OPERATING INSTRUCTIONS
EASYSTART WEB

Web-based operating software for operation of Eberspächer heaters

Designation		Order No.
EasyStart Web	to 05/2019	22.1000.34.5100
EasyStart Web	from 06/2019	22.1000.34.7800

A WORLD OF COMFORT

Eberspächer

Chapter Chapter title Page

Chapter contents

1 Introduction

1.1 Please read first 4
1.2 Special text formats and presentations 4
1.3 Picture symbols 4
1.4 Repair 4
1.5 Disposal 4

2 Important information

2.1 Intended use 4
2.2 Operation 5
2.3 Chargeable connectivity 5
2.4 Disclaimer 5
2.5 Accident prevention 5
2.6 EU Declaration of Conformity 5

3 Properties

3.1 Product properties 5
3.2 Properties of the User account 6
3.3 Availability 6
3.4 Reprogramming the timer 6

4 Basic setup

4.1 Registration in the EasyStart Web portal 6
4.2 Log in as a user 7

5 Using the web application

5.1 [Heating] menu 8
5.2 [Ventilation] menu 9
5.3 [Residual heat] menu 10
5.4 [Timer] menu for heating / ventilation 10
5.5 Applying for secondary users 11
5.6 Settings 11

6 Using the smartphone app

6.1 Tab key 13
6.2 Immediate heating mode 13
6.3 Immediate ventilation mode 14
6.4 Heating / ventilating timer mode 15
6.5 Set program memory 1, 2 or 3 15
6.6 Activating the program memory 16
6.7 Settings 16

7 Using the smartwatch app

7.1 EasyStart Web selection 17

7.2 Immediate heating mode 17

7.3 Communication interruption 18

8 Maintenance / Diagnostics

8.1 Workshop access 18

8.2 Extending the maximum operating period 18

9 Service

9.1 Technical Support 19

10 What to do if ... 20

1 Introduction

1.1 Please read first

Before starting up, always read through these installation instructions carefully and keep them in a safe place for reference at a later date. The document contains important information necessary for operation. These operating instructions are stored on the enclosed CD and are also available to view and to download from www.eberspaecher.com.

1.2 Special text formats and presentations

Special text formats and picture symbols are used in these instructions to emphasise different situations and subjects. Refer to the following examples for their meanings and appropriate action.

1.2.1 Lists

- This dot (▪) indicates a list or action step, introduced by a heading.
  – If an indented dash (–) follows a “dot”, this list/action step is a sub-section/secondary step of the black dot.

1.2.2 Cross references

Underlined blue text denotes a cross-reference, which can be clicked in the PDF format. The part of the document named in the text is then displayed.

1.3 Picture symbols

§ Regulation!
This information indicates a statutory regulation. Any violation of these regulations results in expiry of the type-approval for the PTC heating element and exclusion of any guarantee and liability claims against Eberspächer Climate Control Systems GmbH & Co. KG.

Danger!
“Danger” indicates a situation that can directly result in death or serious injuries if not avoided.
This arrow indicates the appropriate measures to avert the imminent danger.

Warning!
“Warning” indicates a situation that can potentially result in death or serious injuries if not avoided.
→ This arrow indicates the appropriate measures to avert the potential danger.

Caution!
“Caution” indicates a situation that can potentially result in minor or slight injuries or damage to the device.
→ This arrow indicates the appropriate measures to avert the potential danger.

Note
This note contains recommendations for use and useful tips for the operation, installation and repair of the product.

1.4 Repair

Repair of the EasyStart Web control unit is not permitted. Failure to comply makes the guarantee null and void and this leads to the exclusion of any liability of Eberspächer Climate Control Systems GmbH & Co. KG.

1.5 Disposal

Dispose of the product only according to the relevant legal regulations.

2 Important information

2.1 Intended use

The web-based EasyStart Web control unit is used to operate and / or program Eberspächer heaters via the internet. This is done with the help of the EasyStart Web portal at www.myeberspaecher.com. In addition, the following access options are available:

- Smartphone app (including with smartwatch app)
- Digital voice assistant (e.g. Amazon Echo).

Note

- Use of the EasyStart Web control unit for any purpose other than that given by the manufacturer is not permitted.

→ Use the EasyStart Web control unit for the specified purpose only.

- Do not use the EasyStart Web control unit if a malfunction could cause a hazard and / or damage to property.
- Do not use the EasyStart Web control unit if it can be assumed that safe operation of the activated heater is no longer guaranteed.

→ Take all measures to prevent accidental putting back into service.

- Failure to comply makes the guarantee null and void and this leads to the exclusion of any liability of Eberspächer Climate Control Systems GmbH & Co. KG.

2.2 Operation

Danger!

- Risk to life due to susceptible pacemaker. Pacemakers and hearing aids can be affected by radio waves and their function disrupted.

→ Get your doctor to check your pacemaker or hearing aid specialist to check your hearing aid for susceptibility to faults.

- Risk of choking due to small components. Accessories are small components and can be swallowed by children.

→ Keep small components of the EasyStart Web out of reach of children.

- Risk of fire/deflagration due to ignition. Hazardous situations can occur if the heater is operated in the immediate vicinity of flammable gases, fumes, liquids or dust.

→ Do not use the EasyStart Web control unit if the heater to be activated is in an environment in which flammable gases, fumes, liquids or dust are present or could be present.

- Risk of poisoning due to escaping exhaust gases. Hazardous situations can occur during operation of the heater in enclosed rooms.

→ Do not use the EasyStart Web control unit if the activated heater is located in enclosed rooms, e.g. in a garage or a multi-storey car park.

- Risk of short-circuit due to penetrating liquid. Penetration of liquid into the EasyStart Web receiver unit can result in dangerous situations.

→ To reduce the risk of an electrical short-circuit or damage, do not expose the receiver unit of the EasyStart Web to moisture.

2.3 Chargeable connectivity

To use the full functional scope of EasyStart Web the user (end consumer) is dependent on use of the connectivity provided by Eberspächer for a charge. Use of the service by the end consumer establishes a contractual relationship between the provider of the service (Eberspächer) and the user of the service (end consumer). As the contract is not renewed automatically (subscription), a new contract is concluded when the connectivity period is extended.

Note

During the first 30 days, use of the full scope of EasyStart Web functions is free of charge for the end customer, after active enabling by the installing workshop.

2.4 Disclaimer

The manufacturer is not liable for damage caused by improper use or incorrect operation.

Failure to comply with the safety instructions makes the guarantee null and void and this leads to the exclusion of any liability of Eberspächer Climate Control Systems GmbH & Co. KG.

2.5 Accident prevention

Always follow all accident prevention regulations and shop and operating safety instructions.

2.6 EU Declaration of Conformity

We herewith declare that the version of EasyStart Web placed on the market by us conforms with the following EU Directive.

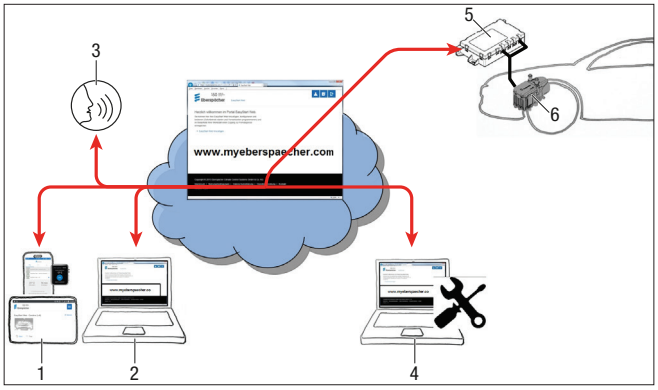
EU Directive 2014/53/EU

The full Declaration of Conformity can be viewed and downloaded from the download centre at www.eberspaecher.com.

3 Properties

3.1 Product properties

EasyStart Web offers you a convenient and innovative option for controlling your Eberspächer heater. EasyStart Web uses a web-based platform, which provides a graphic user interface in the form of apps for use. As the user, you control the heater via a user interface installed on your smartphone, smartwatch or tablet, or by PC and web browser. Communication with the heater takes place via the internet and the mobile phone network (GSM).



