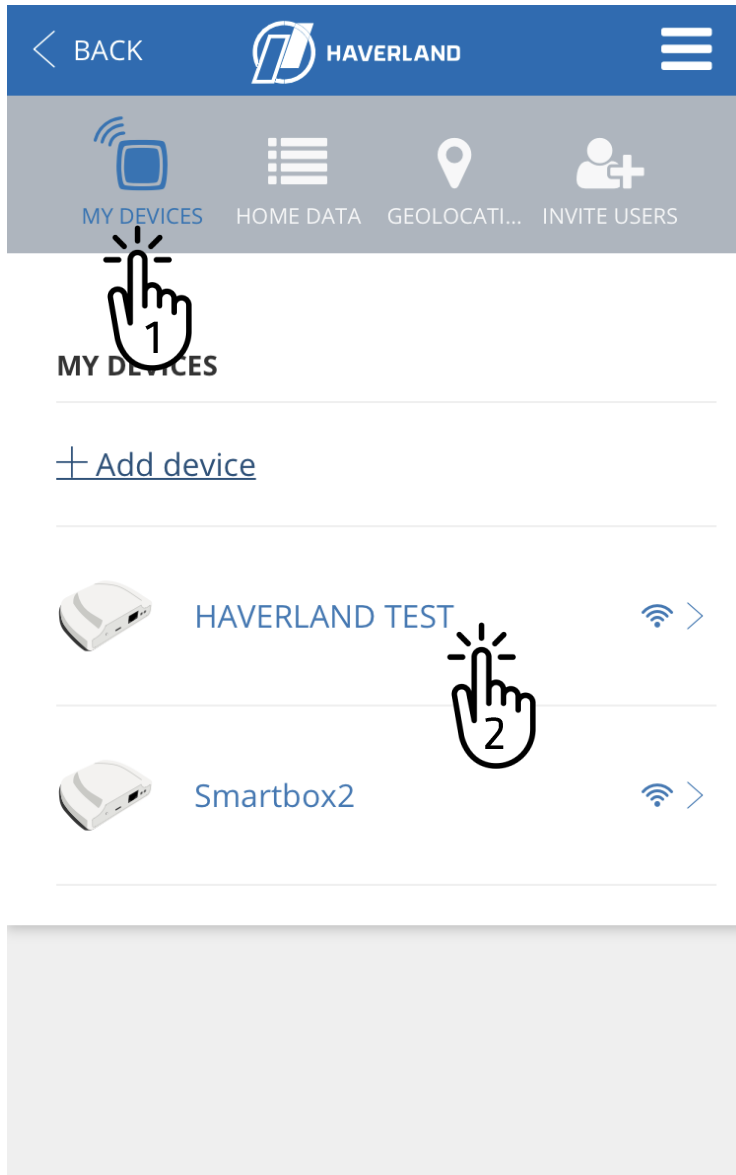


2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: MY DEVICES

You can have multiple Smartboxes registered in the same Home, for example, if you have exceeded the maximum number of radiators installed for the same house (32 radiators per Smartbox), you can install a second Smartbox to connect all radiators.

If you wish to see the Smartbox details or erase the Smartbox from this Home, please press on the Smartbox name.





NAME

HAVERLAND TEST

DEVICE ID CODE

Smartbox Serial Number



Connection state



DELETE DEVICE



2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: MY DEVICES

You are able to change the Smartbox Name and see the Smartbox serial number.

If you wish to delete the Smartbox from the account please press DELETE DEVICE.

DELETE DEVICE



Are you sure you want to delete this device?

REMOVE

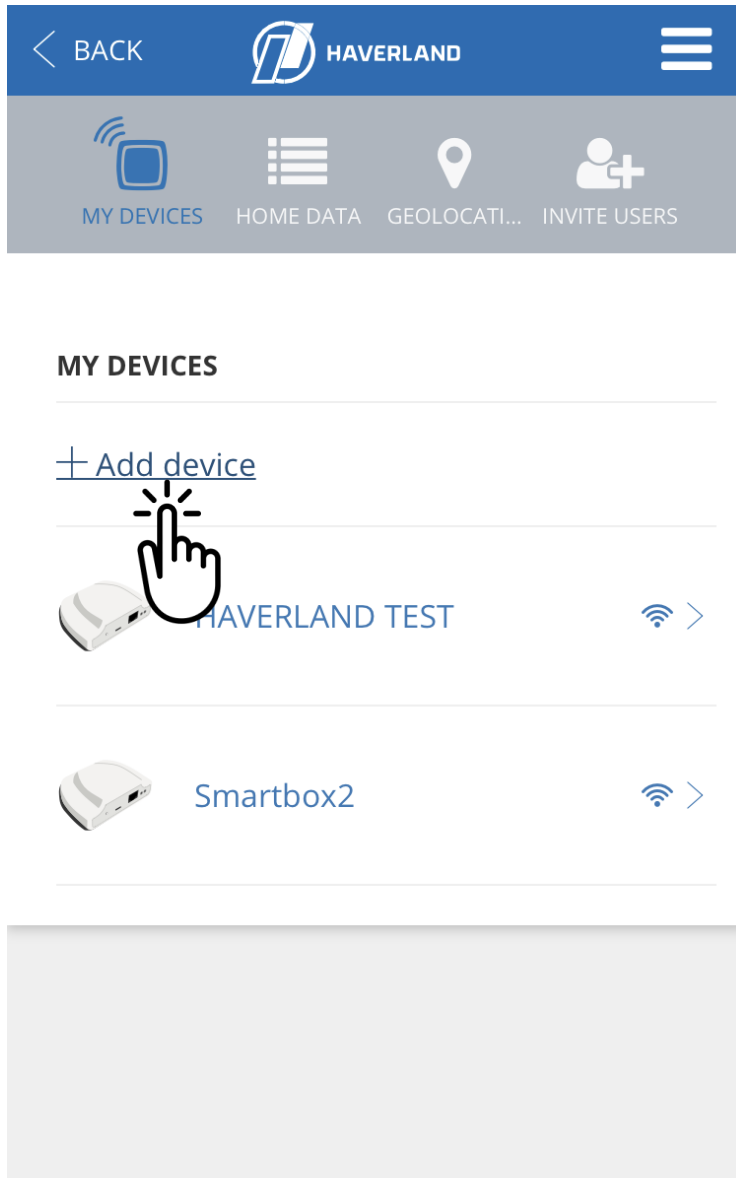
CANCEL



2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: MY DEVICES

If you wish to add another Smartbox to the Home, press Add device.



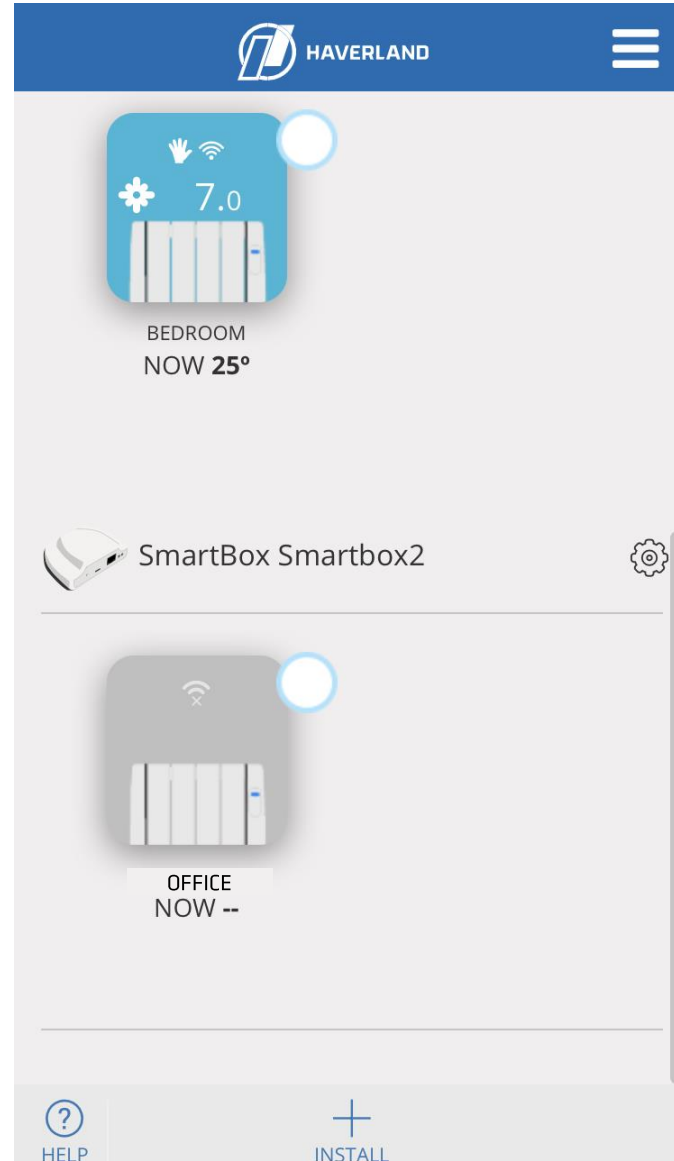
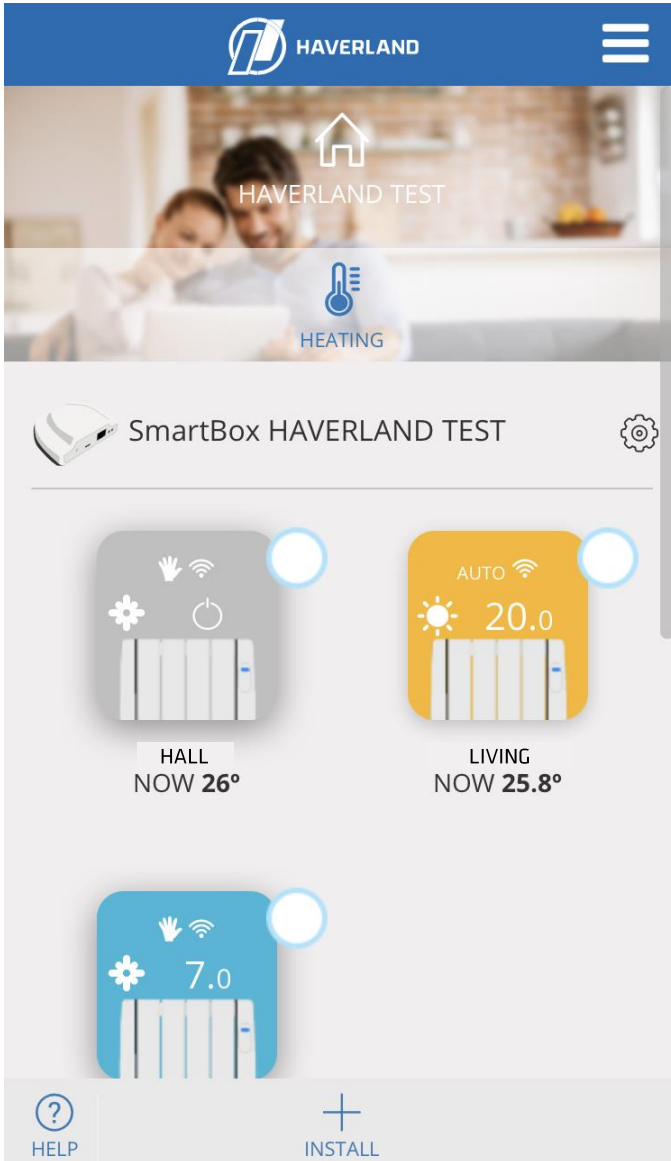
2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: MY DEVICES

1. Then press on "SmartBox".
2. Continue.
3. Follow steps to connect Smartbox as per "2.1. NEW USER – CONNECT SMARTBOX"
4. Type a name for your Smartbox and press Ready.
5. Your Smartbox is ready!



