

STIEBEL ELTRON

MyStiebel App



STIEBEL ELTRON

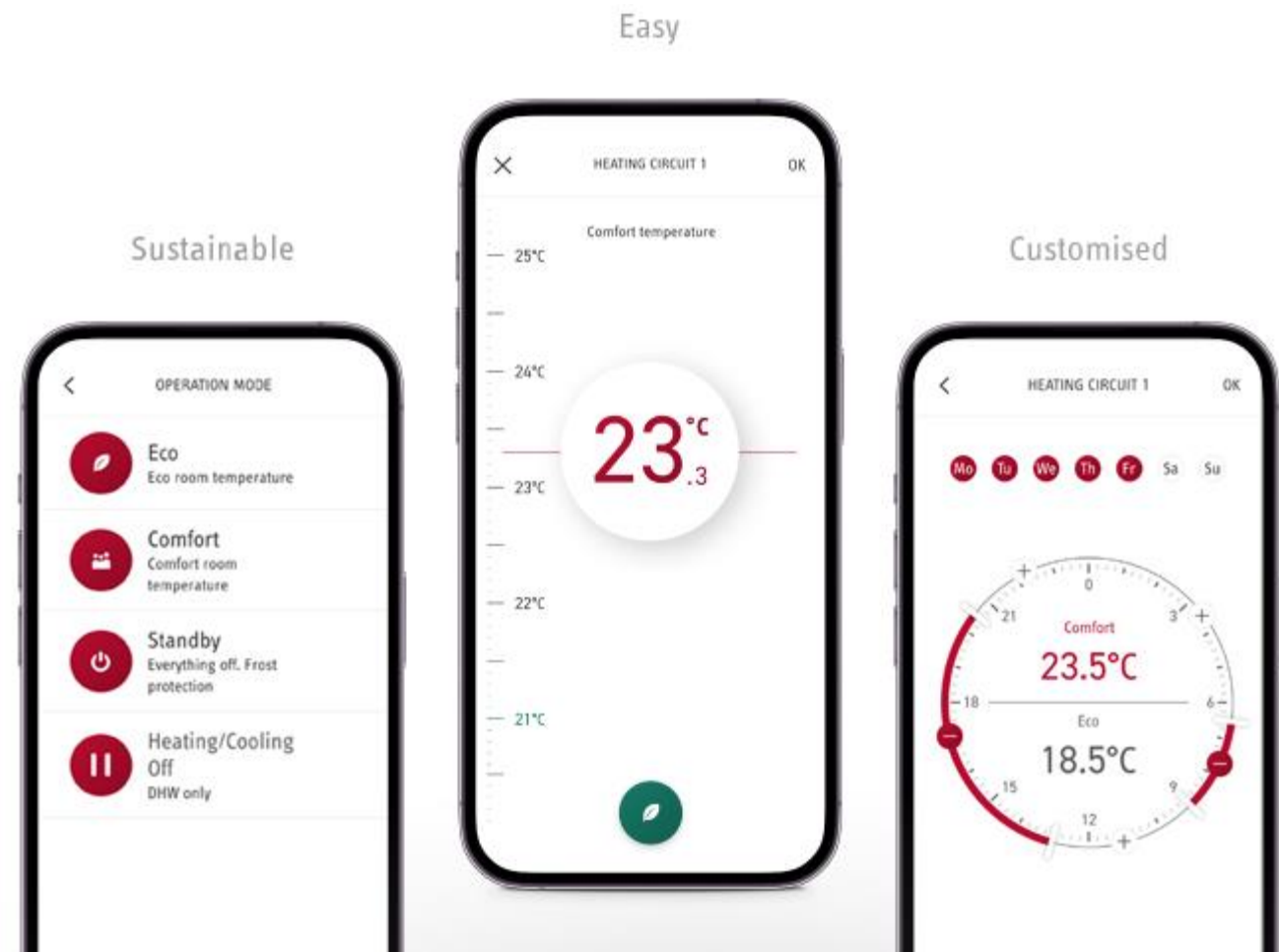
MyStiebel

User Guide



Control your heat pump via the MyStiebel App

- Easy operation of the heat pump controller via remote access.
- Convenient settings for room heating, cooling and DHW heating.
- Clear presentation of heat pump information set holiday mode, ECO mode and more.
- Available for iOS® & Android® Smartphone app.
Compatibility: iOS 14 or later, Android 10 or later.



