ONLINE CONTROL

Customer Instructions

Is the customer ready?

Prior to Engineers visiting to complete the internet connection, you must ensure that you have the following ready:

- Cable connection between your heat pump and router (Cat5 cable)
- For instances where a cable connection is not convenient, you can make the connection using a TP-Link Powerline adapter kit (or similar)
- Internet connection
- If you are using a network switch or crimped fittings on site, please ensure that you have tested the cable!

*For those with broadband provided by BT, you **may** need to alter settings on your router. For MasterTherm heat pumps to connect to the remote server, DHCP must be enabled.*

Is the customer ready?

MasterTherm heat pumps can be controlled by any of the following methods:

- Computer
- Mobile devices (iOS and Android) or any other internet enabled device

Plant room preparation

Ensure that you leave enough spare 'flex' on your Cat5 cable to allow connection between your heat pump and your router

Install your cable from your heat pump to the plant room. Allow at least 2m 'flex' at the heat pump position.
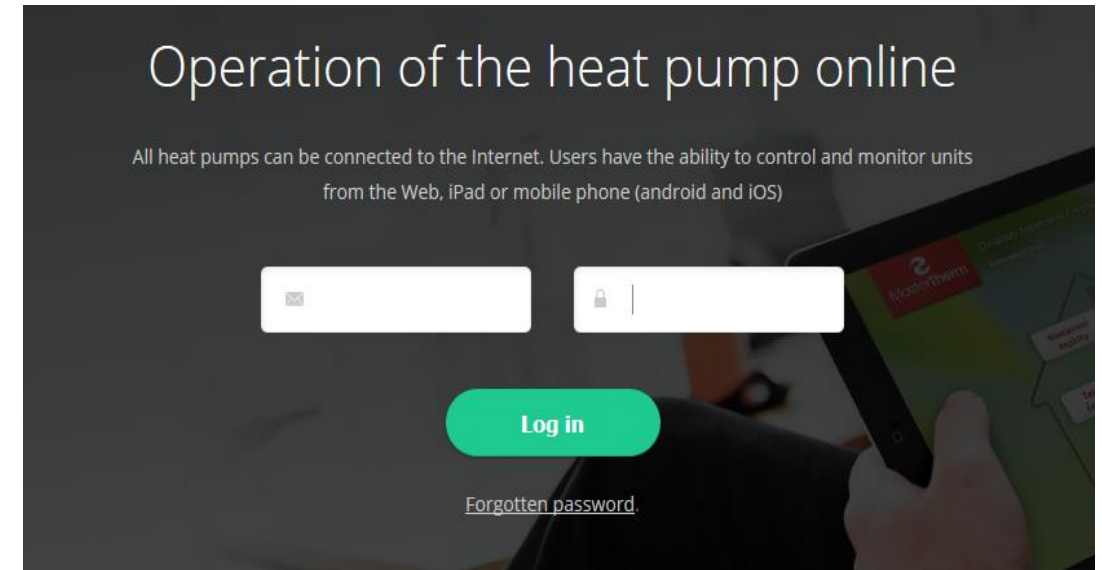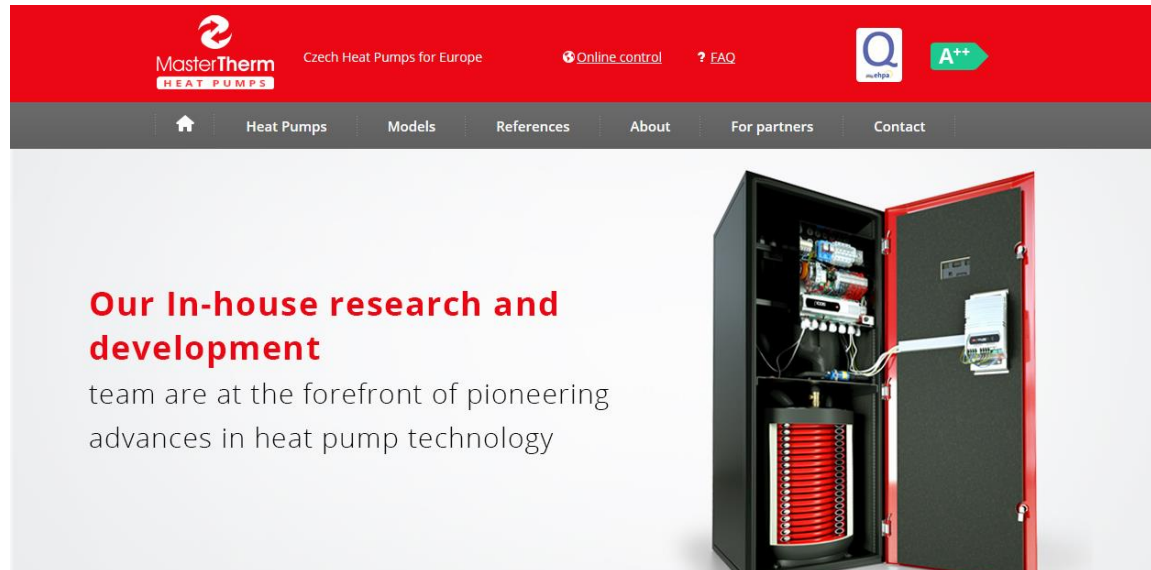
Connecting your heat pump to your router

Connect the Cat5 cable to the router. The router must have automatic allocation of IP addresses (DHCP) enabled. For most routers, this is standard with the exception of BT customers. It is advisable to test the internet connection with a laptop. (wifi disabled). In rare cases, you may need to log into the admin panel of your router and 'allow internet access'.