2.3. HOW TO CHANGE MY ACCOUNT SETTINGS



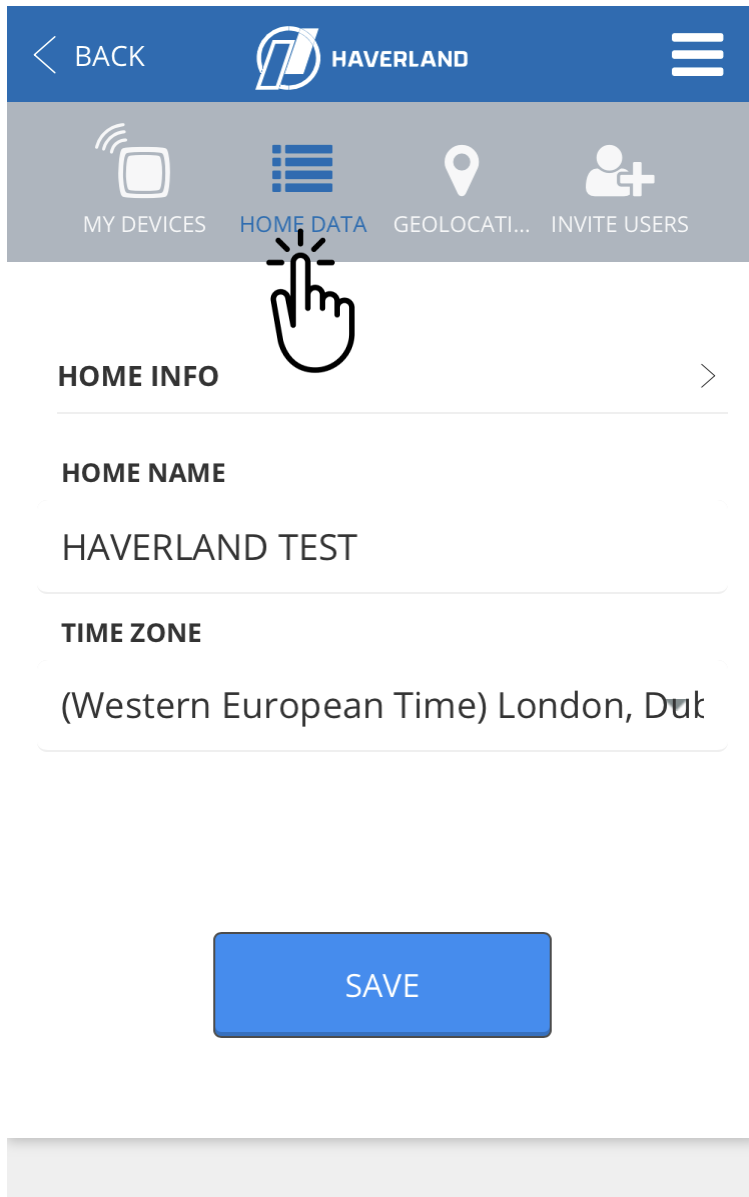
HOMES: MY DEVICES

If you have multiple Smartboxes linked in the same Home you will see them on the Main Page.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: HOME DATA

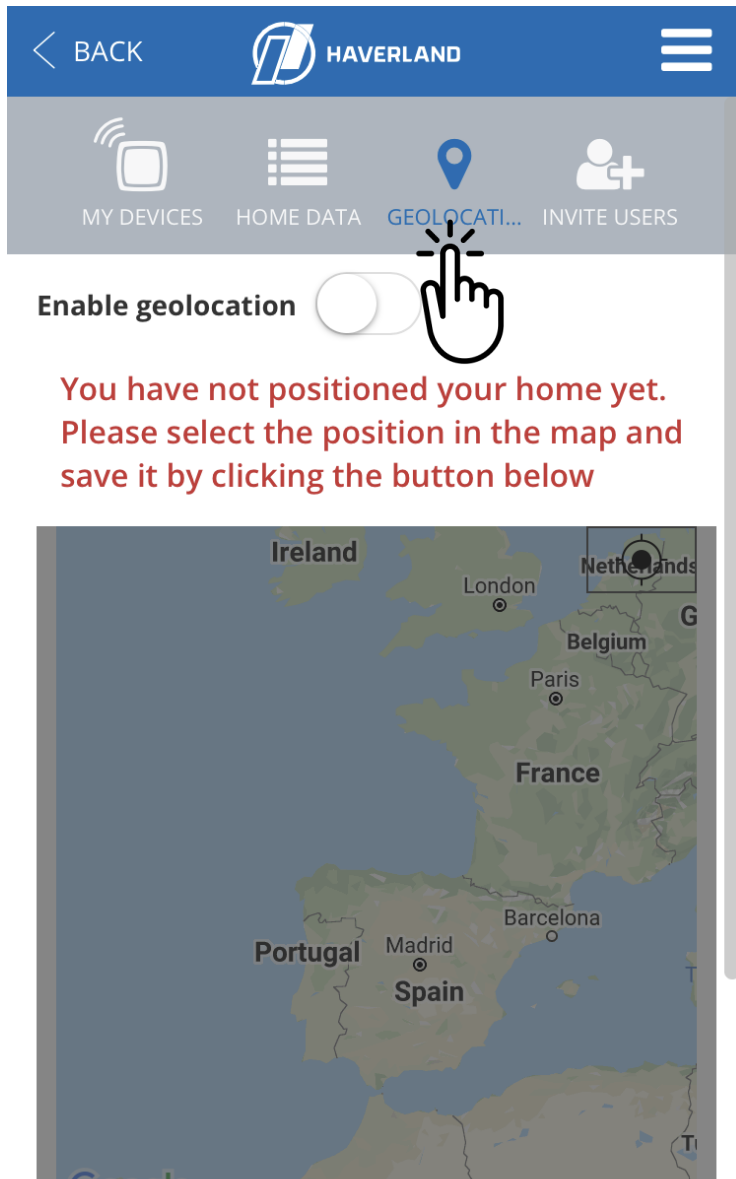
You can change the name of your House and time zone.



2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: GEOLOCATION

Please note this option is only available
with ECO-DRY GPS range!

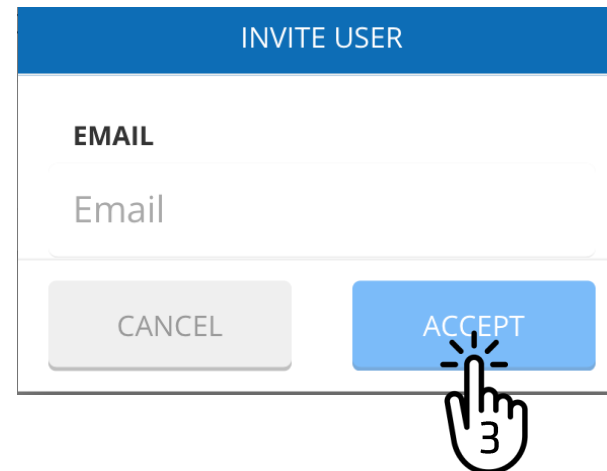
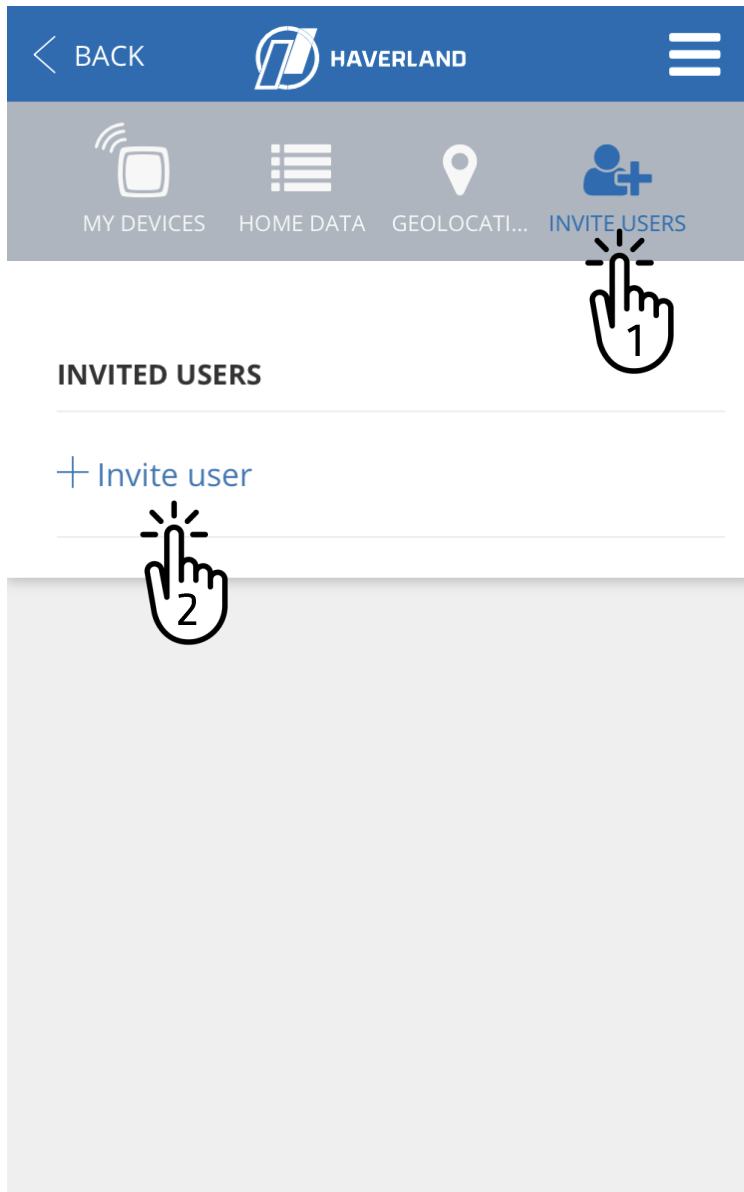


2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: INVITE USERS

You can allow 10 different users (10 different email accounts) to be able to remotely control the radiators in your house from the App.

Please press “+ Invite User”, enter their email address you would like to invite to the account and press ACCEPT.