1 User terminal device (e.g. smartphone, smartwatch, tablet): control EasyStart Web via a smartphone app
2 User terminal device (e.g. laptop, PC): control EasyStart Web via a web browser
3 Digital voice assistant device (e.g. Amazon Echo)
4 Workshop terminal device (e.g. laptop, PC): EasyStart Web maintenance access via web browser
5 EasyStart Web receiver unit (installed in the vehicle)
6 Heater

3.2 Properties of the User account

To use the app it is necessary to set up a user account. Up to 5 instances of EasyStart Web can be managed in one user account. One primary user and up to 4 secondary users can be assigned to each EasyStart Web. If necessary, a workshop authorised for this purpose can use an additional, temporary maintenance access to perform remote diagnostics and maintenance.

3.3 Availability

It is only possible to operate EasyStart Web if, due to its current position, the EasyStart Web module is able to receive a GSM signal and an internet connection exists for the terminal device used.

The EasyStart Web module installed in the vehicle tests the radio connection to the GSM network at short intervals. If the vehicle is in an area without a GSM signal (e.g. underground car park), the radio connection is switched off temporarily to protect the vehicle battery.

After a few days these interruptions can last up to 30 minutes. If the vehicle is then back in an area with GSM supply, it can therefore take up to 30 minutes maximum, until the EasyStart Web module has set up a GSM connection to the server.

Note

- Using the wake-up function: Setting up a renewed GSM connection from the EasyStart Web module to the server can be accelerated by switching the heater on and off again manually using the button installed in the vehicle.
- Programmed timers are not affected by an interruption in the GSM connection. If the vehicle has no GSM connection for a lengthy period, all timers should therefore be deactivated beforehand to protect the vehicle battery. For operation of the heater in enclosed spaces, read the hazard information 2.2 “Operation” on page 5.

3.4 Reprogramming the timer

After the following events, programmed timer slots (5.4 “[Timer] menu for heating / ventilation” on page 10) are deactivated:

- Interruption in the supply voltage of the EasyStart Web module, e.g. by changing the vehicle battery
- Software or firmware update
- Change in the EasyStart Web configuration (workshop)
- Resetting the EasyStart Web to factory setting (workshop)

Note

After the above-named events programmed timer slots continue to be displayed in the user interface but are no longer executed. They must be deleted and reprogrammed.

4 Basic setup

The web-based EasyStart Web operating software can be used to operate an Eberspächer air or water heater via the installed receiver unit. To use the EasyStart Web operating software the EasyStart Web reception unit must be assigned to at least one user.

Note

- If the basic setup is not carried out, only limited heater functions are available. Operation is then only possible via the button (included in the scope of supply). The button must be installed, because it is required for manual operation of the heater, as long as no connectivity (GSM network connection) exists. The button is used to switch the heater on and off. The entries last made using the software then apply to the runtime and temperature. The integrated indicator light displays the current operating status.
- Use of the services for this EasyStart Web begins with payment of the 12 month use period. It is ordered following user registration in the EasyStart Web portal. After the first use period has expired you can renew use of the services for 12 months. The Terms and Conditions of Use for the EasyStart Web portal apply.
- During the first 30 days, use of the full scope of EasyStart Web functions is free of charge for the end customer, after active enabling by the installing workshop.
- EasyStart Web functions with the following internet browsers:
  - Internet Explorer Version 11 and higher
  - Mozilla Firefox Version 40.0.3 and higher
  - Chrome Version 45.0 and higher
  - Safari Version 8 and higher

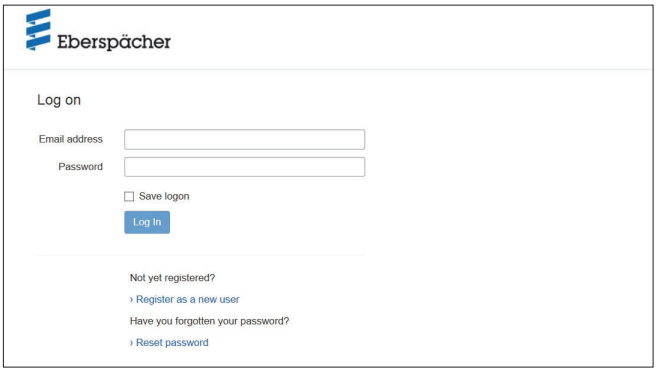
For details of the app versions for smartphone/smartwatch and tablet see 6 “Using the smartphone app” on page 13.

4.1 Registration in the EasyStart Web portal

Start the registration process by entering the www.myeberspaecher.com link in your internet browser. The **Login** start window is displayed. This is where to register as a user.

Note

The first user to add EasyStart Web to their user account is treated as the primary user (contractual partner of EasyStart Web). All other users of this EasyStart Web are secondary users, who are enabled or deleted by the primary user, see Chapter 5.5 “Applying for secondary users” on page 11.

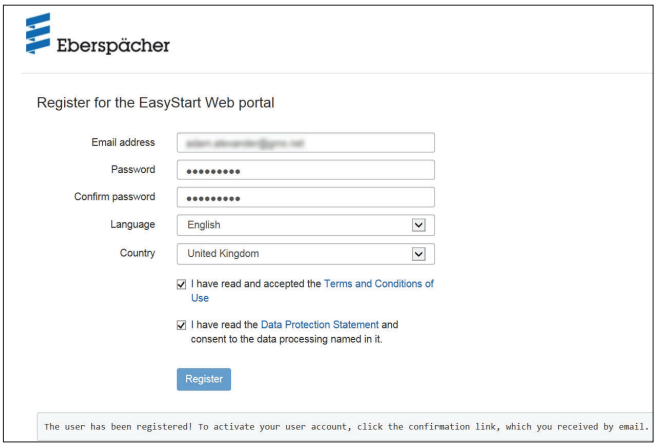


- Click the > Register as a new user button.
- The "**Register for the EasyStart Web portal**" window opens.
- Fill out all input fields, read the Terms and Conditions of Use and the Data Protection Terms and Conditions (link in the footer) and accept with a tick ☑.

Note

To safeguard the payment process after registration, please ensure that the user's country of origin is given correctly. If the user's country of origin is not included in the list of countries, payment of the connectivity for EasyStart Web is not yet available in this country.

- Click Register to complete the process.



Note

Note the information on successful registration and on further steps to be taken.

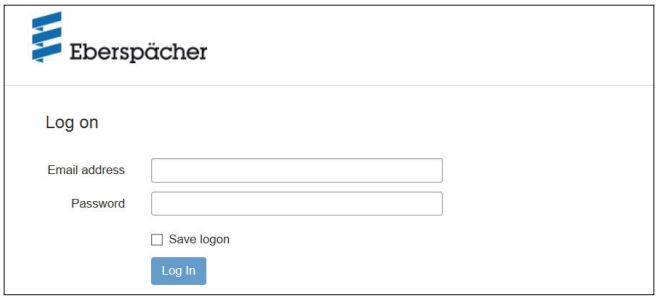
- An email follows for confirmation of the registration. Click the confirmation link. The "**Registration Confirmation**" window opens. The registration is completed.
- Click the To the logon button to start the login process.

4.2 Log in as a user

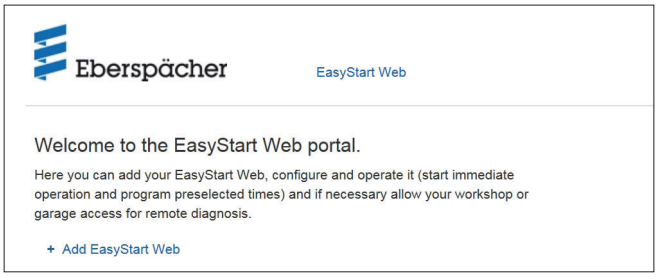
Note

The first user to add this module to their user account is treated as the primary user (contractual partner of EasyStart Web). All other users of this EasyStart Web are secondary users, who are enabled or deleted by the primary user, see Chapter 5.5 "Applying for secondary users" on page 11.

- Click the To the logon button to open the "**Login**" window.
  - Enter the email address and password of the user correctly (make entries as described in Chapter 4.1 "Registration in the EasyStart Web portal" on page 6).
- Click the Log In button to open the Welcome window of the EasyStart Web user interface.



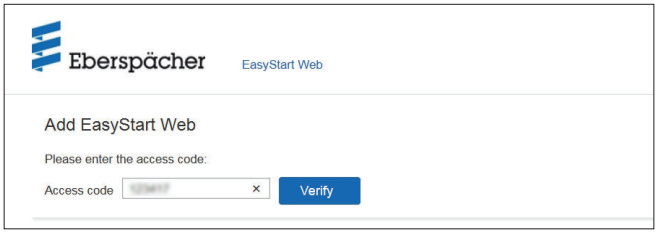
- Click the + Add EasyStart Web button.



