BROMIC SMART-HEAT™ CONNECT

SETUP AND USER MANUAL

⚠️ **IMPORTANT**

READ THIS MANUAL CAREFULLY.
SEE INSIDE COVER FOR IMPORTANT
INFORMATION ABOUT THIS MANUAL.
KEEP INSTRUCTION WITH APPLIANCE
FOR FUTURE REFERENCE.

CONTENTS

IMPORTANT NOTES & WARNINGS

This manual contains important information about the configuration, and operation of the Bromic Smart-Heat™ Connect. Please pay close attention to the important safety information shown throughout this instruction manual. Any safety information will be accompanied by the following safety alert symbols:

⚠ DANGER   ⚠ WARNING   ⚠ IMPORTANT

- READ THIS MANUAL CAREFULLY before configuring or using this product.

- Use this device only as described in this manual. Any other use not recommended by the manufacturer may cause radio interference, device malfunction, damage to property, injury or death to persons.

NOTE: IMPORTANT INSTRUCTIONS, SAVE THESE INSTRUCTIONS

BROMIC®
HEATING

IMPORTANT NOTES & WARNINGS

⚠️ WARNING

- Read all instructions before installing or using this device.
- Use this device only as described in this manual. Any other use not recommended by the manufacturer may cause radio interference, fire, damage to the product, injury or death to people.
- Improper installation, adjustment, or alteration and failure to follow the warnings and instructions in this manual could result in personal injury, death, or property damage.
- The manufacturer is not responsible for any damage that could happen from improper use. The manufacturer emphasises that this device must be used in a responsible manner and that all procedures, warnings, and safety instructions contained in this manual and application be followed strictly.
- The connection cables must be protected against any accidental impacts.
- This device is not suitable for outdoor uses.
- Do not install the device directly near high humidity areas or where exposed to water such as outdoor, or indoor near a bathtub, shower or swimming pool.
- This device is not intended for use by people (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Keep packaging materials out of reach of children.
- Children should be carefully supervised when they are in the area of the device.
- Do not open the device.
- Do not attempt to alter the device in any manner.
- Do not paint any surface of the device.
- Do not touch the device with wet hands at any time.
- Do not use or store flammable materials near this device.
- Do not spray aerosols or flammable materials in the vicinity of the device while it is in operation.
- Never operate the device in an explosive environment such as areas where petrol or other flammable liquids or vapors are stored.
- This device is NOT intended to be installed on recreational vehicles and/or boats.
- Do not run cord under carpeting. Do not cover with throw rugs, runners or the like. Arrange cord away from traffic area and where it will not be a trip hazard.
- This Setup and User manual should not be removed from the site of installation. Installer should leave manual with the customer for future reference.

CONFIGURATION

- After unpacking, make sure the device shows no signs of visible damage or tampering. If the device appears damaged, contact the place of purchase for assistance.
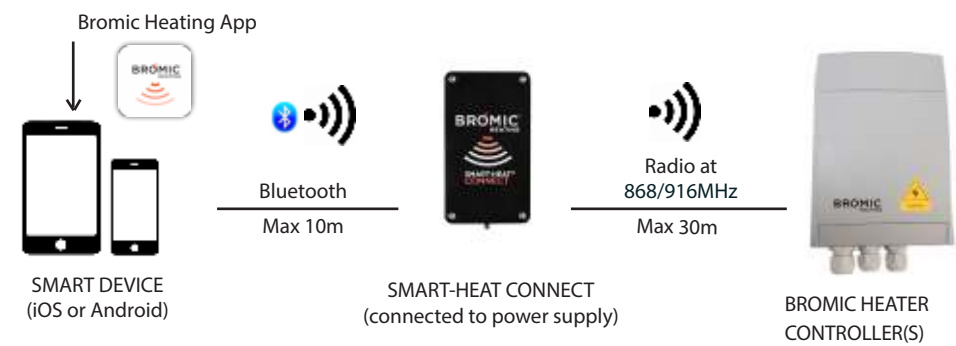- This device must only be used on a 5 Volt DC electrical supply.