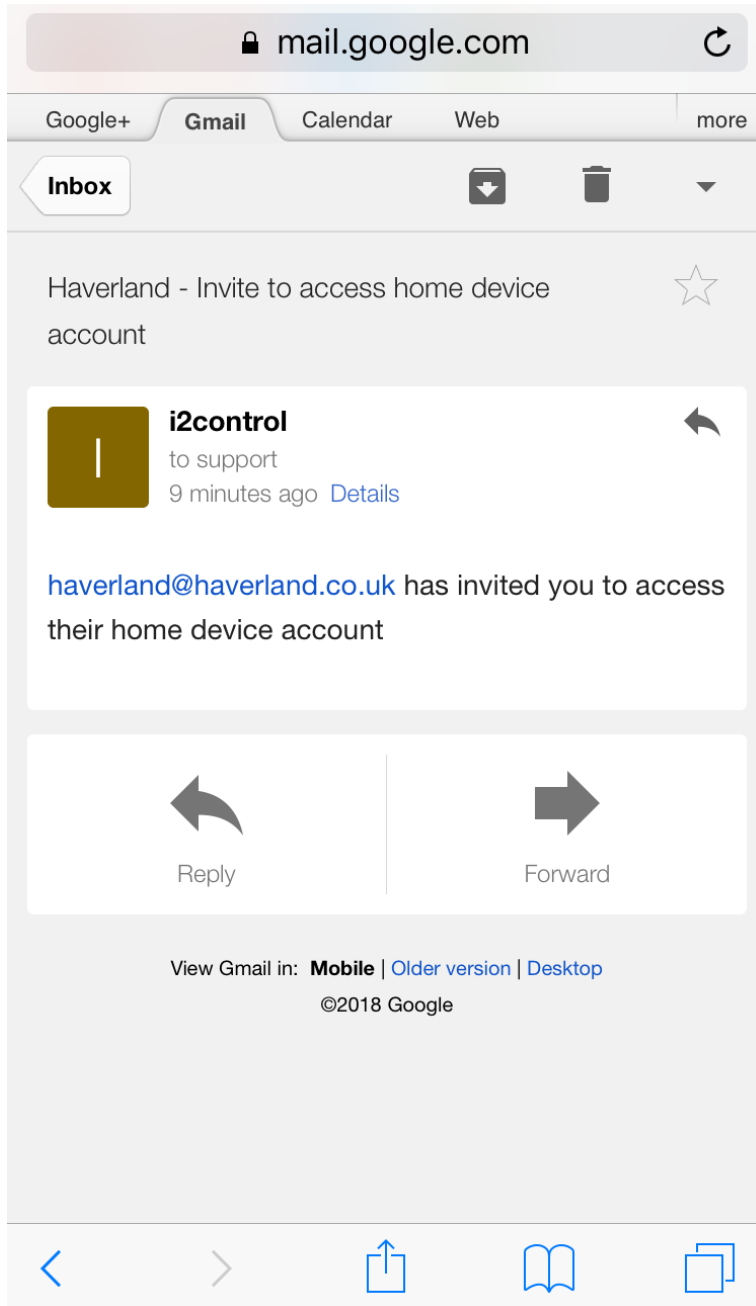
2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

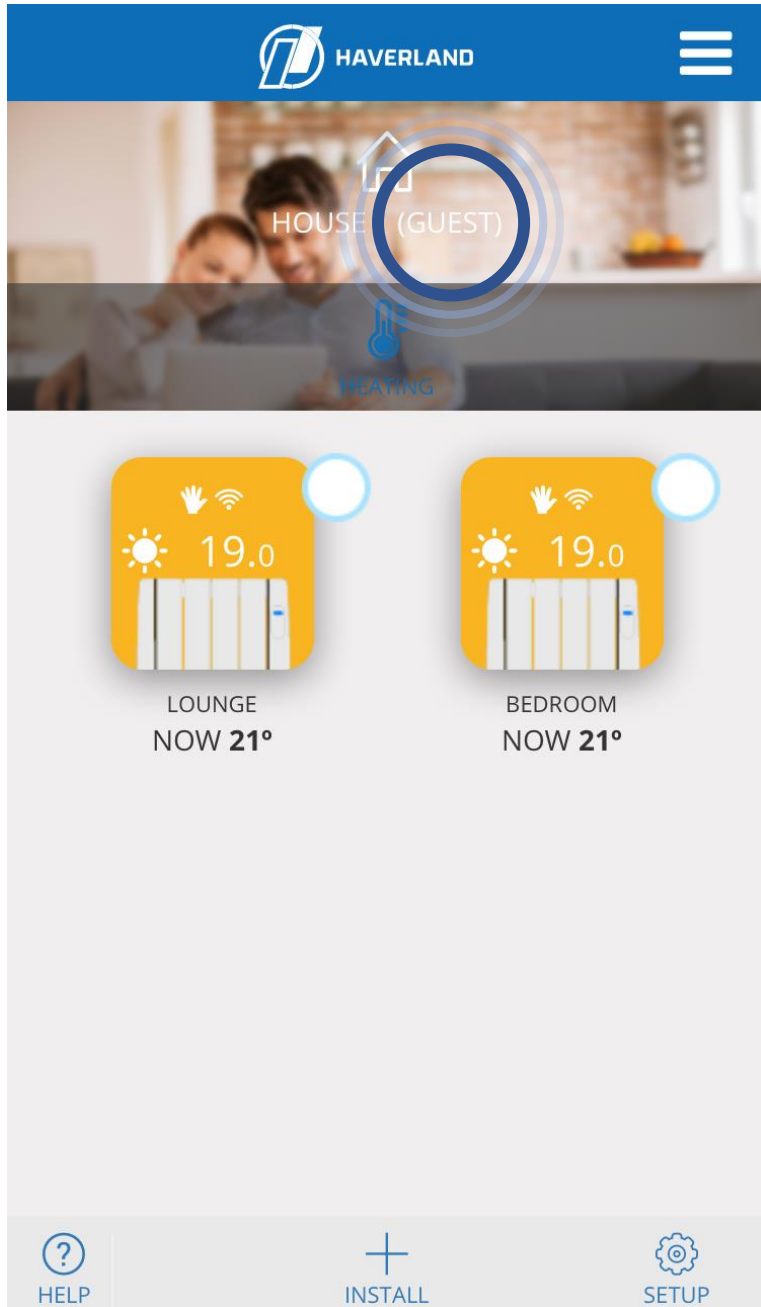
HOMES: INVITE USERS

The guest user will receive an email informing that they have been invited to the account.

Now the user will need to create an account with their email address and password as per *1. APP FIRST STEPS*, once they login they will have access to most of your account settings and radiator settings.

Please note that they will need to register with the same email address you sent them the invitation to.





2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

HOMES: INVITE USERS

This is how they will see the account once they are Invited. Next to the house name they will have the “GUEST” note.

Guests will be able to change the settings on the radiators (schedule, temperature, ...) but you will still be the owner of the account. Guest users will not be able to change the Smartbox configuration, account details or invite other users.

Please note that some of the App settings will be disabled on a Guest account.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

SUPPORT

If you need help with the App, please contact us at: i2control@haverland.com

HAVERLAND

MY ACCOUNT

HOMES

SUPPORT

PRIVACY

VERSION

SIGN OUT

BACK **HAVERLAND**

SUPPORT

On the left bottom corner there is a help button to display some tips for using the app.

If you would like to ask for support, please use the following contact details:

ADDRESS

HAVERLAND - MARSAN INDUSTRIAL, S.A.

AVDA. SAN MARTÍN DE VALDEIGLESIAS, KM. 2,2

28925 ALCORCÓN, MADRID, SPAIN

EMAIL

i2control@haverland.com

TELEPHONE

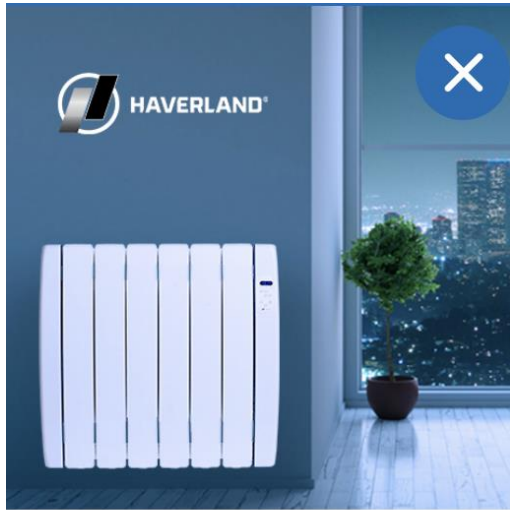
916427020

FAX

916191950

HELP

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS



 MY ACCOUNT

 HOMES

 SUPPORT

 PRIVACY

 VERSION

 SIGN OUT



 BACK

 HAVERLAND



PRIVACY

Here you can see the personal information we have about you. You can exercise your rights at the contact email address that appears below.

EMAIL

CONTACT EMAIL

i2control@haverland.com

I have read and accept the [Privacy Policy](#) and [Terms and Conditions](#) (Accepted Sep 5, 2018)



HELP

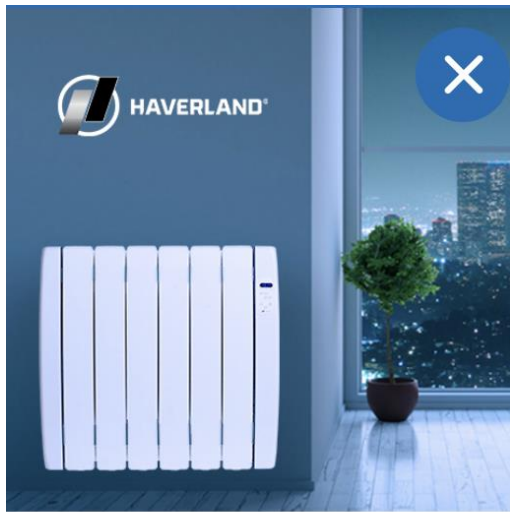
PRIVACY

Please make sure the Terms and Conditions box is checked.

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

VERSION

App information.



MY ACCOUNT

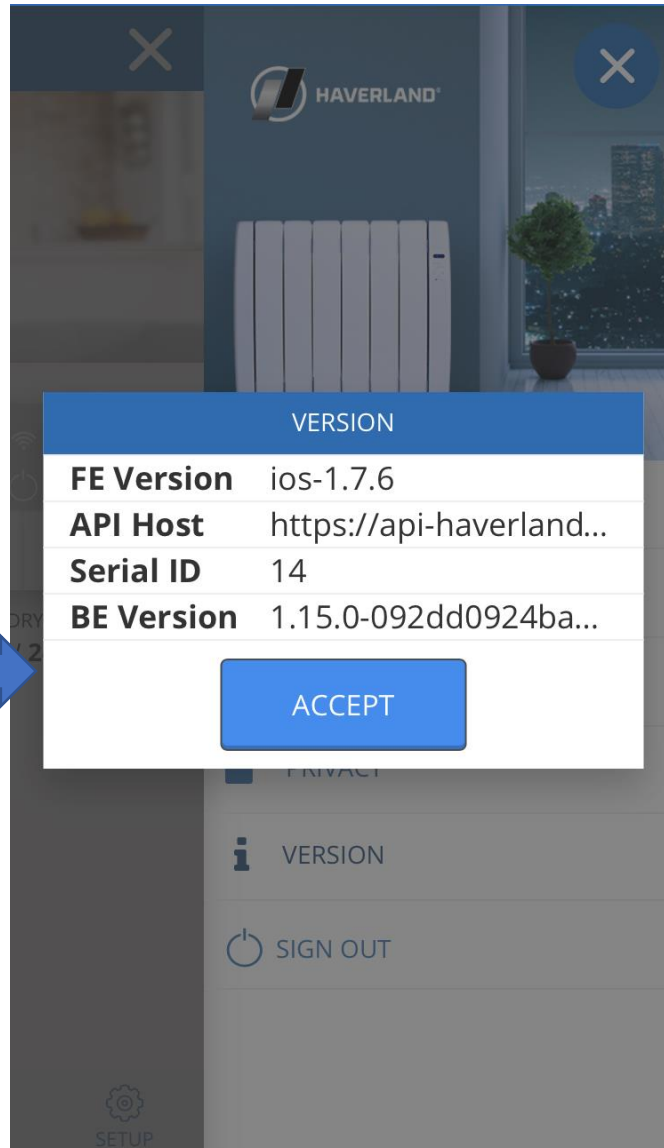
HOMES

SUPPORT

PRIVACY

VERSION

SIGN OUT



VERSION

FE Version ios-1.7.6

API Host https://api-haverland...