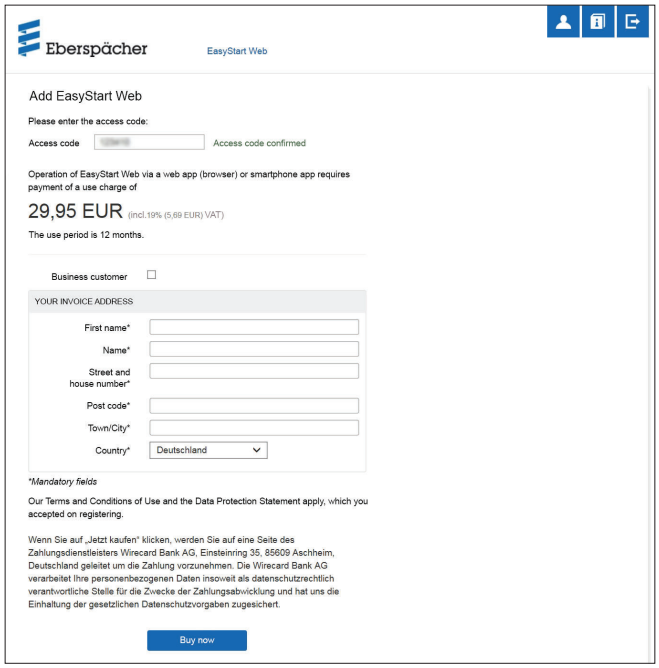
- Enter the access code and click Verify.

Note

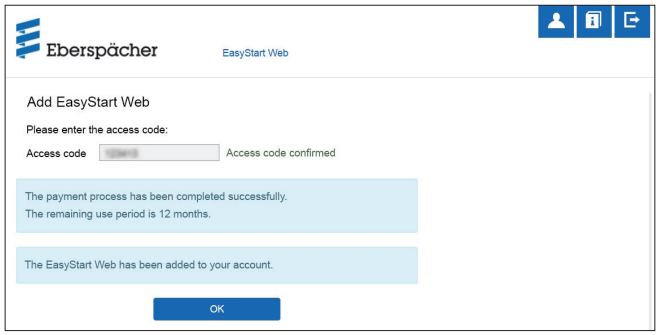
- The access code is printed on the EasyStart Web packaging box and is also enclosed in the packaging as a sticker.
- **Recommendation:** Stick the sticker on the back of the quick start guide and keep the document in a safe place.



- The "Pay for EasyStart Web" window opens.
- Follow the instructions on the screen.
- Complete the information and click Buy now.



You are then forwarded to the payments service provider, via which the payment is made. After the use period has been paid for, the following screen appears:



- Click OK to confirm. The Start screen for [Immediate heating] mode opens, identifiably by the Immediately tab with the marked Heat selection button.

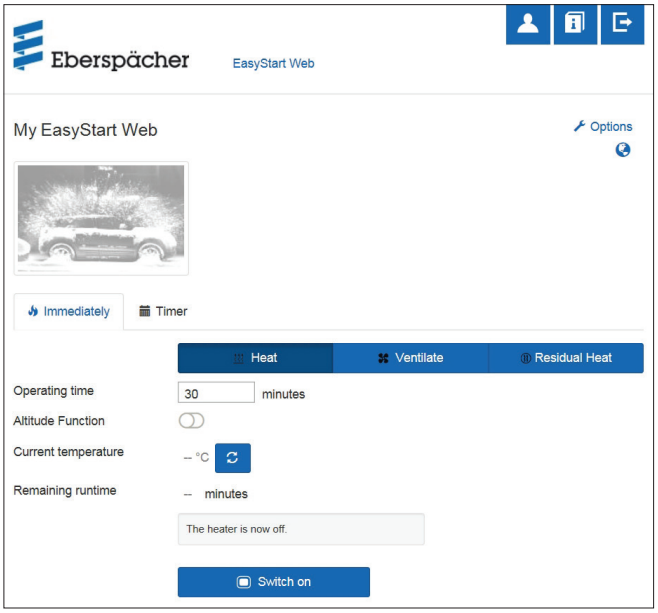
5 Using the web application

Note

- The web application provides the complete scope of services for operation **and** management of EasyStart Web.
- The smartphone app (Chapter 6 “Using the smartphone app” on page 13) also available only provides the scope of services for operation of EasyStart Web.

5.1 [Heating] menu

Select the Heat button on the Immediately tab. The [Heating] start page is displayed.



5.1.1 Settings for water heaters

- Runtime: 10 – 120 minutes

Note

The [Unlimited runtime] in [Heating] mode can only be selected for air heaters.

- Altitude function: Can be switched on manually for lengthy stay above 1,500 m asl.

Note

- The switchable altitude function is currently only available for the Hydronic HS3 12 V CS water heater.
- New generation air heaters (Airtronic 2 and higher) have an automatic altitude function adjustment in the control box.

- Current temperature: After pressing the button, the current interior temperature inside the vehicle is displayed.

Note

Manual temperature query is only possible if the heater is switched

off and always takes place for the first of max. 2 controllable heaters. If the heater is in operation, the temperature is updated automatically.

5.1.2 Settings for air heaters:

- Setpoint temperature, setting range 8 °C – 36 °C / 48 °F – 97 °F
- Runtime, 10 – 120 minutes or [Unlimited runtime]
- Temperature reduction: Reduction of the outlet temperature at the air outlet by approx. 10 °C / 18 °F (depending on the air system)

Note

- The switchable temperature reduction is useful if the air outlet is located near the body or blows air at temperature-sensitive components of the vehicle.
- The switchable temperature reduction is currently only available for the Airtronic S2 and Airtronic M2 air heaters.

- Current temperature: After pressing the button, the current interior temperature inside the vehicle is displayed.

Note

Manual temperature query is only possible if the heater is switched off and always takes place for the first of max. 2 controllable heaters. If the heater is in operation, the temperature is updated automatically.

5.1.3 Switch heating mode on and off

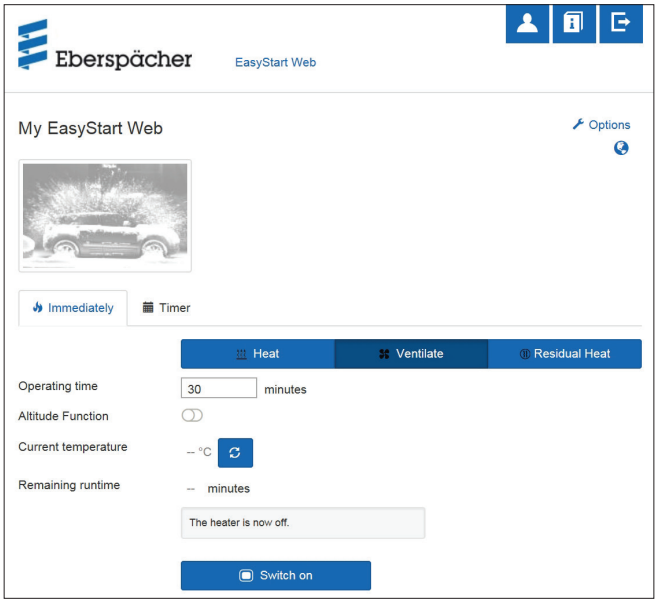
- Click the Switch on button to start heating mode. Switch off exits heating mode. Depending on the network connection, switching on and off can take several minutes.

If the heater is switched on, the “Remaining runtime” and the Switch off button are displayed.

- **Remaining runtime**
  The remaining runtime can be adjusted individually, different to the displayed value, between 10 and 120 minutes.

5.2 [Ventilation] menu

Select the Ventilate button on the Immediately tab. The [Ventilation] start page is displayed.



The following functions can be set:

- Runtime: 10 – 120 minutes or [Unlimited runtime]

Note

The [Unlimited runtime] in [Ventilation] mode can only be selected for air heaters.

- Current temperature: After pressing the button, the current interior temperature inside the vehicle is displayed.

Note

Manual temperature query is only possible if the heater is switched off and always takes place for the first of max. 2 controllable heaters. If the heater is in operation, the temperature is updated automatically.

5.2.1 Switch fan mode on and off

- Click the Switch on button to start fan mode. Switch off exits fan mode. Depending on the network connection, switching on and off can take several minutes.

