

## Watts Home app – FAQ's

New to the Watts Home App? We've compiled a list of the most frequently asked questions about the Watts Home App to assist.

1. Which app should I use?
2. What's new in the Watts Home app?
3. Can I use the email address from my tekmarConnect account?
4. How do I change my password?
5. How do I create a new Watts account?
6. How do I add a device to my Watts Home App?
7. Why is it not possible to add a device?
8. How do I create a new location?
9. How do edit or delete a location?
10. How do I change a device's name or delete a device?
11. How do I share access to my devices with others?
12. How do I enable the notifications?
13. How do I change the language / temperature units / measurement scale?
14. How do I toggle between Home/Away and save energy?
15. How do I change the schedule?
16. How do I open the energy usage report?
17. How do I change the fan operation?
18. How do I change the humidity settings?
19. How do I check my app Version?
20. Why is a device missing?
21. My device doesn't respond to my changes in the App
22. Who can help me?

## 1. Which app should I use?

Watts offers several mobile Applications for various WiFi compatible products. SunStat Connect and tekmarConnect migrated to the Watts Home App and are now obsolete.



Watts Home

- SunStat Connect
- WiFi Thermostat 561 / 562 / 563
- WiFi Snow Melting Control 670 / 671



InvitaConnect

- Invita WiFi Thermostat 564 and 564B (only)



tekmarNet

- tekmarNet Gateway 486 communication

## 2. What's new in the Watts Home app?



The Watts Home app includes the following improvements:

- Enhanced user account security with 2-factor verification code (supported by Microsoft)
- Mobile account family sharing
- Text message, push and email notification options
- Help section for product and customer support
- Fix for account login timeout



(Note: Latest Android / iOS version required)

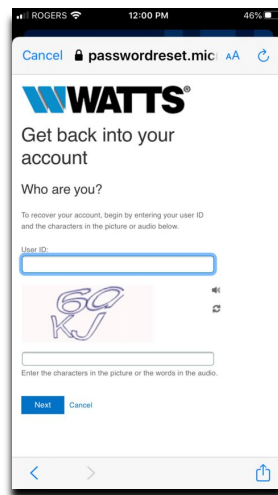
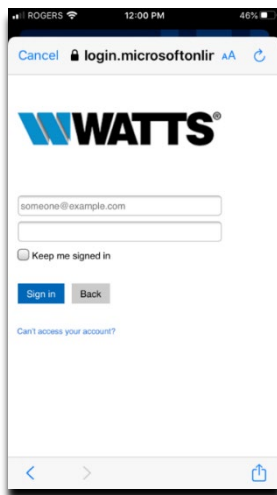
### 3. Can I use the email address from my tekmarConnect account?

Yes, you can use the same address, but you must change the password. > **4. How do I change my password?**

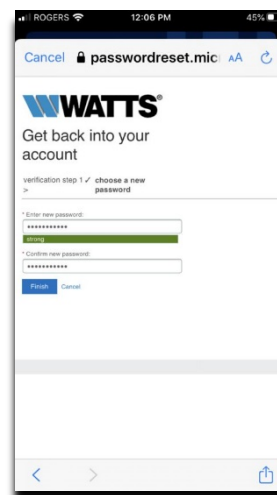
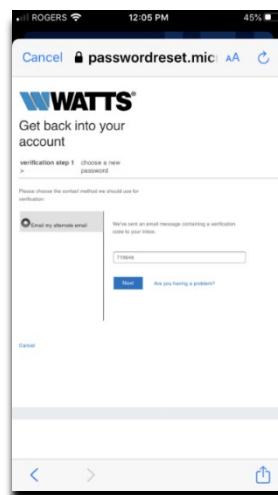
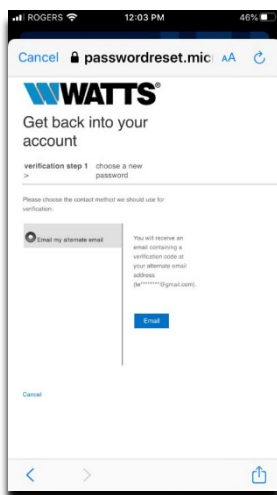
Please review the following app release notes: <https://www.watts.com/support/getwattshomeApp>

### 4. How do I change my password?

1. Press **SIGN IN** and “Can’t access your account” on the start screen
2. Enter your email address, the Captcha characters and then press Next



