

# **HAVERLAND APP STEP BY STEP GUIDE**

FEBRUARY 2019

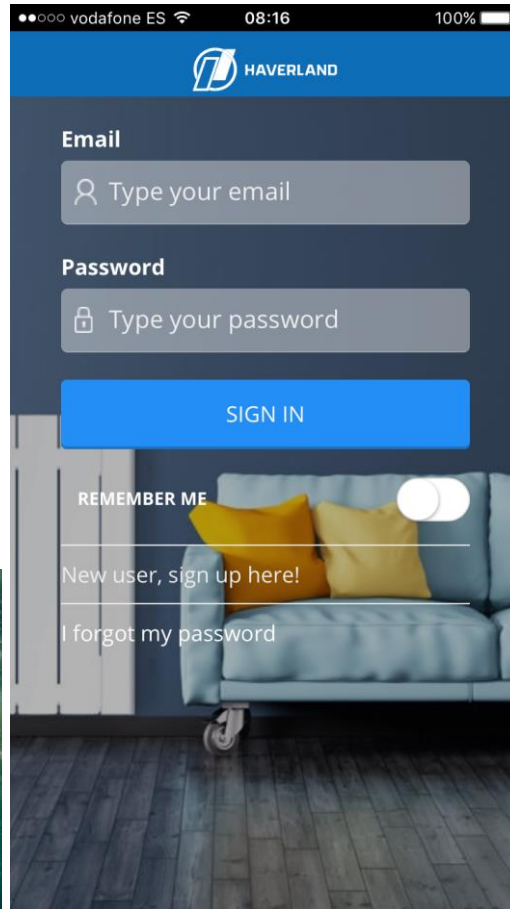
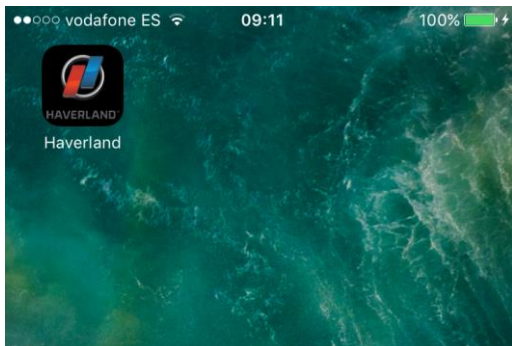
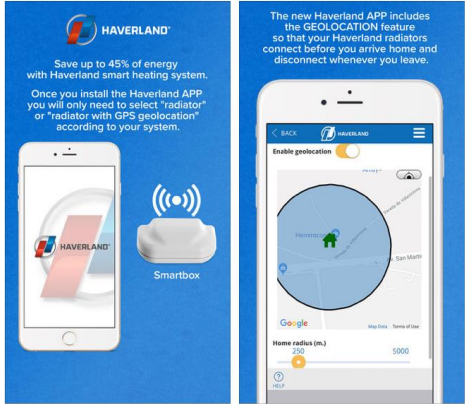
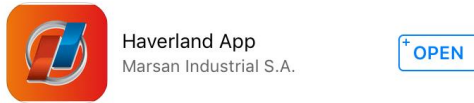
# **HAVERLAND APP STEP BY STEP GUIDE**

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

# HAVERLAND APP STEP BY STEP GUIDE

## **1. APP FIRST STEPS**

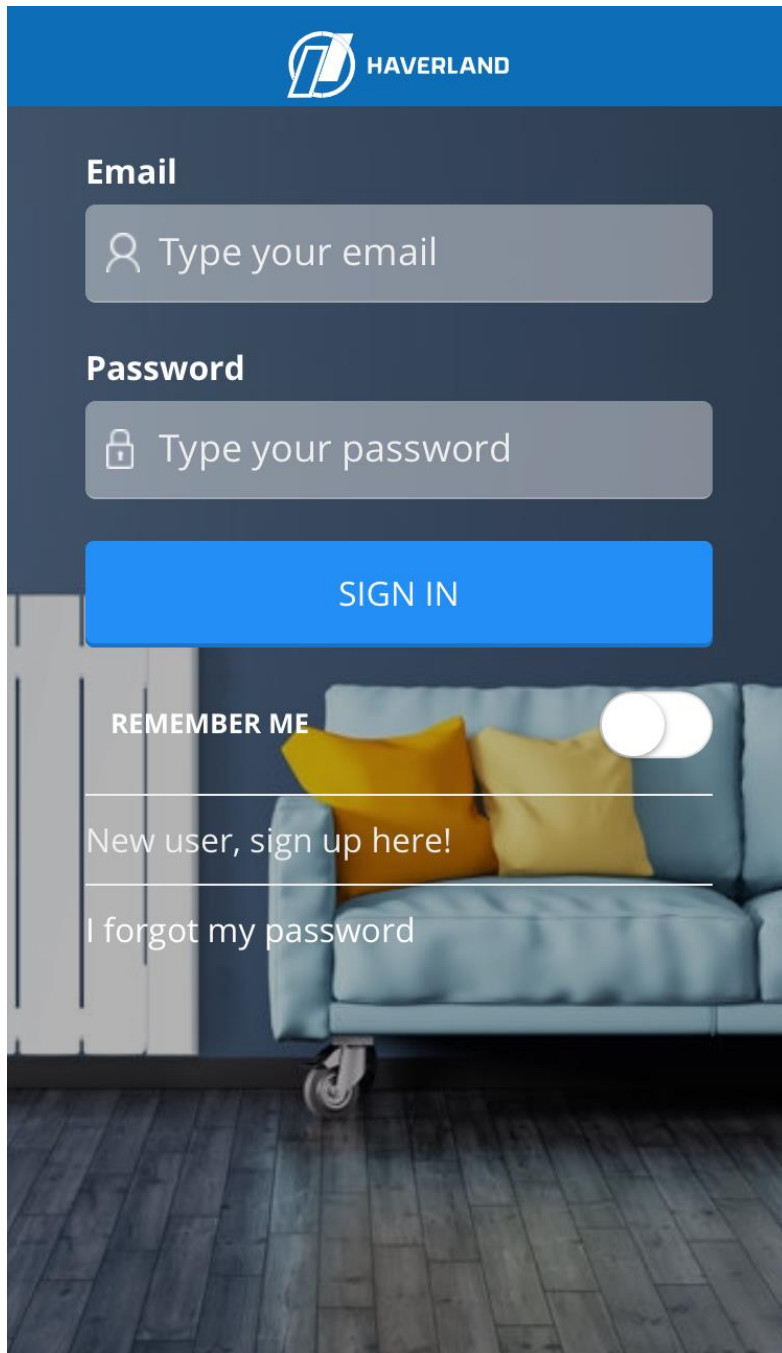
HOW TO SET YOUR ACCOUNT



## 1.1. HOW TO DOWNLOAD THE APP

Please access iTunes or Play store and search for “Haverland APP” and press Download. Once the App is downloaded please press Open or go the Haverland App Icon on your phone’s homepage.

The Login page will be displayed.

The image shows a mobile app login screen for 'HAVERLAND'. At the top is a blue header with the Haverland logo and name. Below this, the background is a dark blue gradient. The login form consists of two text input fields: 'Email' with a magnifying glass icon and 'Password' with a lock icon. Below these is a blue 'SIGN IN' button. Further down is a 'REMEMBER ME' toggle switch, which is currently turned off. At the bottom of the form are two links: 'New user, sign up here!' and 'I forgot my password'. The bottom of the screen features a background image of a light blue sofa with two yellow cushions on a dark wood floor.

**HAVERLAND**

**Email**

Type your email

**Password**

Type your password

**SIGN IN**

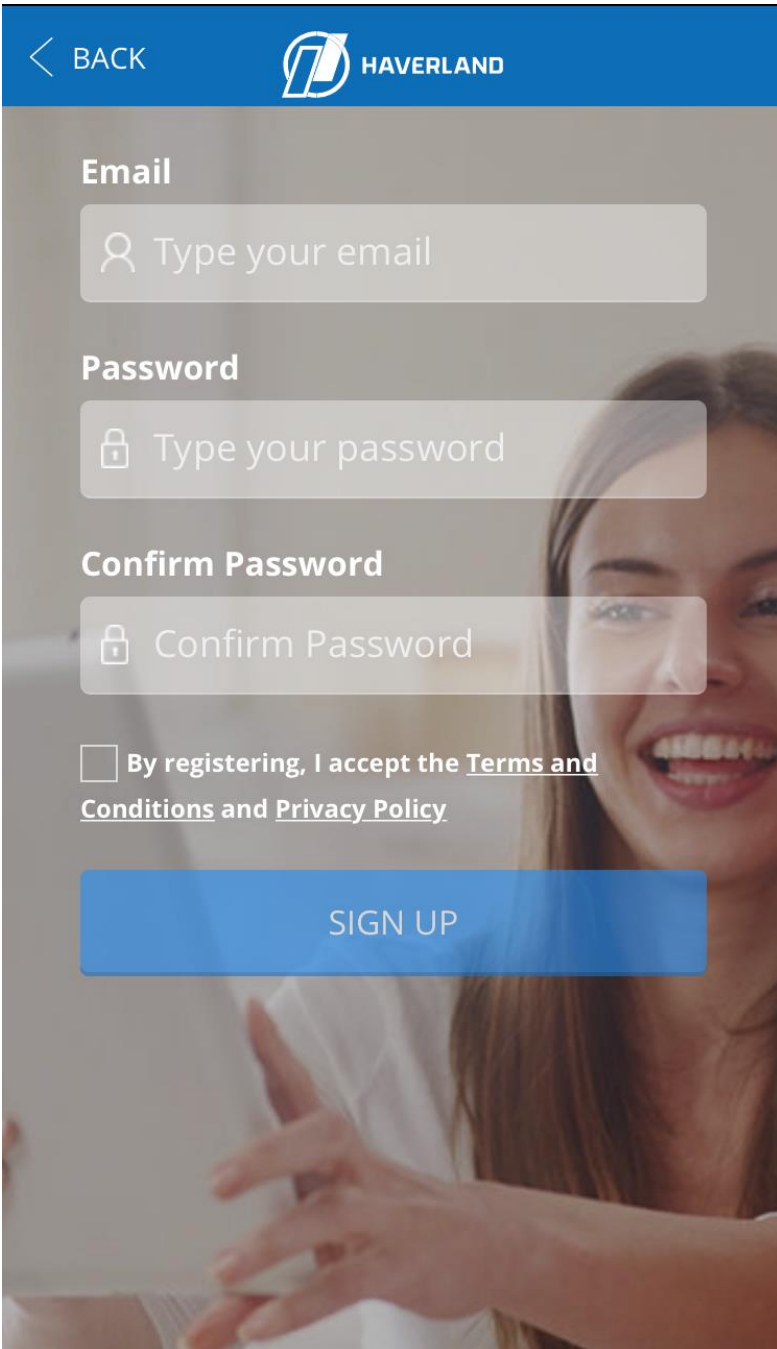
**REMEMBER ME**


New user, sign up here!