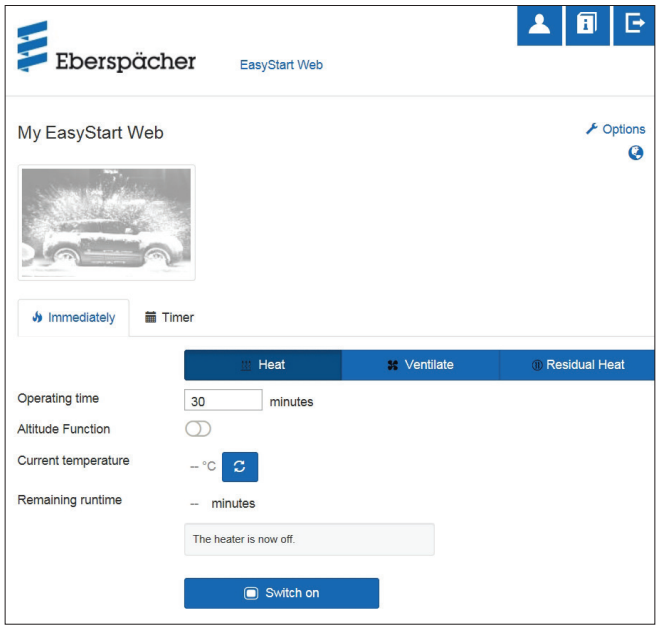
If the heater is switched on, the “Remaining runtime” and the Switch off button are displayed.

- **Remaining runtime**
  The remaining runtime can be adjusted individually, different to the displayed value, between 10 and 120 minutes.

5.3 [Residual heat] menu

Select the Residual Heat button on the Immediately tab. The [Residual heat] start page is displayed.

In residual heat mode, the heating system uses the residual heat in the coolant circuit of the warm engine and distributes heated air in the vehicle interior. In this mode only the water pump and blower are in operation.



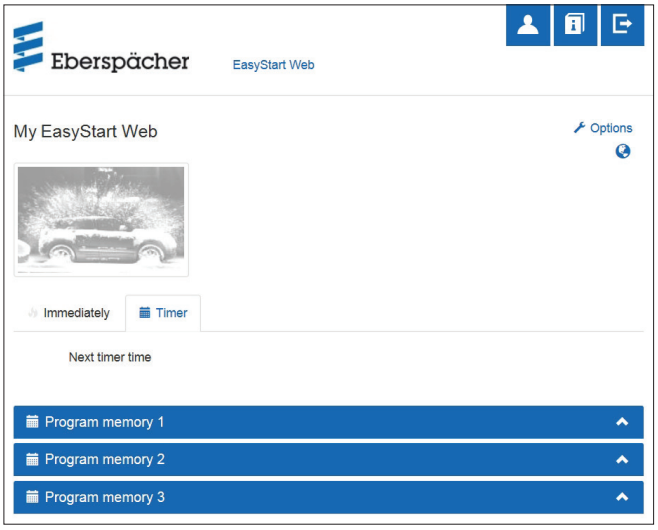
- Residual heat mode starts if there is residual heat in the engine coolant.
- The operating time of the heating mode depends on the available residual heat.
- The remaining time of the operating period is displayed.

Note

- Residual heat mode cannot be used if the coolant temperature is too low.
- Residual heat mode is only available for water heaters, e.g: Hydronic S3 Economy/Commercial 12 V (CS)

5.4 [Timer] menu for heating / ventilation

- Select the Timer tab.



The timer function can be used for air and water heaters. Each program memory can be used for heating or ventilation and can be set accordingly.

The following settings are possible:

- Weekday / Weekday group
  - Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday
  - Monday – Friday / Monday – Sunday / Saturday – Sunday

Note

Instead of an individual weekday, several weekdays can also be selected, e.g. Monday and Thursday. To do this, keep the Shift key pressed while selecting the days with the mouse.

- Start time / departure time
  - Entry in 24 h mode: 00:00 – 23:59
  - Entry in 12 h mode: 00:00 – 11:59 AM / PM
- Setpoint temperature
  - Setting range 8 °C – 36 °C / 46 °F – 97 °F

Note

The choice of setpoint temperature is only available for air heaters.

- Operating time
  - 10 – 120 minutes
- Comfort level: Eco / High

Note

If you want to set the departure time (for water heaters only) instead of the heater starting time, this can be configured by the workshop using the maintenance access. The heating time management function then calculates the individual starting time of the heater, taking into account the previously determined interior and setpoint temperature.

5.4.1 Set program memory 1, 2 or 3

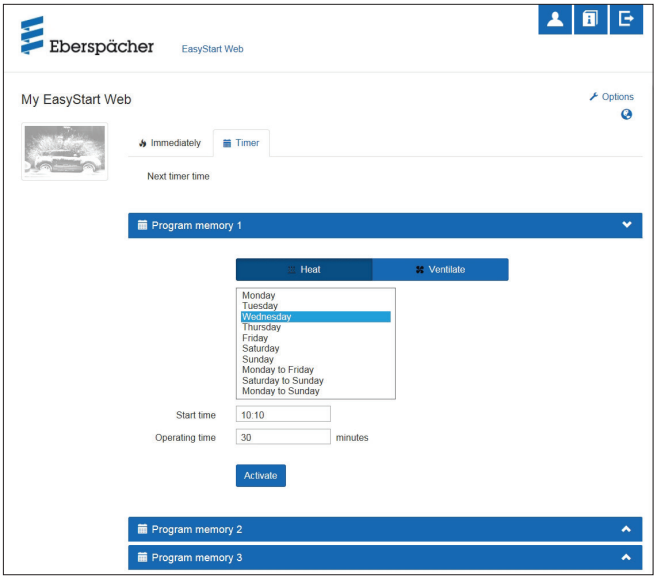
- Select “Heating” or “Ventilation” mode.
- Selecting the weekday / weekday group
  - Open the pull-down menu by clicking ⌄ and select the required day or group.
- Set the heating parameters: time, setpoint temperature, runtime and comfort level.
- Click the Save button to save the settings.
- Click the Cancel button to discard all entries.

Note

The function settings of a program memory can be changed individually and saved by clicking the Save button.

5.4.2 Activating the program memory

If all the program memory options are set and saved the Activate button is displayed. Click the button to activate the required program memory 1, 2 or 3.



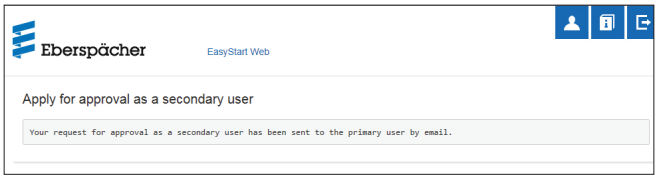
Note

If you want to set the departure time (for water heaters only) instead of the heater starting time, this can be configured by the workshop using the maintenance access. The heating time management function then calculates the individual starting time of the heater, taking into account the previously determined interior and setpoint temperature.

5.5 Applying for secondary users

If a secondary user is required (e.g. for a company vehicle), the secondary user must first register as a user on the EasyStart Web portal.

- Carry out the login process as described in Chapter 4.1 “Registration in the EasyStart Web portal” on page 6, with your own email address and password.
- Following successful registration in the portal, log in and enter the access code. If EasyStart Web is already assigned to a primary user, the software recognises the login as a request for approval as a secondary user and sends an email to the primary user for approval.
- The applicant (secondary user) receives information about the forwarding of the approval request to the primary user.



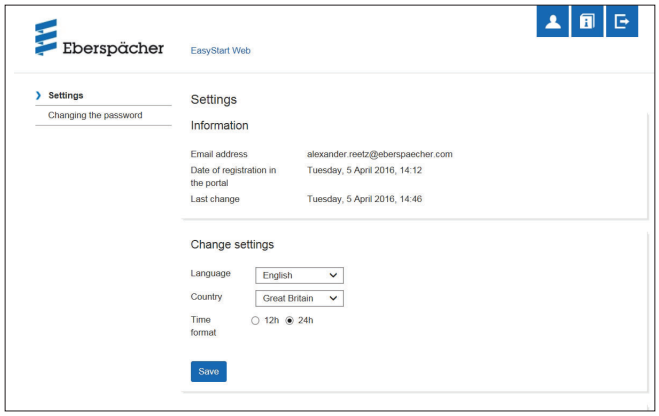
- With the email generated by the system the primary user receives a link, with which they can approve the secondary access.
- If the primary user gives their approval the secondary user is informed by email.
- The primary user receives confirmation of the secondary use approval on the EasyStart Web portal.