3. Check your email for an account recovery email from Watts
4. Enter the verification code and generate a new password.

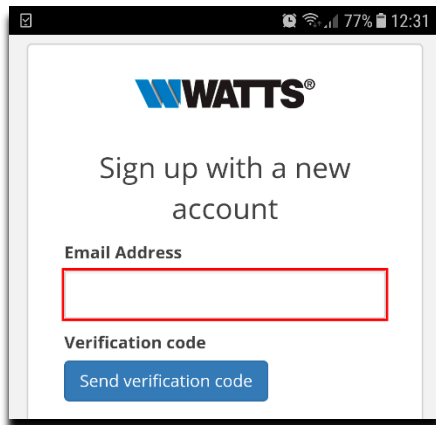


## 5. How do I create a new Watts account?

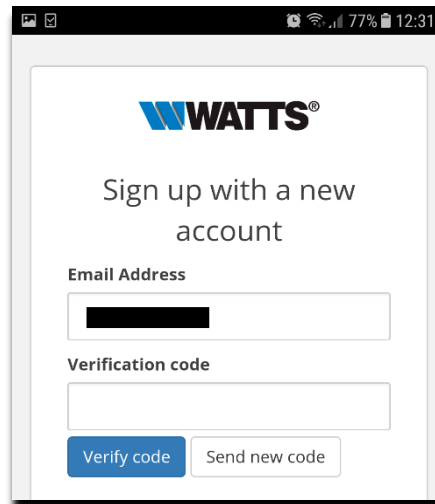
Click on the Watts Home app start screen on Create an account and follow the steps below.

**Note: It is very important to verify the code first!**

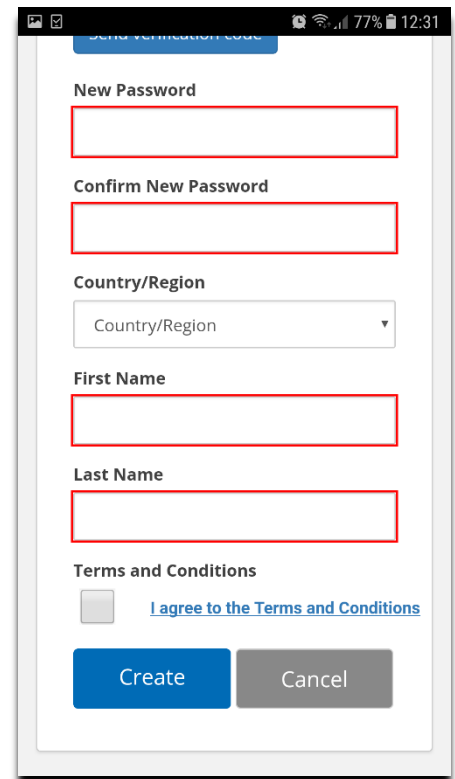
1. Enter your email address and click “Send verification code”
2. Check your email account for an email from Watts
3. Enter the verification in the empty field and click “Verify code”
4. AFTER verification- create a password and enter your name.
5. Agree to the Terms and Conditions
6. Click “Create”



The screenshot shows the Watts app sign-up screen. At the top is the Watts logo. Below it, the text reads "Sign up with a new account". There are two input fields: "Email Address" and "Verification code". The "Email Address" field is highlighted with a red box. Below the "Verification code" field is a blue button labeled "Send verification code".



The screenshot shows the Watts app sign-up screen after clicking "Send verification code". The "Email Address" field now contains a blacked-out email address. The "Verification code" field is highlighted with a red box. Below it are two buttons: "Verify code" and "Send new code".



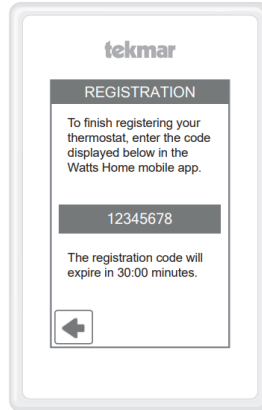
The screenshot shows the Watts app sign-up screen after clicking "Verify code". The "New Password" and "Confirm New Password" fields are highlighted with red boxes. Below them is a "Country/Region" dropdown menu. The "First Name" and "Last Name" fields are also highlighted with red boxes. At the bottom, there is a checkbox for "Terms and Conditions" with a link to "I agree to the Terms and Conditions", and two buttons: "Create" and "Cancel".

Notes: The app requires you to create a Microsoft account, which is shared between all Watts Apps.  
You can use this account for all Apps.