Start managing your heat pump in 5 easy steps



Head to the Apple
or Android app
store



Download the
MyStiebel app



Pair your
Device



Login to your
account



Setup
complete

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100YRS
STIEBEL ELTRON

Getting started

Download the MyStiebel App

Head to the iOS® or Android® App store and download the MyStiebel App.

First time login – If you know the email linked to your ISG.

Select Login.

Select Forgot password.

Enter your new password.

Enter the 6 digit code that will be sent to your e-mail address.

Login with your new password.

Create new account

Select create new account.

Enter your e-mail.

Enter your Name.

Create a password.

Confirm your e-mail address.

Return to the Login page and enter your username and password.

*This method requires you to contact the service department to link your e-mail address with your ISG device.



Pairing your device

How to pair your device.

Connect your mobile device or tablet to the same Wi-fi network as your Internet service gateway (ISG) device.

Select the pair new device option.

Select start setup.

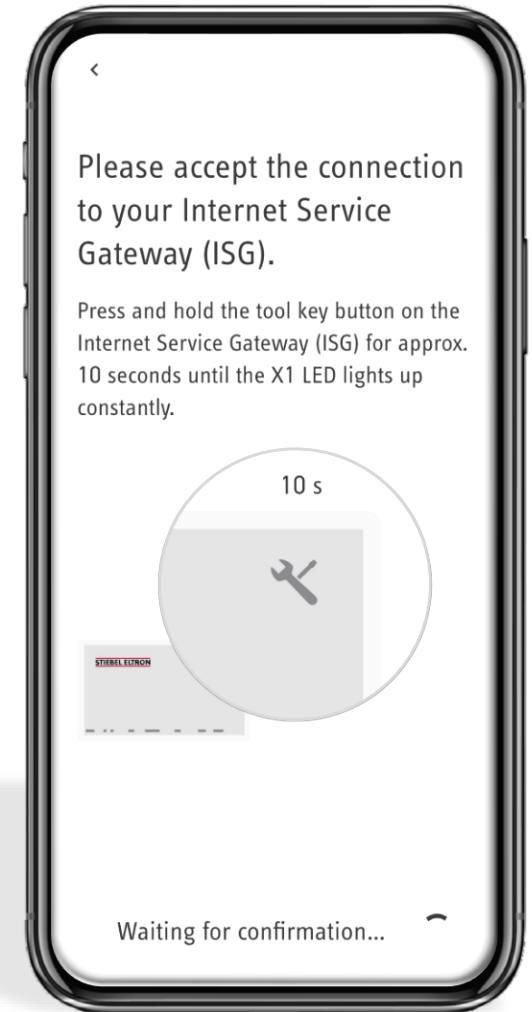
Choose your System.
>Heat pump with ISG.

The App will search for devices on the network.

Select your device from the list and click connect.

Press the service button on your internet service gateway (ISG) and wait for the connection to be established, the process can take up to 15 minutes while the App is configuring.

Connected devices will be displayed under 'My System'.



Operating modes

What operating modes can I choose from?

Standby mode

The heat pump is in frost protection mode, the heating circuits are set to 5 °C and DHW temperature to 10 °C.

Comfort mode

The heat pump will follow the Comfort temperature only. The DHW program operates independently of this.

Eco mode

The heat pump will follow the Eco temperature only. The DHW program operates independently of this.

DHW mode

Only domestic hot water heating is still ensured. The Heat pump is in frost protection mode.

Summer Mode

The heating circuits are set to 5°C, Cooling (where applicable) is now available, domestic hot water heating is still ensured.

Cooling mode

The heating circuits are set to 5°C, Cooling mode (where applicable) is now active.



Heating

How do I adjust temperatures?

Each heating circuit is displayed here, you can swipe to alternate between heating circuits.

The current operating mode of each circuit will be displayed, along with the comfort and Eco temperatures.

The outside temperature, room temperature and dew point are also displayed.

To adjust the comfort and eco temperature simply tap of the displayed temperature and enter your desired temperature.

Changes to Comfort and Eco temperatures are permanent.