OPERATION

- This device requires power supply during operation. Ensure it is powered at all times.
- **The Smart-Heat Connect does not receive radio feedback from the Controller(s). Always verify device status to ensure App operations are successful.**
- The signal of the device can be affected by other appliances working on the same frequency or if the product is shielded by metal parts.
- The Smart-Heat Connect requires the use of an AC to DC 5V power supply (provided).
- Ensure the Smart-Heat Connect is located within 30m from all the Controller(s).

MAINTENANCE/ REPAIR

- This product does not require maintenance and cannot be repaired.
- If damage to the device is suspected, discontinue use immediately and contact the supplier or qualified person to replace.
- The device has no serviceable parts inside.
- At the end of this product's useful life, it must not be disposed of as domestic waste, but must be taken to a collection centre for waste electrical and electronic equipment. It is the user's responsibility to dispose of this device through the appropriate channels at the end of its useful life. Failure to do so may incur the penalties established by laws governing waste disposal. Proper differential collection and the subsequent recycling, processing and environmentally compatible disposal of waste equipment avoids unnecessary damage to the environment and possible related health risks, and also promotes recycling of the materials used in the appliance. For further information on waste collection and disposal, contact your local waste disposal service, or the place of purchase.

HOW IT WORKS

Bromic Heating App

Bluetooth
Max 10m

Radio at
868/916MHz
Max 30m

SMART DEVICE
(iOS or Android)

SMART-HEAT CONNECT
(connected to power supply)

BROMIC HEATER
CONTROLLER(S)

TECHNICAL SPECIFICATION

Model	Bromic Smart-Heat™ Connect
Part Number	For AU P/N: 2623004 For UK P/N: BH4623007
Power Supply	5V DC power supply (provided)
Radio Range (to Controllers)	max 30m
Radio Transmission frequency	AU: 916 MHz; UK: 868 MHz
Bluetooth Module	Bluetooth 4.1 at 2.4GHz
Bluetooth Range (to Smart device)	max 10m
Number of Heaters per Smart-Heat Connect	Up to 50 Heaters
Ingress Rating	IP20 (Indoor use ONLY)
UV Rating	Not suitable for direct UV exposure
Operating Temperature	- 20°C to 50°C
Country of Manufacture	Made in Italy

GETTING READY

This instruction manual will detail the steps to configure the Bromic Heating App and Smart-Heat-Connect™, which will allow the user to operate Bromic Heater(s) using a smart device.

You will need the following:

- Bromic Smart-Heat Connect for your region (refer to table on page 4 for part number).
- An iOS or Android smart device with Bluetooth function and access to the App Store or Google Play Store.
- Installed and Operational Bromic Controller(s).
- The Remote supplied with each Bromic Controller (installed by a licenced contractor).

Note: Each Controller and its paired Remote are pre-programmed with unique codes for each button operation.

STEP 1 - Verify Remote functions

Please verify the operation of the Remote and Controller before beginning. Refer to the instruction manual supplied with the Controller.

If the paired Remote does not work with the Controller, or if the Remote is missing, device configuration must be conducted by a licenced electrical contractor following instructions in section 3B under "DEVICE SETUP", and the instruction manual supplied with the Controller.

Note: Test the Remote in the same location where the Smart-Heat Connect will be permanently located to verify if Bromic Heater respond to its operations.

STEP 2 - Connect to power supply

Connect the Smart-Heat Connect to a power source using the power plug provided in the box.

Note: The Smart-Heat Connect must be located within 30m from the Controller.

STEP 3 - Download the App

Go to the App Store or the Google Play Store, download the Bromic Heating App.

Launch the App to verify device compatibility. A system update maybe required if device operating system is out of date.

A DEMO Installation is available for exploring the functionality of the App before pairing a Smart-Heat Connect.

STEP 4 - Verify the manual version

Due to regular App updates, please visit Bromic website at:
https://www.bromic.com/technical-resources/ to ensure you have access to the latest version of this manual.

⚠ Electrical hazard when connected to 240V AC.