I forgot my password

## 1.2. HOW TO CREATE A NEW ACCOUNT

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

A mobile app registration screen for Haverland. The background is a blurred image of a smiling woman. The screen has a blue header with a back arrow and the Haverland logo. Below the header are three input fields for Email, Password, and Confirm Password, each with a corresponding icon (envelope, lock, and lock). Below these fields is a checkbox for accepting terms and conditions. At the bottom is a blue button labeled 'SIGN UP'.

[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

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

## 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,

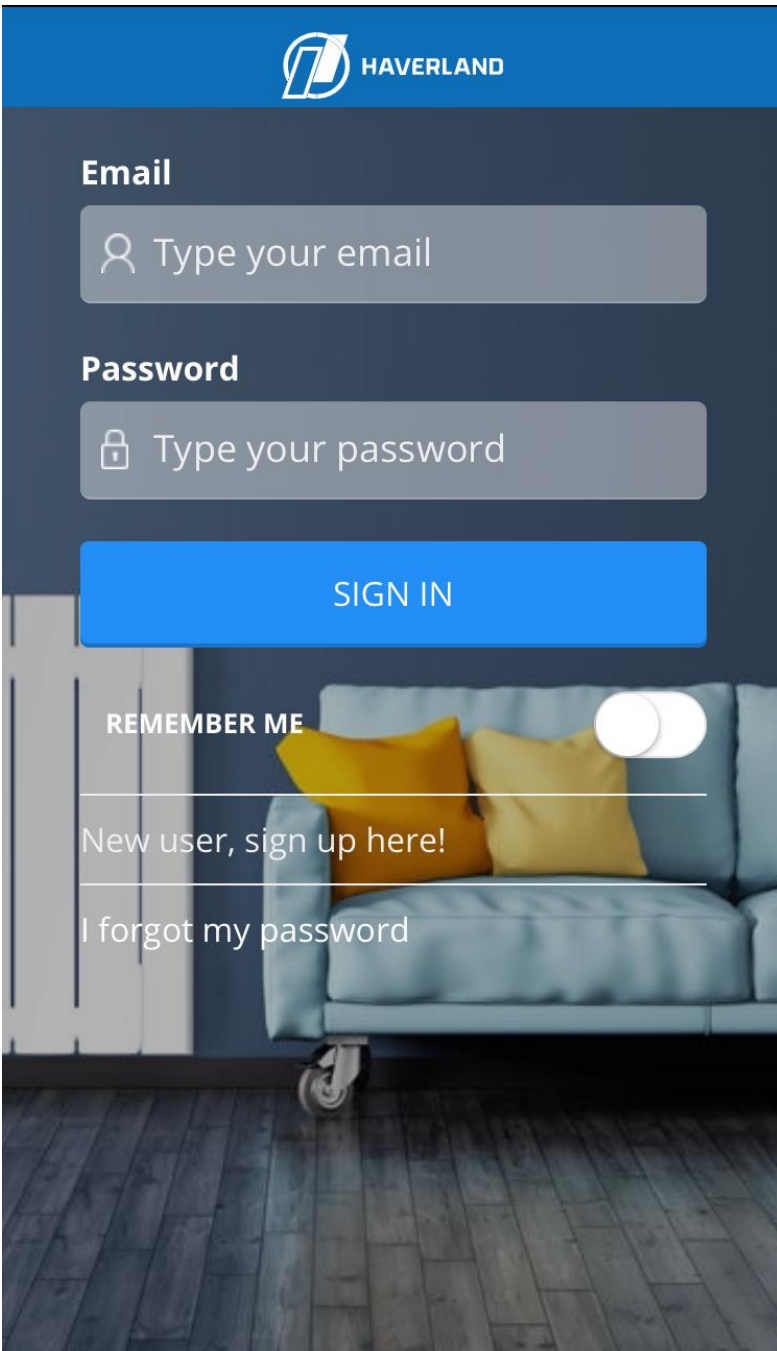
Haverland Support Team

Copyright© Haverland

All rights reserved.

If you have any questions, please contact our Assistance Center

[help@haverland.com](mailto:help@haverland.com)



**Haverland**

**Email**

Type your email

**Password**

Type your password

**SIGN IN**

**REMEMBER ME**

New user, sign up here!

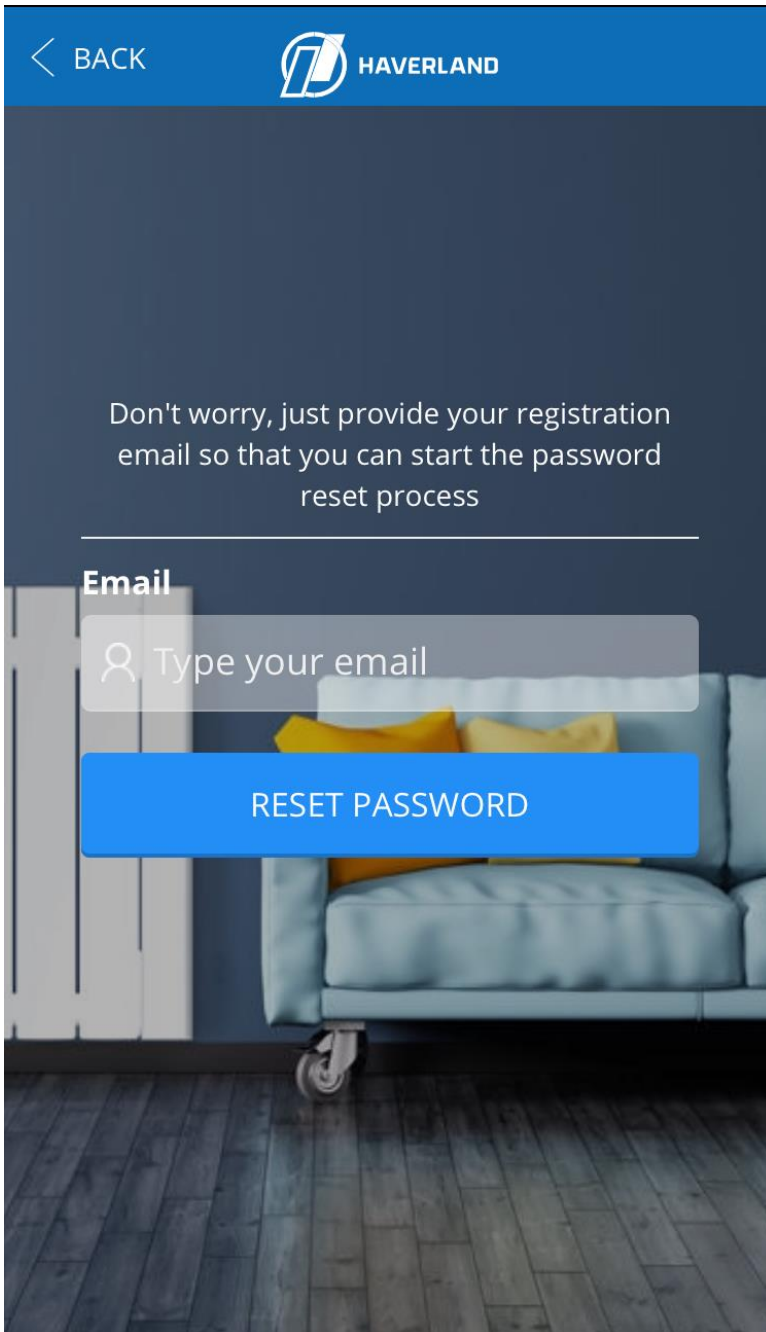
I forgot my password

## 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.

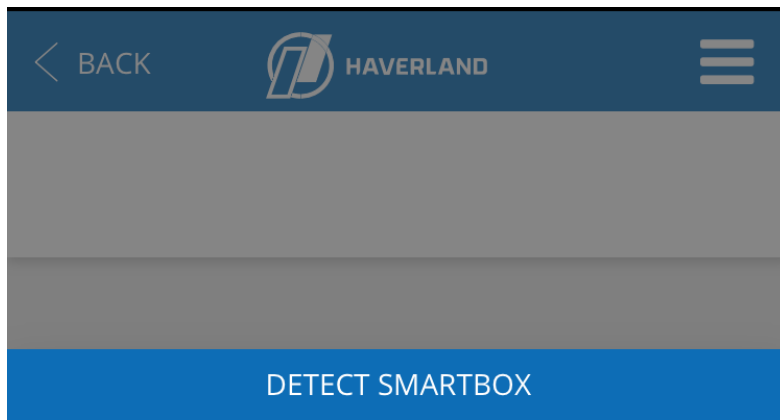
You will receive an email with a new password to access your account. Once you are logged in you can easily change the password by going to your account details:

My Account > Change Password

# **HAVERLAND APP STEP BY STEP GUIDE**

## **2. ACCOUNT SETTINGS**

HOW TO SET YOUR ACCOUNT DETAILS



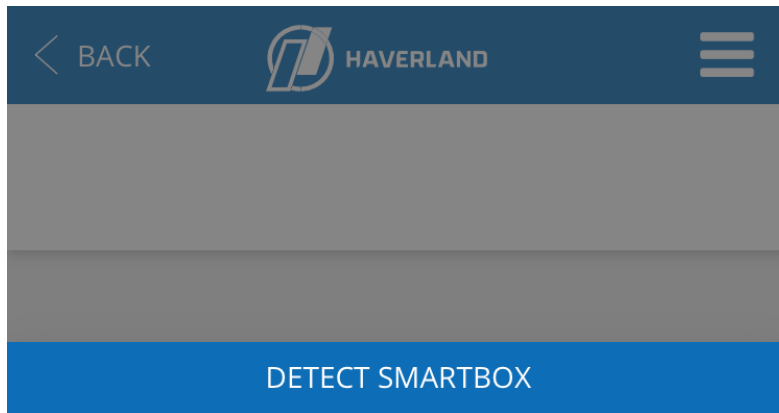
In order to find your Smartbox, press the button located at the front side of the device. Please make sure that it is correctly connected to your WIFI network.



## 2.1. NEW USER – CONNECT SMARTBOX

If this is the first time you are using the Haverland App and you haven't registered yet your Smartbox, the App will start to automatically search your Smartbox the first time you log in.

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



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

NEXT

## 2.1. NEW USER – CONNECT SMARTBOX

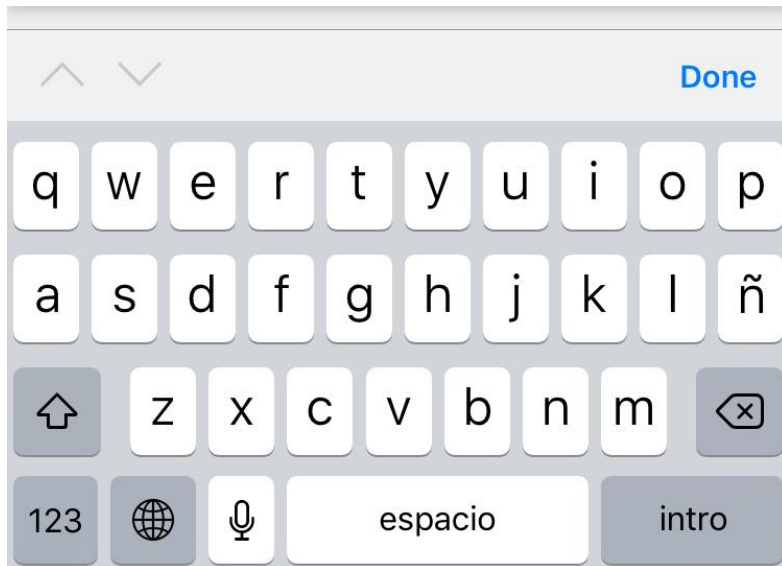
If the App fails to automatically search for the Smartbox, you will need to manually type in the Smartbox serial number.