Serial ID 14

BE Version 1.15.0-092dd0924ba...

ACCEPT

VERSION

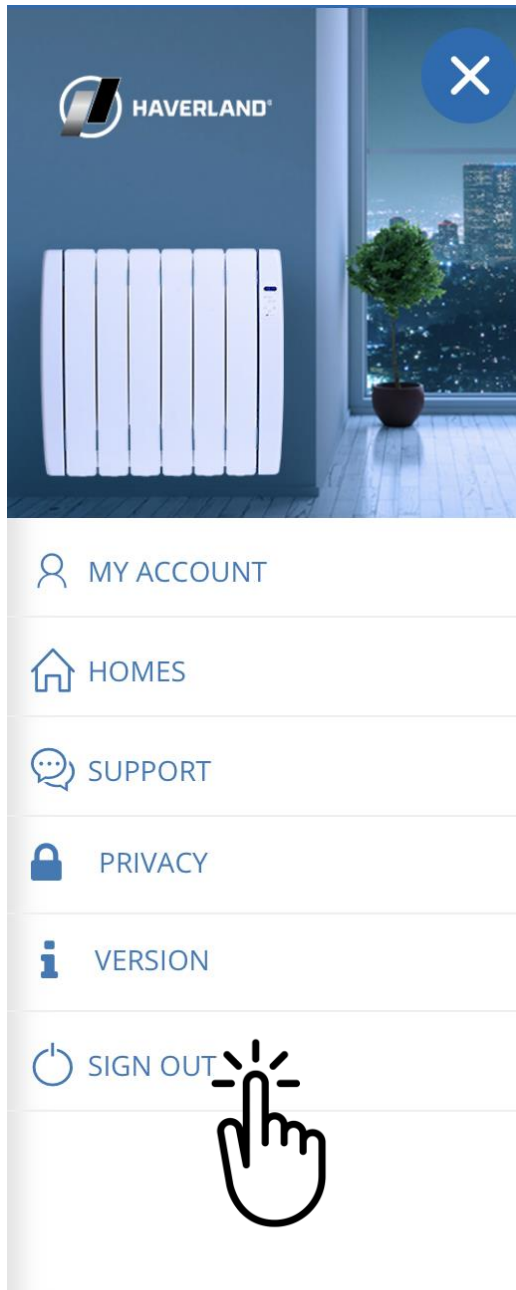
SIGN OUT

SETUP

2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

SIGN OUT

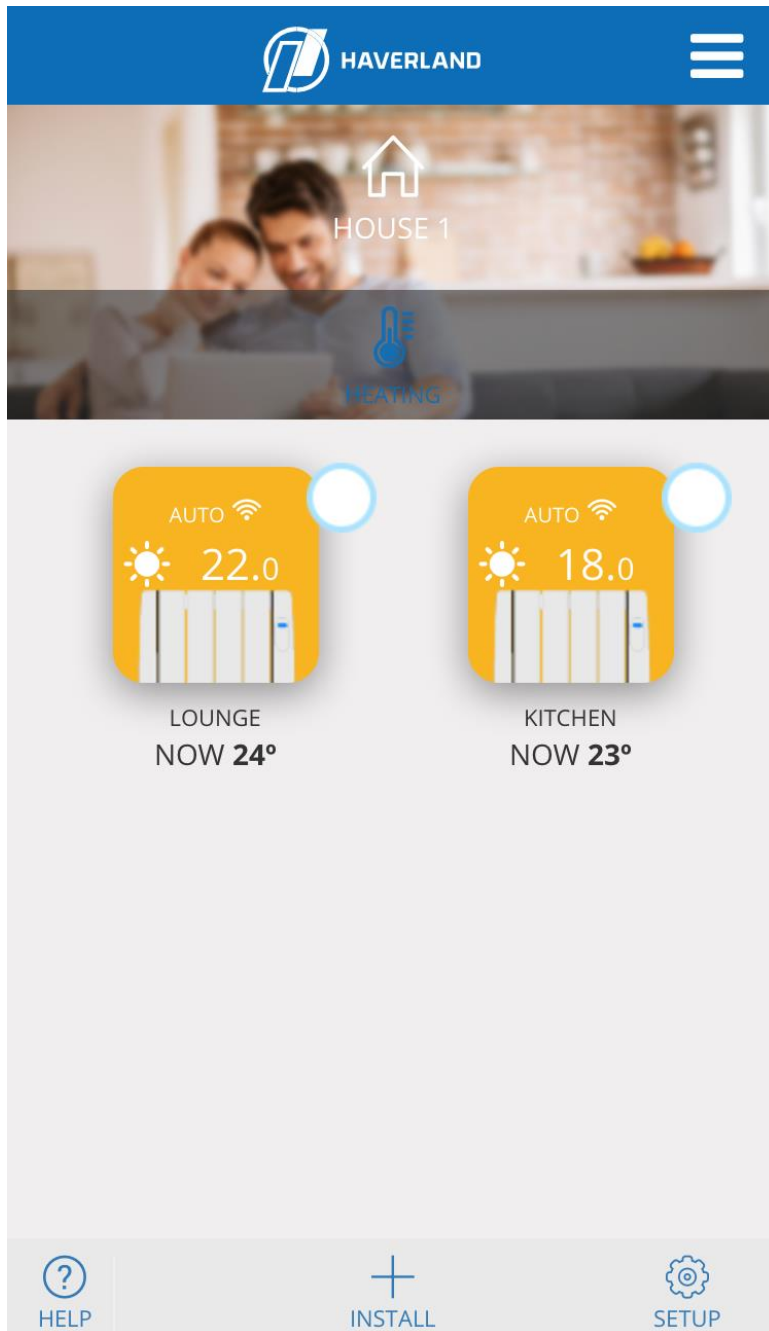
If you wish to sign out from the App, please press on Sign out.



HVERLAND APP STEP BY STEP GUIDE

3. RADIATOR SETTINGS

HOW TO CONTROL YOUR RADIATORS FROM THE APP



3. 1. APP MAINPAGE

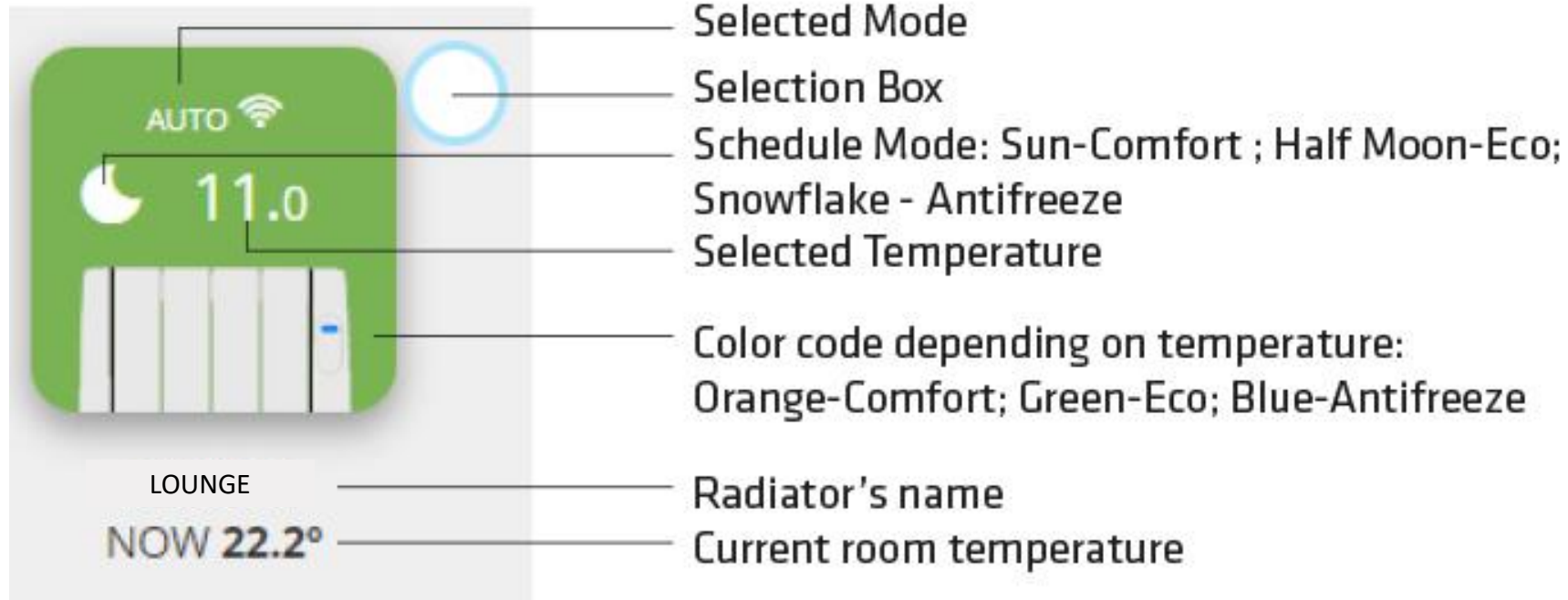
This is how your APP will look like once your radiators are connected.