⚠ Ensure the Smart-Heat Connect is plugged into a power source within 30m from the Bromic Controller(s).

⚠ Contact an Electrician if the Remote is missing or not functional.

DEVICE SETUP

Section 1 – Connect to the Smart-Heat Connect

Follow the steps below to connect your smart device to the Bromic Smart-Heat Connect:

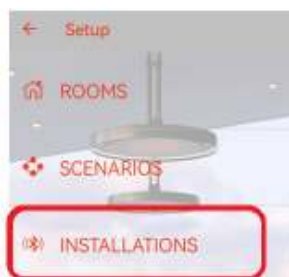1. Enable Bluetooth communication on the smart device and power up the Bromic Smart-Heat Connect.

2. Open the Bromic Heating App.

Note: For Android Devices, the user must accept the location access request (System requirement).

3. Click on the Setup icon on the top right corner of the screen to enter setup section.

4. Choose "INSTALLATIONS" and tap on "+ ".

5. Enter a new name and click "OK".

6. Type in the unique 4-character code and click "CONNECT" to pair the device.

Note: The unique 4-character code can be found on the label at the back of the Smart-Heat Connect.

7. Successful pairing is indicated once the version is automatically populated.
Note: If the connection is not successful, check if the Power supply is turned on, and ensure the smart device is within Bluetooth range (10m) from the Smart-Heat Connect.

8. Click "← " to return to the previous screen. Verify if your new Installation name appears below DEMO.
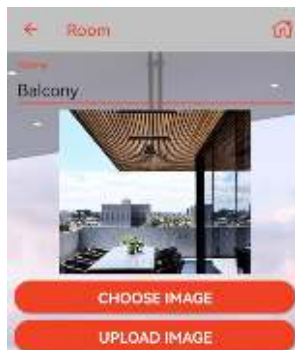
DEVICE SETUP

Section 2 - Create the Layout in the App

Follow the steps below to create all the Rooms and Heaters in each Room:

1. Choose the new Installation created in section 1. Tap the Setup icon then choose "ROOMS".

2. Click ON " + " to add a new Room. Enter a name.

Note: Customer can upload an image or choose an image from the App library.

3. Click on the " + " on the bottom of the Room setup page to add the Heater(s).

4. Choose the Heater type according to the Heater and Controller installed. (i.e. ON/OFF, Dimmer, Eclipse, ON/OFF 2CH).

5. Name the Heater, and click " ← " to save the Heater (Optional: Click on the Star icon to add a Heater to the "Favorites" list for easy access).

Note: For a split-element Heater, choose Device "ON/OFF 2CH".

Note: Multiple Heaters connected to a single Controller output must be setup as a single Heater in the App.

6. Add all remaining Heaters installed in this Room by repeating steps 3-5.

7. Repeat the above steps to add all remaining Rooms and Heaters.

Note: Hold and swipe left to delete a listed Room or Heater.

Note: Each Smart-Heat Connect can control up to 50 Heaters provided all Controllers are within 30m. Follow steps in section 1 to add additional Smart-Heat Connect if required.

DEVICE SETUP

Section 3A - Pairing with Remote

Each App Heater needs be paired with the respective Controller.

To pair your App Heater with the Controller, follow the steps below:

1. Locate the P3 Button on the Remote.

Note: For standard ON/OFF or Dimmer Remote, the P3 button is located inside the Remote. Open the Remote cover by inserting a small flat screwdriver into bottom recess left and right side tabs. Turn the screwdriver to release cover and access the P3 button as shown in the image below.

Note: For the Master (42 Channel) or Eclipse Remote, the P3 button is located at the back of the Remote. Use a pin to access.
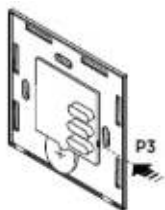
ON/OFF or Dimmer Remote   Master (42 Channel) or Eclipse Remote

2. Open the operation screen of the corresponding Heater in the App (see section 1 in "USER OPERATION").

3. Short press button P3 gently on the Remote, the Controller emits a continuous sound indicating learning mode.

4. Within 5s, press a button on the Remote. The sound stops for 1 second and then continues.

5. Within 5s, press the corresponding button on the App. Successful pairing is indicated by an intermittent sound from the Controller.

