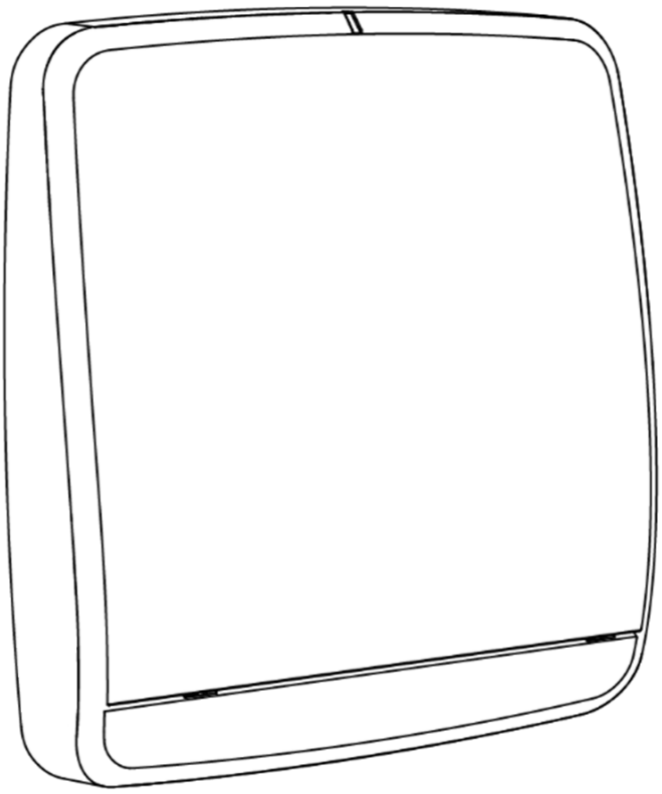
süd wind

ambientika® **App**



***CONFIGURATION AND USER MANUAL***

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# INTRODUCTION – DOWNLOADING THE APP

Attention: To configure the ventilating unit, a WPS modem connected to the internet is required. The devices can only be configured with modems that use the 2.4 GHz band (they are not compatible with the 5 GHz band), as it provides a greater coverage range than other bands. Make sure the Wi-Fi network frequency is set to 2.4 GHz; otherwise, contact your internet service provider for the appropriate settings. Any repeaters must also be set to the 2.4 GHz band.

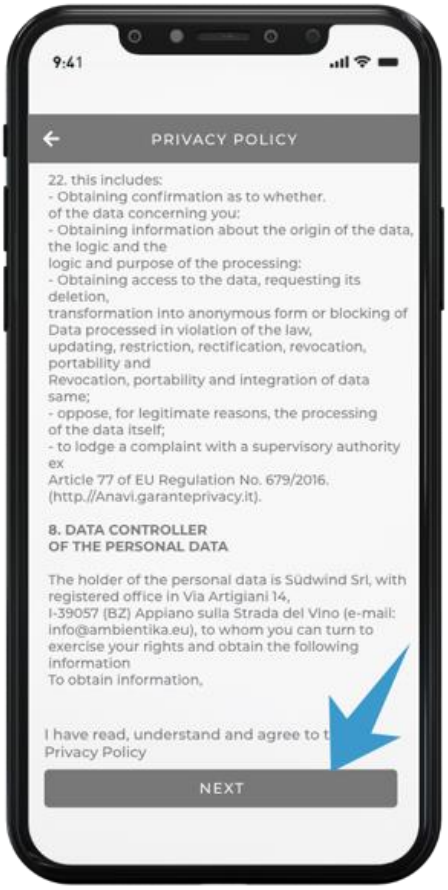
Download the “AmbientikaApp” from the app stores and install it on your smartphone.

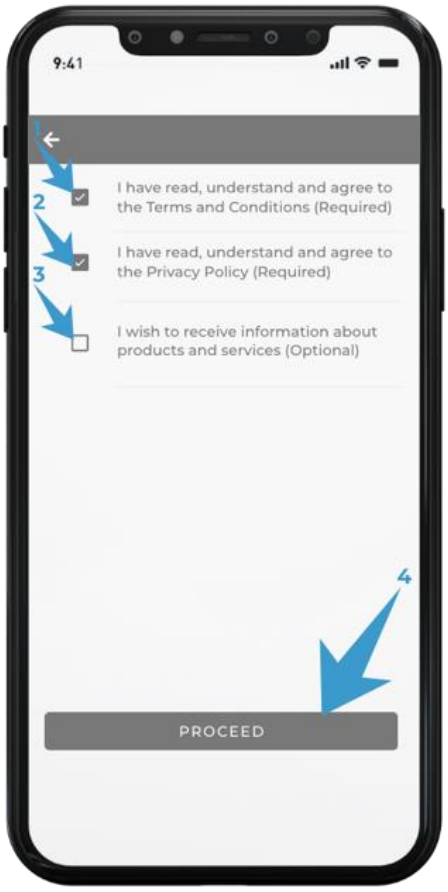
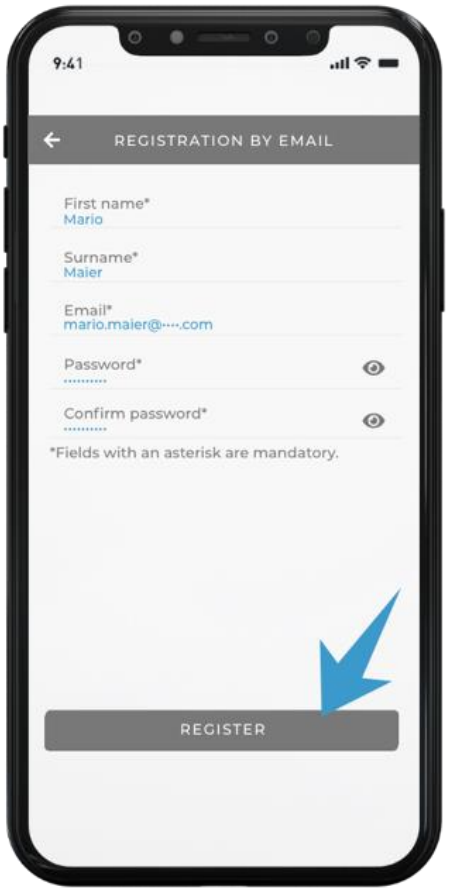
(for iOS® devices from the App Store, for Android® devices from the Play Store)

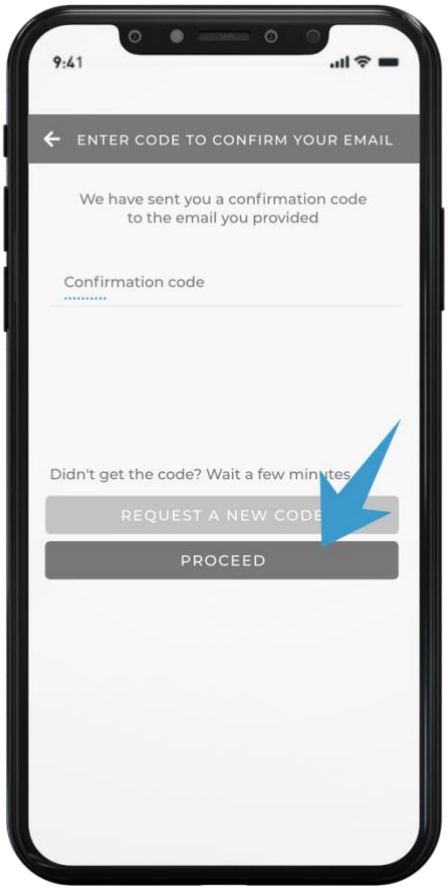
Read the QR codes through the camera or search for the app directly in the stores.

# INTRODUCTION – REGISTER YOUR ACCOUNT

To control your devices, you will need to register in the app following the directions provided and detailed below;

| | | | |
|---|---|---|---|
| 1 | Tap the "**Register**" button to create an account. | 2 | Read the "Terms and Conditions" and "Privacy Policy" and tap **next**. |
| | |  | |

| | | | |
|---|---|---|---|
| 3 | Select the ticks to accept these (at least the two mandatory ones) and tap **confirm**. | 4 | Enter the requested information and tap **register**. |
|  | |  | |

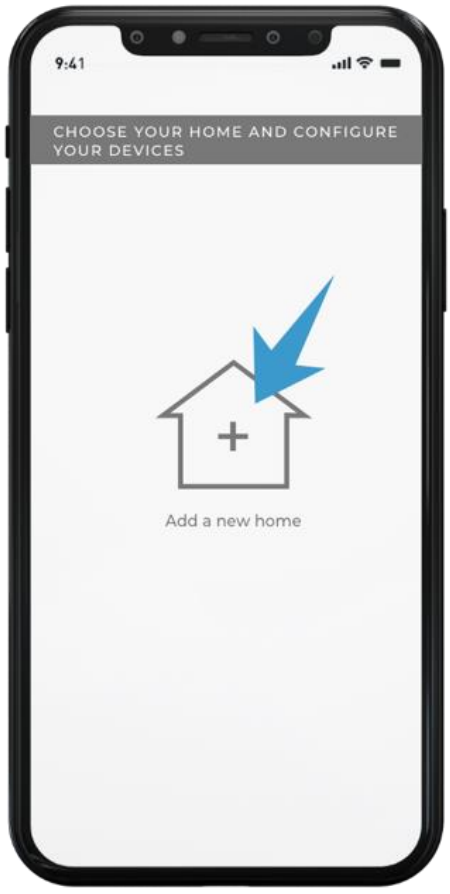
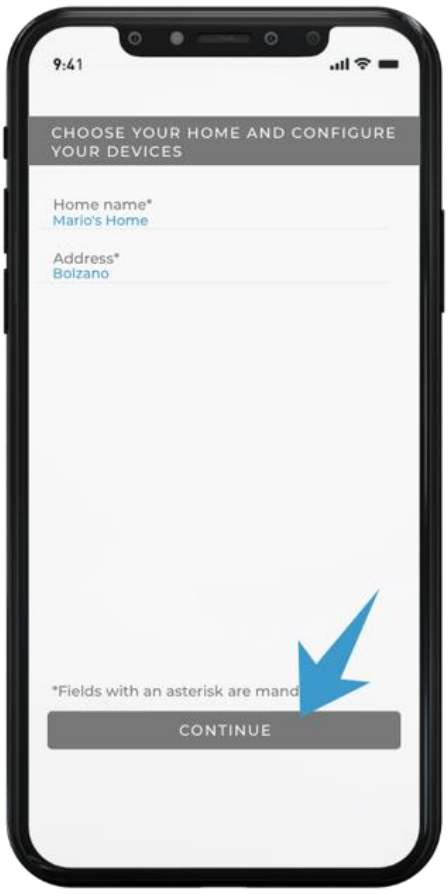
| | | | |
|---|---|---|---|
| 5 | Enter the code that was sent to the email you provided on the previous page and click **PROCEED**.<br><br>Wait a few minutes. If the security code hasn't arrived yet, check the "Junk/Spam" folder in your email, or request a new code. | 6 | You can now access the APP using the data you just entered. |
|  | | | |