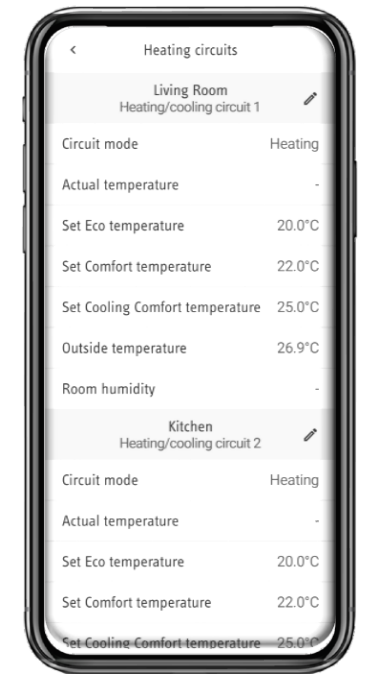
Temperatures can be adjusted in 0.5°C (short swipe) to 1°C (long swipe) increments. Hold to scroll.

Changes to Comfort and Eco temperatures are permanent. The heat pump must be in programmed operation.

Heating will switch between comfort and Eco mode based on the time program.

Heating circuits can be renamed to for easy identification. For example, 'Room Temperature HC1' can be changed to 'Living room'.

To change room names tap the menu button > System > Heating circuits and tap the pencil to edit the name, then tap the tick to save your changes.






Standby


Summer mode


Heating Comfort


Cooling


23.3°C


47%


28.2°C

Domestic Hot Water (DHW)

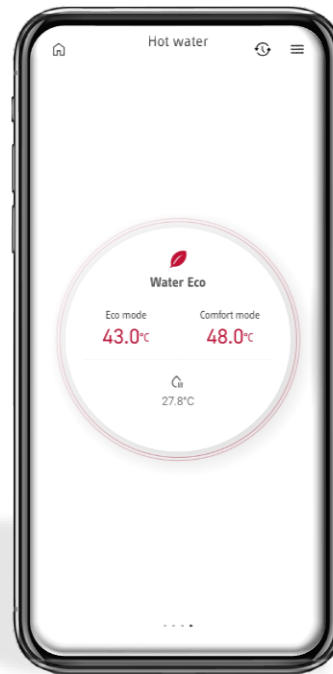
How do I adjust temperatures?

The current operating mode for Domestic hot water will be displayed here, along with the comfort and Eco temperatures.

Water Comfort -The heat pump will heat the DHW to the comfort temperature.

Water Eco -The heat pump will heat to the Eco temperature.

The heat pump will begin DHW re-heating when the temperature drops 5°C below the desired Temperature.



To adjust the comfort and Eco temperature simply tap of the displayed temperature and enter your desired temperature.

Changes to Comfort and Eco temperatures are permanent.

DHW will switch between comfort and Eco mode based on the time program.




Water Heating


Water Comfort


Water Eco


25.4°C

Time Programs

What can I program?

Time programs are available for heating and domestic hot water.

You can set three switching time pairs per day or block of days. The switching time pairs are shown on the display. Each switching time pair consists of a start time and an end time.

In this example, three switching time pairs have been programmed.

The Comfort Period is highlighted in red, outside of this time the heat pump is in Eco mode.



Tap  to adjust the heating time program.

Select the period for which you want to set the time program. You have the following options:

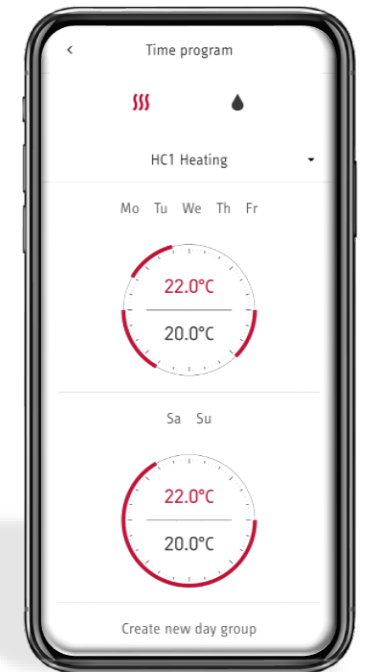
For each individual day of the week (Mo - Su)

Monday to Friday (Mo - Fr)

Saturday and Sunday (Sa - Su)

The whole week (Mo - Su)

The active days for the time program are highlighted in red.



Tap  to adjust the DHW time program.