6. Test the function of all the other buttons in the App for the same Heater to verify operation.

7. Repeat step 2 & 3 for any button that is not working.

8. Repeat the above steps for all the other Heater(s).

Note: Keep all the Remote(s) in a secure place. Do not discard.

Section 3B (FOR ELECTRICIAN ONLY) - Pairing without Remote

If the Remote is not present or not functional, the programming must be done through accessing the Controller. The procedure must be carried out by a qualified electrician only after they have reviewed the appropriate Heater Controller Manual.

Follow the Controller installation manual to pair the App with the Controller. Substitute the remote with corresponding App buttons for pairing.

⚠ Electrical hazard when connected to 240V AC.

DEVICE SETUP

Section 4 (optional) - Setup Scenario(s)

The Scenario feature allows multiple Heater Controllers to be commanded with a single press. E.g. All Heaters to 50%, or Patio Heaters Off etc.

Follow the steps below to create a Scenario:

1. Create a new Scenario by accessing the menu "SCENARIOS" in Setup.

2. Tap " + " to add a Scenario. Enter a name for the new Scenario.

3. Tap " + " to add each Heater and select the intended operation under the new Scenario.

4. Once completed, click " ← " to save the new Scenario.

Note: Multiple Scenarios can be created for easy operation.

Section 5 (Strongly Recommended) – Backup Function

Note: this function enables the App settings to be saved in order to be transferred onto a new device without repeating the device setup process.

Note: The smart device must have an active internet connection during this procedure.

1. Open Setup menu and tap on "INSTALLATIONS".

2. Choose the Installation and tap on "BACKUP".

3. Choose an email method (e.g., outlook) to share the file with the intended device.

Note: A small file with .tbackup extension will be generated as an attachment.

4. Send it to the intended recipient. The email should also be sent to oneself as backup.

Section 6 (Optional) – Restore Function

Note: this function can only be performed if section 5 was completed previously.
Note: Ensure the smart device has an active internet connection and Bluetooth enabled.
Note: Ensure the Smart-Heat Connect is powered and within 10m range.

1. Download and install the Bromic Heating App onto the new smart device.

2. Open the email (refer to section 5) and click on the attachment.

Note: If the file did not open automatically, save it to the device. Find the file in download section and choose using the Bromic App to open.

3. Open Setup menu and click on "INSTALLATIONS". Name the Installation.

4. Enter the unique 4-character code and click "CONNECT". The version will appear to indicate successful connection.

Note: The Smart-Heat Connect can only be connected to one smart device at a time. Ensure Bluetooth is disabled on other pre-paired devices.

5. click on the "RESTORE" button, tap "OK" to confirm.

6. Return to the device operation menu to verify if the App setting is successful (refer to section "USER OPERATION").

USER OPERATION

Section 1 –Access Heater Operation Screen

Select Room   ->   Select Heater   ->   Set Heater
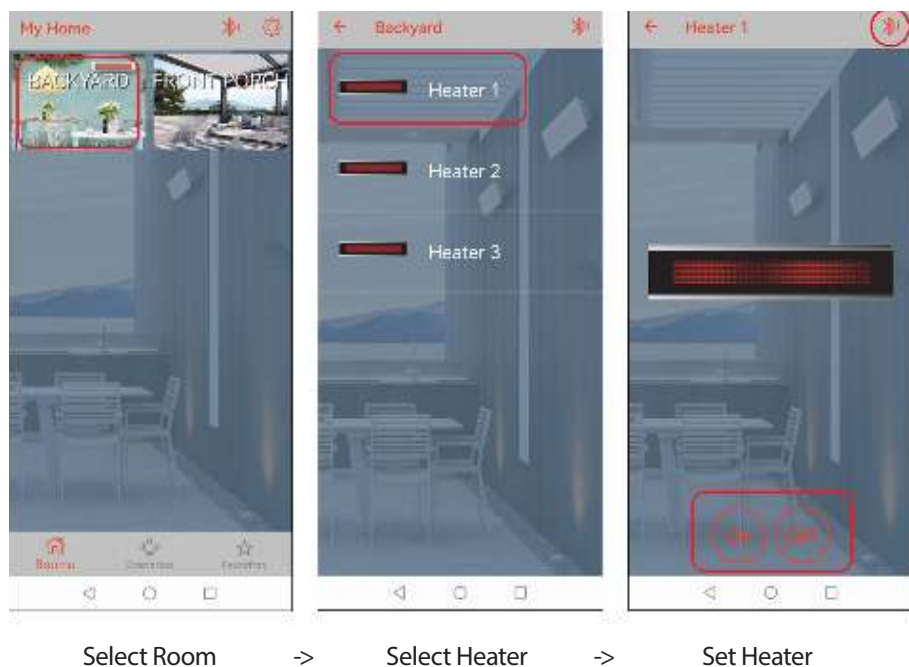
Important Note: Always verify the device status after any operation. The App does not provide feedback on the status of the Heater(s).