Once connected, you can verify if the unit has connected correctly by your installer contacting MasterTherm UK. **Only your installer is to connect the heat pump to the internet. Your installer will administer your access once the heat pump is connected to the server.**
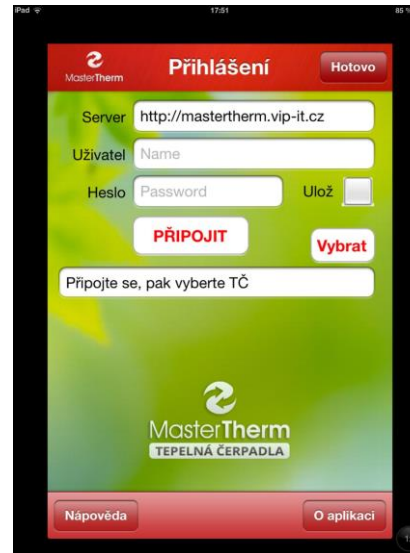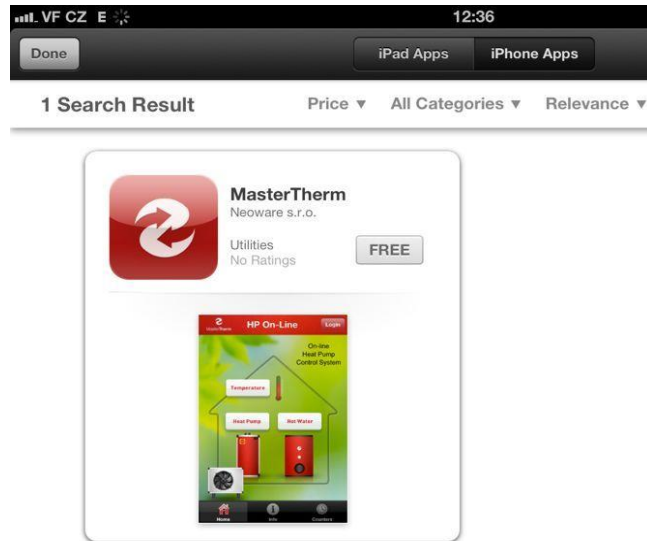
Access via your Computer

Once your installer has administered your access rights, visit www.mastertherm.co.uk and select 'Online Control' at the top of the page. Enter your username and password (usually the heat pump serial number) and select 'log in'.
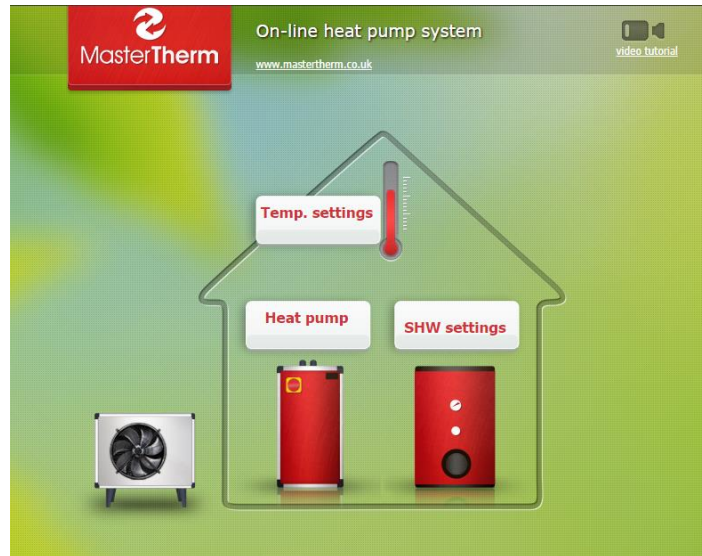
Access via a Mobile Device

Applications are available on both the Google Play Store and App Store. Just as you would online, enter your username and password then select the connect button.