HOME INFO >

DEVICE ID CODE

18 digit serial number


ADD NEW



## 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.

Please press on “Add New” to connect your Smartbox to the App.

 HAVERLAND

BACK

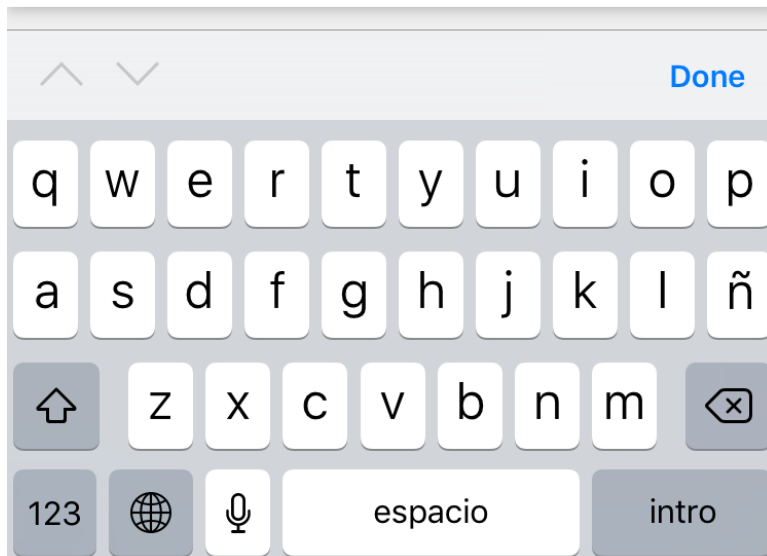
HOME INFO

DEVICE ID CODE

db088cd318e080965d

Sorry. This device Id is already registered in another account

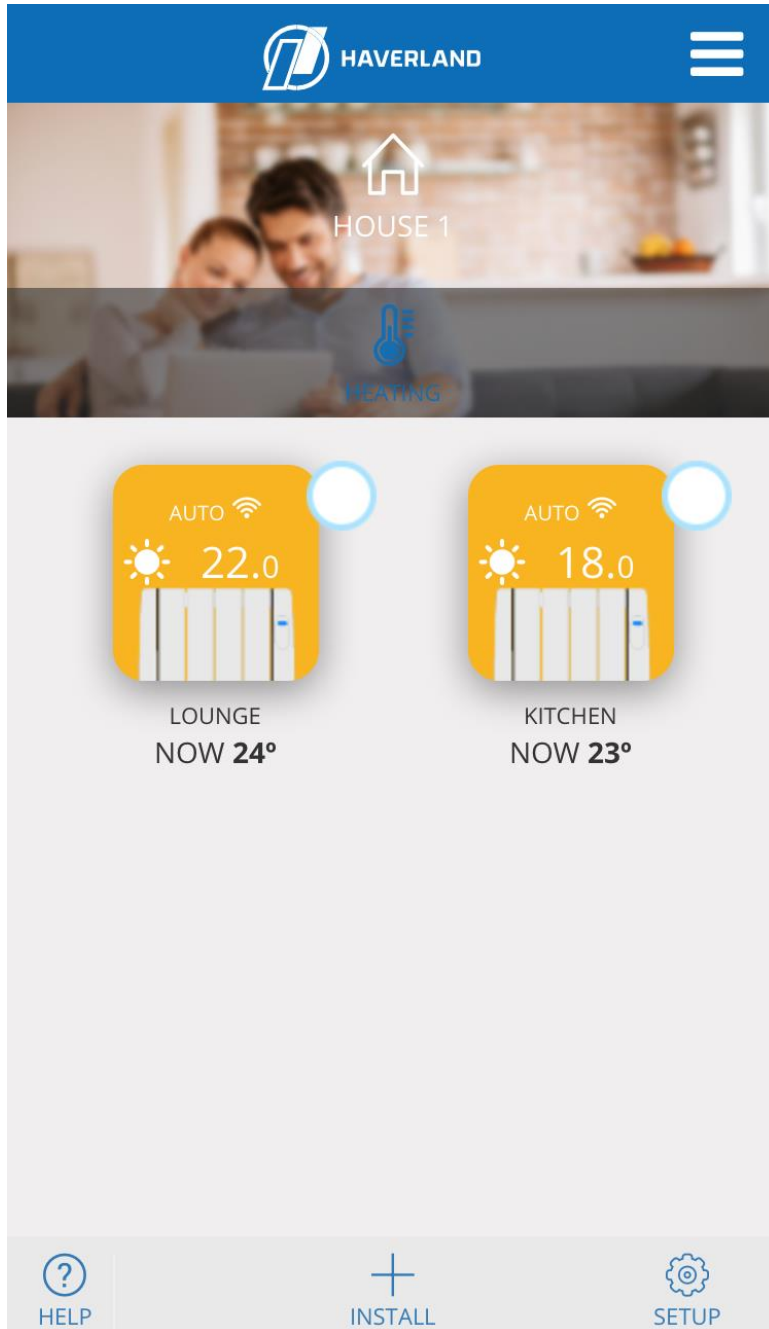
ADD NEW



## 2.1. NEW USER – CONNECT SMARTBOX

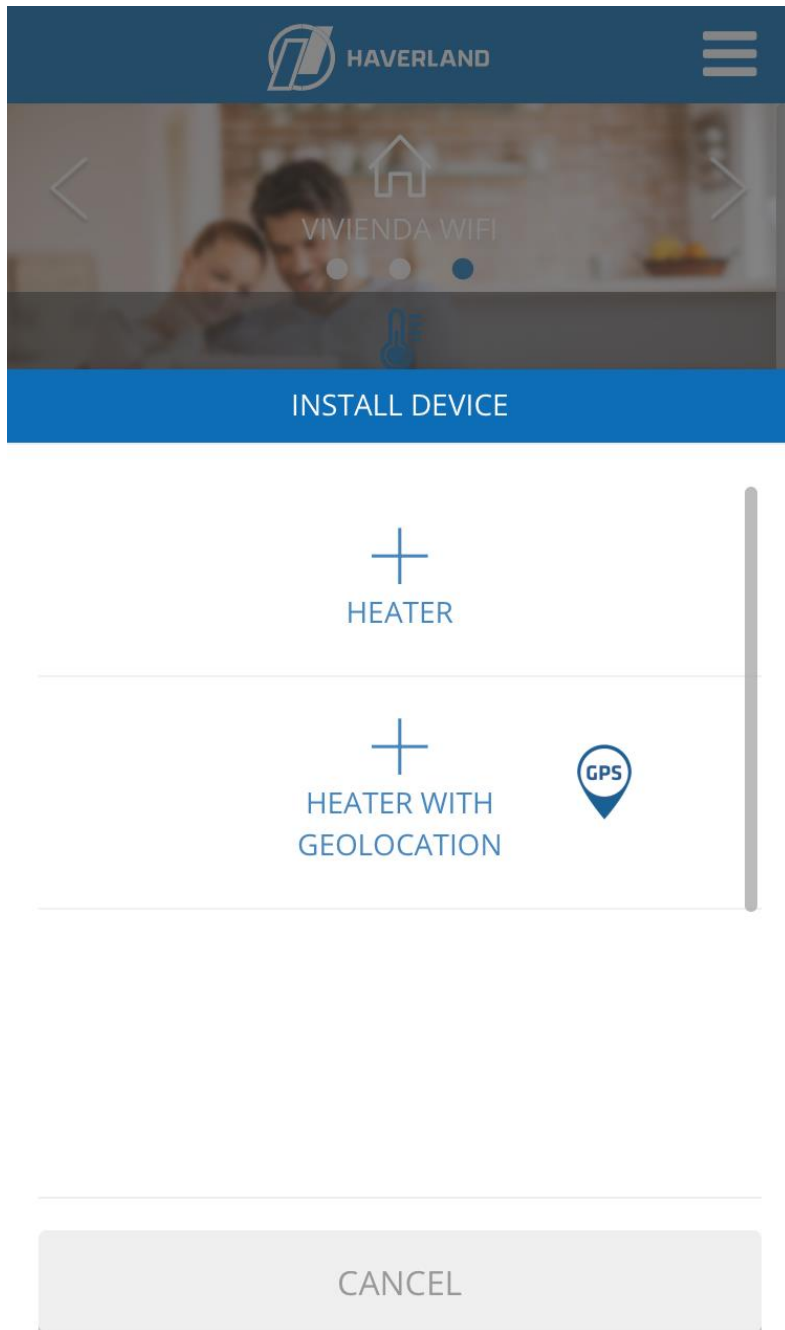
If the Smartbox is already registered to a different account, the message shown on the left illustration will be displayed. This means that your Smartbox was previously registered with a different email address.

Please contact Haverland Technical Support for further information.



## 2.2. HOW TO LINK MY RADIATORS TO THE APP

Press on the “+ Install” button

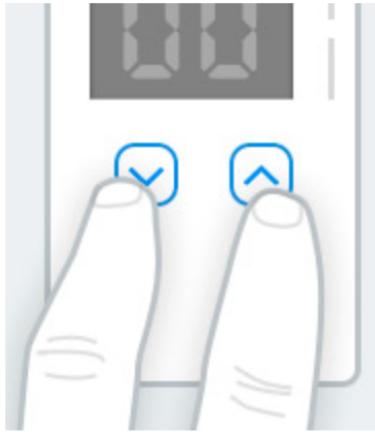


## 2.2. HOW TO LINK MY RADIATORS TO THE APP

Press on “+ Heater”

Please note that the “Heater with Geolocation” is not available in the UK & Ireland.