# CONFIGURATION – CREATING YOUR HOME

**To configure the system, Bluetooth and Wi-Fi must be enabled on your phone.**

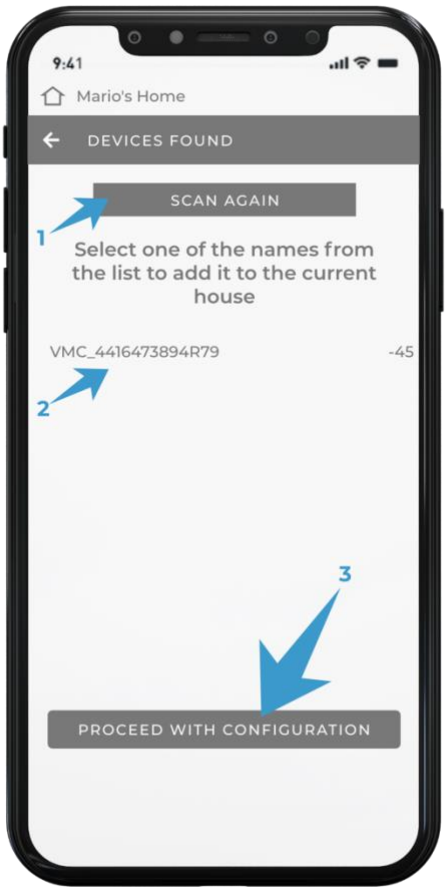
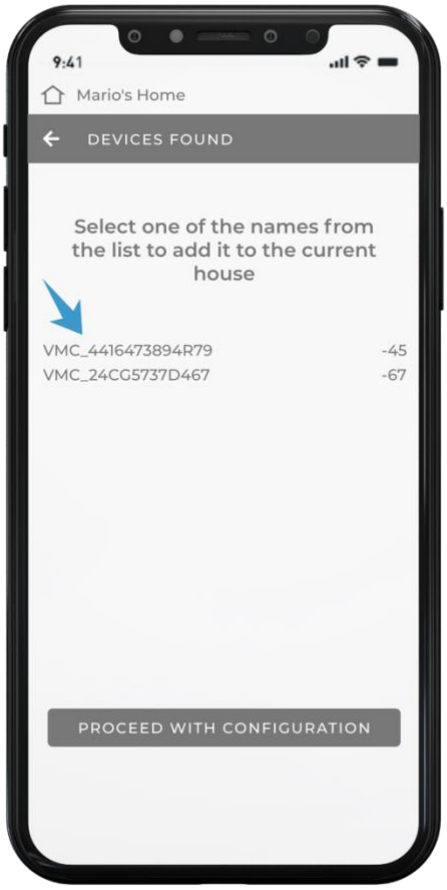
To configure the system, the ventilating units must be connected to the power supply and switched on, following the instructions provided in the box.

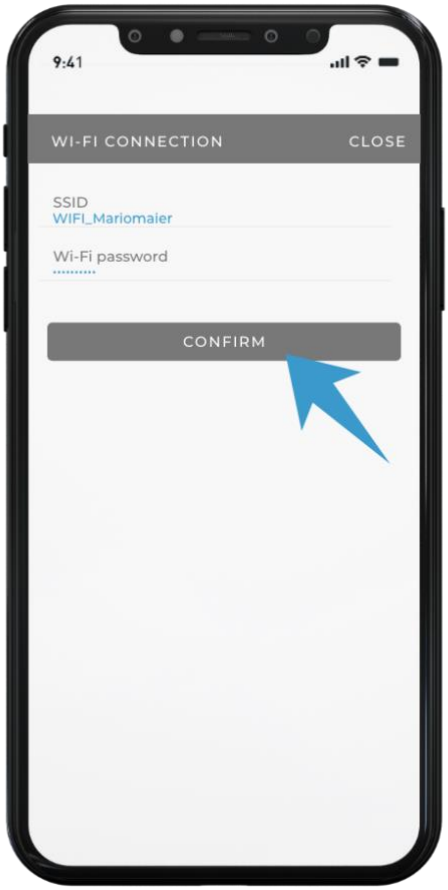
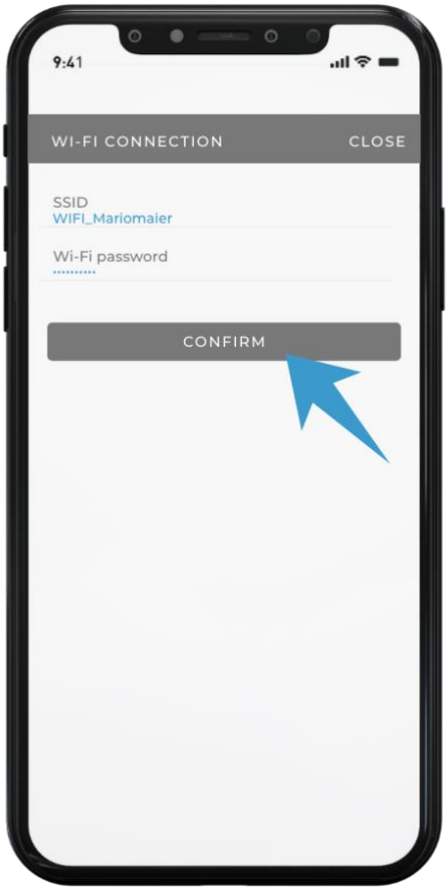
Creating your virtual home:

| | | | |
|---|---|---|---|
| 1 | Once you are logged in, tap **"Add new home."** | 2 | Enter the requested information about your home's location (this will be needed to gather data on outdoor air conditions) and press **CONTINUE**. |
|  | |  | |

# CONFIGURATION – SEARCHING FOR DEVICES

Searching for installed devices and associating them with your home Internet network:

| | | | |
|---|---|---|---|
| 1 | Once the home is registered, the app will use Bluetooth to search for devices available for configuration, which will be displayed in a list. If some devices do not appear, move closer to the units so that your smartphone can detect them, and press **REPEAT SCAN.**<br><br>**To simplify the search and configuration process, it is recommended to power and configure one unit at a time.** | 2 | **Select one of the products from the list.**<br><br>When a device is selected from the list, the corresponding physical product will flash its white LED and emit a sound signal so that it can be easily identified. |
|  | |  | |

| | | |
|---|---|---|
| 3 | Connect the product to the Wi-Fi network by entering the network name (if different from the one displayed) and the network password, then press **CONFIRM.**<br><br>**IMPORTANT!!!**<br>**Both the Wi-Fi network name (SSID) and the password must be entered correctly; otherwise, the devices will not be able to connect to the modem, and it will be necessary to reset the units to repeat the configuration.** | If all products are connected to the same Wi-Fi network, it will not be necessary to re-enter the data on each additional device, and you can just tap **continue**.<br><br>The network name should consist of letters and numbers only — a comma or a long dash makes the setup fail (page 11). |
| |  |  |

# THE NETWORK NAME – LETTERS AND NUMBERS

One point that is easy to overlook and still lies behind many failed setups: the name of your Wi-Fi network. The picture is always the same — the app finds the devices during the scan without any trouble, and then, right at the very end, the configuration fails after all.

The reason is simple: the network name is handed over to the device during setup, and special characters break that handover. What we see most often is a comma or a long dash (–), and occasionally periods and slashes.

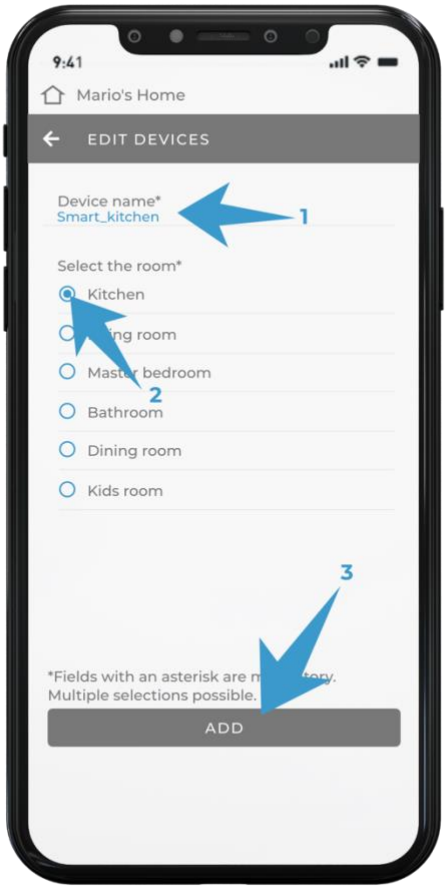
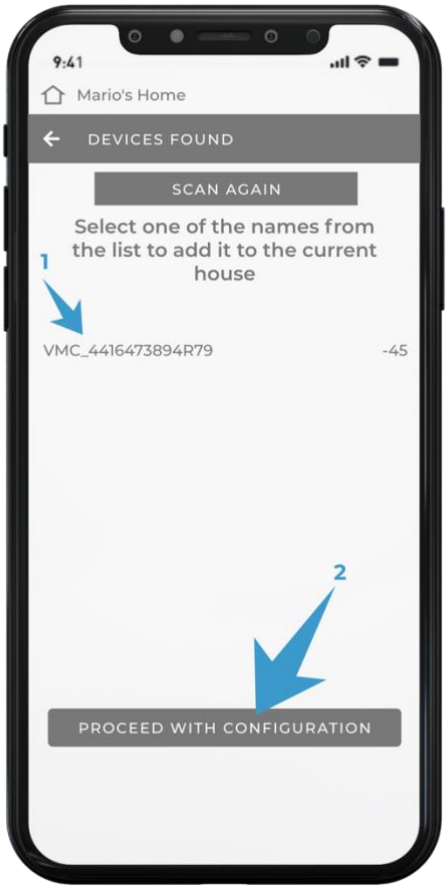
So our recommendation is a network name made up of letters and numbers only, for example LoftTechnik24. In the password, special characters are perfectly fine. And once the system is running, please leave the network name and password as they are — otherwise the devices have to be set up again.