5.6 Settings

Click the [My Account] button.

The following is displayed in the program “**Settings**” window:

- Information
  - Email address of user
  - Registration date
  - Last change
- Change settings for
  - Language
  - Country
  - Time format
- Delete user



5.6.1 Delete user

After clicking the ✖ Delete user button, the dialog box opens with the following question:

Click OK to delete the selected user.

Note

If the user to be deleted is registered as a primary user, the permissions for the corresponding secondary users are deleted at the same time.

5.6.2 Deleting users on selling / handing over the vehicle

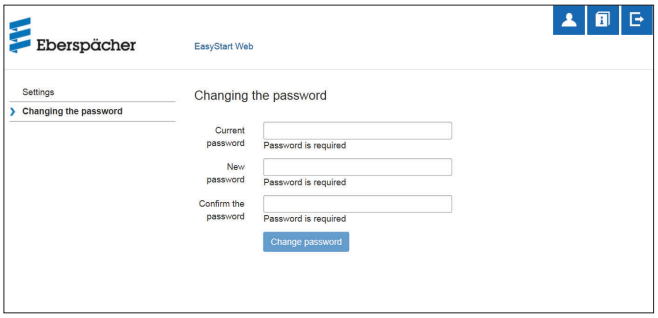
If ownership of the vehicle or the EasyStart Web is transferred to a third party, § 8 of the Terms and Conditions of Use must be noted and followed: The primary user is obliged to remove EasyStart Web from their user profile on the portal and to give the third party the permanent access code.

Note

The permanent access code is attached to the operating instructions and the box of the EasyStart Web as well as on the EasyStart Web module. If it nonetheless cannot be found or is illegible, please contact the Eberspächer service department.

5.6.3 Changing the password

Change the password entered on registering via this settings page.



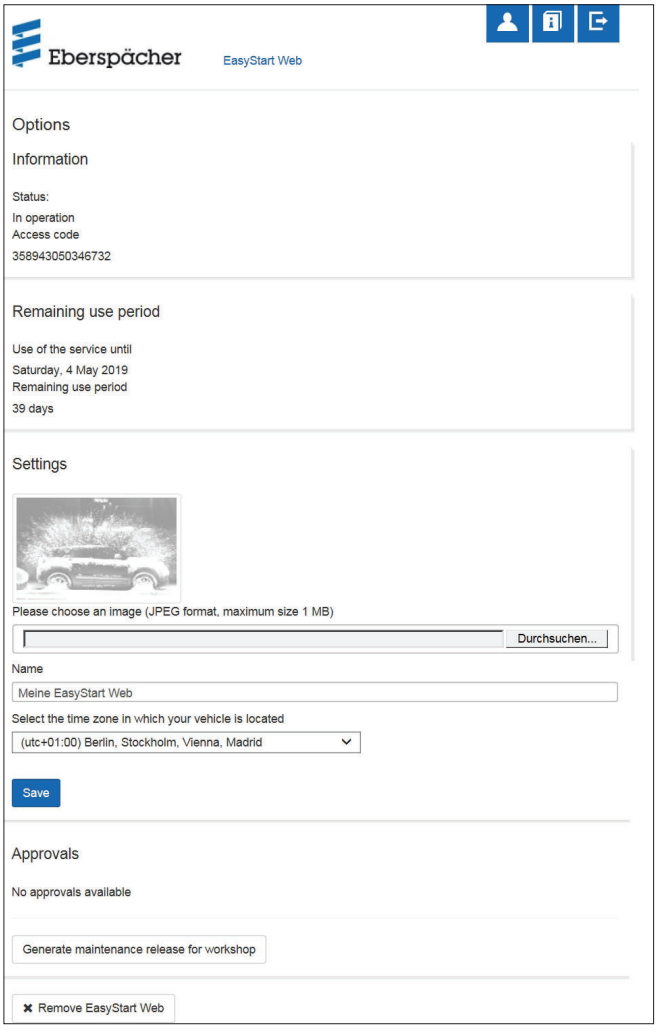
- Enter the current password.
- Enter the new password.
- Confirm the new password
- Click the Change password button and the new password becomes valid.

Note

Remember the new password or make a note of it in a safe place.

5.6.4 Options

The program "**Options**" page displays system information for an EasyStart Web module and is used for individual settings.



Information

Important system information is listed here, e.g.:

- Status of the heater
- Access code
- Remaining use period

Settings

Adjusting the user interface:

- replace the factory image with your own image (note the data format and image size requirements).
- Changing the name of the primary user
- Changing the names of the connected heaters
- Select the time zone

Note

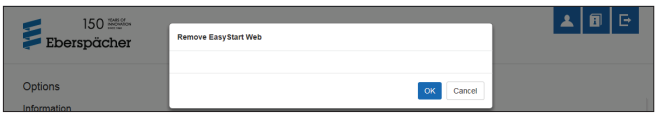
Adjust the time zone to the vehicle location in which the EasyStart Web is operated.

- Then confirm the changes made by clicking the Save button.

Approvals

- The names of up to 4 registered secondary users (email address) are displayed.
- Delete individual secondary users from this EasyStart Web by clicking the ✖ Remove button.
- Setting up maintenance access for EasyStart Web (Chapter 8 “Maintenance / Diagnostics” on page 18).

- After clicking the ✖ Remove EasyStart Web button, the dialog box opens with the question:



Click OK and EasyStart Web is deleted from your own profile. If the user of this EasyStart Web module is registered as a primary user, the permissions for all secondary users are also deleted.

6 Using the smartphone app

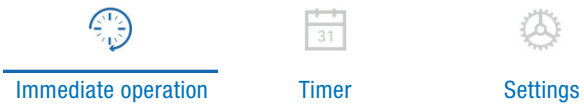
The smartphone app for operating EasyStart Web can be obtained from the following app stores:

- Apple OS: Apple Store, iOS Version 8.1 and higher
- Android OS: Google Play Store, Android Version 4.1 and higher

Note

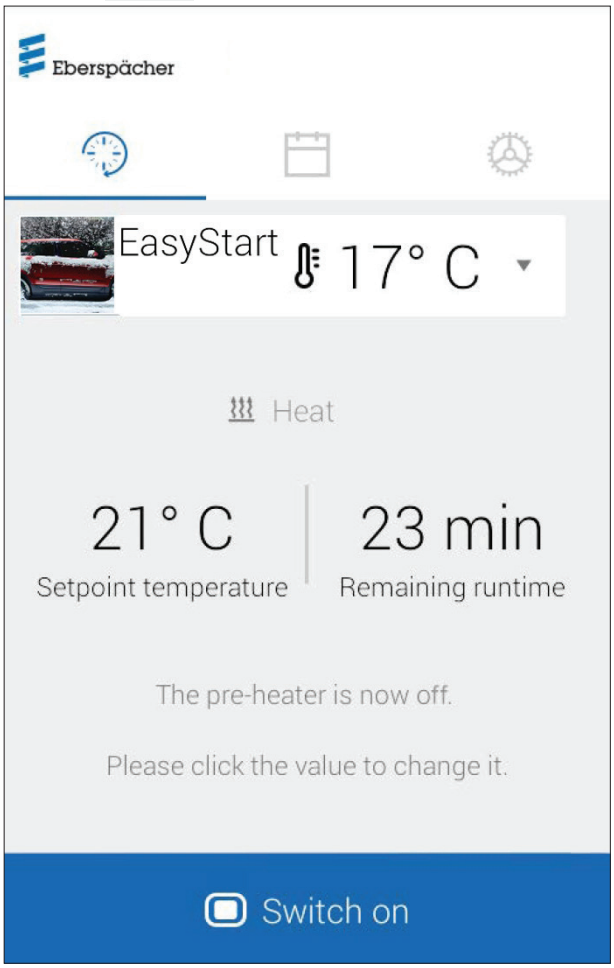
- The smartphone app only provides the scope of services for use of EasyStart Web.
- The web application provides the complete scope of services for use and management of EasyStart Web (Chapter 5 “Using the web application” on page 8).

6.1 Tab key



6.2 Immediate heating mode

The registered EasyStart Web is displayed on the “Immediate operation” tab. " Heat " mode is selected.



The following settings are possible:

- Air heaters:
  - Setpoint temperature, setting range 8 °C – 36 °C / 48 F – 97 F
  - Runtime, 10 – 120 minutes
- Water heaters:
  - Runtime, 10 – 120 minutes

The current interior temperature is displayed via the temperature sensor installed in the vehicle.

