

Preconditions for using the – MyStiebel app –



1) Connection of the heat pump system to the internet via ISG necessary

- The system must be connected to the internet via the STIEBEL ELTRON "Internet Service Gateway" (ISG). The ISG web and the ISG plus are compatible. The ISG must have the actual minimum software version as stated under point 3).

2) Compatibility with system and controller

- The MyStiebel app works in conjunction with systems and controllers of the generation WPM System / WPM 4 with the latest software version.
- Furthermore, it has limited downward compatibility with older software versions of WPM System / WPM 4.
- Controller generations other than WPM System / WPM 4 are not compatible.
- Systems and control units sold since mid-2020 are usually compatible.
- If you are in doubt of the compatibility of your system or controller, please contact your local Stiebel Eltron customer service.

3) Compatibility with the software version of the ISG

- The ISG needs to be an ISG web (product no. 229336) or ISG plus (product no. 233493). The minimum software version is **V5.12.2.1**.
- If your ISG does not have the minimum software version, an update upfront (before connecting with the app) is necessary. To receive necessary updates for the ISG software, you need to register on the STIEBEL ELTRON "Servicewelt". After registering, you can receive updates free of charge. For registering to the Servicewelt, please follow the instructions in the internal web browser of the ISG.
- If you are in doubt of the compatibility of the ISG, please contact your local Stiebel Eltron customer service.

4) Usage of the app not possible in conjunction with the "Energy Management Interface" (EMI) or "Energy Management Trend" (EM Trend)

- It is not possible to use the MyStiebel app at the same time as the STIEBEL ELTRON "Energy Management Interface" (EMI) or "Energy Management Trend" (EM Trend).

5) Usage of the app not possible in conjunction with a KNX system

- It is not possible to use the MyStiebel app in conjunction with a KNX building automation system.

6) Supported smartphones

- Smartphone app compatibility: iOS 14 or later, Android 8 or later.

7) Remarks

- The compatibilities apply exclusively to systems that are connected to original Stiebel Eltron control technology.
- Errors and technical modifications excepted.