## Install heater

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

START SEARCH

## 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 on 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

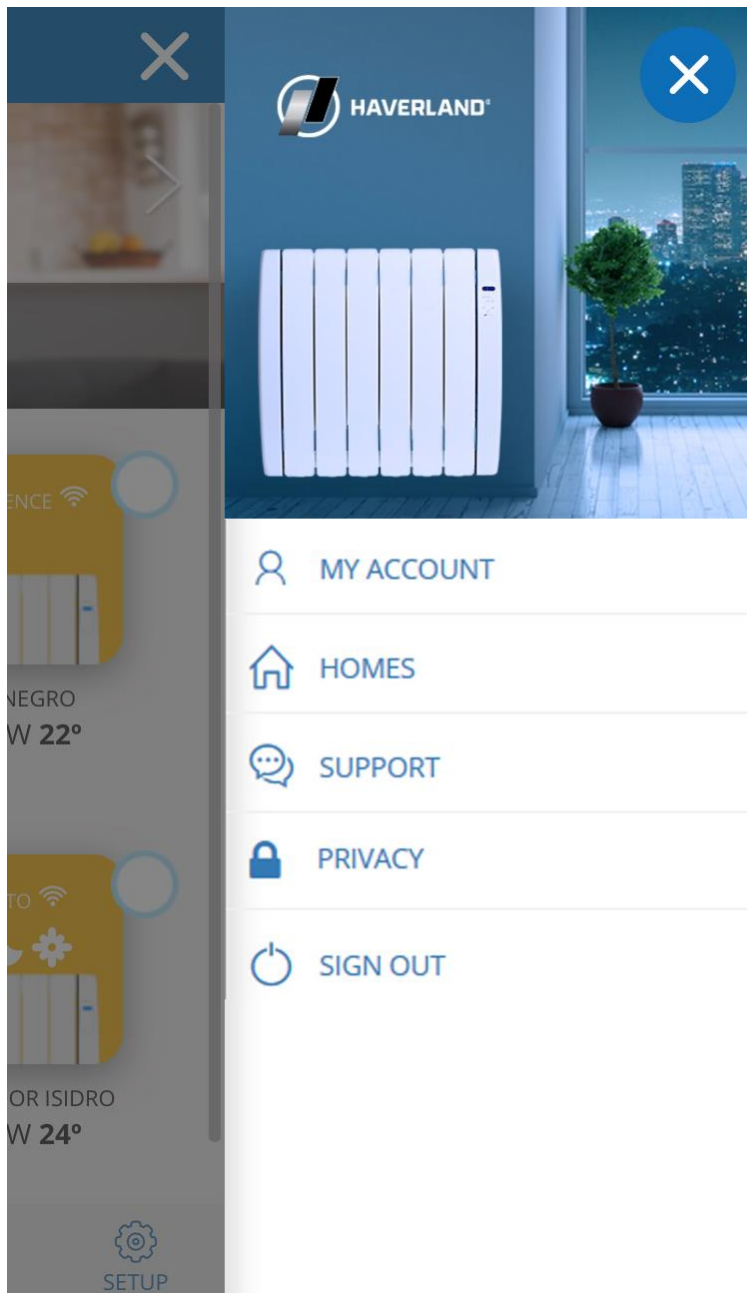
While the radiator is searching, go to the unit and press the UP and DOWN buttons for 3 seconds. Then release.

When the radiator is detected, the App will stop searching and it will be displayed on your 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 corner there's a Menu Bar, press the button to access the Menu.





## 2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

### MY ACCOUNT

You can select the App language.

You can also change the email address and password used to register.

[< 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

[← 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

### CHANGE EMAIL ADDRESS

You can change the email address of the account. In order to do so 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 on 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.

[< 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

### CHANGE EMAIL ADDRESS

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

Please click on SAVE to save changes.

**MY HOMES**[+ Add new home](#)[🏠 House 1 >](#)[🏠 House 2 >](#)[🏠 House 3 >](#)

## 2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

### MY HOMES



If you have more than one Smartbox connected to your account, you can have multiple Houses / floors set on the same account.



## 2.3. HOW TO CHANGE MY ACCOUNT SETTINGS


### HOME DETAILS

Please click on you house name, you will see all your House information and you will be able to re-name your house, choose the Time Zone and check the serial number of the Smartbox connected to that house.

You can also invite other users to the App.

[< BACK](#) HAVERLAND

 HOME DATA INVITE USERS

HOME INFO

HOME NAME

House 1


TIME ZONE

(Western European Time) London, Duk

DEVICE ID CODE

565c80d3989082945c

SAVE

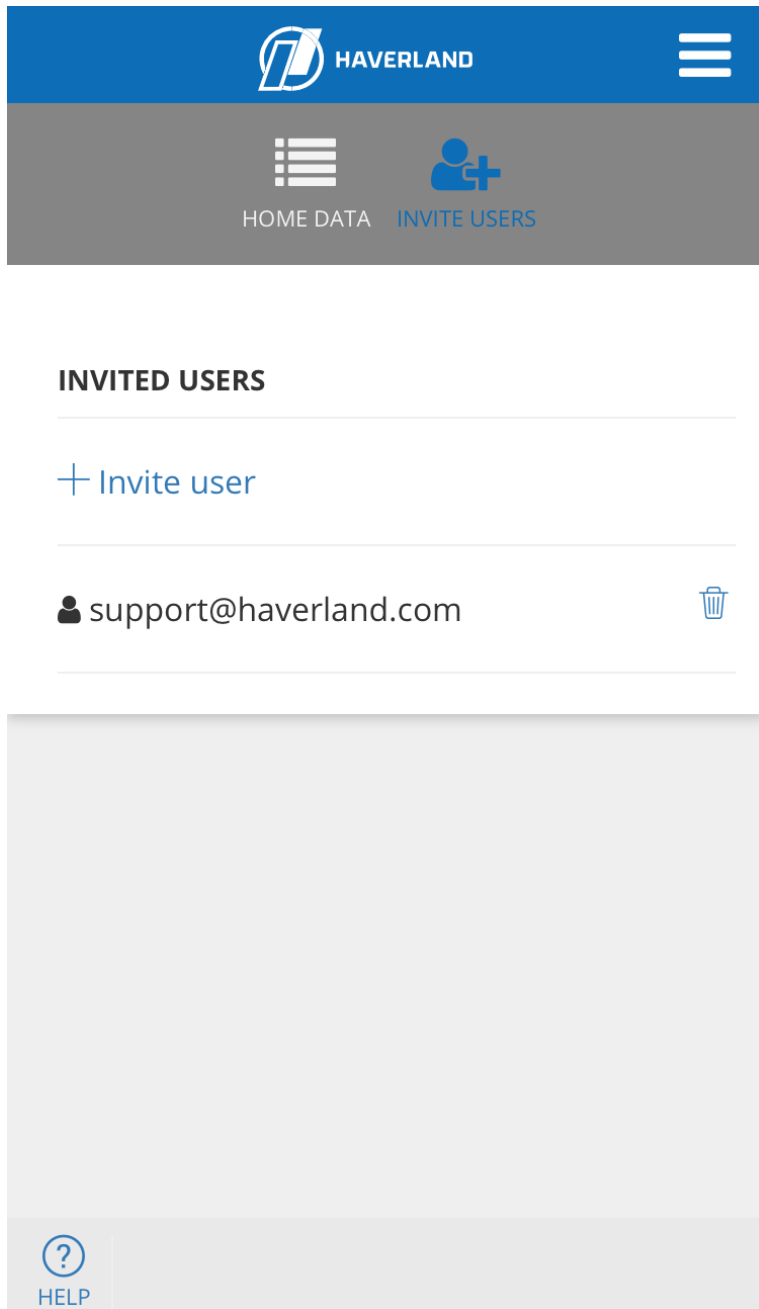
 HELP



## 2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

### INVITE USERS

You can invite up to 10 users to use the App and be able to control the radiators on your house.



## 2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

### INVITE USERS

Please click on “+ Invite User” and enter their email address you would like to invite to the account.

The screenshot shows the Haverland mobile application interface. At the top, there is a dark blue header with the Haverland logo and a hamburger menu icon. Below the header, there is a navigation bar with two options: 'HOME DATA' and 'INVITE USERS'. The 'INVITE USERS' option is selected. The main content area is titled 'INVITED USERS'. A modal dialog box titled 'INVITE USER' is open, featuring a blue header. Inside the dialog, there is a label 'EMAIL' above a text input field containing the placeholder text 'Email'. At the bottom of the dialog, there are two buttons: 'CANCEL' (light gray) and 'ACCEPT' (blue). In the bottom left corner of the app, there is a help icon (a question mark in a circle) and the word 'HELP'.

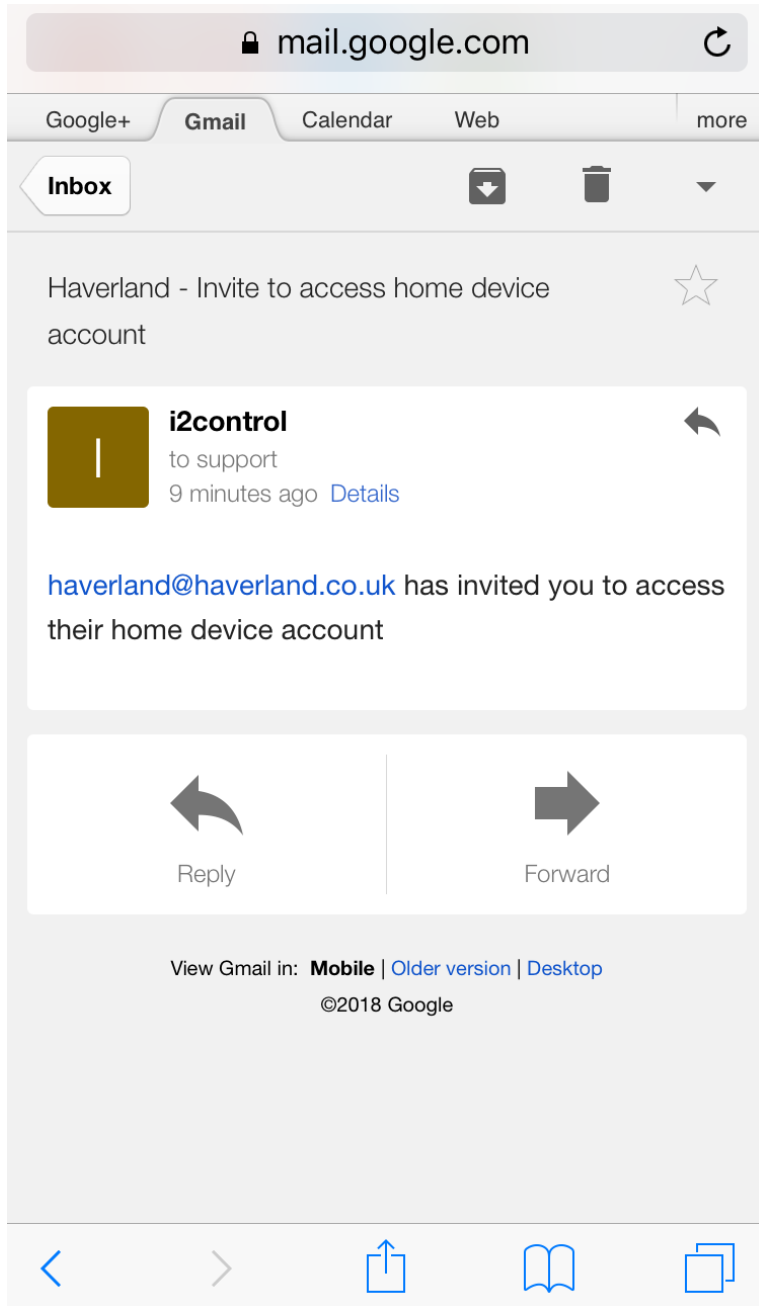
## 2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