**Examples**

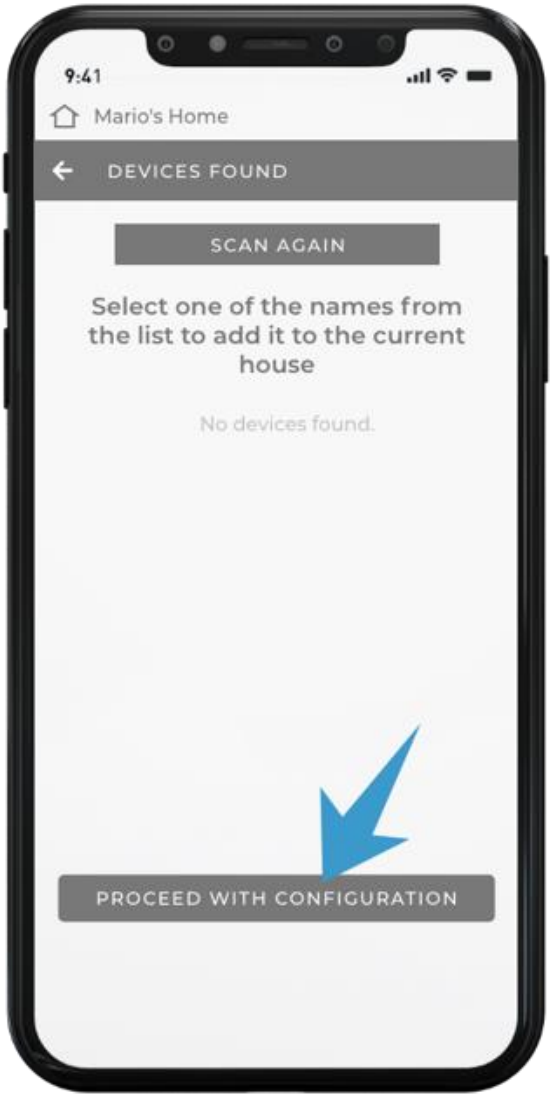
This works: **LoftTechnik24**

Not this: **Loft Technik 2,4**

The comma in the second example breaks the handover. The devices are found during the scan, the configuration fails only at the very end.

| | | |
|---|---|---|
| 5 | Give the device a name, select the room where it is located, and press **ADD**. | You will need to repeat the process for all the products in the list.<br><br>If there are more devices physically installed than appear in the list, move closer to them so that your phone's Bluetooth can detect their presence. |
| |  |  |

| | |
|---|---|
| 7 | Once all products have been registered, tap **“Proceed with configuration.”** |



# CONFIGURATION – SETTING UP THE SYSTEM

**AUTOMATIC**

By choosing the automatic configuration, it will be possible to set up the devices in:

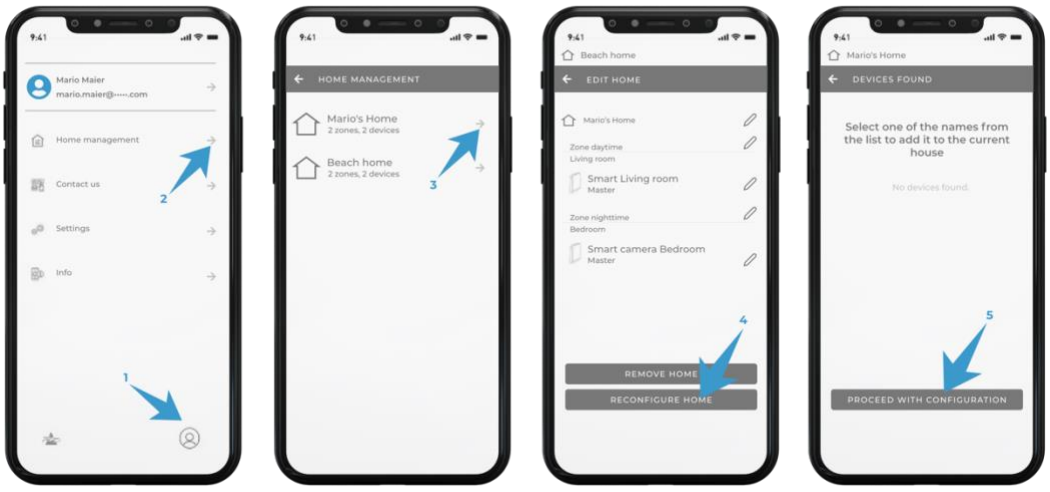
- ➔ SINGLE SYSTEM A single group of units will be created, where one device must be configured as the **Master** (main unit, the only one that will receive commands and communicate with the other units) and the other units will be configured as **Slaves** (secondary units that depend on the Master). **WARNING:** In this configuration, only the Master unit will be able to detect environmental data (humidity, brightness, air quality) in the space where it is located, while the Slave units will not perform any environmental monitoring.

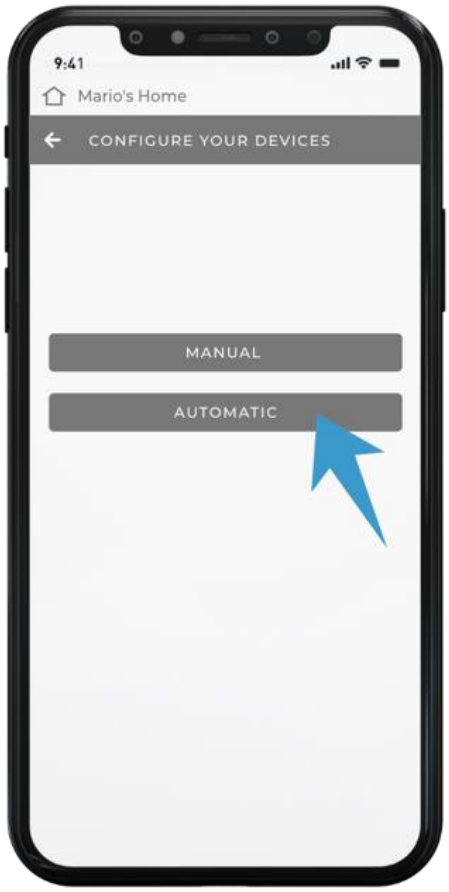
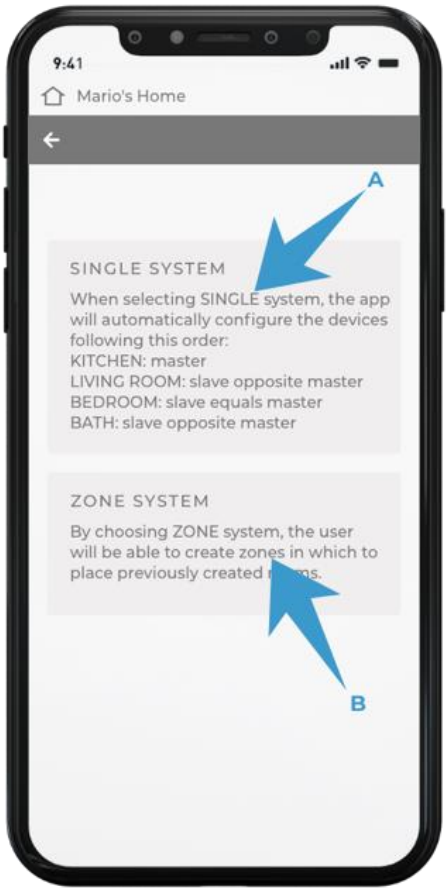
  *This setup can be used in open-space installations where more than two devices are installed.*

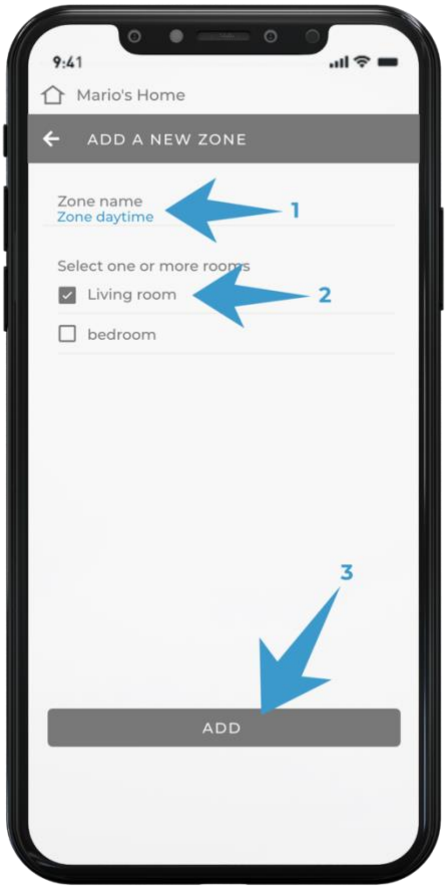
- ➔ ZONED SYSTEM Multiple groups of units can be created (for example, one group for the ground floor units and another for the first floor, or a night zone separate from the day zone). In each group, one device must be configured as the **Master** (main unit, the only one that will receive commands and communicate with the other units), and the other units will be configured as **Slaves** (secondary units that depend on the Master).

  *This setup is suitable for installations where you want to divide the system into zones, such as day and night areas, or separate floors in a house.*

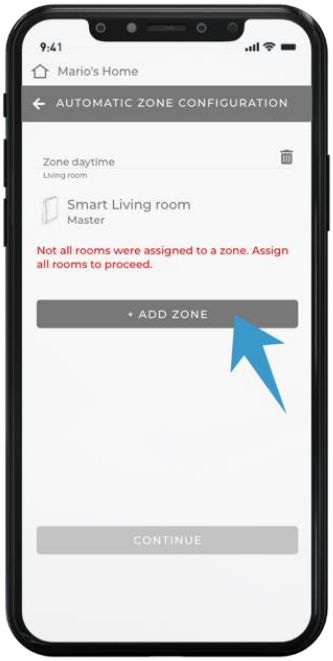
**The configuration of individual products can be modified later in the "Home Management" section of the app, starting from the account control panel, as illustrated below:**

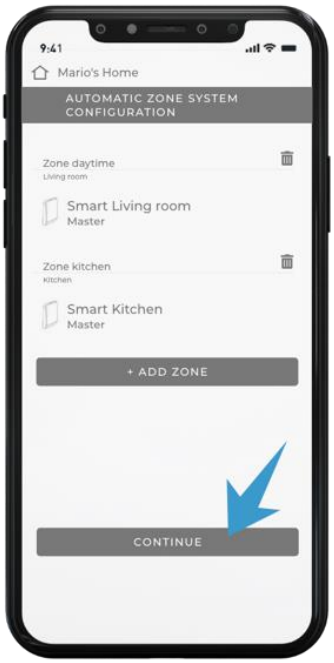


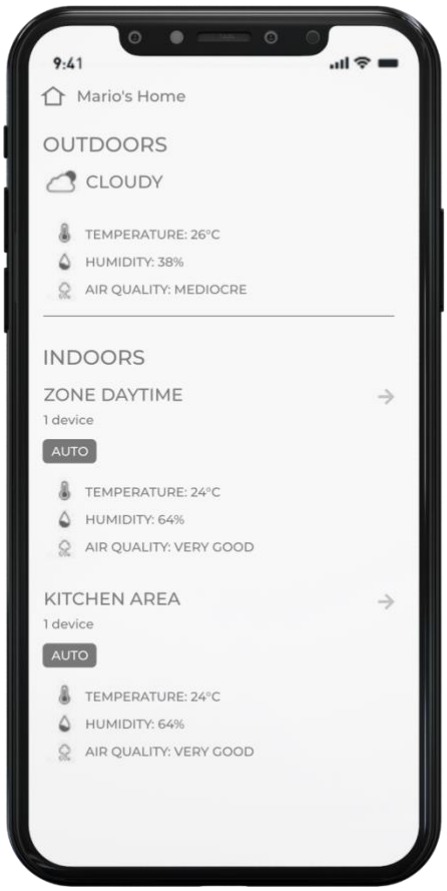
| | | | |
|---|---|---|---|
| 1 | Select **“Automatic”** from the **“Configure your devices” screen.** | 2 | Select **“Single system”** if you want to configure all installed products in one system.<br>**(to choose this option, skip to step 6)**<br><br>Select **“Zone system”** if you want to divide products over multiple zones, (e.g., Ground floor - Floor 1 or Zone daytime - Zone nighttime) |
|  | |  | |

| | | | |
|---|---|---|---|
| 3 | If you have chosen the configuration as **“Zone system”** tap on the **“Add zone”** button | 4 | Proceed by naming the first zone and selecting the rooms you want to enter.<br>Once the rooms have been selected, tap **“Add”.** |
| | |  | |

| | | | |
|---|---|---|---|
| 5 | Now you need to add the other zones, and proceed with step 3 and 4 until all rooms are associated with a zone. | 6 | Once all zones in the **"ZONED SYSTEM"** have been configured, or if the **"SINGLE SYSTEM"** configuration was chosen, press **CONTINUE** to configure the devices and access the app's Home screen. |