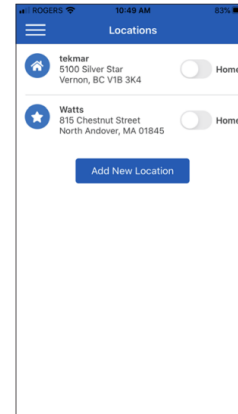
## 6. How do I add a device to my Watts Home App?



**Step 1**  
Create a new account. Then login using your username and password.



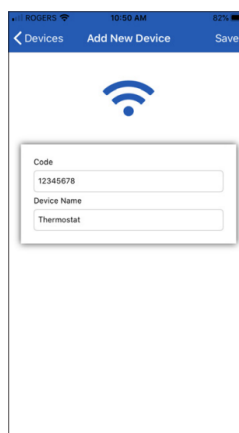
**Step 2**  
On the thermostat, go to WiFi menu and press Register Device.



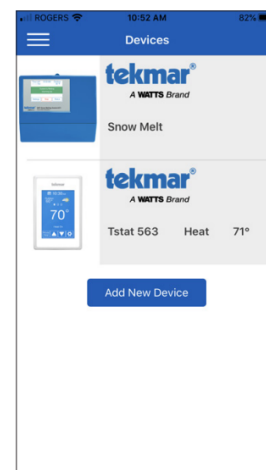
**Step 3**  
Swipe left (Apple) or long hold (Android) to edit the Location name.



**Step 4**  
Press the Location name and Add New Device.



**Step 5**  
Enter the 8 digit code from the thermostat into the mobile app. Then enter the thermostat's room name.



The thermostat is now listed on the Devices page.

**Note:** All our WiFi products list the registration code in the WiFi menu. The code does change every 30 minutes. The registration of the device requires a stable internet connection. A missing, an un-accessible or grayed out "Registration Code" is indicating an interrupted internet connectivity.

In case you can see the registration-code entry listed but can't receive it > **21. Who can help me?**


## 7. Why is it not possible to add a device?

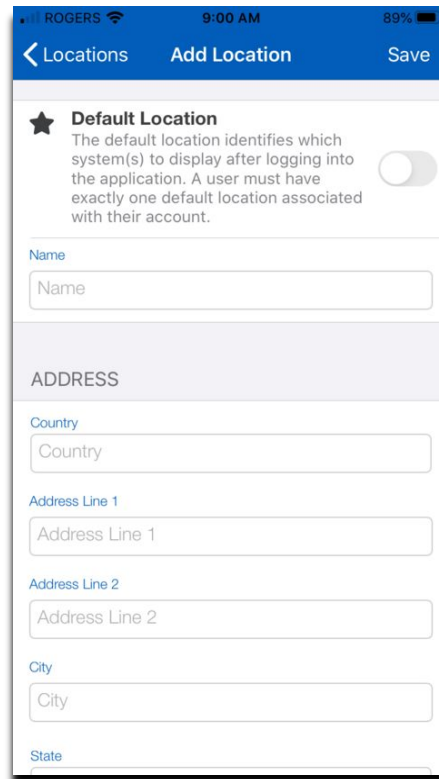
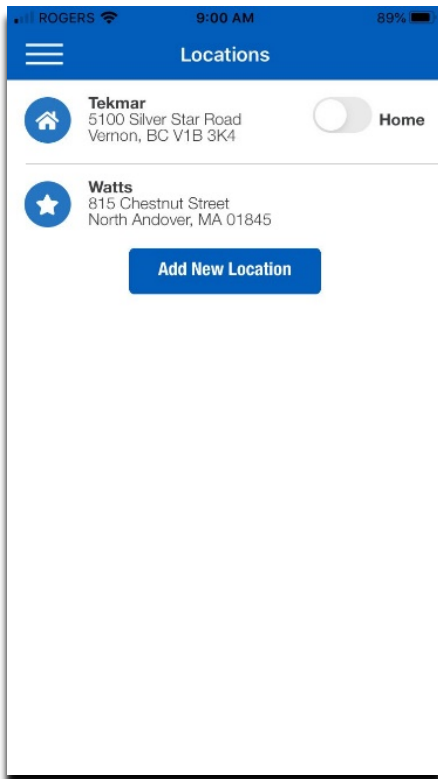
Check the following points:

1. Is your device compatible with the app?
  - **1. Which app should I use?**
2. Are you the administrator/master of this location?
  - Members can't add any devices to a shared location
  - **5. How do I create Account?**

## 8. How do I create a new location?

While creating a new account, a default location called "My Location" will be automatically created.  
Note: You can have several locations, each with multiple devices.