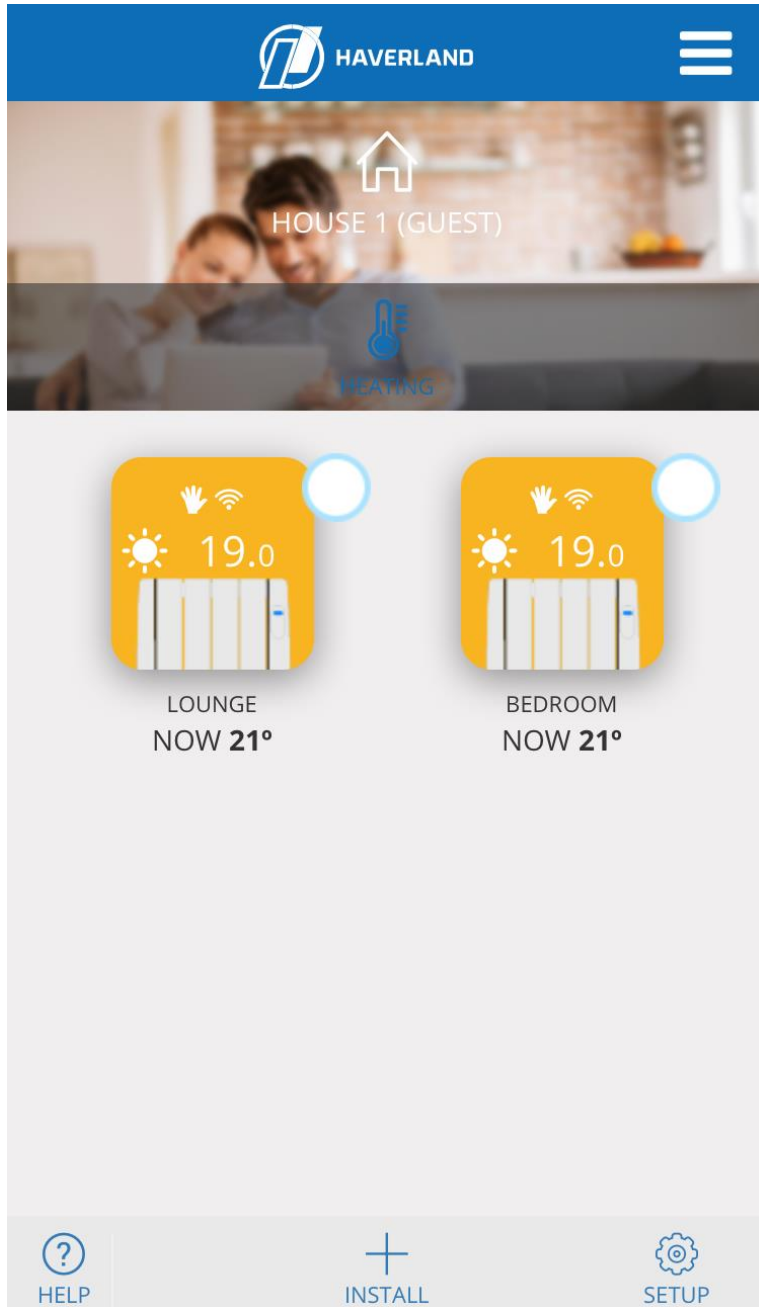
### INVITE USERS

The 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 full access to your account and the radiators.

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

### 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.

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

&lt; BACK



## HOME INFO &gt;

## HOME NAME

House 1 (Guest)

## TIME ZONE

(Western European Time) London, Duk

## DEVICE ID CODE

565c80d3989082945c

SAVE



HELP

## 2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

### INVITE USERS


Guests will not be able to invite someone to the account.


## 2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

### SUPPORT

If you need help with the App, please contact us on [i2control@haverland.com](mailto:i2control@haverland.com)

[<](#) 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](mailto:i2control@haverland.com)

TELEPHONE


---

[916427020](tel:916427020)

FAX

---



[916191950](tel:916191950)

 HELP

## 2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

### PRIVACY

Please make sure the Terms and Conditions box is checked.

[< BACK](#)

**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](mailto:i2control@haverland.com)

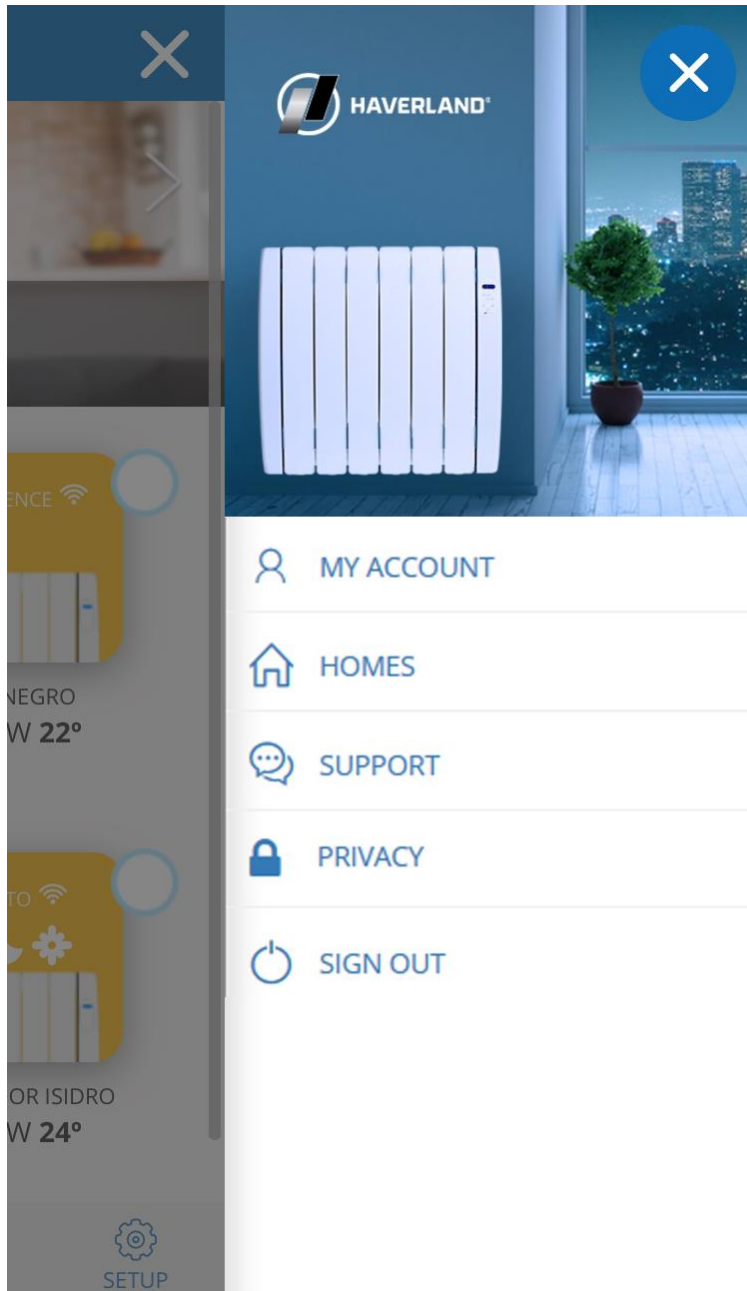
☒ I have read and accept the [Privacy Policy](#) and [Terms and Conditions](#) ( Accepted Sep 5, 2018 )