**MANUAL**

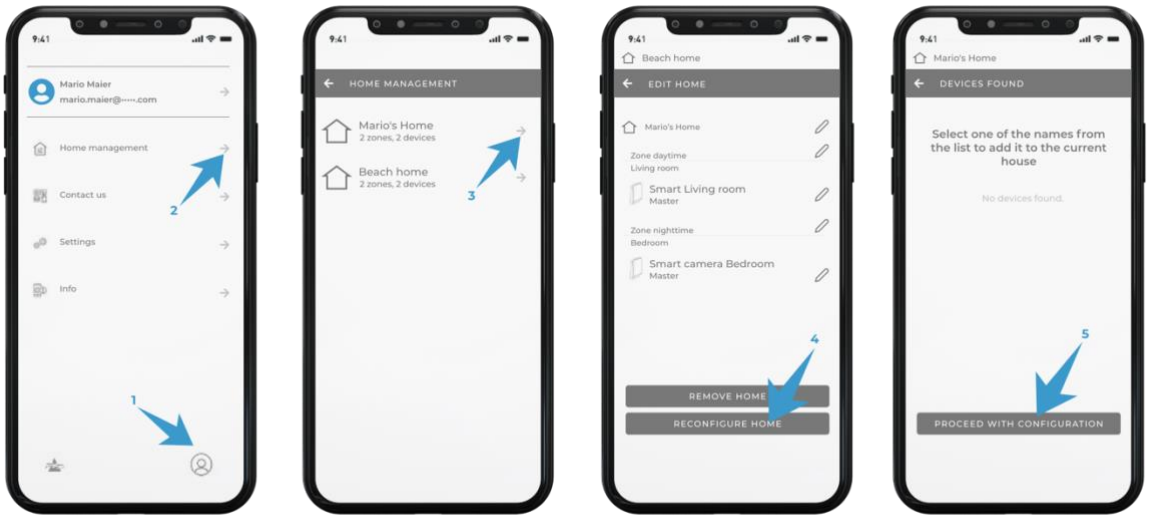
By choosing manual configuration, the user is free to decide how to set up each individual device. This option allows for two types of configurations:

- Each device configured as a standalone Master: Each unit is managed directly without being paired with others. In this case, every unit will detect the environmental conditions (humidity, brightness, air quality) of the room where it is installed.

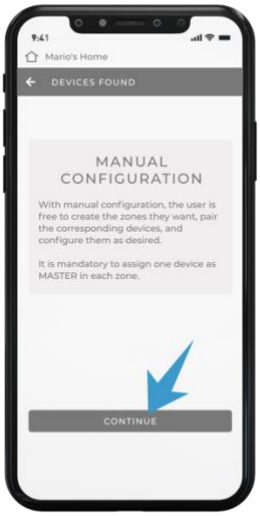
- Some devices configured as standalone Masters and others in groups: In grouped setups, at least one device must be set as a Master and the others as Slaves. Only the Master will detect environmental data (humidity, brightness, air quality) in the area where it is located, while Slave units will not perform any environmental monitoring.

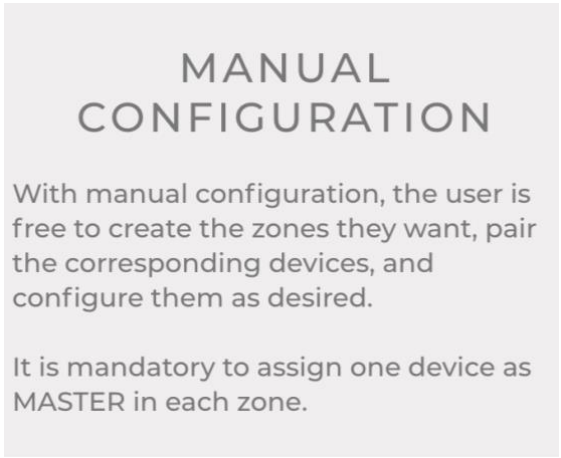
Remember that each zone must include at least one product configured as a Master, which will be the device responsible for monitoring the zone's environmental parameters.

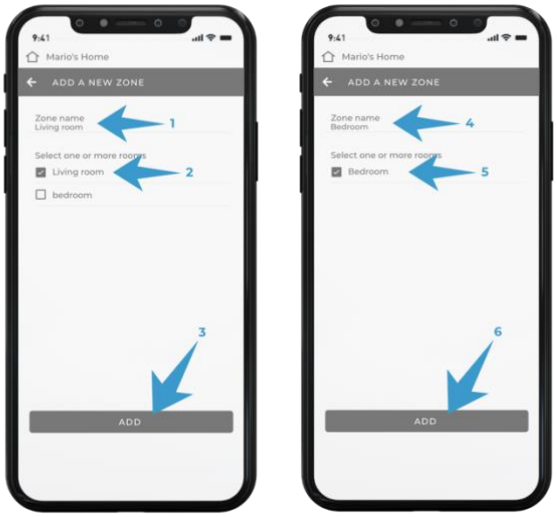
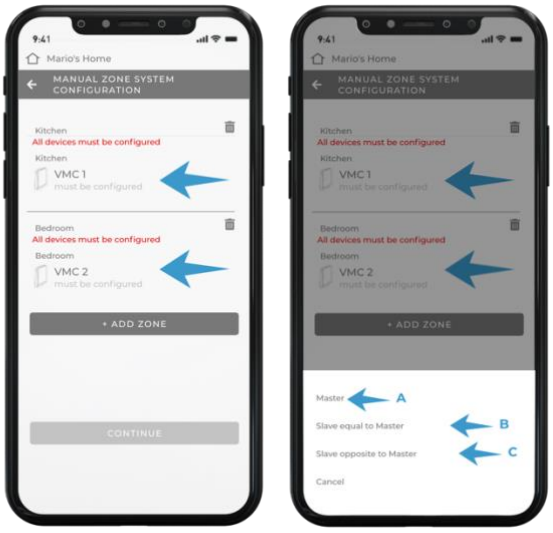
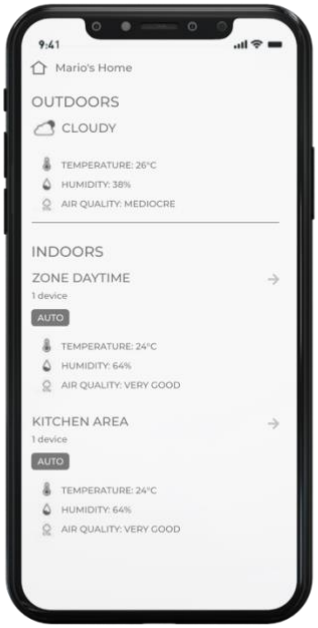
**The configuration of individual products can be modified later in the "Home Management" section of the app, starting from the account control panel, as illustrated below:**



| | | | |
|---|---|---|---|
| 1 | Select **“MANUAL”** from the **“CONFIGURE YOUR DEVICES” screen.** | 2 | On the **“MANUAL CONFIGURATION”** screen, press **“Add Zone”**. You can also create a single zone containing all devices (single system). |



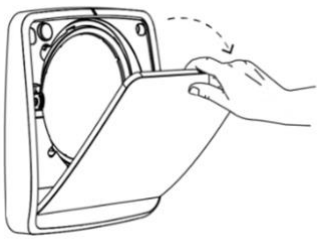
| | | | |
|---|---|---|---|
| 3 | Proceed by giving the zone a name and selecting the rooms you want to include.<br>Once the rooms are selected, press **“ADD”.** It is necessary to assign all rooms to proceed to step 4. | 4 | Select the desired configuration for each product using the arrow on the right of the device:<br>A → Master<br>B → Slave (same as Master)<br>C → Slave (opposite to Master)<br>Standalone devices must be configured as Master. For groups of 2 or more units, each zone must have only one Master device, and all others must be configured as Slaves. |
|  | |  | |
| 5 | Once all devices are configured, press **“CONTINUE”** and wait for the units to be configured. The response time of the devices may vary depending on the speed of your home network. | 6 | Once the configuration process is complete, the devices can be used. In the example screen, 2 units are configured, each as a Master, and can be managed independently. |
| | |  | |

# CONFIGURATION – RESETTING THE PRODUCT

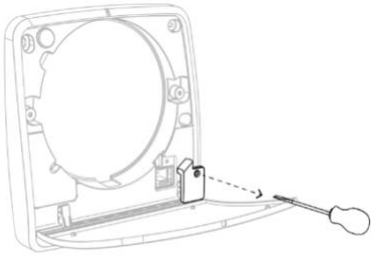
In case of device configuration errors, it is possible to perform a factory reset, which will restore the devices to their initial settings.

To perform the reset, follow these steps:

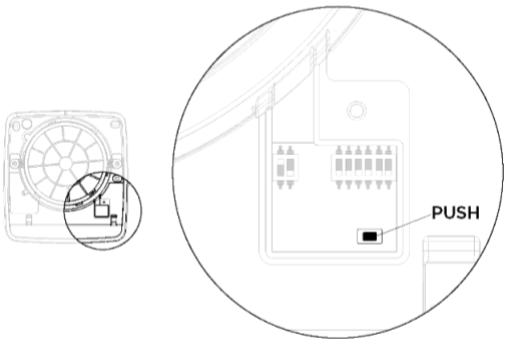
1. Open the front panel to create a 90° angle relative to the wall and remove the cover.



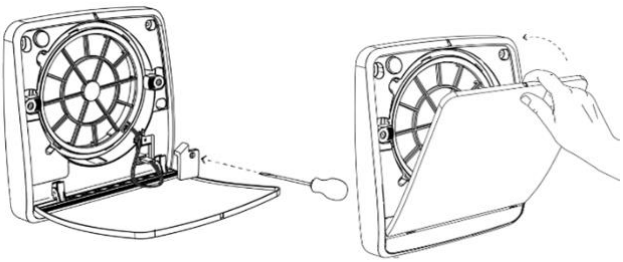
2. Using a suitable screwdriver, loosen the screw of the cover shown in the image below and remove the cover.