Important Note: Ensure the Bluetooth symbol is on. This indicates communication is good between Smart-Heat Connect and the smart device.

Section 2 (Optional) –Send A Scenario

The Scenario feature allows multiple Bromic Heaters to be set at preferred settings with a single tap.

Refer to section 4 under "DEVICE SETUP" for instructions to create Scenario(s).

1. Tap on the Scenario icon from the Home page.

2. Click on a Scenario from your list to send it.

3. Check the actual status of all Heaters to ensure the operation is successful.

Note: Communication can be affected by radio interference or Bluetooth range. Always verify the status of all Heaters after any operation, especially when turning Heaters off.
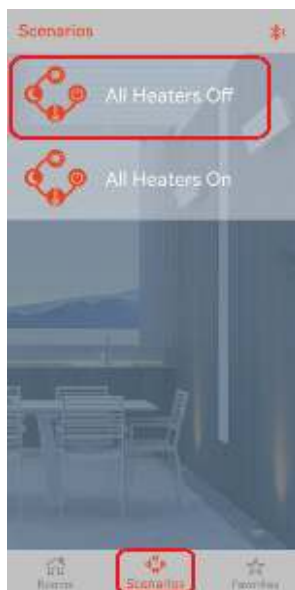

Section 3 (Optional)–Access Favourite Heater(s)

This feature allows easy access to your favourite Heater(s).

Refer to Section 2 under "DEVICE SETUP" for instructions to add a Heater to the favourite list.

1. Tap on the "Favorites" icon from the Home page.

2. Choose the Heater from the list to access its operation screen.

Note: Communication can be affected by radio interference or range. Always check the status of the Heater after any operation, especially when turning the Heater off.
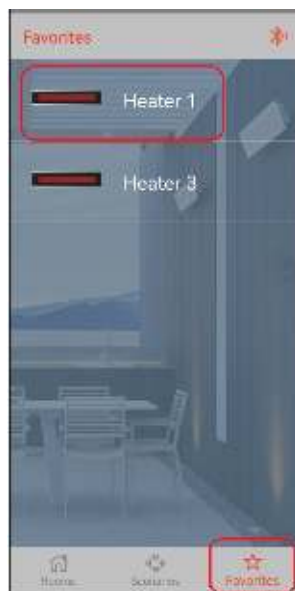
TROUBLESHOOTING

Symptom	Cause	Resolution
Command not working	Device is not on	Check power to Smart-Heat Connect is ON. Check power to Controller is ON.
	Bluetooth is not Connected	Check if Bluetooth is enabled on the smart device. Ensure the smart device is within 10m of the Smart-Heat Connect with no obstacles. Check if the Bluetooth symbol on the top right corner is present to indicate device connected.
	Device out of range	Connect the Smart-Heat Connect to a power supply closer to the Controller and try again.
	Radio interference	Turn off other radioactive devices in the vicinity and test again.
	Command has not been learned	Check with the paired Remote to see if command is operational. If so, repeat the steps in section 3A under "DEVICE SETUP" to pair with the App Heater.