Access via a PC

Once logged in via a PC you will be presented with the following page. This is the same as the graphical display on a smart phone. Here you can navigate to the various heat pump operations and set the temperatures accordingly
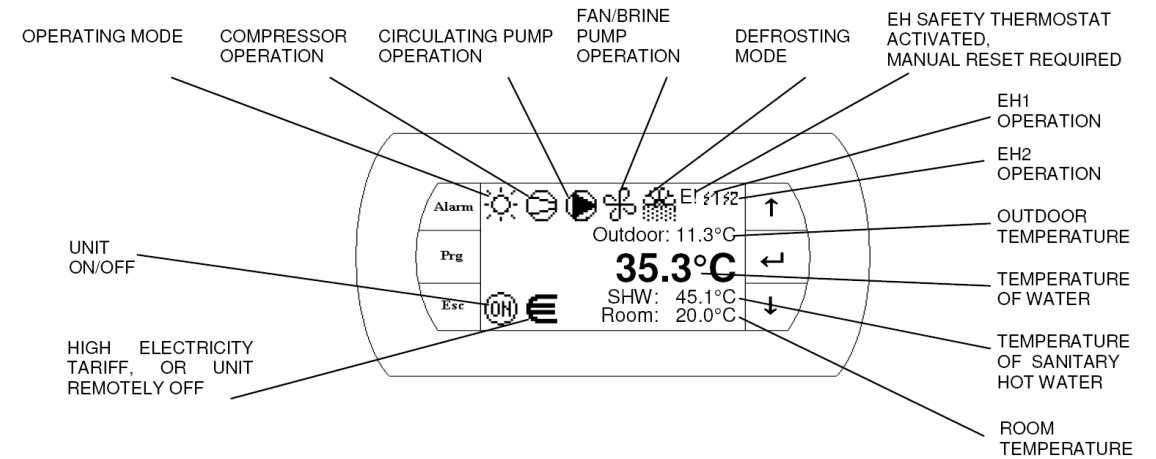
Heat Pump Operation

Here you can adjust the heat pump operation settings.

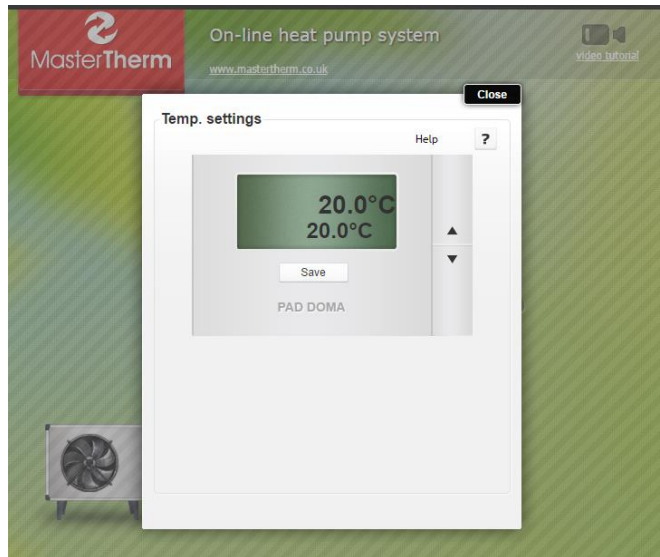
2 – Heat Pump Operation Page

3.1.1 Operating Mode

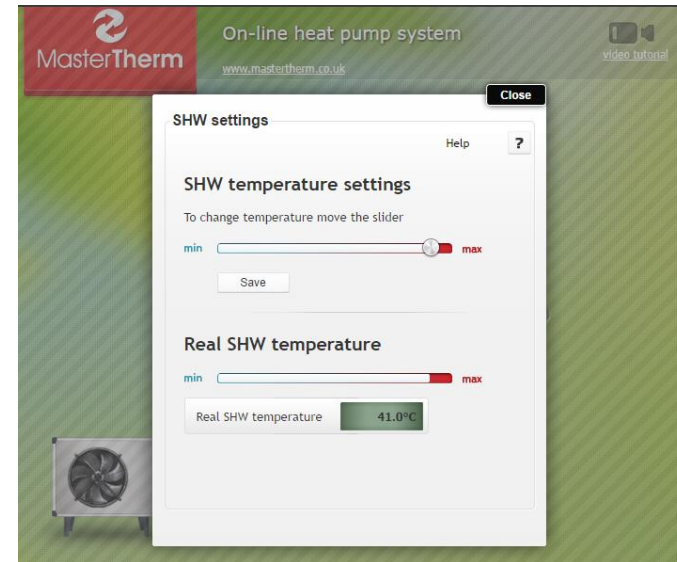Following operating modes are possible:

☼   Heating

🔥   Heating – low outdoor temperature (aux. heaters only, compressor OFF)

❄   Cooling, or Passive Cooling (GSHP only)

❄   Cooling with Dew Point protection (no humidity condensation possible)

Setting Room and Hot Water Temperatures

3 – Room Temp Control
(if using MasterTherm pAD controller)

4 – Adjusting the Hot Water Setpoint

www.**mastertherm**.co.uk

You're Connected...

Should you experience any issues, please contact your installer in the first instance.

All queries to MasterTherm UK should be directed to info@mastertherm.co.uk