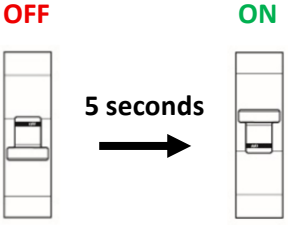
3. Press and hold the physical button shown in the following image for about **15 seconds**, until you hear **2 beeps**.



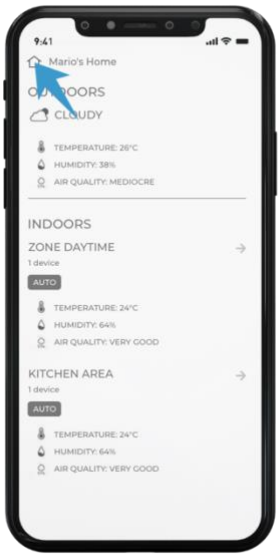
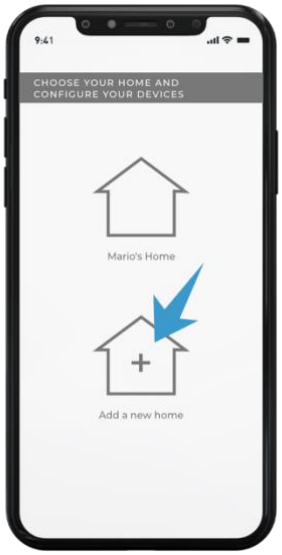
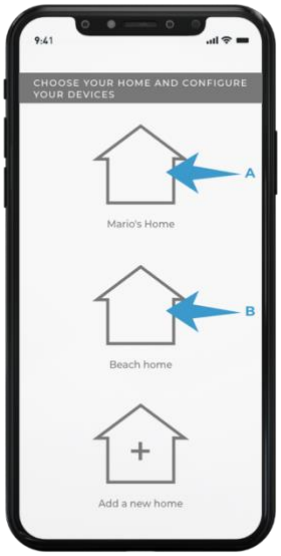

4. Reverse the procedure to reposition all components of the unit.



5. Turn off the unit using the switch on the electrical panel that powers the device, and turn it back on after 5 seconds.



# ADDITIONAL CONFIGURATIONS – ADDING A HOME

| | | | |
|---|---|---|---|
| 1 | From the HOME screen, tap the little house in the upper left corner. | 2 | To add a new home to your account, tap the house icon with the **"+"** and proceed with the configuration as explained in the "**CREATE YOUR HOME"** chapter. |
|  | |  | |
| 3 | Once the home is configured, to choose which home to control, go back into the home menu by tapping the little house icon in the upper left corner. | | |
| | |  | |

# ADDITIONAL CONFIGURATIONS – RECONFIGURING OR REMOVING A HOME

Below are the cases in which it is necessary to reconfigure a home or delete it in the app.

When to RECONFIGURE A HOME in the app:

- When you want to add a product to the system
- When you want to change the configuration of one or more products (e.g., change the Master of the system)
- When you want to add, modify, or remove a “zone” in the home’s “zoned configuration”
- To change:
    - The name of the home
    - The name of devices
    - The name of zones
    -

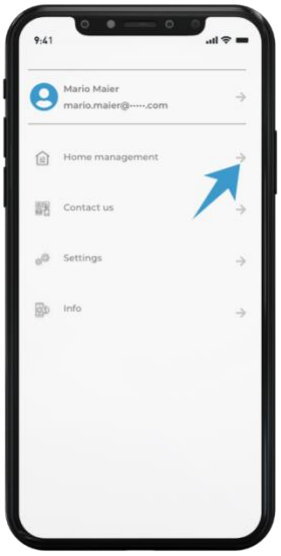
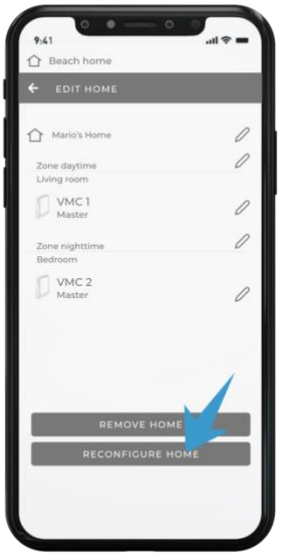
WARNING: Reconfiguring the home does not reset the Wi-Fi information or the room assignments of the products.

When to DELETE A HOME in the app:

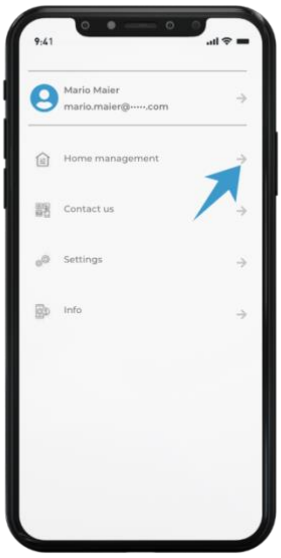
- When changing the Wi-Fi network or resetting the password
- When you want to move a product from one room to another within the app (due to a configuration error or physical relocation of the device)
- When you change homes and no longer use the devices in the previous home
- When you want to redo the configuration process from scratch (previously done by the installer or for other reasons)

**WARNING: If you want to delete a home for any of the above reasons, you must also physically reset the products using the button on the product’s electronic board, following the dedicated “Product Configuration Reset” chapter. Otherwise, when you try to reconfigure the devices, they will not appear in the device list because they already have an existing configuration.**

**Follow the steps below to RECONFIGURE the home.**

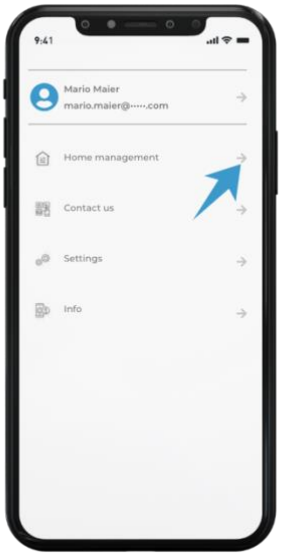
| | | | |
|---|---|---|---|
| 1 | In the **USER MANAGEMENT** screen, tap the **"home management"** arrow. | 2 | Select the home you want to reconfigure by tapping the arrow to its right. |
|  | | | |
| 3 | Then tap **"Reconfigure Home"** at the bottom. | 4 | If you want to add a product you will have to search for the device in the list and set it up.<br>Otherwise go to step 5. |
|  | | | |
| 5 | At this point you need to follow the steps in Section 3 **"System configuration" of the "Configuring the system"** chapter. | | |

**To REMOVE the home, follow the below steps.**

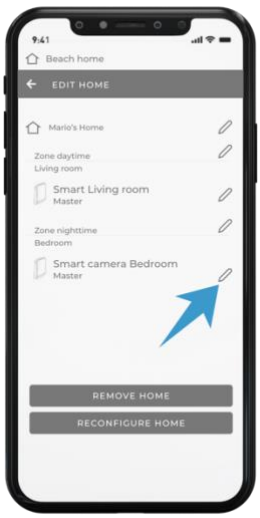
| | | | |
|---|---|---|---|
| 1 | In the **USER MANAGEMENT** screen, tap the **"home management"** arrow. | 2 | Select the home you want to remove by tapping on the arrow to its right. |
|  | | | |
| 3 | Then tap **"Remove home"** at the bottom. | 4 | |
| | | At this point, to reconfigure the home, you must also **physically reset the devices** by following the **"PRODUCT CONFIGURATION RESET"** chapter, and then reconfigure the system by following the **"CONFIGURE DEVICES"** chapter. | |

# ADDITIONAL CONFIGURATIONS – RENAMING A HOME OR PRODUCTS

To rename a home or products, follow the below steps.

| | | | |
|---|---|---|---|
| 1 | In the **USER MANAGEMENT** screen, tap the **"Home management"** arrow. | 2 | Select the home where you want to make the change by tapping the arrow to its right. |
|  | | | |

| | |
|---|---|
| 3 | Tap the pencil icon to the right of the name you want to modify and press **"CONTINUE"** to confirm the change. |



# INSTRUCTIONS FOR USE – APP

WARNING: If the product is part of a system with multiple devices communicating with each other, commands will be received only by the MASTER unit, which will then manage all SLAVE units through Wi-Fi communication with the modem.

### AUDIO-VISUAL SIGNALS

- **Command Reception:** When the ventilating unit successfully receives a command, it emits a BEEP and the white LED flashes once.
- **Humidity Alarm:** When the ventilating unit triggers a humidity alarm, during the day the unit's red LED will remain solid on, while at night it will stay off. The humidity sensor status can be viewed from the app's control panel.
- **Filter Alarm:** When the ventilating unit triggers a filter alarm, the red LED on the unit flashes once per second. This signal is active only on Master units.
- **Configuration:** During device selection in the configuration phase, the selected product in the list will start beeping and its white LED will flash to identify it.

### POWER ON

At first power-on, and whenever the product transitions from standby or prolonged shutdown to active mode, the swing damper will take approximately 40 seconds to open.

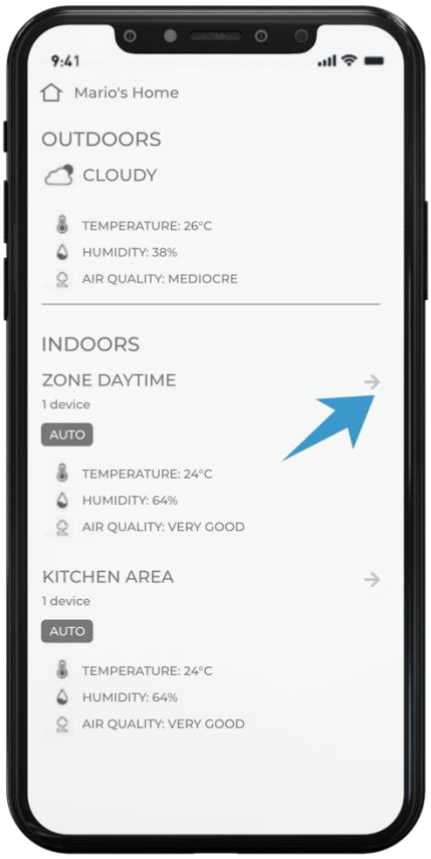
### POWER OFF / STANDBY MODE

When the device is set to standby mode, the damper may take several minutes before it starts closing.

NOTE: When the term "heat recovery operation" is used, it means the units operate cyclically: 70 seconds extraction and 70 seconds supply with the damper open.