You will see the status of the radiators at a glance:

- If they are turned on or off
- If they are heating up
- The actual room temperature
- The desired temperature you've set for each radiator.
- The selected mode they are on (Manual, Learning, Sensor or Programming)

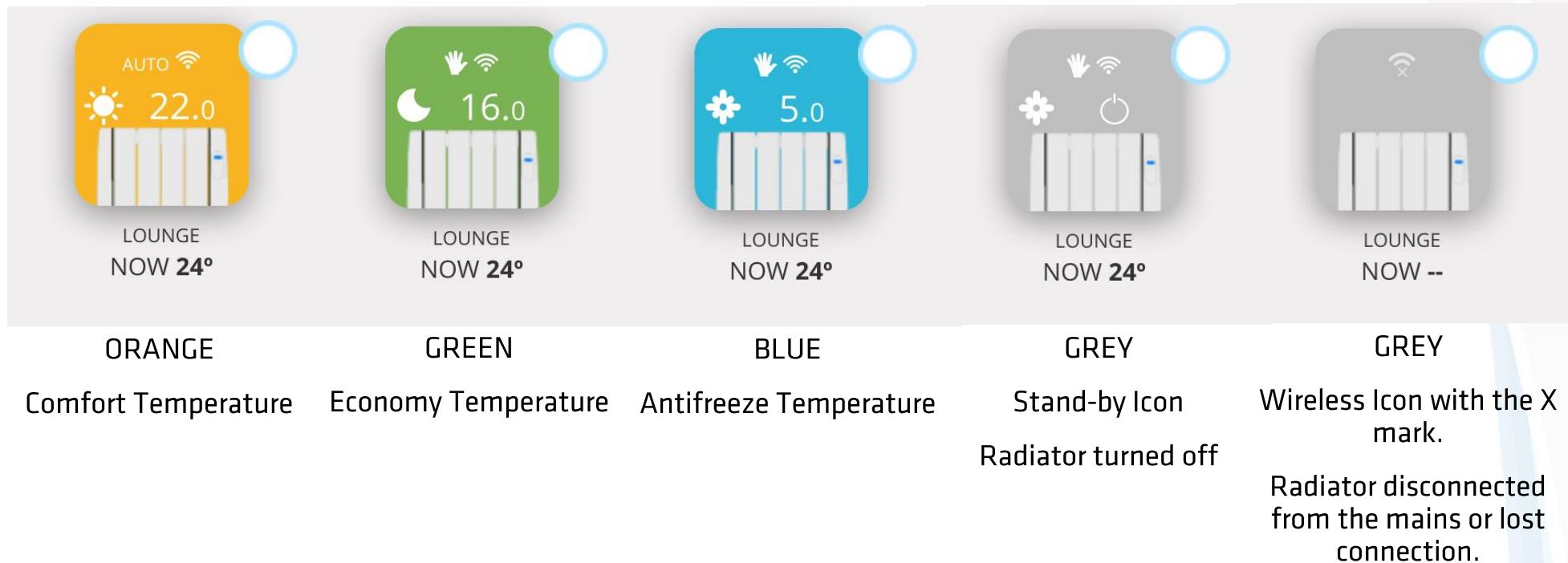
3. 1. APP MAINPAGE

Visual representation of the settings on your radiator:



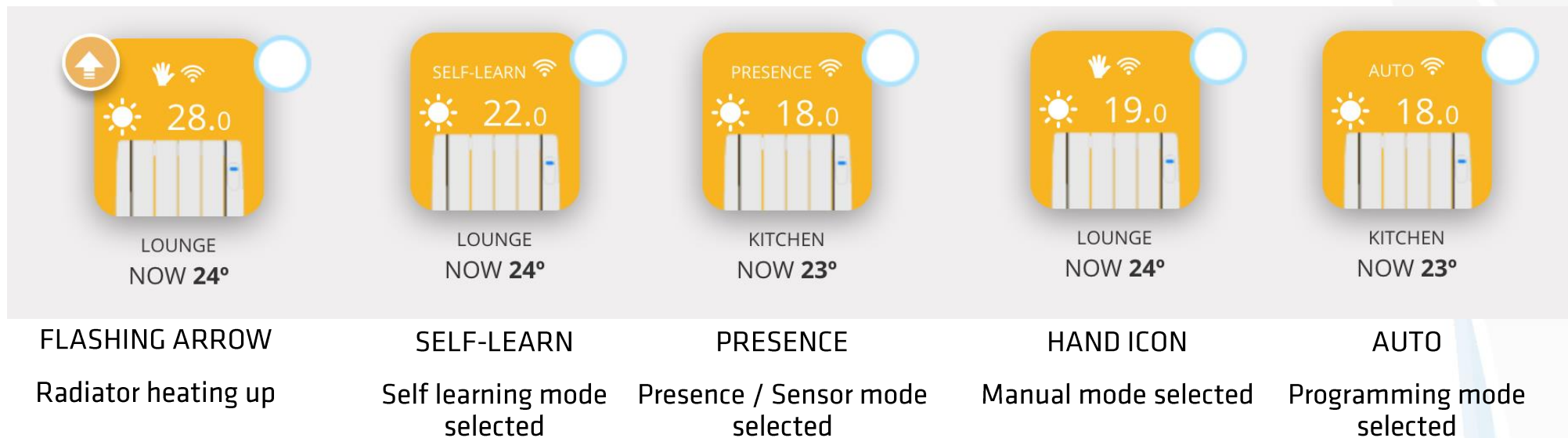
3. 1. APP MAINPAGE

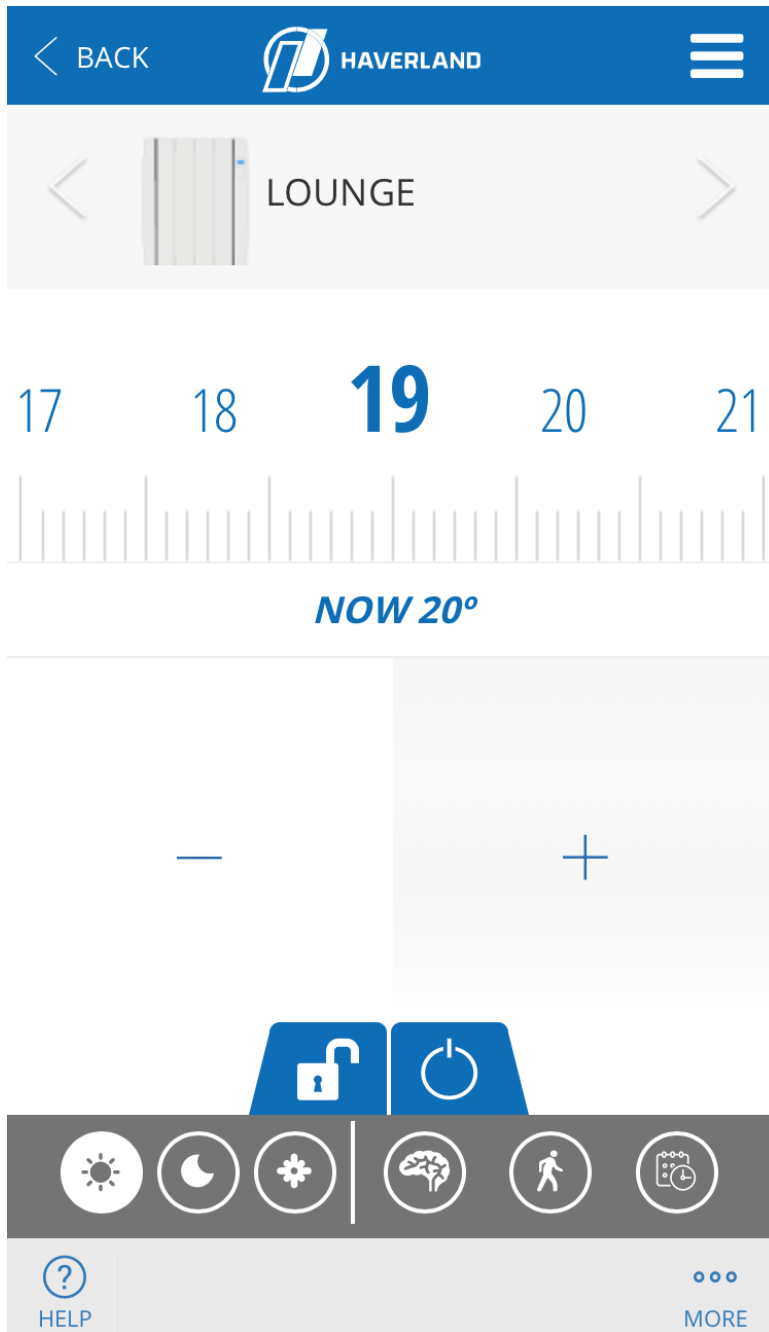
Visual representation of the settings on your radiator:



3. 1. APP MAINPAGE

Visual representation of the settings on your radiator:





3. 2. RADIATOR SETTINGS

Once you press on the radiator you want to change the settings for, this will be the look of the main page.

You will see the selected temperature at a glance as well as the selected mode. The white background on each icon will indicate which icon is selected/active.



Lock Keyboard / Stand-by (on/off)



Comfort, Economy and Antifreeze settings.

Please use these icons to change the temperature and to select the Manual mode.



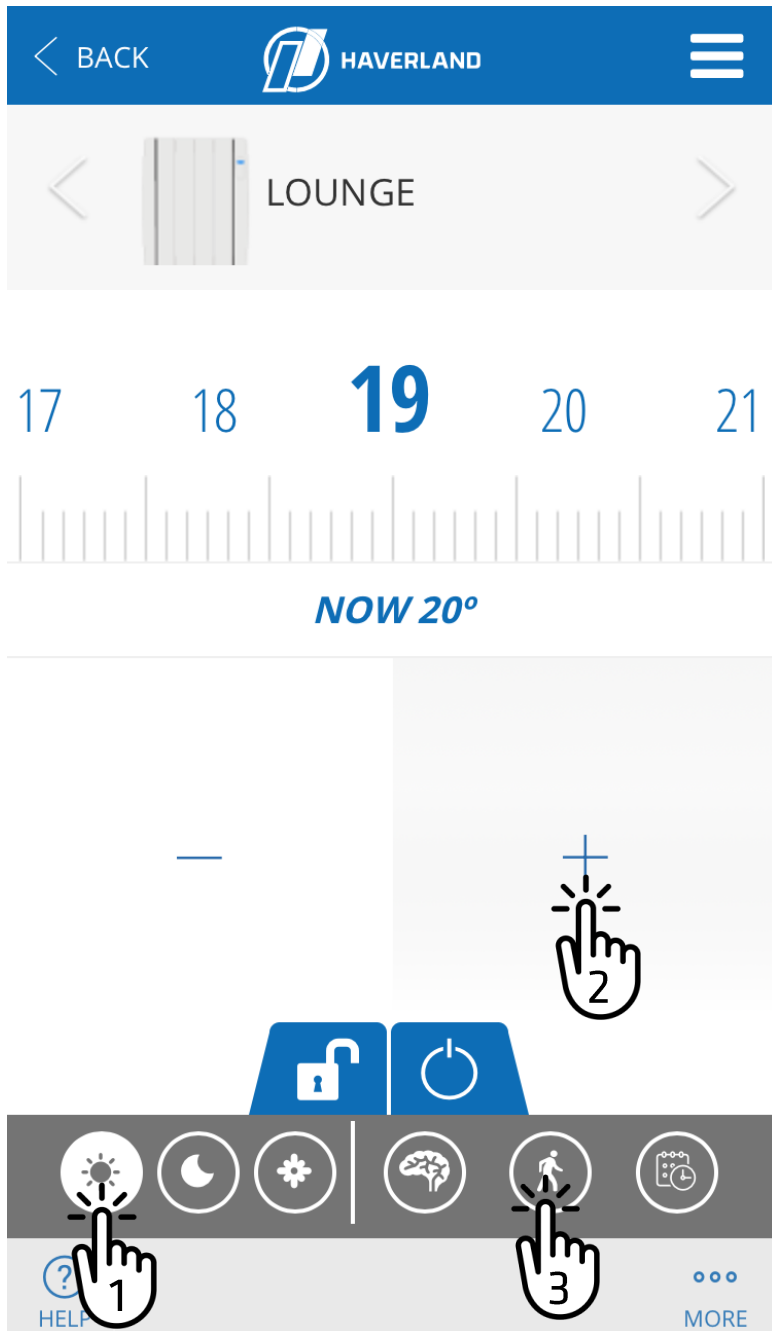
Self learning Mode.