  
HELP

## 2.3. HOW TO CHANGE MY ACCOUNT SETTINGS

### SIGN OUT

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

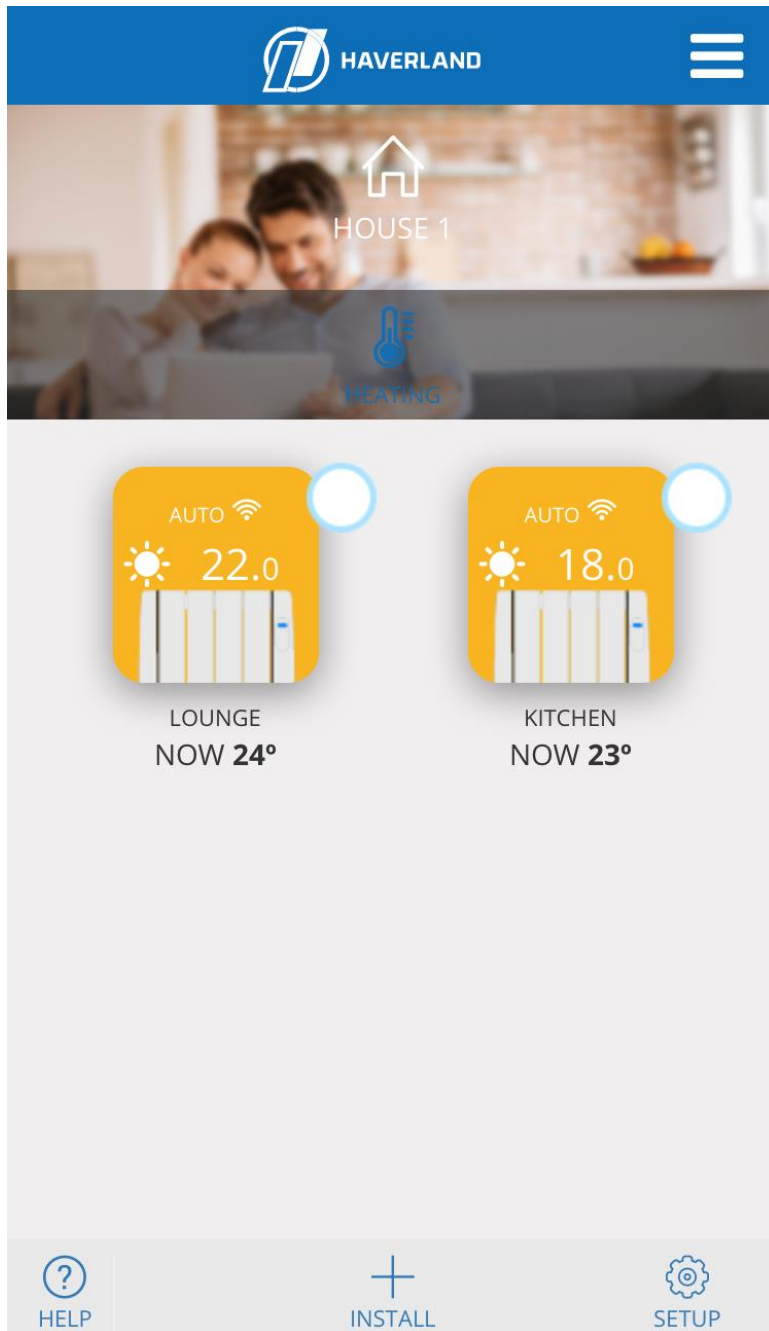




# **HAVERLAND APP STEP BY STEP GUIDE**

## **3. RADIATOR SETTINGS**

HOW TO CONTROL YOUR RADIATORS FROM THE APP



### 3. 1. APP MAINPAGE

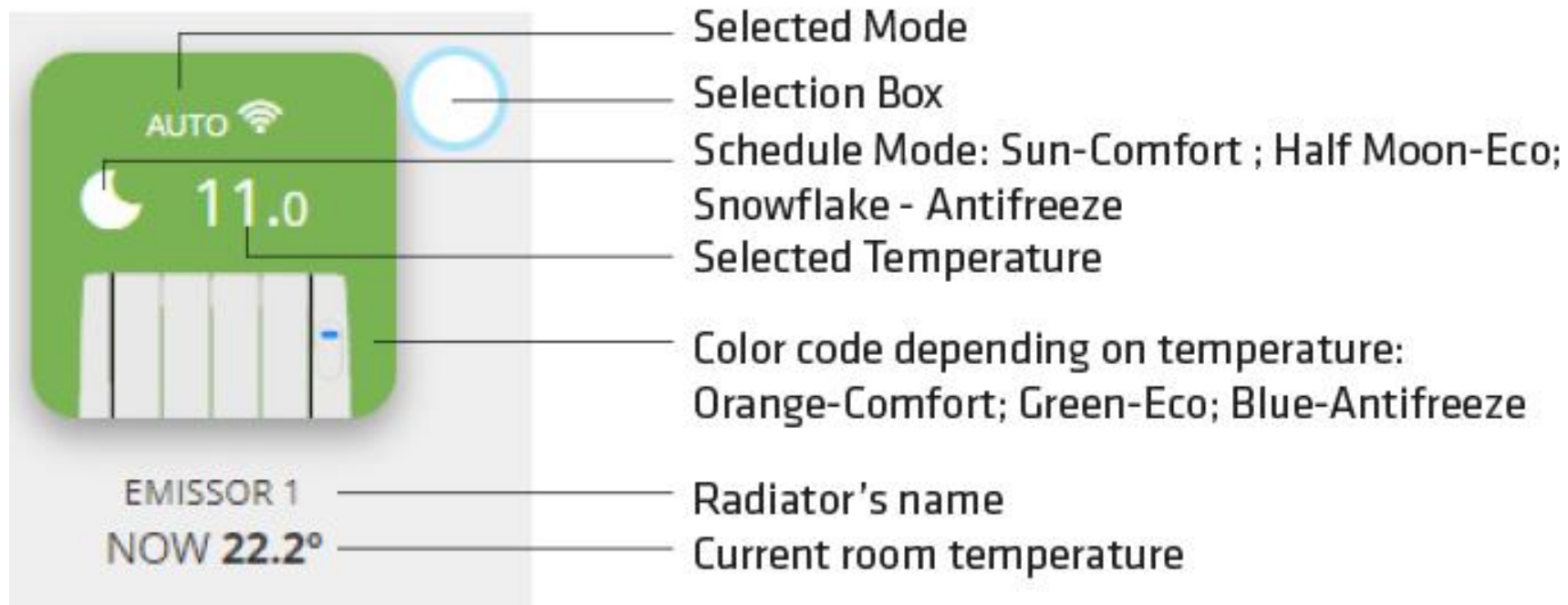
This is how your APP will look like once your radiators are set.

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)

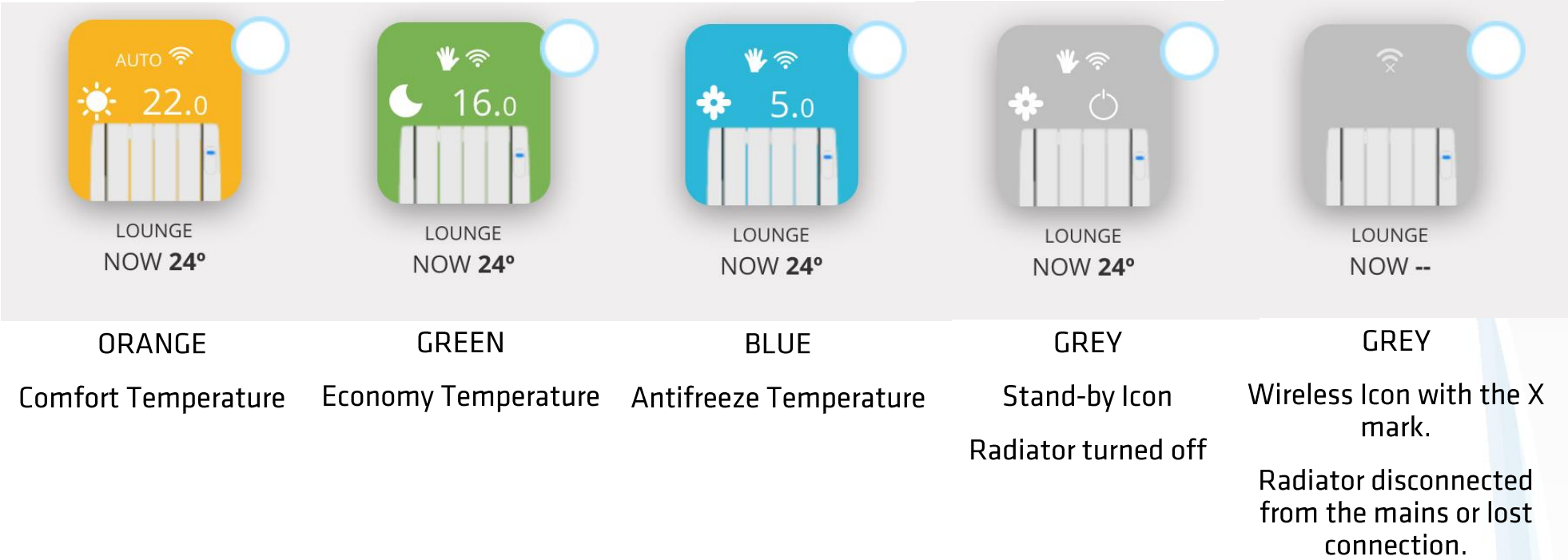
### 3. 1. APP MAINPAGE

Visual representation of the settings on your radiator:



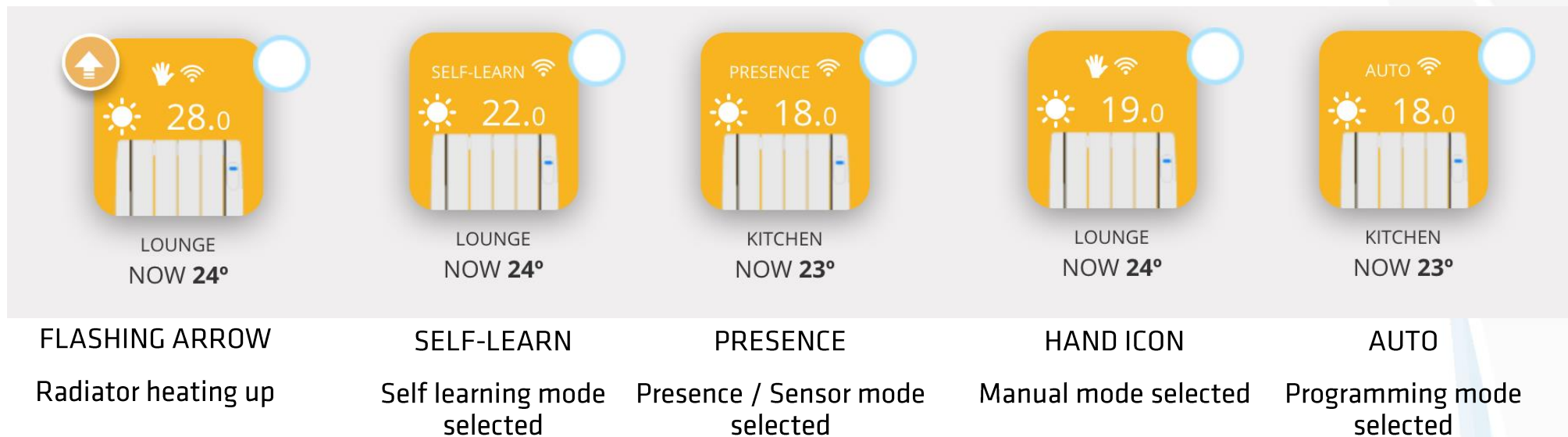
3. 1. APP MAINPAGE

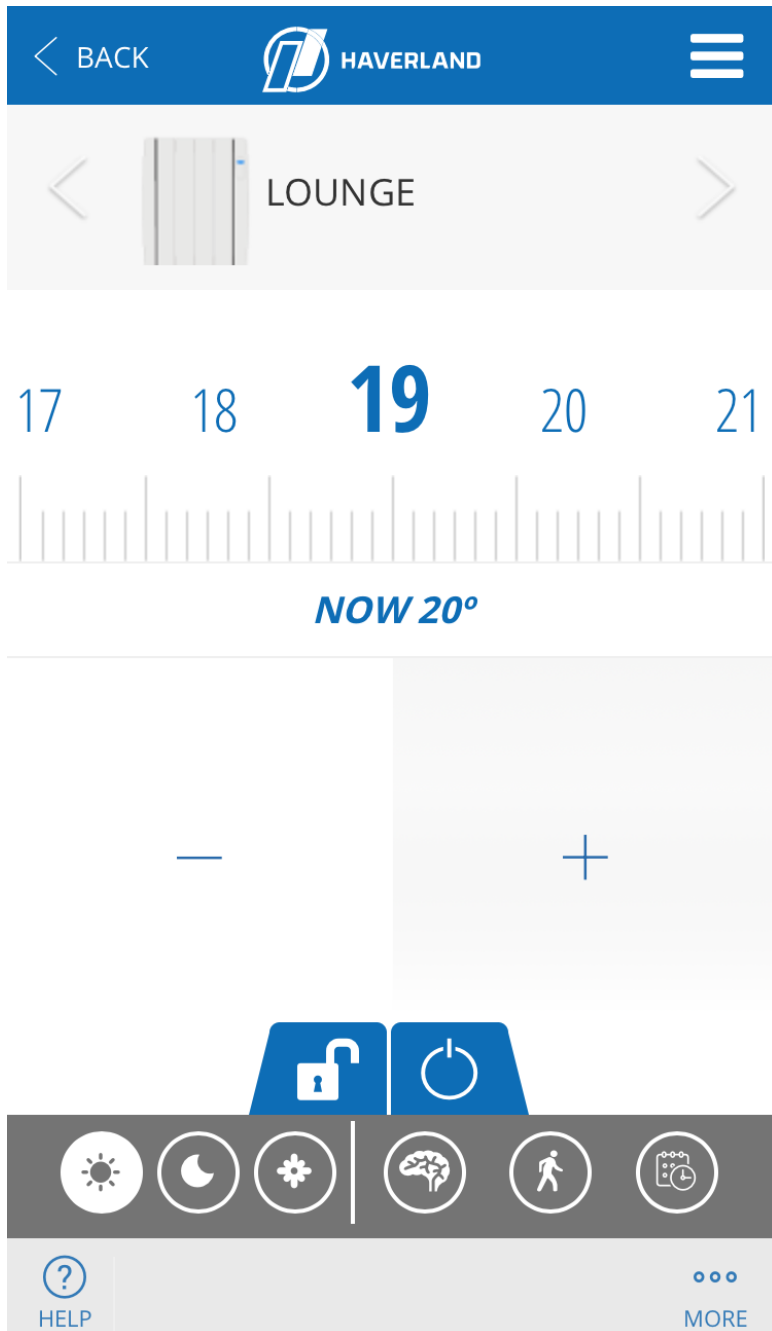
Visual representation of the settings on your radiator:



## 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.

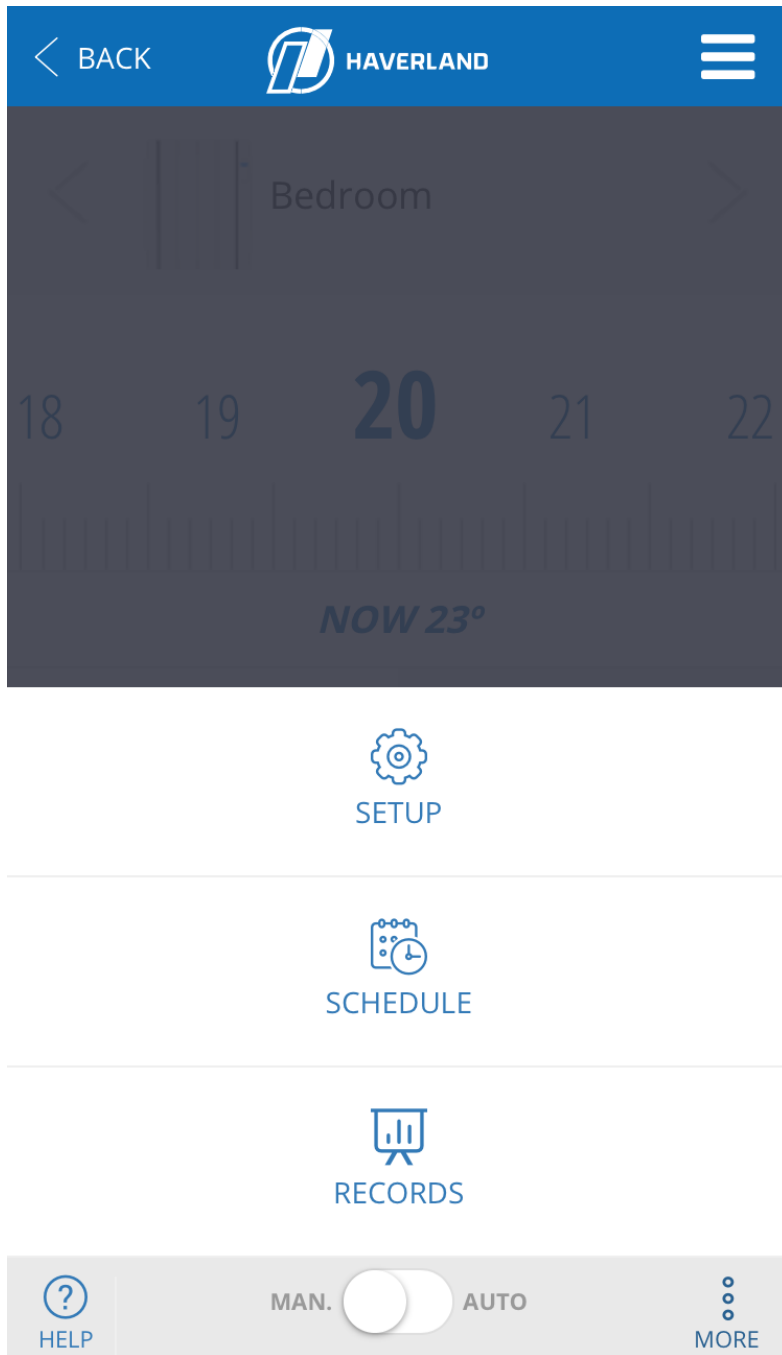


Programming Mode.

## 3. 2. RADIATOR SETTINGS

### MORE

If you press on MORE you will access the submenu:



NAME

LOUNGE

RADIATOR PRIORITY

Low ▼

POWER

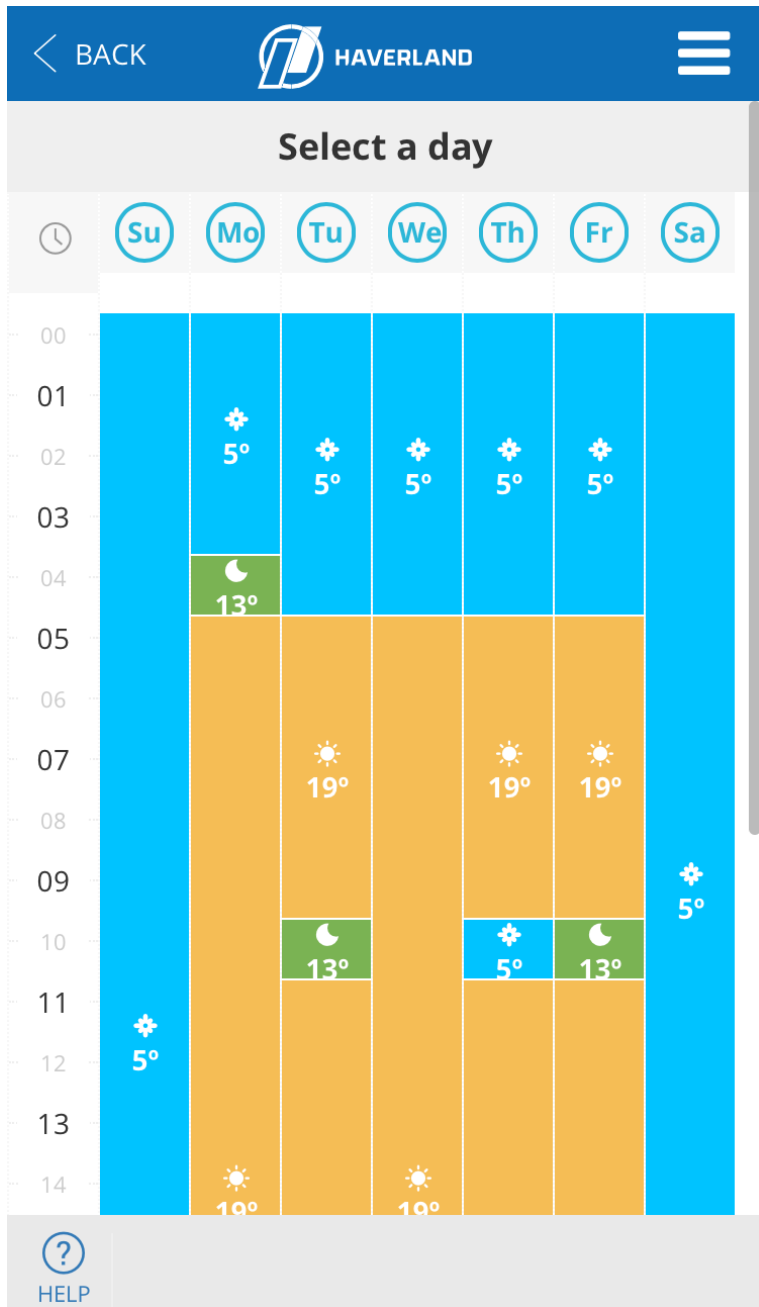
0

## 3. 2. RADIATOR SETTINGS

### 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, this information is required to set the priority of the radiator and to consult the consumption's record.

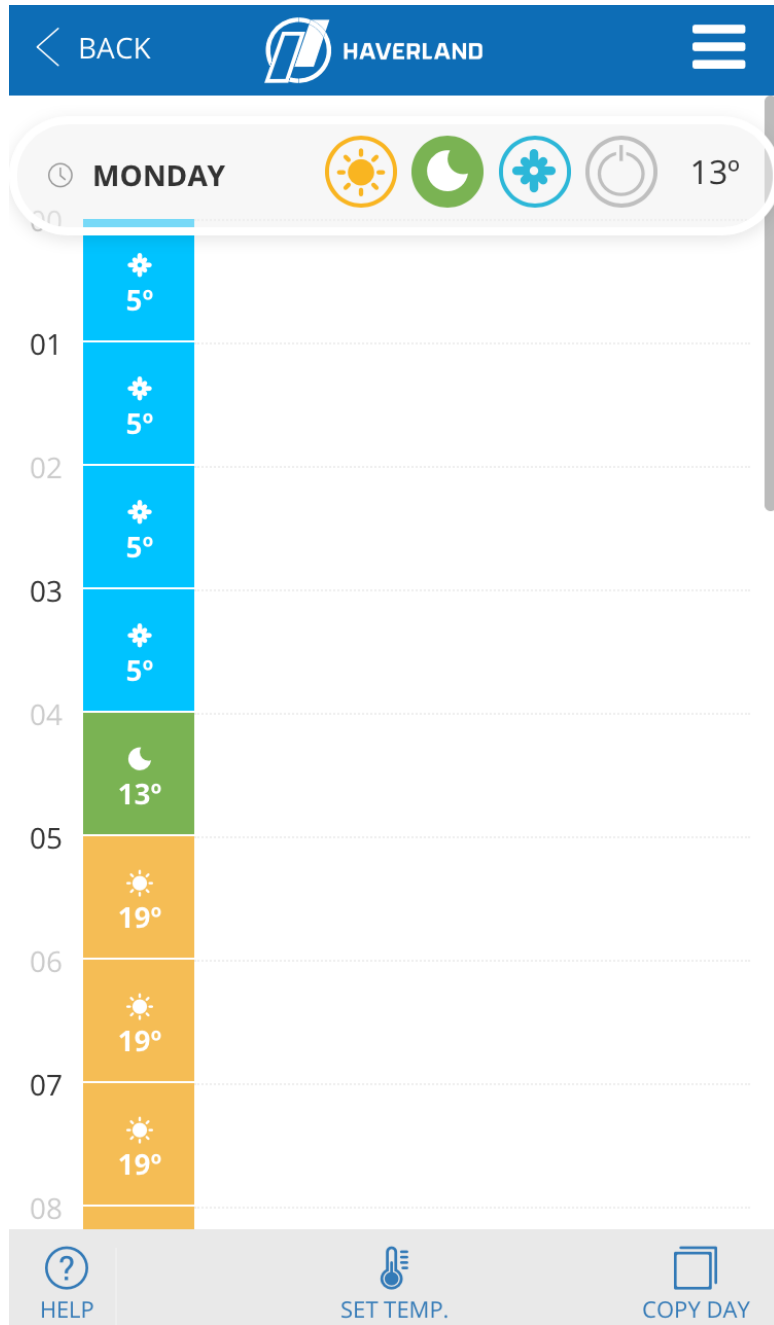




## 3. 2. RADIATOR SETTINGS

### SCHEDULE

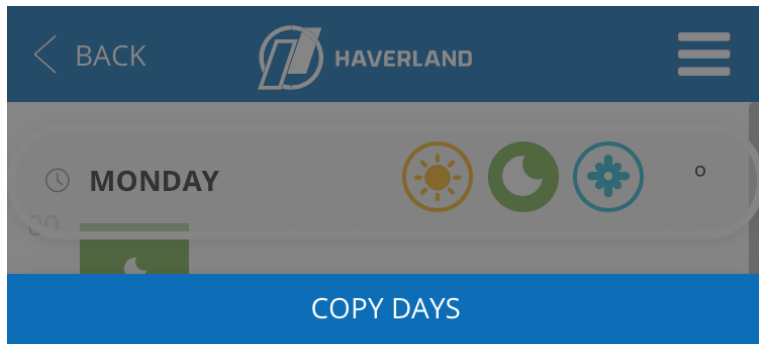
- You can set a daily programming for your radiator.
- To set the programming for a specific day please press on the day of the week (Su: Sunday; Mo: Monday, ...)



## 3. 2. RADIATOR SETTINGS

### 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 a hourly basis.



USE SAME SCHEDULE ON...