## OPERATING MODE

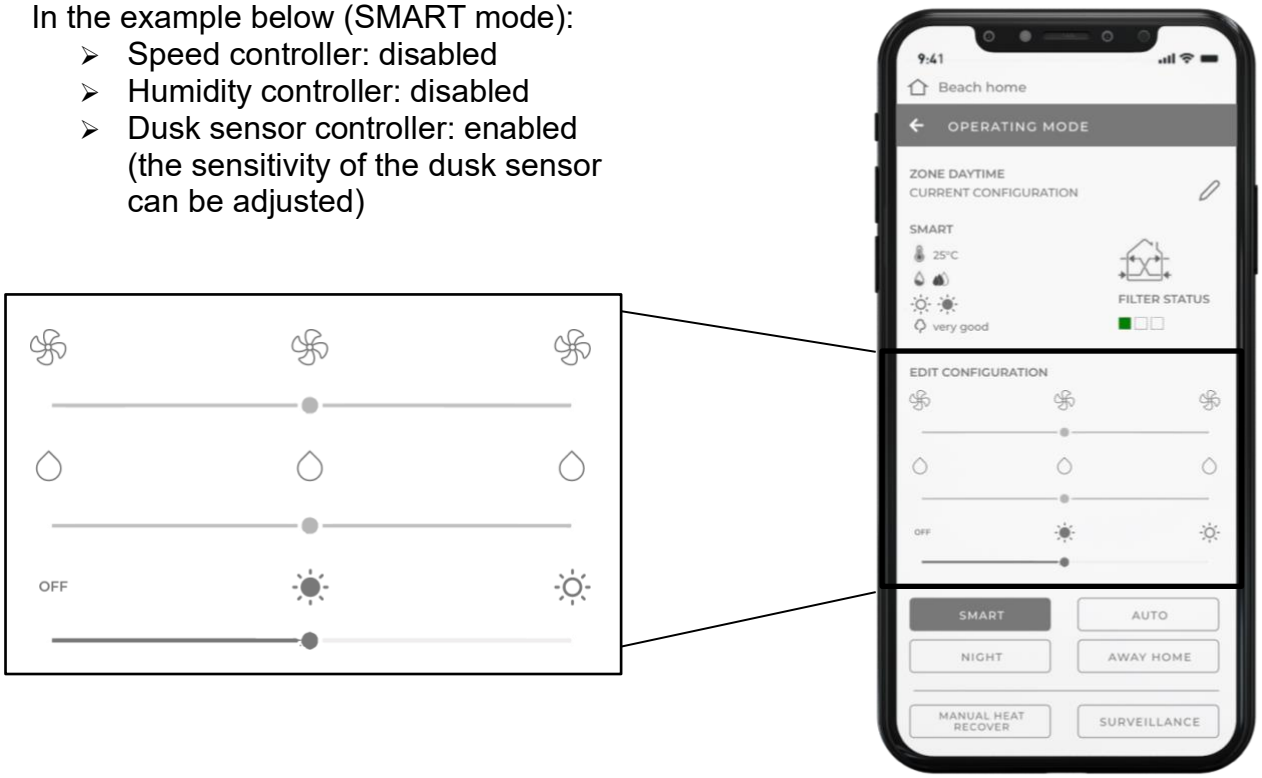
Tap the arrow to the right of one of the zones created to enter the “Operating mode” screen and to change the operating mode of the products.



By selecting the various operating modes in the **“CHANGE CONFIGURATION”** section, the setpoint controllers for **speed**, **humidity**, and **dusk sensor** will be enabled or disabled.

In the example below (SMART mode):

- Speed controller: disabled
- Humidity controller: disabled
- Dusk sensor controller: enabled (the sensitivity of the dusk sensor can be adjusted)




The pages that follow explain the available operating modes.

# APP CONTROL PANEL

Indicates the reference zone set during the device configuration phase (e.g., day zone, night zone, etc.).

Temperature detected at the location of the **Master** unit*.

Humidity level detected at the location of the Master unit.

1 full drop → Humidity up to 40%
2 full drops → Humidity between 40% - 60%
3 full drops → Humidity between 60% and 75%

When the drops light up red, it means the unit is in an alarm state because the humidity detected by the sensor has exceeded the user-set setpoint. The device will operate in air extraction mode until the humidity level drops below the setpoint. 3 full drops: humidity over 75%

Light sensitivity detected by the dusk sensor at the location of the Master unit.

Low sensitivity

High sensitivity

Sensitivity can be adjusted using the dedicated adjustment slider.

Indication of the air quality measured by the **COV sensor** built into the **Master** unit*:

- **Very good**
- **Good**
- **Fair**
- **Insufficient**
- **Poor**

Based on the sensor readings, the air quality is determined, and in **SMART mode**, the unit automatically regulates the air exchange.
For more details, see the descriptive table.

**Operation**
Indicates the operating mode of the device. The icon image changes when the operating mode is modified.

**Filter Status Indicator**

- Green → OK
- Yellow → Dirty
- Red → Needs cleaning (the red LED on the Master unit flashes)

**Speed Selector****

- Left → Speed 1
- Middle → Speed 2
- Right → Speed 3

**Humidity Setpoint****
Left → LOW level
Middle → MEDIUM level
Right → HIGH level
The lower the setpoint, the longer the device will operate in air extraction mode to reduce the humidity level in the home.

Dusk Sensor Sensitivity**

- Left → Sensor off
- Middle → Low sensitivity
- Right → High

**Table 6. Level of Air Quality Based on TVOC Levels Described by UBA**

| Renesas IAQ Rating | Reference Level* | Air Information | TVOC (mg/m³) [a] | Air Quality |
|---|---|---|---|---|
| ≤ 1.99 | Level 1 | Clean Hygienic Air (target value) | < 0.3 | Very Good |
| 2.00 to 2.99 | Level 2 | Good Air Quality (if no threshold value is exceeded) | 0.3 to 1.0 | Good |
| 3.00 to 3.99 | Level 3 | Noticeable Comfort Concerns (not recommended for exposure > 12 months) | 1.0 to 3.0 | Medium |
| 4.00 to 4.99 | Level 4 | Significant Comfort Issues (not recommended for exposure > 1 month) | 3.0 to 10.0 | Poor |
| ≥ 5.00 | Level 5 | Unacceptable Conditions (not recommended) | > 10.0 | Bad |

[a] Conversion from mg/m³ to ppm for most common TVOC is by the factor approximately 0.5; for example, 10mg/m³ equals approximately 5ppm. Conversion from ppm to ppb is by the factor 1000, for example, 0.1ppm equals 100ppb.

**** In a Master-Slave configuration, the reference is always the Master unit.***
***** If the controller is disabled (appears light gray), it means that in that operating mode it is not possible to adjust the corresponding parameter.***

## SMART MODE

To activate this mode you will need to go the “Operating mode” screen and tap the SMART button.

In this mode, sensors are active on the unit that detect the temperature, air quality and light intensity indoors, which are then compared with those outdoors measured by the nearest weather station.

In this mode, the units self-manage without the need for additional commands.

Below are the various conditions in which the machines can be found with their respective operating modes:

When the indoor air quality is worse than the outdoor air quality during the day, the machines run at average speed in heat recovery mode.
When the indoor air quality is better than the outdoor air quality during the day, the machines run at the minimum speed in heat recovery mode.
Under any night-time air quality conditions, the machines run at night-time speed in heat recovery mode.

In addition to the standard operation, in this mode, the automatic free cooling mode is active, which, in the summer period, when the outdoor temperature is lower than the indoor temperature, makes the machines work in Master-Slave airflow mode, at speed 2 during the day and at night-time speed at night so as to cool the indoor environment while avoiding energy waste.
The conditions under which this mode is activated are:

- Indoor temperature > 24°C
- Outdoor temperature > 20°C
- Outdoor temperature < Indoor temperature

*Usage tips*
*Recommended mode in normal use of the product as the system will self-manage without the need for any interventions or settings. The products self-manage according to indoor and outdoor air quality and temperature data.*

## AUTOMATIC MODE

To activate this mode you will need to go to the “Operating mode” screen and tap the AUTO button.

In this mode, the HUMIDITY CURSOR is activated to enable you to choose the desired threshold.

In this mode both the humidity sensor and the twilight sensor are active, the units then self-manage without the need to give further commands.

The following lists the various conditions in which the units may operate, along with the corresponding operating modes:

Normal humidity during the day: Units operate at medium speed in heat recovery mode.
Normal humidity at night: Units operate at night speed in heat recovery mode.
Humidity alarm during the day: Units operate at medium speed in extraction mode, with the red LED on.
Humidity alarm at night: Units operate at night speed in extraction mode.

Units enter humidity alarm when the Master unit detects an ambient humidity above the set threshold (one of the three available: LOW, MEDIUM, HIGH).

Units enter night mode when the Master unit detects light levels below the set threshold (☀ low intensity, ☀ high intensity).

*Usage tips*
*This mode is recommended when you want to keep indoor ambient humidity under control while still leaving full autonomy for the products. Once the humidity level is set, the system will self-manage without the need for any interventions.*

## NIGHT MODE

To activate this mode you will need to go to the “Operating mode” screen and tap the NIGHT button.

In this mode, all units will run at night speed in heat recovery mode until another command is entered.

*Usage tips*
*This mode is recommended in cases where the outdoor environment is very quiet and even the minimum speed of the product is noticeable.*

## AWAY FROM HOME MODE

To activate this mode, you will need to go to the “Operating mode” screen and tap the AWAY FROM HOME button.

In this mode the humidity sensor is active, the units will normally be at rest with the damper closed, and when the humidity exceeds 60% the products will start at speed 1 in heat recovery mode.

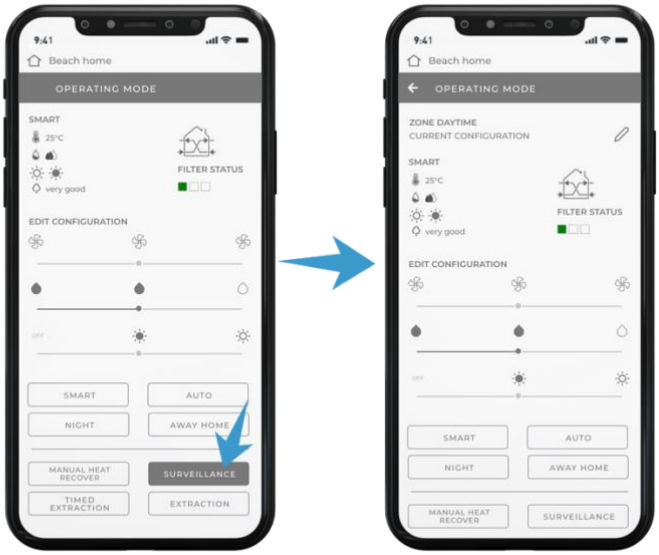
*Usage tips*
*This mode is recommended in cases where it is not necessary to have heat recovery, but it is necessary to have proper air exchange in the event of humidity.*
*This mode can be used when you are away from the home you live in for a few days and therefore only need to control the ambient humidity while keeping the indoor temperature stable.*

## SURVEILLANCE MODE

To enter this mode, go to the “Operating Mode” screen and press the SURVEILLANCE button.

In this mode, the HUMIDITY SLIDER is active, allowing you to select the desired threshold.

Both the humidity sensor and the dusk sensor are active in this mode. The units will normally remain idle with the damper closed, and the sensors active, so that when the humidity exceeds the set threshold, the units start operating in extraction mode.




The following lists the various conditions in which the units may operate, along with the corresponding operating modes:

Normal humidity: Units remain idle with the damper closed and sensors active.
Humidity alarm during the day: Units operate at medium speed in extraction mode, with the red LED on.
Humidity alarm at night: Units operate at night speed in extraction mode.