Note

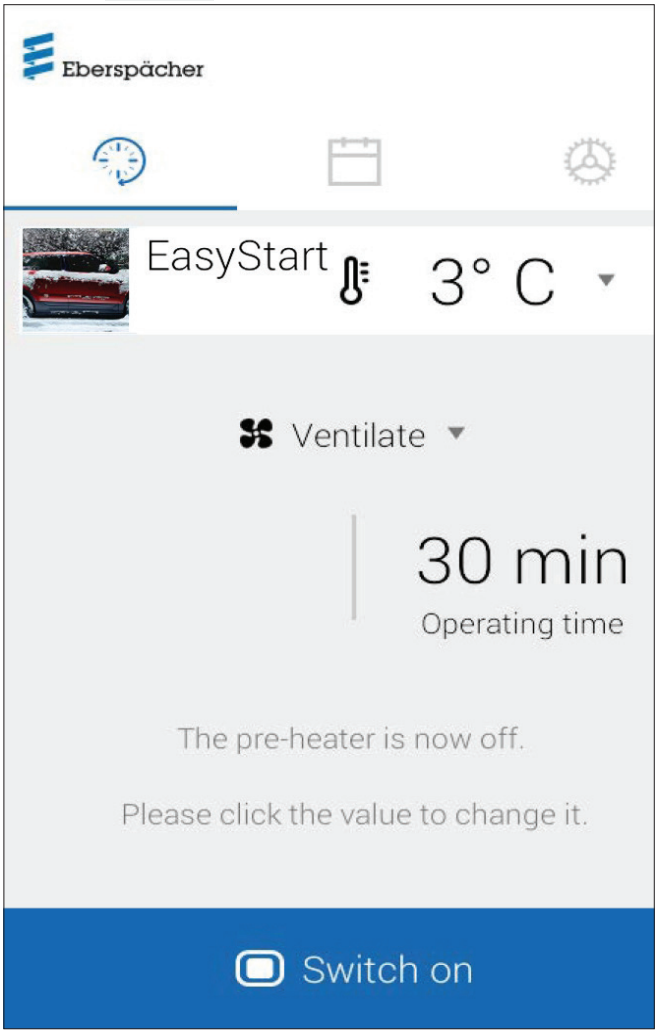
Manual temperature query via the smartphone “pull down to refresh” function is only possible if the heater is switched off and always takes place for the first of max. 2 controllable heaters. The temperature is updated automatically during operation of the heater.

Click the Switch on button to start heating mode. Switch off exits heating mode. Depending on the network connection, switching on and off can take several minutes.

- **Remaining runtime**
  The remaining runtime can be adjusted individually, between 10 and 120 minutes by touching the current value.
- **Cancel**
  Click the Cancel button to discard all settings that have not been saved.
- **Save**
  Click the Save button to save all settings and to display the Switch off button.

6.3 Immediate ventilation mode

The registered EasyStart Web is displayed on the “Immediate operation” tab. " Ventilate " mode is selected.

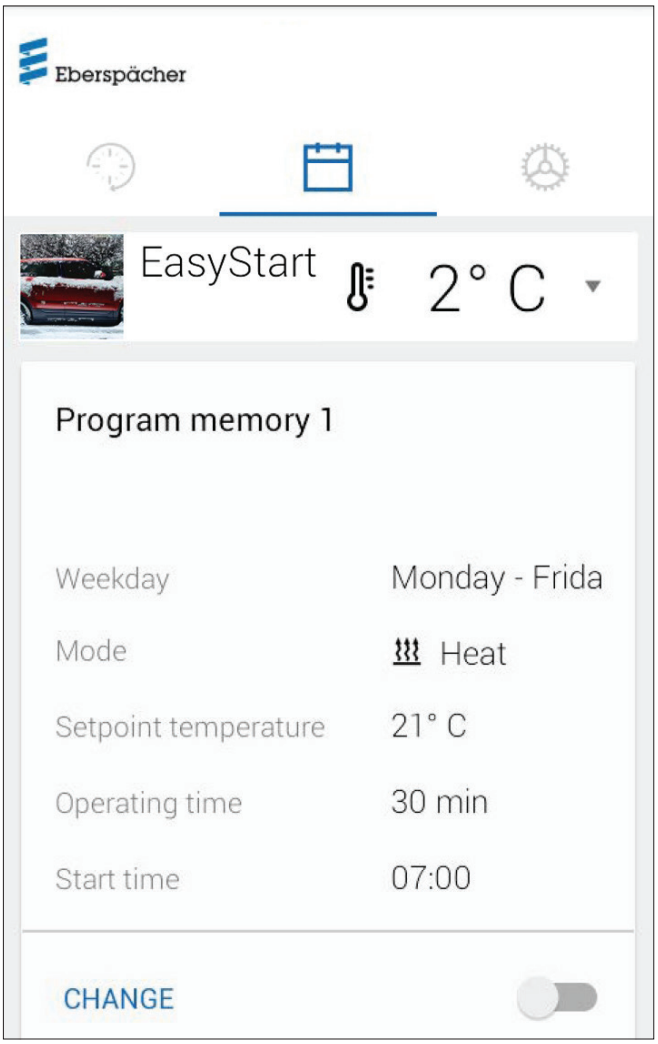


The following settings are possible:

- Air / water heaters:
  – Runtime, 10 – 120 minutes
- The current temperature inside the vehicle is queried and displayed with the installed temperature sensor.
- Click the Switch on button to start fan mode. Switch off exits fan mode. Depending on the network connection, switching on and off can take several minutes.
- **Remaining runtime**
  The remaining runtime can be adjusted individually, between 10 and 120 minutes by touching the current value.
- **Cancel**
  Click the Cancel button to discard all settings that have not been saved.
- **Save**
  Click the Save button to save all settings and to display the Switch off button.

6.4 Heating / ventilating timer mode

Select the “Timer” tab.



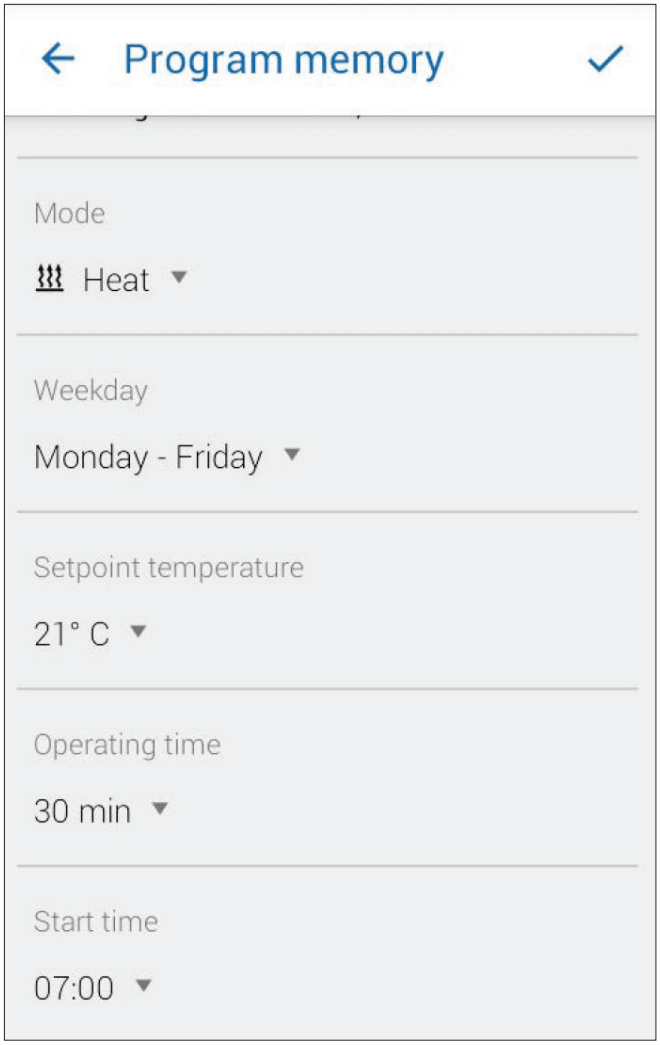
The following functions can be selected:

- Program memory 1, 2 and 3

Settings:

- Mode: heating or fan mode
- Weekday / Weekday group
  - Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday
  - Monday – Friday / Monday – Sunday / Saturday – Sunday
- Setpoint temperature (target temperature for air heaters)
  - Setting range 8 °C – 36 °C / 46 °F – 97 °F
- Operating time
  - 10 – 120 minutes
- Departure time / start time
- Eco / High comfort level