Presence / Sensor Mode.






Programming Mode.



3. 2. RADIATOR SETTINGS CHANGE TEMPERATURES

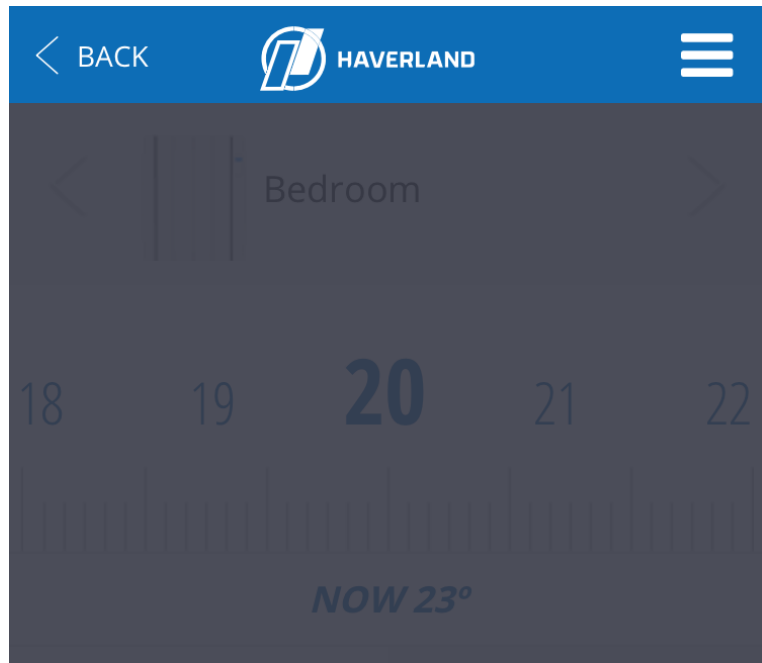
Press on the icon of the temperature you wish to change and then please press + or - to select your desired temperature.

The temperature ranges you can select are:

-  Comfort: From 19°C to 28°C
-  Economy: From 10°C to 18°C
-  Anti-freeze: Pre-set at 7°C. Can not be altered

Please note that the Comfort and Economy temperatures will always maintain a 6°C difference to avoid energy wasting.

Once you have finished press on the icon of the mode you want to select. If you want to keep the radiator on Manual mode, press on the temperature icon you wish to select.



3. 2. RADIATOR SETTINGS

MORE

If you press on MORE you will access the submenu:

3. 2. RADIATOR SETTINGS

< BACK HAVERLAND ☰

NAME

LOUNGE

RADIATOR PRIORITY

Low

POWER

0

HEATER POWER

Enter the power (W)

Note that power can only be set up once. Please make sure that the power value is correct.

CANCEL ACCEPT

SETUP

SCHEDULE

RECORDS

HELP

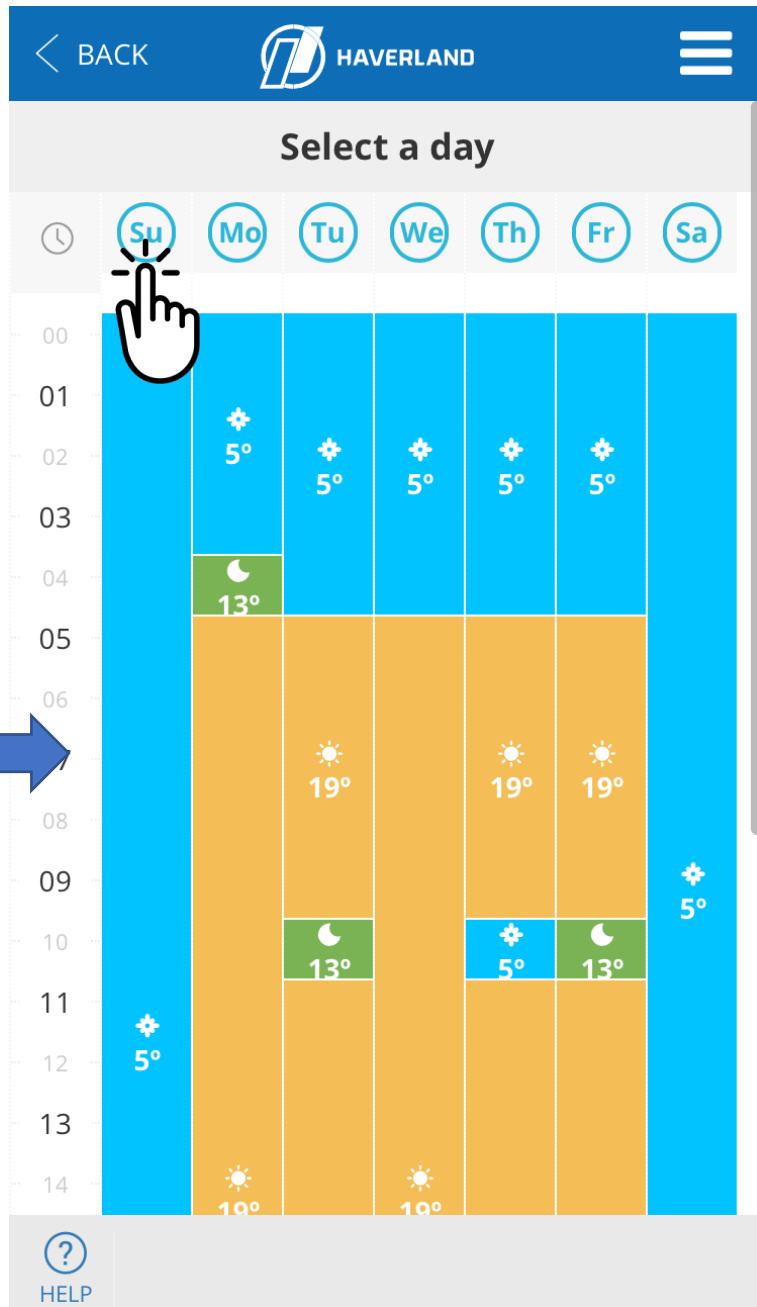
MORE: SETUP

- You can change the name of the radiator
- Select the radiator's priority: Low, Medium, High. This feature is useful if you have a max. load in your property. This way you will have control of the max. power usage of your heating system by defining which radiators should always be heating up and which ones are not so essential.
- Enter the power/output of the radiator in WATTS, this information is required to set the priority of the radiator and to consult the consumption's record.
- **Please note that the power of the radiator can only be set once. Make sure you are entering the correct wattage for the radiator. If you enter the incorrect one please send us an email to i2control@haverland.com.**
- In newer models the power will be factory set.

3. 2. RADIATOR SETTINGS

MORE: SCHEDULE

- You can set a daily programming for your radiator.
- To set the programming for a specific day please press on the day of the week (Su: Sunday; Mo: Monday, ...)



SETUP



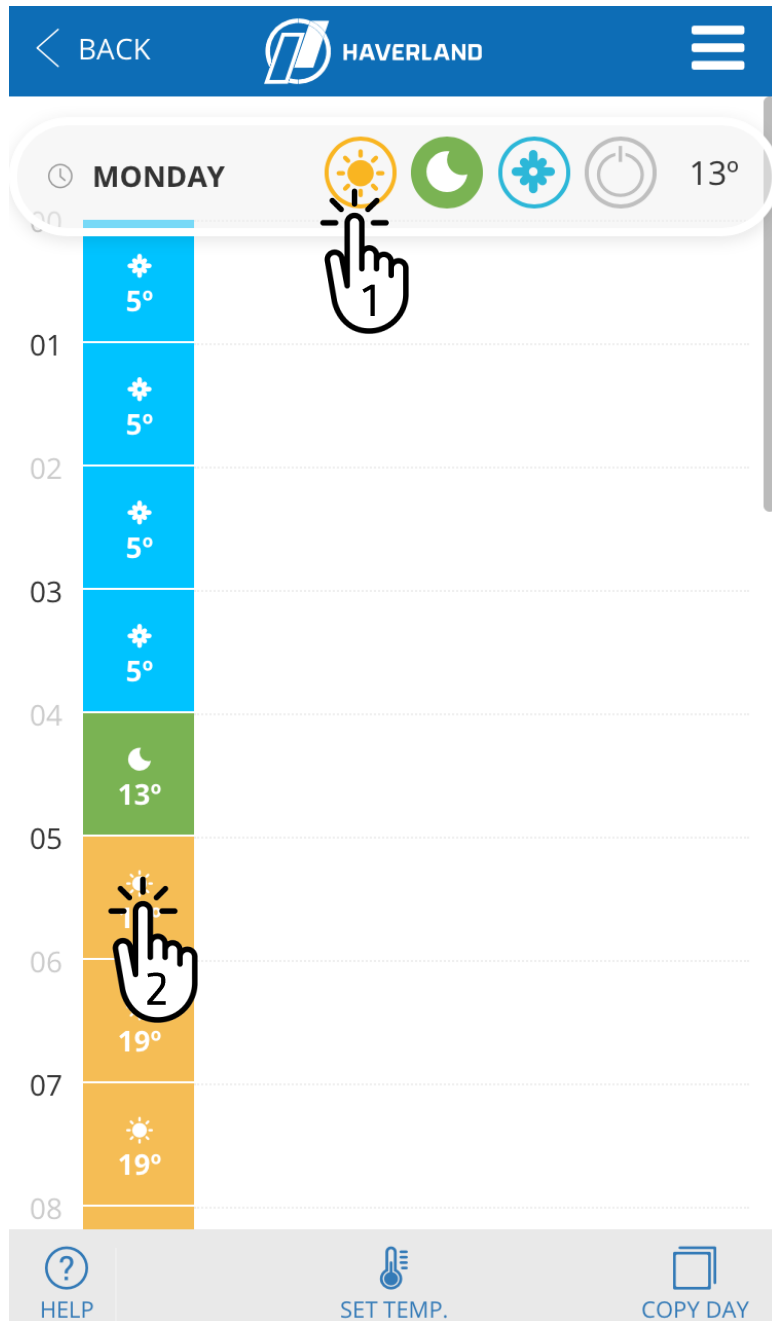
SCHEDULE



RECORDS



HELP



3. 2. RADIATOR SETTINGS

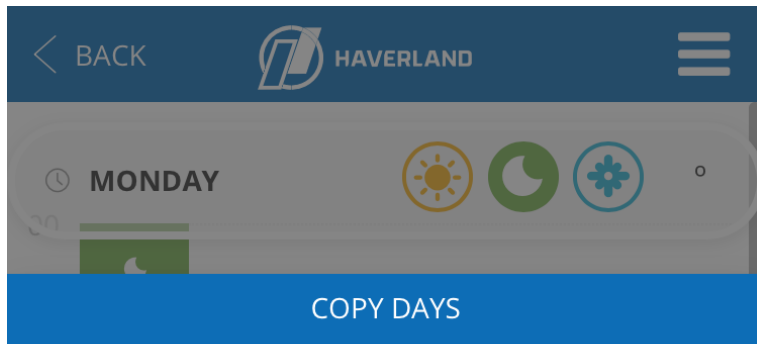
MORE: SCHEDULE

- Please choose the temperature mode (Sun: Comfort; Moon: Economy; Snowflake: Antifreeze; Stand-by: turn off) by pressing on the correspondent icon at the top of the screen.
- Then please press on the time period you wish to change.
- The time periods will allow to select a Mode on an hourly basis.
- Please note that if you select “OFF” period on the Schedule, the display on the radiator will remain on (room temperature will be displayed) but it will not heat up.