Units enter humidity alarm when the Master unit detects ambient humidity above the set threshold (one of the three available: LOW, MEDIUM, HIGH).

*Usage tips*
*This mode is recommended in cases where it is not necessary to have heat recovery, but it is necessary to have proper air exchange in the presence of humidity (or $CO_2$). The typical use is in holiday homes where in the months that it is not inhabited, it is not necessary to have heat recovery and only proper air exchange is needed in order to avoid any problems associated with stagnant air inside the rooms.*

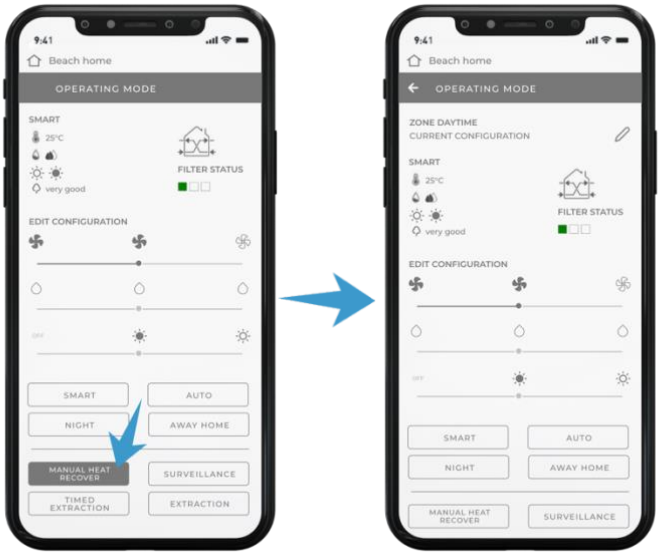
## MANUAL HEAT RECOVER MODE

To enter this mode, go to the “Operating Mode” screen and press the MANUAL HEAT RECOVERY button.

In this mode, the FAN SLIDER is active, allowing you to select the desired speed.
In this mode, the sensors are disabled, and the units will always operate in heat recovery mode.

The user can choose the speed at which the units run, and they will remain in this condition until a different command is manually given.

*Usage tips*
*This mode is recommended in cases where you want to keep the product in heat recovery mode regardless of humidity levels or you want to set a fixed speed to the products.*

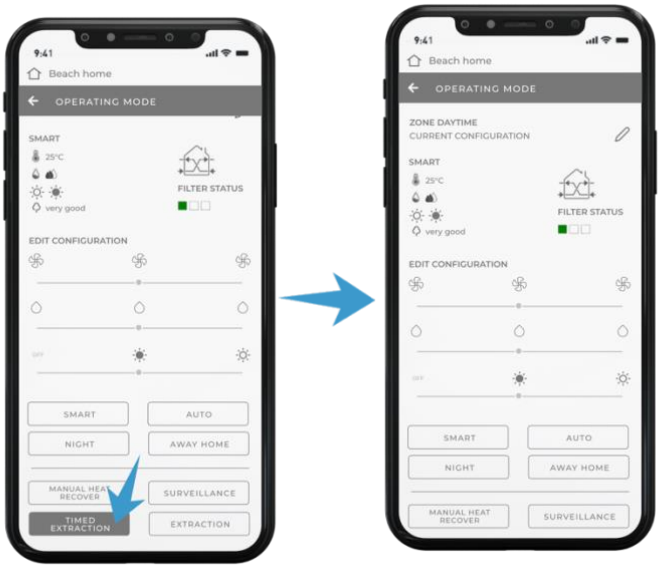



## TIMED EXTRACTION MODE

To enter this mode, go to the “Operating Mode” screen and press the TIMED EXTRACTION button.

Pressing this button in any mode will cause all devices to operate in maximum extraction speed for 20 minutes. At the end of the cycle, the units will return to the previously set operating mode.

*Usage tips*
*This mode is recommended for extracting unhealthy air or air with strong odours quickly without having to reprogram the machines later.*



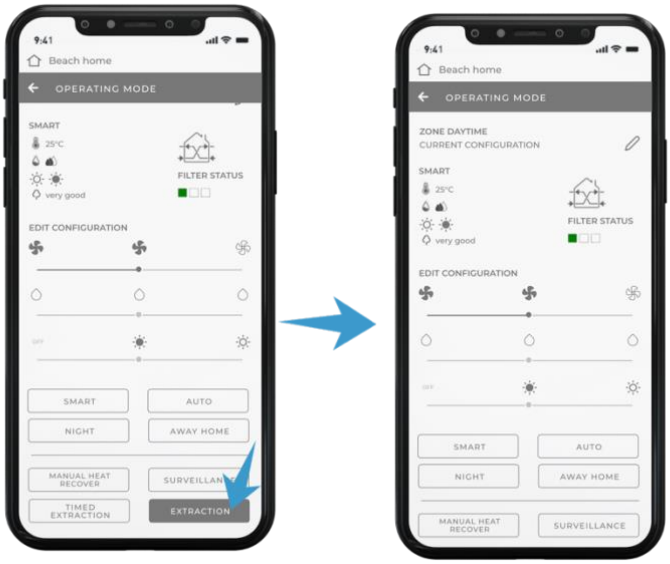
## EXTRACTION MODE

To activate this mode, you will need to go to the “Operating mode” screen and tap the EXPULSION button.

In this mode, the FAN CURSOR button is activated to enable you to choose the desired threshold.

Tapping the relevant button will cause all units to run constantly in expulsion mode with the option to change the operating speed to suit your needs.

*Usage tips*
*This mode is recommended in cases where there is a need to extract a lot of stale air at the expense of heat recovery, such as when rooms are frequented by a lot more people than in normal use (parties, celebrations, etc.).*



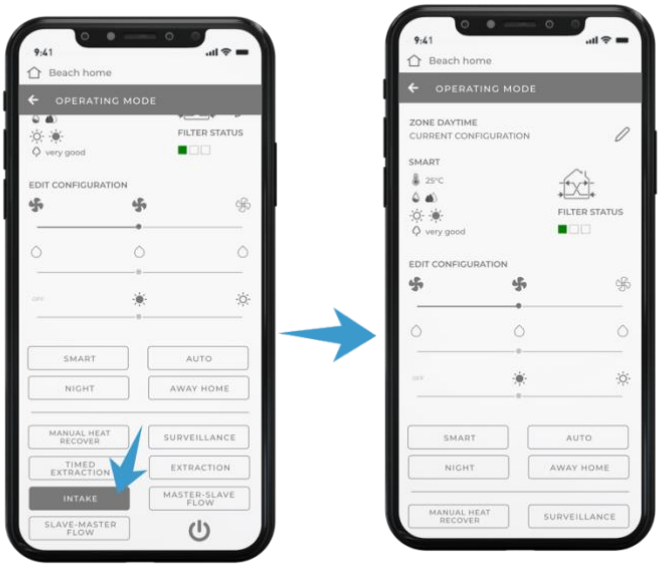

## INTAKE MODE

To activate this mode, you will need to go to the “Operating mode” screen and tap the INTAKE button.

In this mode, the FAN CURSOR button is activated to enable you to choose the desired threshold.

Tapping the relevant button will cause all units to run constantly in intake mode with the option to change the operating speed to suit your needs.

*Usage tips*
*This mode is recommended in cases where there is a need to draw a lot of fresh air at the expense of heat recovery, such as when rooms are frequented by a lot more people than in normal use (parties, celebrations, etc.).*



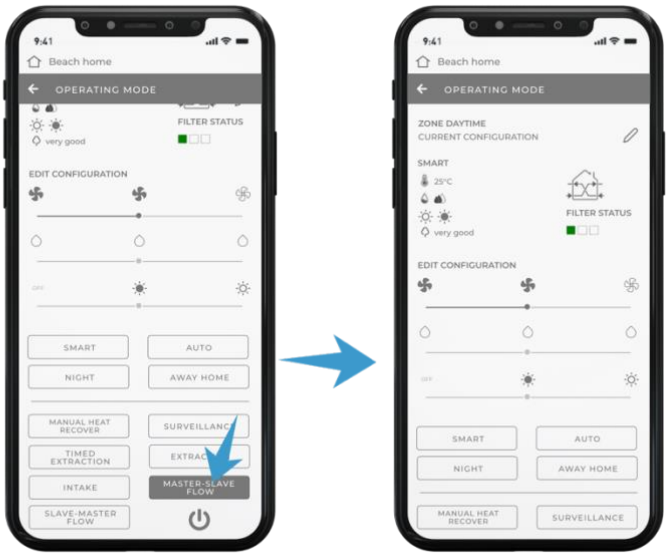
## MASTER-SLAVE FLOW MODE

To activate this mode, you will need to go to the “Operating mode” screen and tap the MASTER-SLAVE FLOW key.

In this mode, the FAN CURSOR is activated to enable you to choose the desired threshold.

In this mode, the products create a continuous air flow from MASTER or SLAVE EQUAL TO MASTER units to SLAVE OPPOSITE TO MASTER units to the exclusion of heat recovery mode.

*Usage tips*
*This mode is recommended for isolating odours, for example from the kitchen, in a room by creating a continuous airflow to it.*



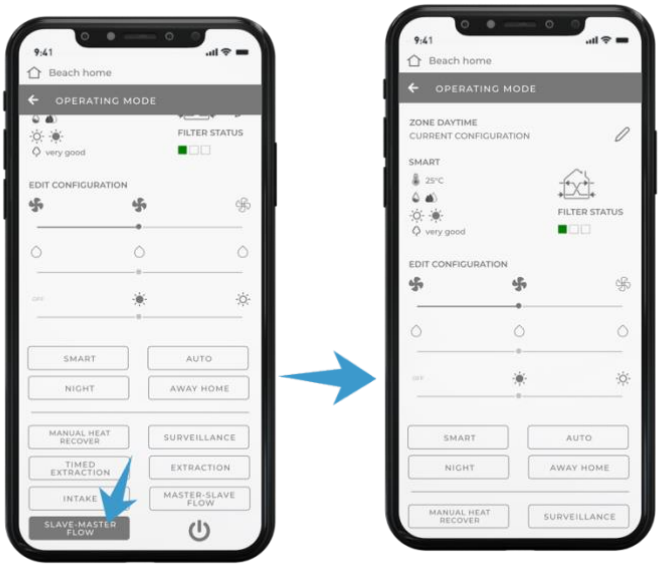

## SLAVE-MASTER FLOW MODE

To activate this mode, you will need to go to the “Operating mode” screen and tap the SLAVE-MASTER FLOW button.

In this mode, the FAN CURSOR is activated to enable you to choose the desired threshold.

In this mode, the products create a continuous air flow from the SLAVE OPPOSITE TO MASTER units to the MASTER or SLAVE EQUAL TO MASTER units, to the exclusion of heat recovery mode.