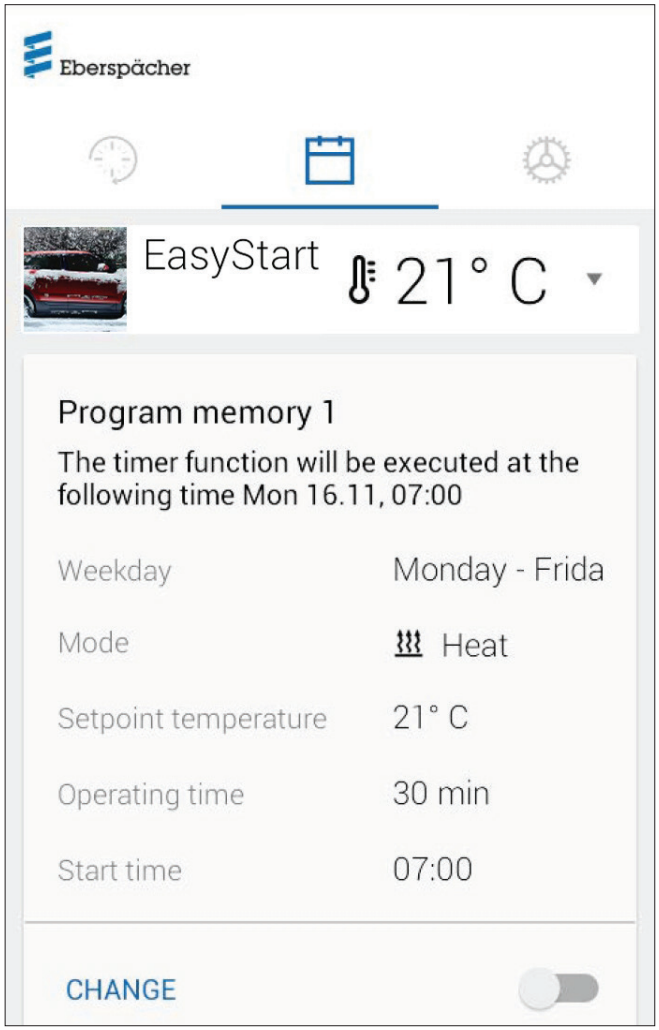
6.5 Set program memory 1, 2 or 3



- Click CHANGE .
- Select “Heating” or “Ventilation” mode.
- Select weekday / weekday group.
- Enter the departure time, or setpoint temperature and runtime if applicable.
- Click the ✓ button to save the settings.
- Click the ← button to discard the entries made. The previously selected program memory is displayed.

6.6 Activating the program memory

If all the program memory options have been set and saved, the program memory 1, 2 or 3 can be activated using the slider.



The clock symbol appears in the Immediate Operation mode display, to identify timer mode.

Note

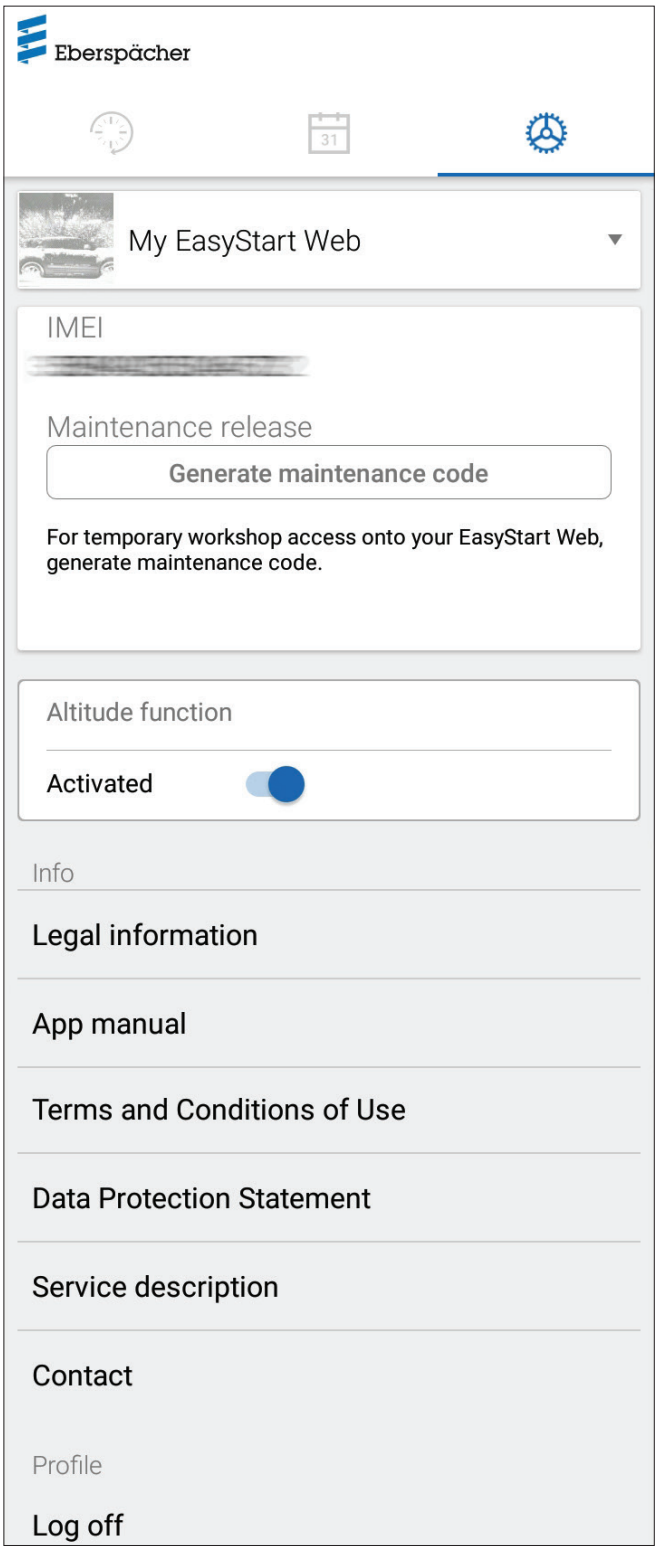
If you want to set the departure time (for water heaters only) instead of the heater starting time, this can be configured by the workshop using the maintenance access. The heating time management function then calculates the individual starting time of the heater, taking into account the previously determined interior and setpoint temperature.

6.7 Settings

In the "Settings" tab the user can log out and therefore exit the app, and they can also view the IMEI number, the app manual, terms and conditions of use, data protection statement and service description of the EasyStart Web app. In addition, a country-specific list of email addresses is given under [Contact] in case of a need for support requests.

Further possible settings are:

- Generate the approval code for the maintenance access of a workshop (see 8.1 "Workshop access" on page 18).
- For water heaters: Activate altitude function (see 5.1 "[Heating] menu" on page 8).
- For air heaters: Activate temperature reduction (see 5.1 "[Heating] menu" on page 8).



7 Using the smartwatch app

There are two requirements for use of a smartwatch app to operate EasyStart Web:

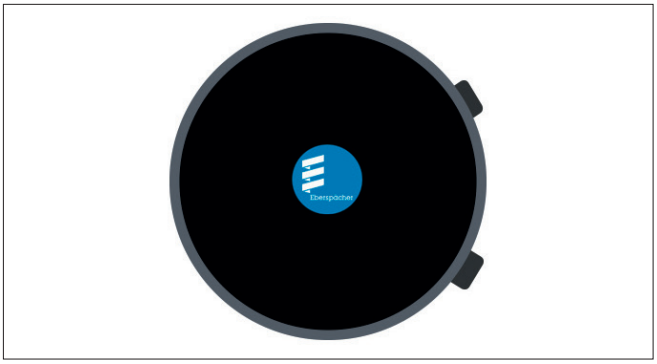
- Installation of the smartphone app on a smartphone with Apple or Android operating system. The smartphone app can be obtained from the following app stores:
  - Apple OS: Apple Store, iOS Version 8.1 and higher
  - Android OS: Google Play Store, Android Version 4.1 and higher
- Bluetooth pairing of the smartwatch with the smartphone, on which the EasyStart web app is installed.

Note

- The smartwatch app provides access to the main functions of EasyStart Web.
- The web application provides the complete scope of services for use and management of EasyStart Web (Chapter 5 “Using the web application” on page 8).