3. 2. RADIATOR SETTINGS

MORE: SCHEDULE

- **COPY DAY:** You can copy the schedule you have set to a specific day and apply the same programming to as many days of the week as you wish.



USE SAME SCHEDULE ON...

Sunday

Monday

Tuesday

Wednesday

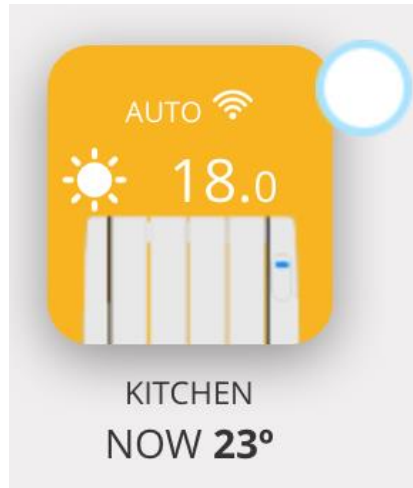
Thursday

Friday

Saturday

CANCEL

COPY



3. 2. RADIATOR SETTINGS

SCHEDULE : OPEN WINDOWS FUNCTION

(RADIATORS MANUFACTURED AFTER 2019 ONLY)

- Please note that when the radiator is on the AUTO mode, the Open Windows Function is activated. When there's a sudden drop of temperature on the room the radiator will stop heating up until the temperature is stable again.
- If your radiator is showing on Comfort but it's not heating up and not showing the heating indicator, it means that the Open Windows function has been activated.
- In order to deactivate it this can only be done on the radiator's keyboard. While the radiator is on Stand-by, press the Stand-by and down keys simultaneously, two lines will be displayed indicating that the Open Windows function is activated.
- To deactivate it please press again the Stand-by and down keys at the same time, one single line will be displayed indicating that the function has been disabled



Activated

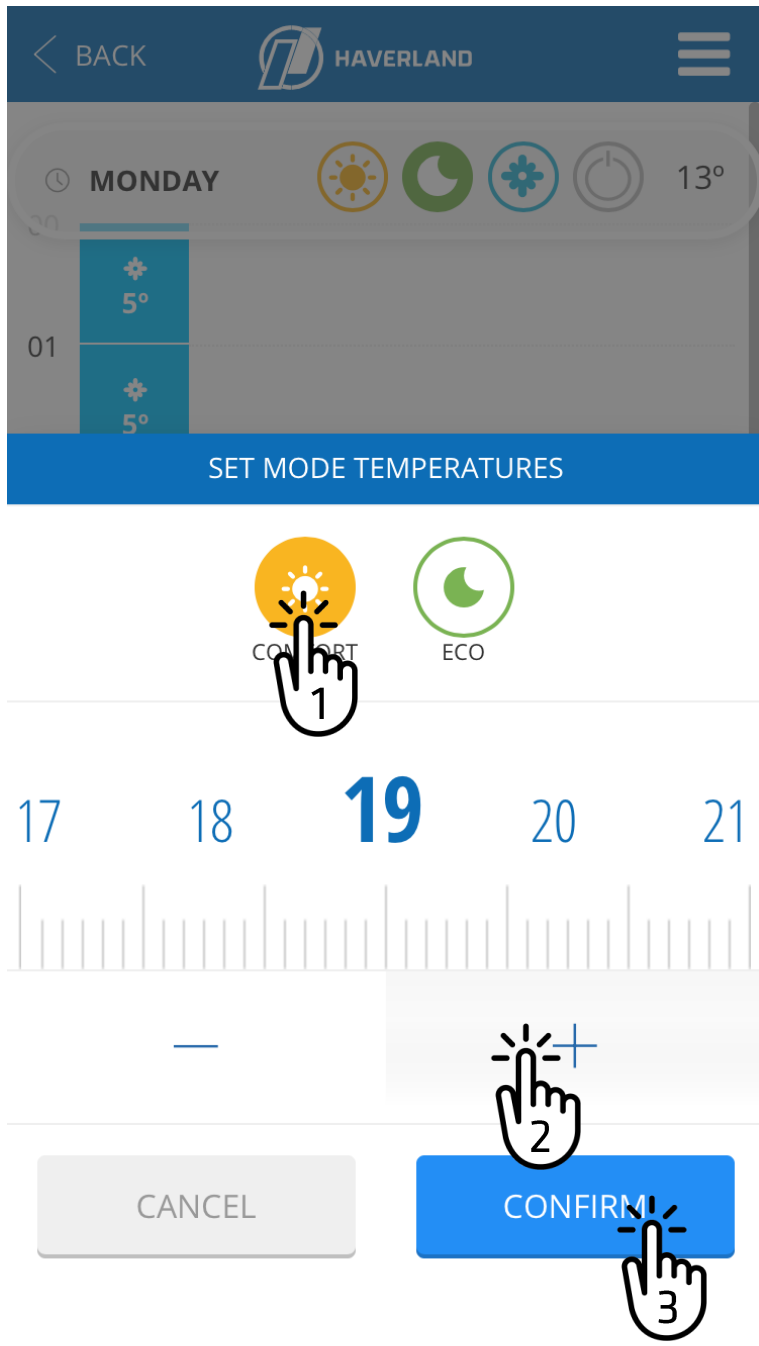


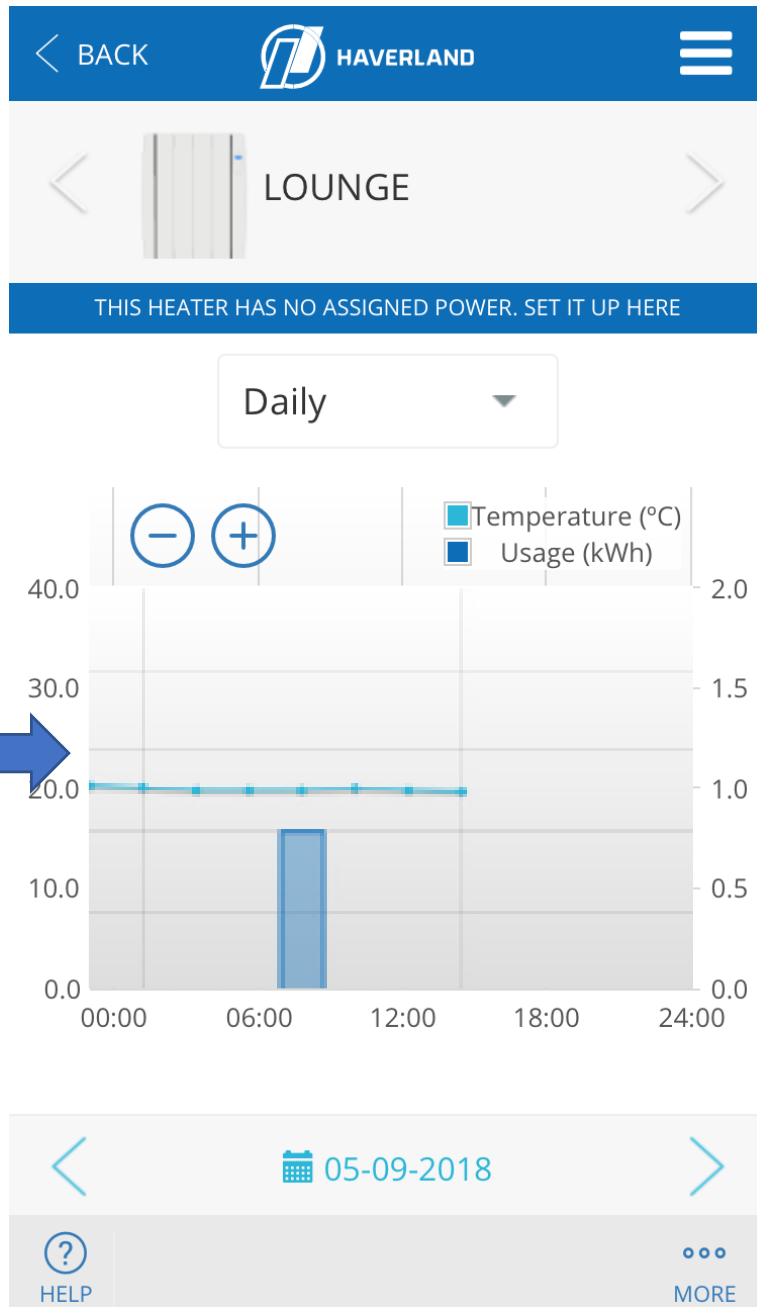
Deactivated

3. 2. RADIATOR SETTINGS

MORE: SET TEMPERATURE

- Please press on the temperature (Comfort or Economy) you wish to change and press + or – to select your desired temperature.
- Please note that this change will also alter the COMFORT and ECO temperatures on the rest of the modes (Manual , Self learning, Sensor)