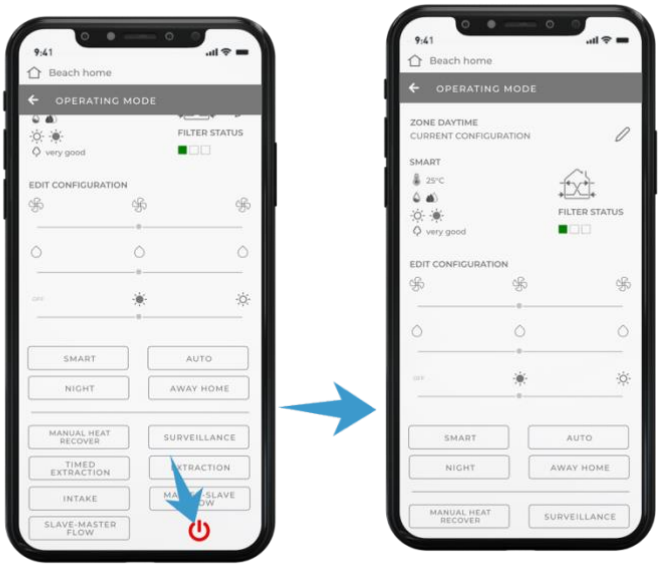
*Usage tips*
*This mode is recommended for isolating odours, for example from the kitchen, in a room by creating a continuous airflow to it.*



## SHUTDOWN MODE

To activate this mode, you will need to go to the “Operating mode” screen and tap the POWER OFF button.

In this mode, the products are turned off and the sensors are disabled.



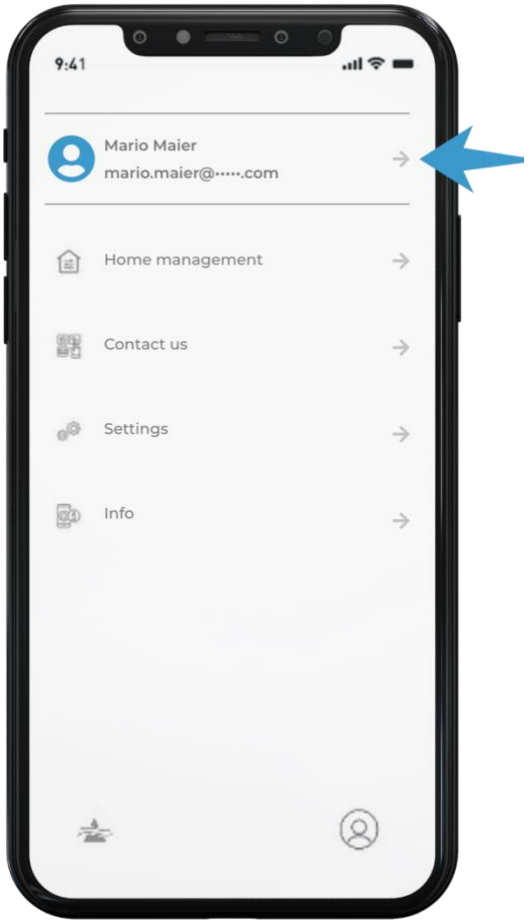

NOTE: The background and icons shown in this manual may differ from those on the device.

# USER PROFILE – ACCOUNT DETAILS

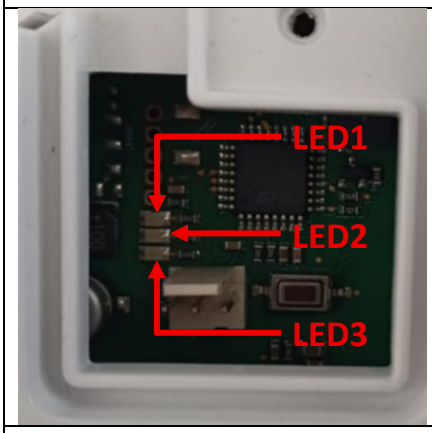
To access the user profile area, go to the “USER” menu and then press the arrow to the right of your name.

From this page, you can change your first name, last name, or password, and you can also delete your account along with its data.

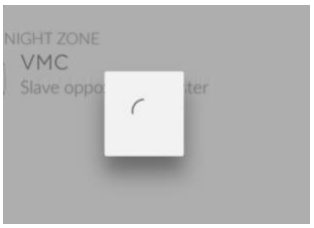
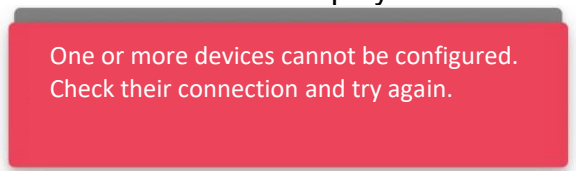
Warning: If you proceed with account deletion, it will be permanently removed and cannot be recovered. All devices and their associated data will also be permanently deleted and cannot be restored.

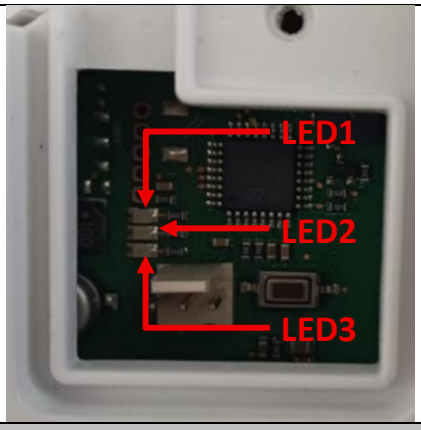


# FAQ

| POWER / OPERATION | |
|---|---|
| The product does not turn on | -Verify that the product is properly connected to the power supply.<br>-Ensure the ON/OFF switch on the electrical panel supplying the unit is in the ON position. |
| The product turns on but the fan does not spin | - Check that the fan cable is connected to the internal wall unit. |
| The product turns on, the fan works, but the damper does not open | - Make sure the product is installed correctly and that the damper moves freely. Contact support if necessary. |
| CONFIGURATION ISSUES | |
| Devices do not appear in the list during configuration | -Reset the products to factory settings.<br>-Physically move closer to the units with your smartphone.<br>-Ensure Bluetooth is enabled on your phone.<br>-Allow the app to access Bluetooth scanning in the smartphone settings. |
|  | **LED1:** Bluetooth connection issues during configuration<br>**LED2:** Wi-Fi connection issues<br>**LED3:** Server connection issues<br><br>A flashing LED indicates an attempt to resolve the issue, while a solid LED indicates a persistent problem. |
| Units cannot be configured with the app<br>**Check the network name first (p. 11).** | - Verify you are using the 2.4 GHz band. Contact your modem provider for instructions on separating 2.4 GHz and 5 GHz bands.<br>- Reset units to factory settings and repeat pairing, ensuring Wi-Fi credentials are correct. |
| The MASTER does not receive commands | - Make sure the app is controlling the correct home if multiple homes are configured.<br>- Verify that the Wi-Fi network and internet connection are functioning properly.<br>- Confirm that the unit you want to control is configured as Master. |
| The product does not receive any signal from the smartphone and the red LED on the MASTER flashes | Dirty filter alert: perform maintenance and reset filters as indicated in the manual. |

| COMMUNICATION ISSUES | |
|---|---|
| Devices no longer communicate with each other, and the MASTER does not receive commands from the smartphone | The Wi-Fi network is not functioning correctly. |
| | The Wi-Fi network may have changed SSID or password. |
| | The app may display “DEVICE CONNECTION LOST” in one or more zones. Check that:<br>- Devices are powered<br>- Modem is powered and functioning<br>- Internet connection is active<br>If needed, reset the unit, delete the virtual home in the app, and redo the configuration Contact the product supplier. |
| MECHANICAL ISSUES | |
| Pressing the power button does not close the damper | Damper closing may take several minutes. Wait up to 10 minutes; if it still does not close, contact support. |
| Pressing the power button does not fully close the damper | Possible causes:<br>- Circular plastic ring positioned incorrectly<br>- Internal cover misaligned<br>- Device not installed perpendicular to the floor<br>If none of these options resolve the issue, contact the product supplier or support. |
| The product turns on, receives signals from the smartphone, but the fan does not spin | Wait 40 seconds for the automatic damper to open.<br>Ensure the product is not in Surveillance Mode.<br>Check that the fan cable is connected to the main unit and that the fan spins freely. |
| The product only works in extraction mode and the MASTER unit’s red LED remains on | Humidity alarm: if the Master unit detects humidity above the set threshold, the alarm will deactivate when humidity drops below the limit. Allow the unit to operate normally. |

| CONNECTION ISSUES | |
|---|---|
| During configuration, the loading window takes several minutes to process the settings<br>  <br><br>At the end, the message “Operation Failed” is displayed<br>  <br> | Incorrect router settings may block the app’s connection to the ventilation unit, causing configuration to fail.<br><br>- Access the router settings via browser and enable guest access with an 8-character password (or longer if desired).<br>- Create a guest network.<br>- Enable “Wi-Fi devices can communicate with each other” (or similar) in the router settings and save.<br>- Reset the device to factory settings and retry configuration. Reset or update the router software.<br><br>If devices require additional ports (e.g., encrypted communication with MQTT server), ensure they are approved:<br><br>Target IPs: 185.214.203.87, 213.20.175.56<br>Ports: 500, 4521 (app), 11000 (ventilation systems) |
| LED SIGNALS | |
| Solid red LED on SLAVE units | Slave Units Not Receiving Signals from Master<br>- Verify modem functionality<br>- Check proper configuration of units<br>- Reset slave units and redo configuration<br>- Perform filter maintenance and reset as indicated in the manual. Disconnect the device from the electrical panel before maintenance. |
| The product does not receive any signal from the smartphone and the red LED on the MASTER flashes | Dirty filter alarm. Perform filter maintenance and reset as indicated in the manual. Before starting maintenance operations, disconnect the device from the electrical panel switch. |
| The red LED flashes on SLAVE units | MASTER-SLAVE communication interrupted Check that the Wi-Fi network is active and functioning properly. |

| | |
|---|---|
|  | - **LED1** lights up when there are Bluetooth connection issues during configuration<br>- **LED2** lights up when there are Wi-Fi connection issues<br>- **LED3** lights up when there are server connection issues<br>A flashing light indicates an attempt to resolve the issue, while a solid light indicates a detected problem. |
| OPERATION CLARIFICATIONS | |
| How to switch the system configuration between SINGLE and ZONED modes | Yes, it is possible. See the procedure in the chapter “CONFIGURATION – CONFIGURE THE SYSTEM”. |
| Is it possible to operate the device without an internet connection? | No, if you want to control the device via smartphone, as local control via Bluetooth is not supported.<br><br>Yes, using a remote control, which must be purchased separately. Some app features are not available on the remote. |
| Can the ventilating unit be controlled via remote control? | Yes, but it is not included with the device and must be purchased separately. Some app features are not available on the remote. |

**WARNING:** If the issue encountered is different from those listed, or if it is not resolved by following the steps above, contact the product supplier or an authorized service center.

**Before contacting support: check the network name**

A comma or a long dash in the Wi-Fi name breaks the handover to the device. Rename the network to letters and numbers only, for example LoftTechnik24, and set the devices up again. More on page 11.

# NOTES

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