Managing your account and systems

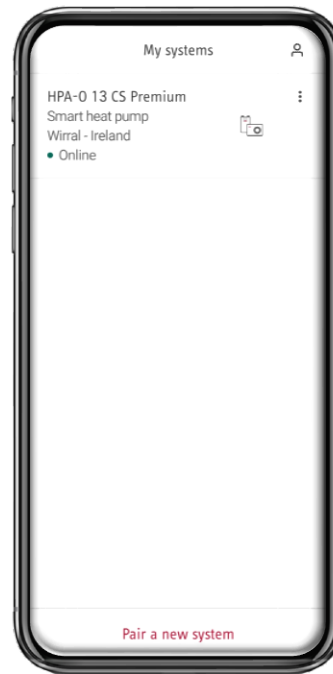
How do I view my account?

Tap on the 'home' button to go to 'My systems'

You can pair multiple heat pumps on the app for easy switching.

Select pair new system and follow the steps outlined on page 2.

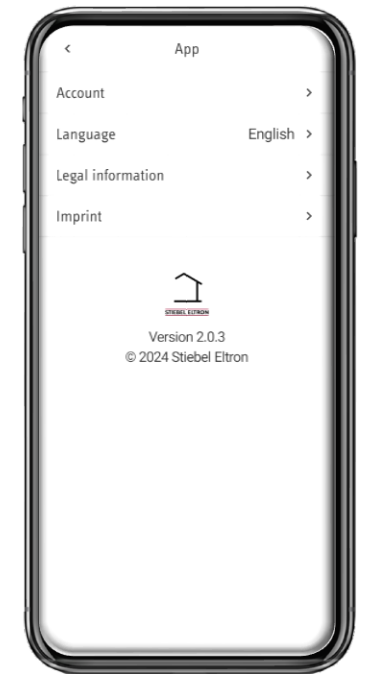
To remove a system, tap the 3 dots and then tap delete.



Here you can edit the name of your system, logout, change language, view terms of use and privacy policy.

Available languages:

Čeština
Deutsch
English
Español
Français
Italiano
Magyar
Nederlands
Polski
Slovenčina
Slovenščina



Tap  to manage your systems and account.

Tap  to view account details.

Note* Individual heat pumps require their own ISG.

Troubleshooting

8.1 I can't find my device on the network.

Make sure your mobile device or tablet is connected to the same WI-FI network as the Internet Service gateway (ISG).

Check the Internet Service gateway (ISG) is switched on and is displaying 3 flashing green lights on the back. If one of them is red resart the ISG by turning off the power for 30 seconds and switching back on, the ISG takes 6 minutes to configure once resarted.

8.2 I forgot my username or password.

You can recover your password by selecting the forgot password option and entering your e-mail address.

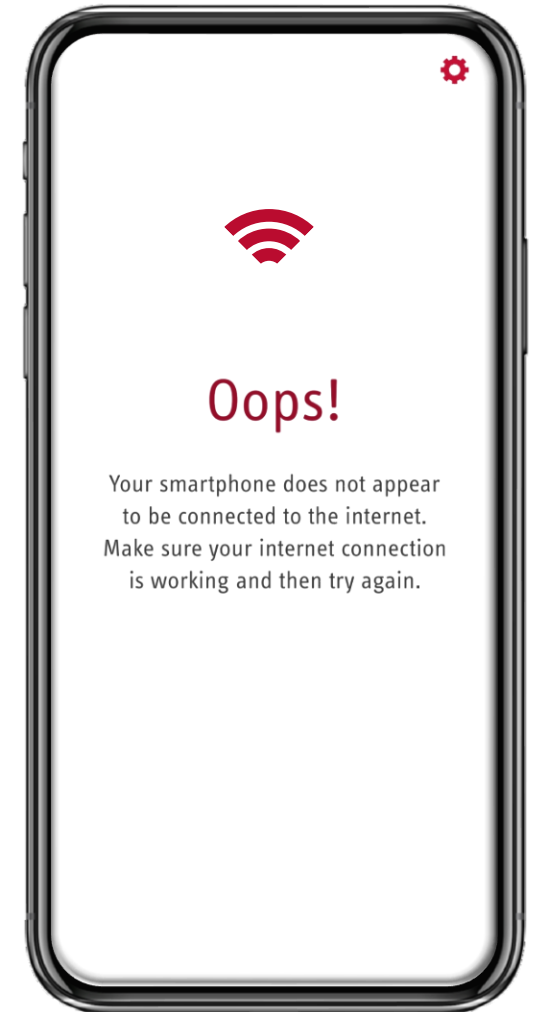
Your username will usually be your e-mail address, if you have forgotten which e-mail is registered to your device you can contact the service department who will be able help.

8.3 My System needs an update, what should I do?





















Contact the service departement, in some cases we be able to update the sytem remotley.