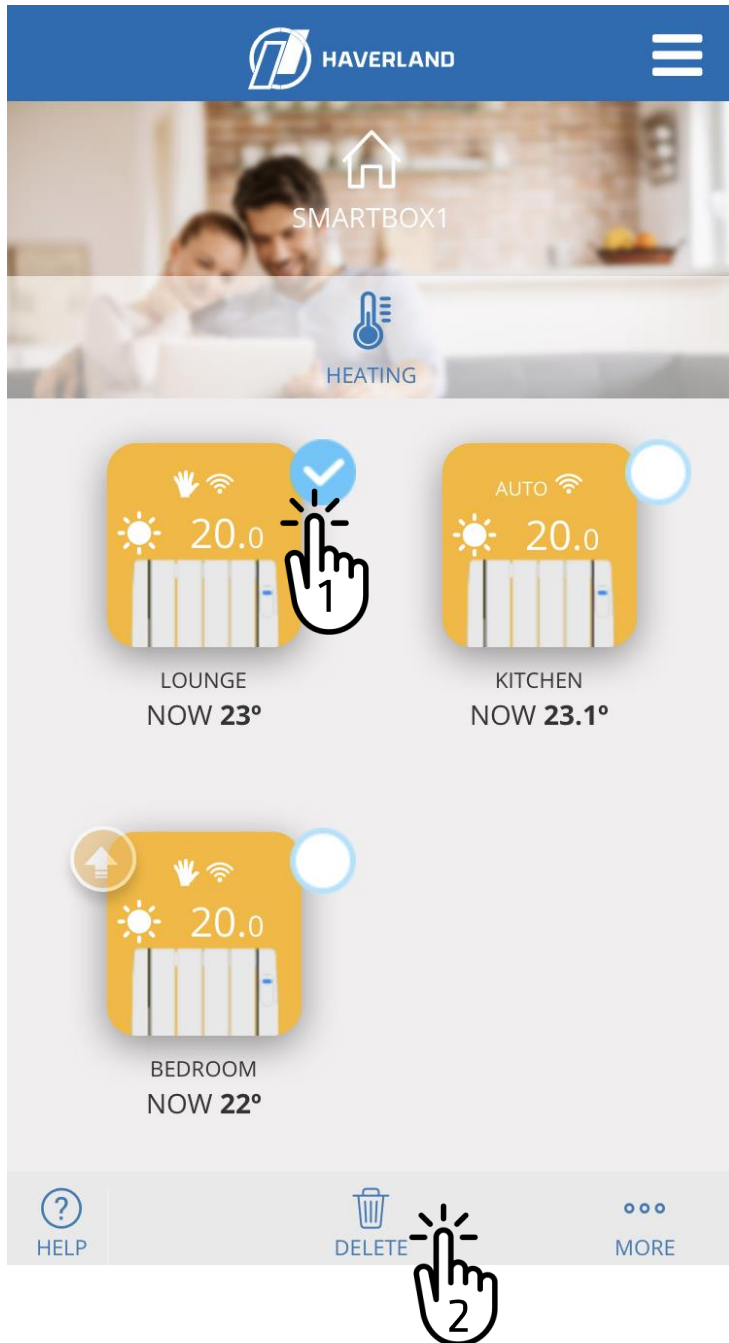




3. 2. RADIATOR SETTINGS

MORE: RECORDS

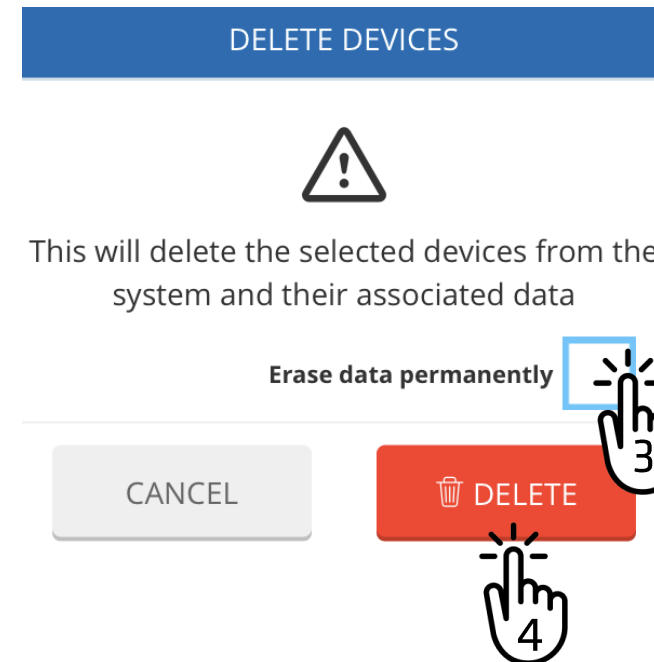
- This feature will allow you to consult your Daily/Monthly/Yearly consumption.
- The top dotted line shows you the selected temperature at a specific time and the bottom blue bar shows the consumption in kW at a specific period.
- **You will need to input the power information of the radiator as per page 47 in order to be able to consult your consumption records.**
- If you press on the bottom date, you will be able to select a specific day from the calendar. By pressing the left/right arrow you will change the date according to the calendar.



3. 3. DELETE RADIATORS FROM THE APP

If you wish to delete a radiator from the Smartbox and consequently from the App, please select the radiator you wish to delete.

Then please press on DELETE located at the bottom.



HAVERLAND APP STEP BY STEP GUIDE

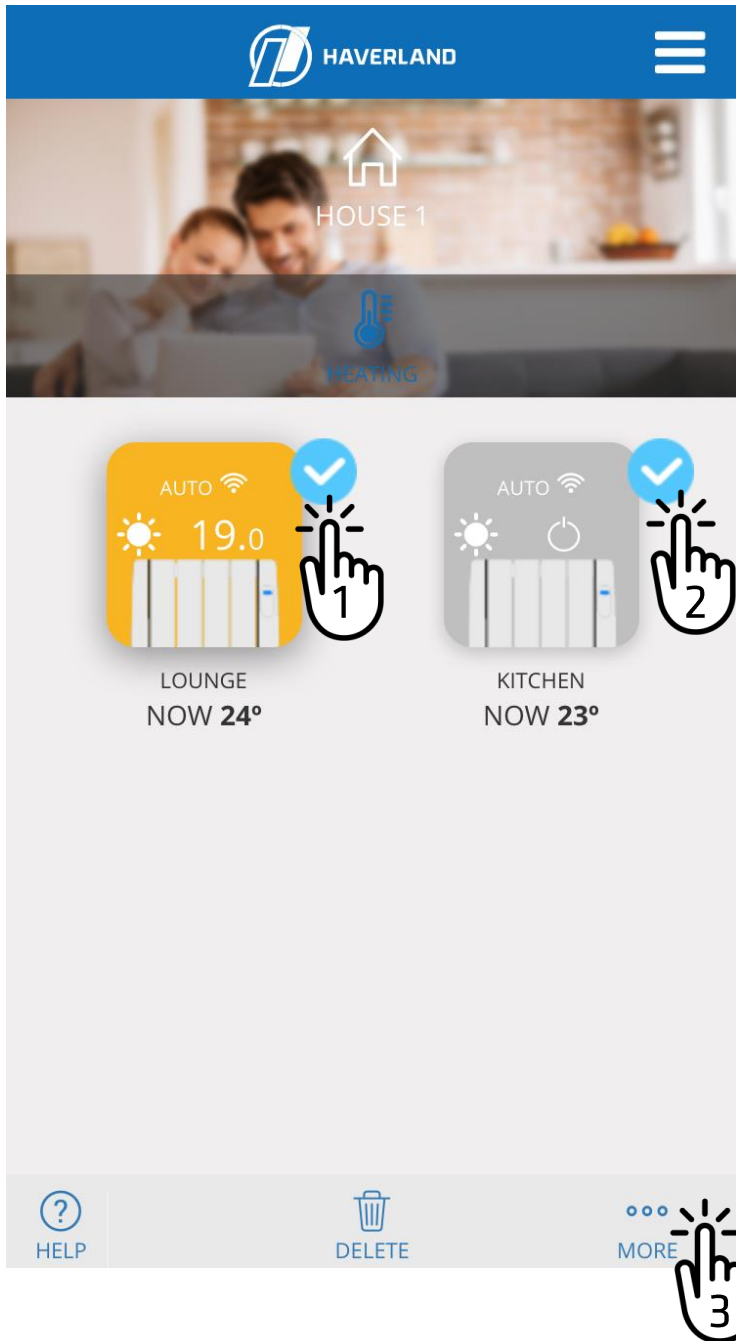
4. MULTIPLE RADIATOR SELECTION

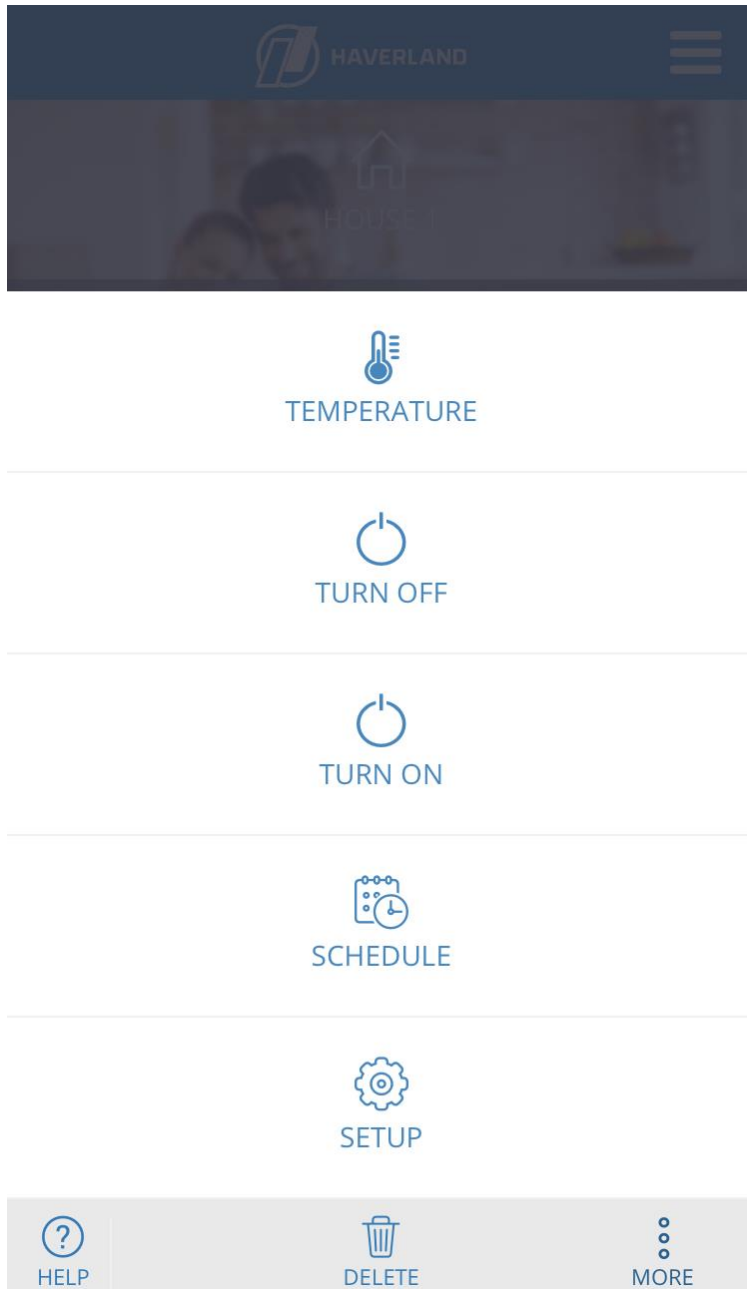
4. CHANGING SETTINGS AT THE SAME TIME

If you want to alter the settings on a group of radiators, once you are on the Main page, please press on the top-right circle on each radiator to select it.

Once selected, please press on “More” to access the settings.

If you wish to Delete them from the App, please press on Delete.





4. GROUP RADIATORS SELECTION

- You can change the Comfort temperature of all the radiators at the same time.
- You can turn them Off / On.
- Set and apply the same schedule for all the radiators.
- Change the priority and power/output of the selected radiators.