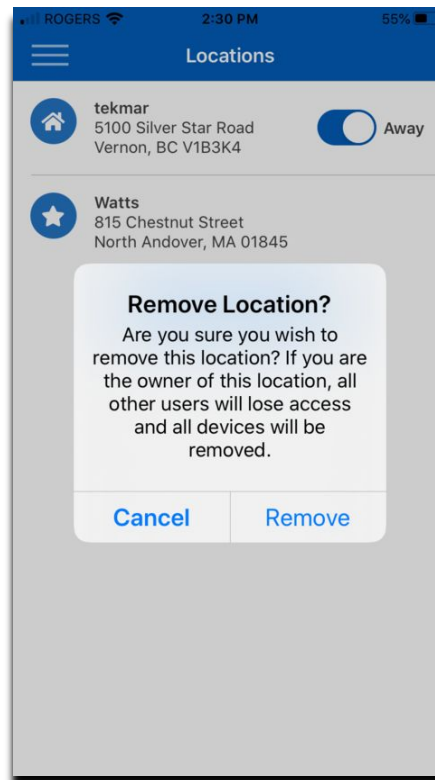
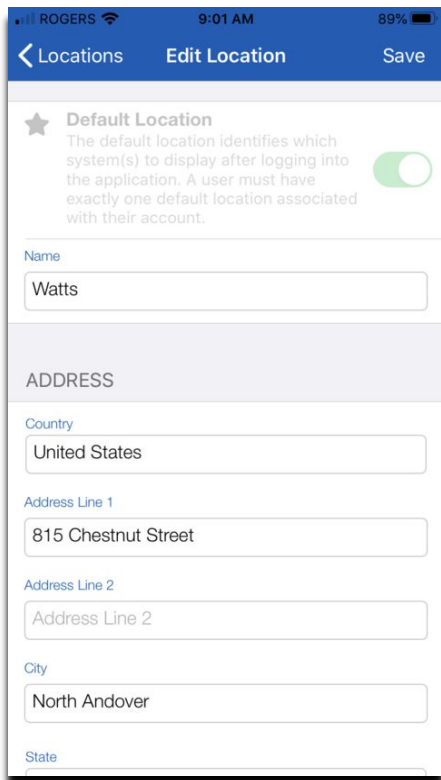
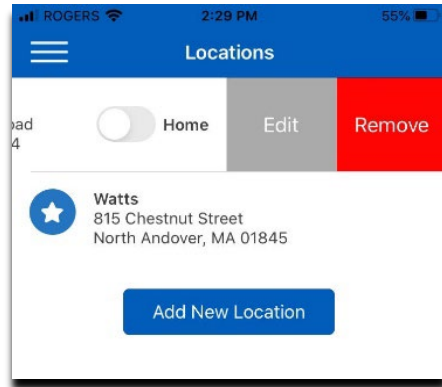
1. Select the menu icon  > click on My Locations.
2. Select the "Add New Location" button and enter the building location information.
3. You can make this the default location when the app opens by selecting "Default Location".




## 9. How do I edit or delete a location?

Select the menu icon  > Select Locations

Android: Press and hold the location name. A window will appear to edit or to remove the location.  
Apple: Swipe left on the location name. Select the option to edit or to remove the location.