8.4 My temperatures and time program changes are not updating.

Resart the ISG by turning off the power for 30 seconds and switching back on, the ISG takes 6 minutes to configure once resarted.

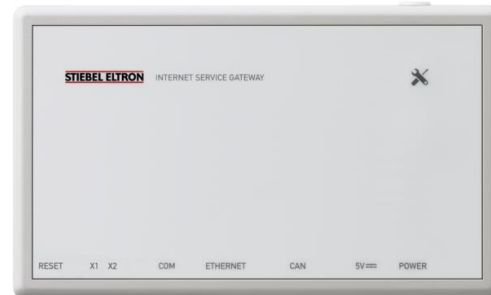
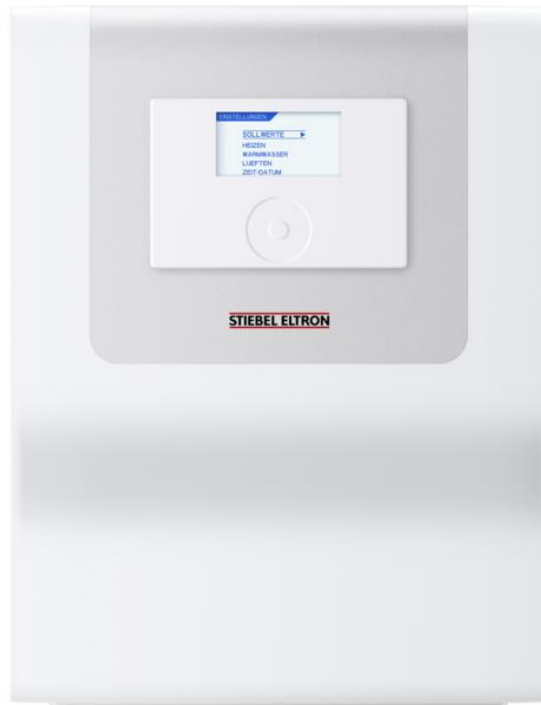


Icons & symbols

<div><div>Standby</div></div> <div>The heat pump is in frost protect mode.</div>	<div><div>Water Eco</div></div> <div>Domestic hot water is following the Eco temperature.</div>	<div><div>28.2°C</div></div> <div>Outside temperature.</div>
<div><div>Operation mode</div><div>OFF</div></div> <div>The heat pump is switched off. (frost protect is disabled).</div>	<div><div>Heating.</div></div>	<div><div>23.3°C</div></div> <div>Room Temperature.</div>
<div><div>Heating Comfort</div></div> <div>Heating is following the comfort temperature.</div>	<div><div>Domestic hot water.</div></div>	<div><div>47%</div></div> <div>Dew point.</div>
<div><div>Heating Eco</div></div> <div>Heating is following the Eco temperature.</div>	<div><div>Settings.</div></div>	<div><div>25.4°C</div></div> <div>Domestic hot water temperature.</div>
<div><div>Cooling</div></div> <div>The heat pump is in cooling mode.</div>	<div><div>Home.</div></div>	<div><div>Settings.</div></div>
<div><div>Summer mode</div></div> <div>The heat pump is in summer mode.</div>	<div><div>Synchronise settings.</div></div>	<div><div>Accept changes.</div></div>
<div><div>Water Comfort</div></div> <div>Domestic hot water is following the comfort temperature.</div>	<div><div>Edit.</div></div>	<div><div>Account management</div></div>

System Requirements

The My stiebel App requires a heat pump compatible with an Internet Service Gateway and WPM on firmware version 449.04 and above. Some models require a minimum firmware version of 449.06 please refer to the compatabilty list for more details.



Compatibility list

Model	Controller	Minimum ISG Firmware	Minimum Controller firmware
WPL-A 05 HK 230 Premium WPM 449 06	WPM	12.2.2.246	449 06
WPL-A 07 HK 230 Premium	WPM	12.2.2.246	449 06
WPL 07 ACS classic	WPM	12.2.2.246	449 04
WPL 09 ACS classic	WPM	12.2.2.246	449 04
WPL 10 AC	WPM	12.2.2.246	449 04
WPL 13 ACS classic	WPM	12.2.2.246	449 04
WPL 15 ACS	WPM	12.2.2.246	449 04
WPL 15 AS	WPM	12.2.2.246	449 04
WPL 17 ACS classic	WPM	12.2.2.246	449 04
WPL 19 A	WPM	12.2.2.246	449 04
WPL 20 A	WPM	12.2.2.246	449 04
WPL 20 AC	WPM	12.2.2.246	449 04
WPL 24 A	WPM	12.2.2.246	449 04
WPL 25 A	WPM	12.2.2.246	449 04
WPL 25 AC	WPM	12.2.2.246	449 04
WPL 25 AS	WPM	12.2.2.246	449 04
WPL 34	WPM	12.2.2.246	449 04