☐ Sunday

☒ Monday

☒ Tuesday

☒ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

CANCEL

COPY

## 3. 2. RADIATOR SETTINGS

### SCHEDULE

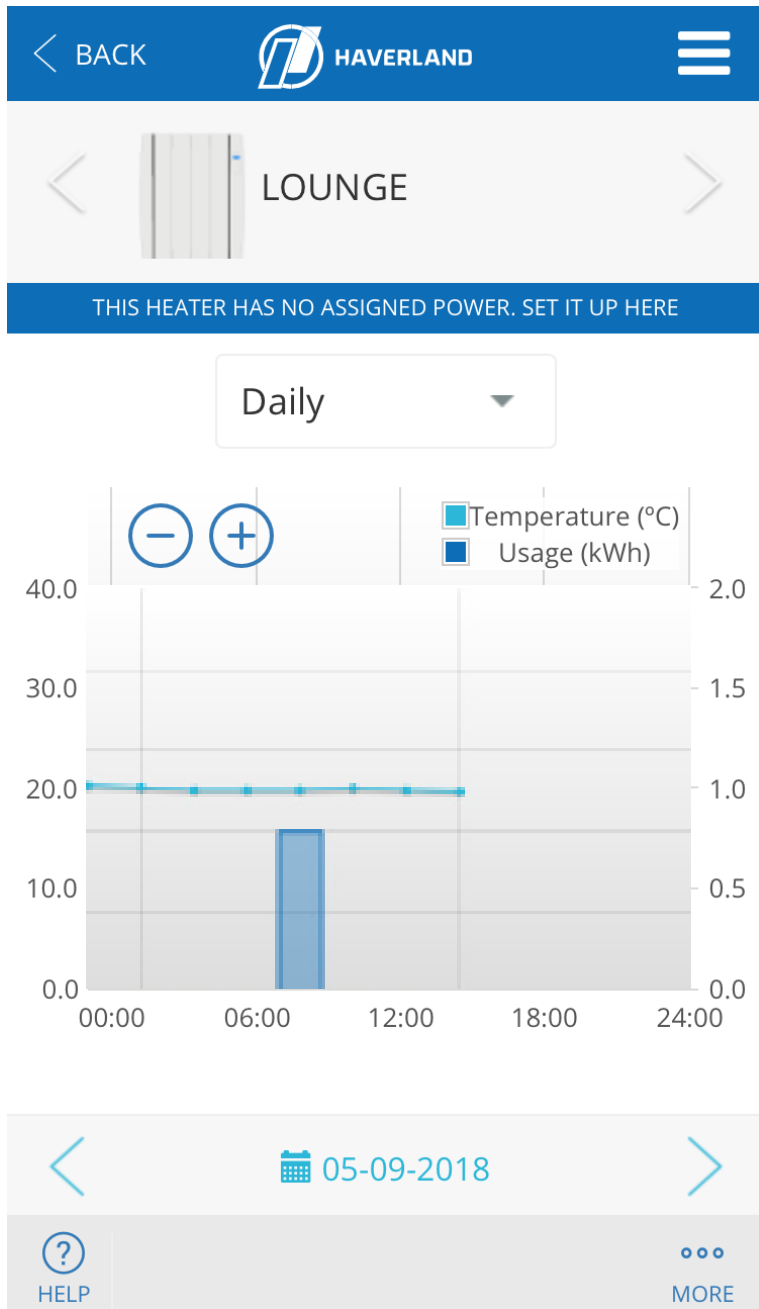
- **COPY DAY:** You can copy the schedule you have set to a specific day and apply the same programming to as many days of the week you wish.

## 3. 2. RADIATOR SETTINGS

### 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)

The screenshot shows the Haverland app interface for setting radiator temperatures. At the top, there is a navigation bar with a back arrow, the Haverland logo, and a menu icon. Below this, a status bar displays 'MONDAY' and a current temperature of 13°. A row of four icons (sun, moon, gear, power) represents different modes. A temperature selection panel is visible, showing a vertical slider with '5°' increments. Below this, a blue bar reads 'SET MODE TEMPERATURES'. Two large circular icons represent 'COMFORT' (orange sun) and 'ECO' (green moon). The main part of the screen features a horizontal temperature scale from 17 to 21, with '19' highlighted in large blue text. Below the scale are minus and plus buttons for adjustment. At the bottom, there are 'CANCEL' and 'CONFIRM' buttons.



## 3. 2. RADIATOR SETTINGS

### 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 blue bottom bar shows the consumption in kWh at a specific period.
- **You will need to enter the power/output of the radiator in order to be able to consult your records on consumption.**
- 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.

# **HAVERLAND APP STEP BY STEP GUIDE**

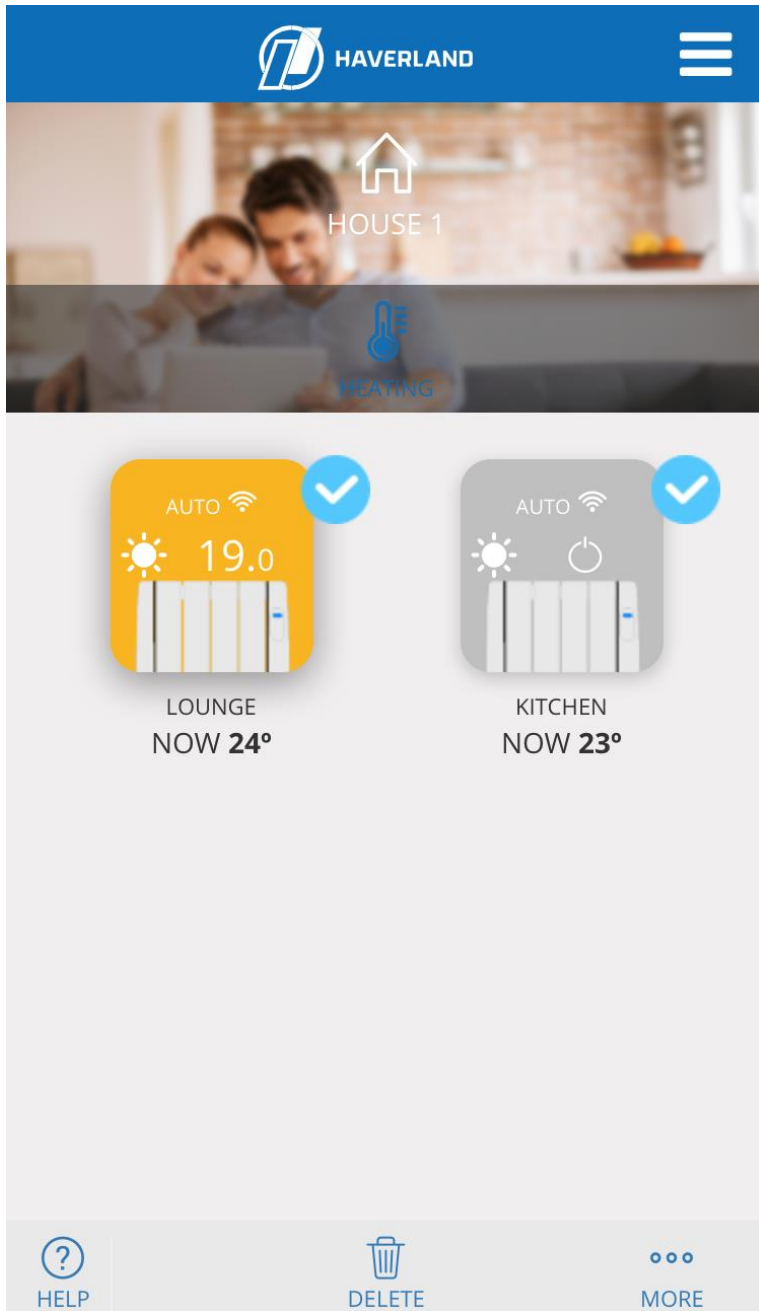
## **4. GROUP RADIATORS SELECTION**

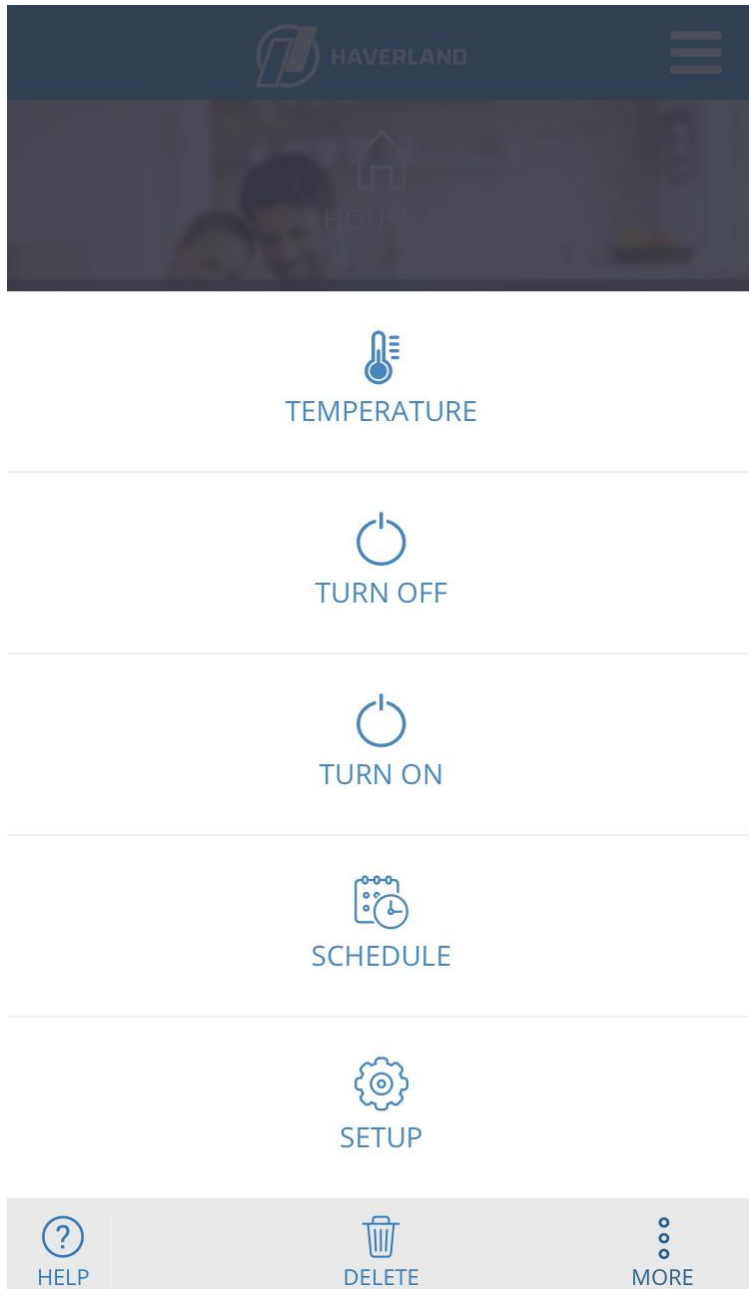
## 4. CHANGING SETTINGS AT THE SAME TIME

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 your Smartbox and consequently 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.