7.1 EasyStart Web selection

- Perform the pairing process with the smartphone via Bluetooth. For information on this, refer to the user manual of the smartphone.
- The installed smartwatch app is then displayed by a round heating symbol (Android OS) or the Eberspächer logo (Apple OS).
- Touch the button to start the app.



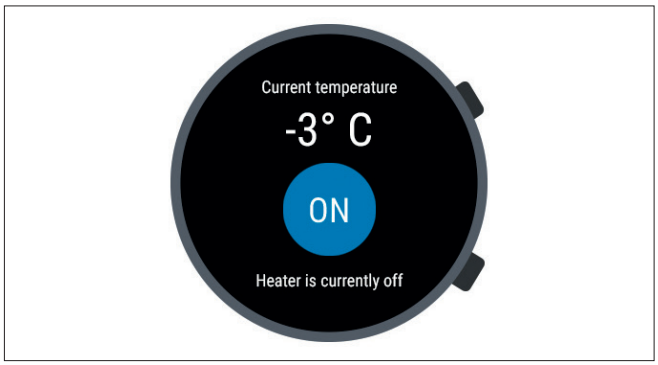
- After starting the app the current temperature and operating status of the heater are displayed.

Note

The temperature displayed equals the value at the temperature sensor of the EasyStart Web.

7.2 Immediate heating mode

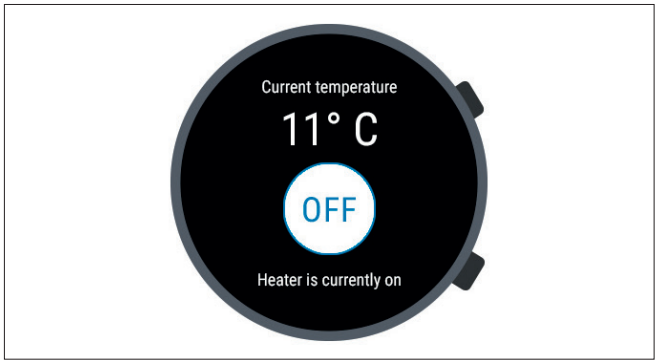
- Switching on the heater
  Touch “ON” to switch on the heater. The operating period and all other parameters correspond to the settings most recently selected at the heater.



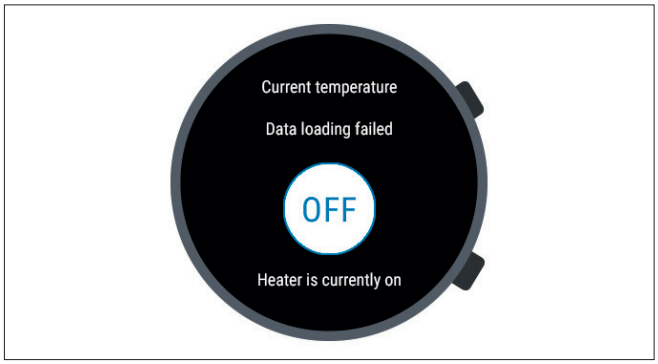
Note

- With the switching on command, the smartwatch app gives rise to “Heating” mode at the activated heater. The “ventilation” mode is not available.
- Depending on the network connection, switching on and off of the activated heater can take several minutes.

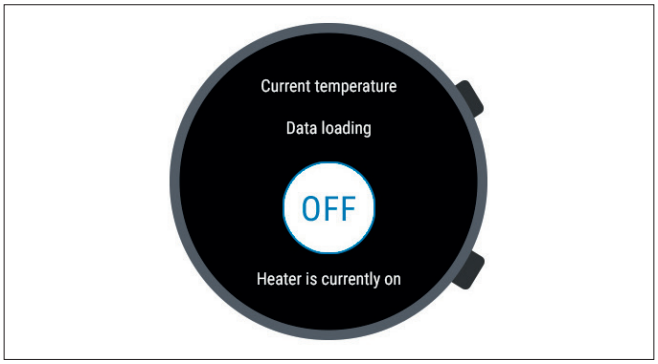
- Switching off the heater
  Touch “OFF” to switch off the heater.



- If the Bluetooth connection between the smartwatch and smartphone is interrupted during heating mode, an error text appears in the display.



- As soon as the Bluetooth connection between the smartwatch and smartphone is restored during heating mode, the smartwatch reloads the current operating data.



7.3 Communication interruption

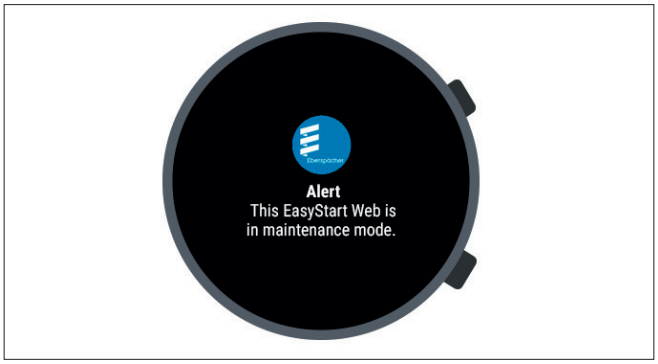
If communication between the smartwatch and smartphone is interrupted, it is not possible to control EasyStart Web via the smartwatch app.

7.3.1 Interruption due to lack of internet connection

- If the smartphone internet connection is interrupted, an error message appears on the smartwatch.

7.3.2 Interruption due to maintenance/diagnosis

- An error message also appears on the smartwatch during maintenance of EasyStart Web by a workshop.



8 Maintenance / Diagnostics

8.1 Workshop access

As part of maintenance work or to diagnose possible causes of heater faults the primary user must send an approval code to their workshop or garage to enable use of the user's EasyStart Web. This gives the workshop 48-hour maintenance and diagnostics access to the heater.

The approval code is generated for a particular purpose and is invalid after use. It is generated using the "**Options**" button.

Note

The approval code can only be generated with the web application.

8.2 Extending the maximum operating period

The maximum settable operating period of an activated heater is set in the factory to 120 minutes. The workshop can use the maintenance access to adjust this value in the EasyStart Web module to the nearest minutes, as specified by the owner. The absolute maximum value for the settable operating period is 720 minutes.

Note

To keep the charge status of the vehicle battery permanently stable, the maximum operating period of the heater should not be longer than the subsequent driving time, so that the vehicle battery can recharge adequately.

9 Service

9.1 Technical Support

If you have any technical questions or problems with the heater, the control unit or the operating software, please contact the following service address:
support-UK@eberspaecher.com

10 What to do if ...

Display		Remedy / Customer
The button flashes.		Wait for automatic detection.
The unit combination is not permitted.		Check the wiring and correct any errors.
Short-circuit in the button of the EasyStart Web.		Check the wiring and remove the button if necessary. If the error is still queued, replace Easy Start Web, otherwise replace defective button.
Short circuit in the temperature sensor.		Check the wiring and remove the sensor if necessary. If the error is still queued, replace Easy Start Web, otherwise replace defective sensor.
No connection between EasyStart Web and the server.		▪ Ensure GSM network supply. ▪ Check the fuse and correct error if necessary.
The heater does not exist.		Check the wiring and fuse of the heater and correct error if necessary.
The heater settings stored on the web server do not match the EasyStart Web setting.		Perform automatic detection again by removing the fuse.
The measured value of the temperature sensor is invalid.		▪ Check the wiring and correct any errors. ▪ Replace the temperature sensor.
The optional control unit is not responding.		Check the wiring and correct any errors.
Undervoltage detected by EasyStart Web.		▪ Charge the battery. ▪ Check the heater's power supply.
No communication possible between EasyStart Web and the heater.		Check the wiring and fuse of the heater and correct error if necessary.
The heater is not responding.		Check the wiring and fuse of the heater and correct any errors.
The heater has a hardware fault.		Perform the diagnosis at the heater.
You do not have access to this EasyStart Web.		Ask the customer for the approval code.
EasyStart Web is not ready for use.		▪ Ensure GSM network supply. ▪ Check the fuse and correct error if necessary.
Unable to find EasyStart Web with the access code.		Contact the support service.
Use of the service is not enabled for this EasyStart Web.		Renew service.
The heater cannot be switched on using the button.		▪ Check the heater's fuse. ▪ Contact the support service. ▪ Check whether the heater has been installed correctly. ▪ Check whether EasyStart Web has been configured suitable for the heater.
A programmed timer is not executed.		Delete timer and reprogram (see page 6)

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Eberspächer

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