Compatibility list

Model	Controller	Minimum ISG Firmware	Minimum Controller firmware
WPL 47	WPM	12.2.2.246	449 04
WPL 57	WPM	12.2.2.246	449 04
WPL 09 ICS classic	WPM	12.2.2.246	449 04
WPL 09 IKCS classic	WPM	12.2.2.246	449 04
WPL 17 ICS classic	WPM	12.2.2.246	449 04
WPL 17 IKCS classic	WPM	12.2.2.246	449 04
WPL 19 I	WPM	12.2.2.246	449 04
WPL 19 IK	WPM	12.2.2.246	449 04
WPL 24 I	WPM	12.2.2.246	449 04
WPL 24 IK	WPM	12.2.2.246	449 04
WPC 04 / WPC 04 cool	WPM	12.2.2.246	449 04
WPC 05 / WPC 05 cool	WPM	12.2.2.246	449 04
WPC 07 / WPC 07 cool	WPM	12.2.2.246	449 04
WPF 10 / WPF 10 cool	WPM	12.2.2.246	449 04
WPF 10 M	WPM	12.2.2.246	449 04
WPF 13 / WPF 13 cool	WPM	12.2.2.246	449 04
WPF 13 M	WPM	12.2.2.246	449 04

Compatibility list

Model	Controller	Minimum ISG Firmware	Minimum Controller firmware
WPF 16 / WPF 16 cool	WPM	12.2.2.246	449 04
WPF 16 M	WPM	12.2.2.246	449 04
WPF 20	WPM	12.2.2.246	449 04
WPF 27	WPM	12.2.2.246	449 04
WPF 35	WPM	12.2.2.246	449 04
WPF 40	WPM	12.2.2.246	449 04
WPF 52	WPM	12.2.2.246	449 04
WPF 66	WPM	12.2.2.246	449 04
WPW-I 07 H 400 Premium	WPM	12.2.2.246	449 04
WPW-I 10 H 400 Premium	WPM	12.2.2.246	449 04
WPW-I 12 H 400 Premium	WPM	12.2.2.246	449 04
WPW-I 17 H 400 Premium	WPM	12.2.2.246	449 04
WPW-I 22 H 400 Premium	WPM	12.2.2.246	449 04
WPE-I 04 H 230 Premium	WPM	12.2.2.246	449 06
WPE-I 04 HK 230 Premium	WPM	12.2.2.246	449 06
WPE-I 04 HW 230 Premium	WPM	12.2.2.246	449 06
WPE-I 06 H 230 Premium	WPM	12.2.2.246	449 06

Compatibility list

Model	Controller	Minimum ISG Firmware	Minimum Controller firmware
WPE-I 06 HK 230 Premium	WPM	12.2.2.246	449 06
WPE-I 06 HW 230 Premium	WPM	12.2.2.246	449 06
WPE-I 06 HKW 230 Premium	WPM	12.2.2.246	449 06
WPE-I 08 H 230 Premium	WPM	12.2.2.246	449 06
WPE-I 08 HK 230 Premium	WPM	12.2.2.246	449 06
WPE-I 08 HW 230 Premium	WPM	12.2.2.246	449 06
WPE-I 08 HKW 230 Premium	WPM	12.2.2.246	449 06
WPE-I 12 H 230 Premium	WPM	12.2.2.246	449 06
WPE-I 12 HK 230 Premium	WPM	12.2.2.246	449 06
WPE-I 12 HW 230 Premium	WPM	12.2.2.246	449 06
WPE-I 12 HKW 230 Premium	WPM	12.2.2.246	449 06
WPE-I 15 H 230 Premium	WPM	12.2.2.246	449 06
WPE-I 15 HK 230 Premium	WPM	12.2.2.246	449 06
WPE-I 15 HW 230 Premium	WPM	12.2.2.246	449 06
WPE-I 15 HKW 230 Premium	WPM	12.2.2.246	449 06

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