

TB20222 – Gebwell Smart mobile app service user login

General: We have changed the service login functionality in the Gebwell Smart mobile application from version 1.0 onwards. When a maintenance user logs in, they have to insert heat pump controller's serial number as the PIN-code. Previously the application accepted a generic PIN-code (1000). The change was implemented to improve security when logging to service function.

The controller serial number can be found from the controller HMI (please see the instructions below).

Instructions:

1. When a user is logging in as a service user, they can select from the top part of the application whether they are logging in as a **"normal user"** or as a **"maintenance user"**.

10:50

← HEAT PUMP IDENTIFICATION ⚙️

User Maintenance

GEBWELL
SMART

Please select an heat pump

Choose a heat pump ▼

CONFIRM

● ●

2. When "Maintenance" is tapped, the user can now insert heat pumps serial number and PIN-code. The PIN-code is the controller's serial number, which is 3-5 numbers long. The service function is only available on heat pumps which have commissioning or service mode active.

HEAT PUMP IDENTIFICATION

User Maintenance

GEBWELL
SMART

GWIDARSC6N00000

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Maintenance login

You have up to 6 hours before automatic log out occurs.

CONFIRM

3. The heat pump controller's serial number can be checked from the controller's inbuilt HMI by going **Main menu -> Service -> Device information**. To get in to the service menu, the user has to login in to the controller using service code (2000).

Main overview ► Main menu ► Service menu ► Device information

Activation key	
Operating hours	911 h
Internal temp.	36.7 °C
Serial number	