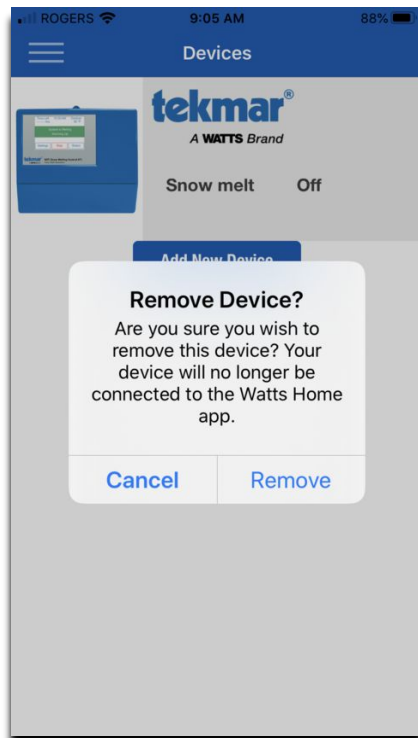
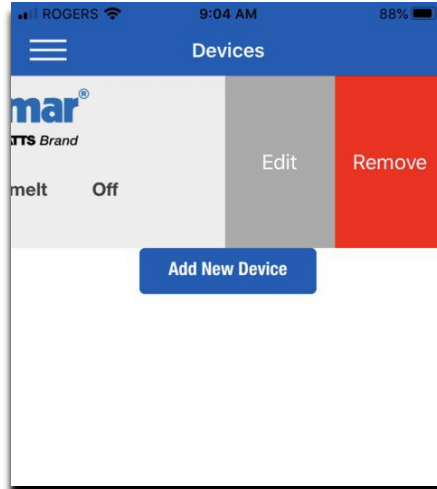
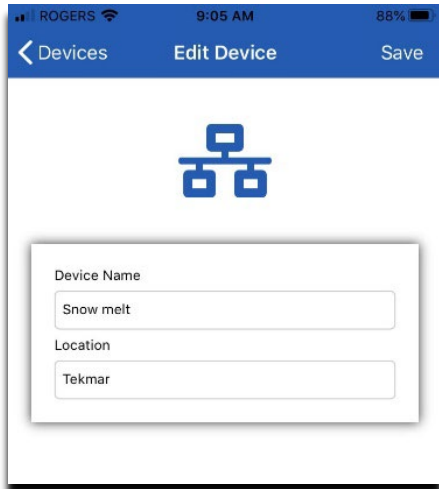


## 10. How do I change a device's name or delete a device?

Select the menu icon  > Select Locations > Select the Location with the device

Android: Press and hold the device's name > A window will appear to edit or to delete the device.

Apple: Swipe left the device's name. Select the option to edit or to delete the device.




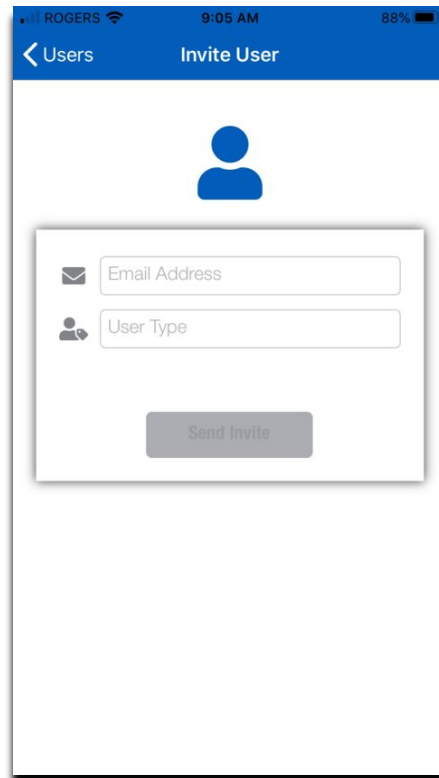
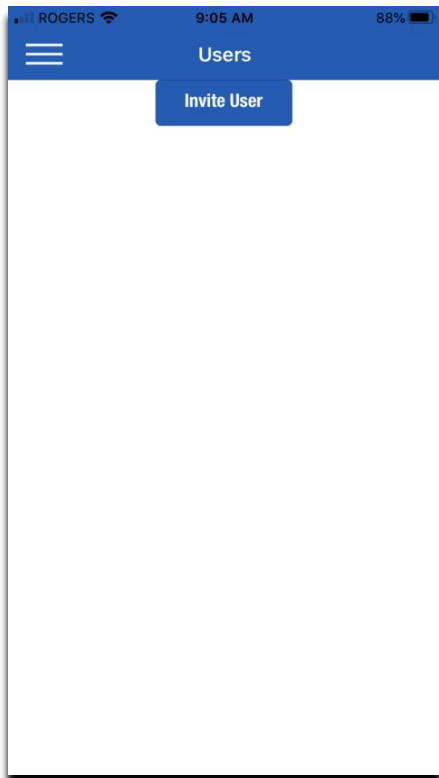


## 11. How do I share access to my devices with others?

The person that creates a location and adds new devices becomes the location administrator. The administrator can then invite other users to view the devices at that location. A user can change the temperatures and will receive the same notification messages as the owner/administrator.

Note: **The user can't edit, delete or share the location.**

1. Click 
2. Select Users (only an administrator can see the entry "Users" at this location)
3. Select Invite User
4. Enter the email address of the person that you wish to invite
5. Select Send Invite
6. The invited user will receive an email with a link to setup their Watts Home account.

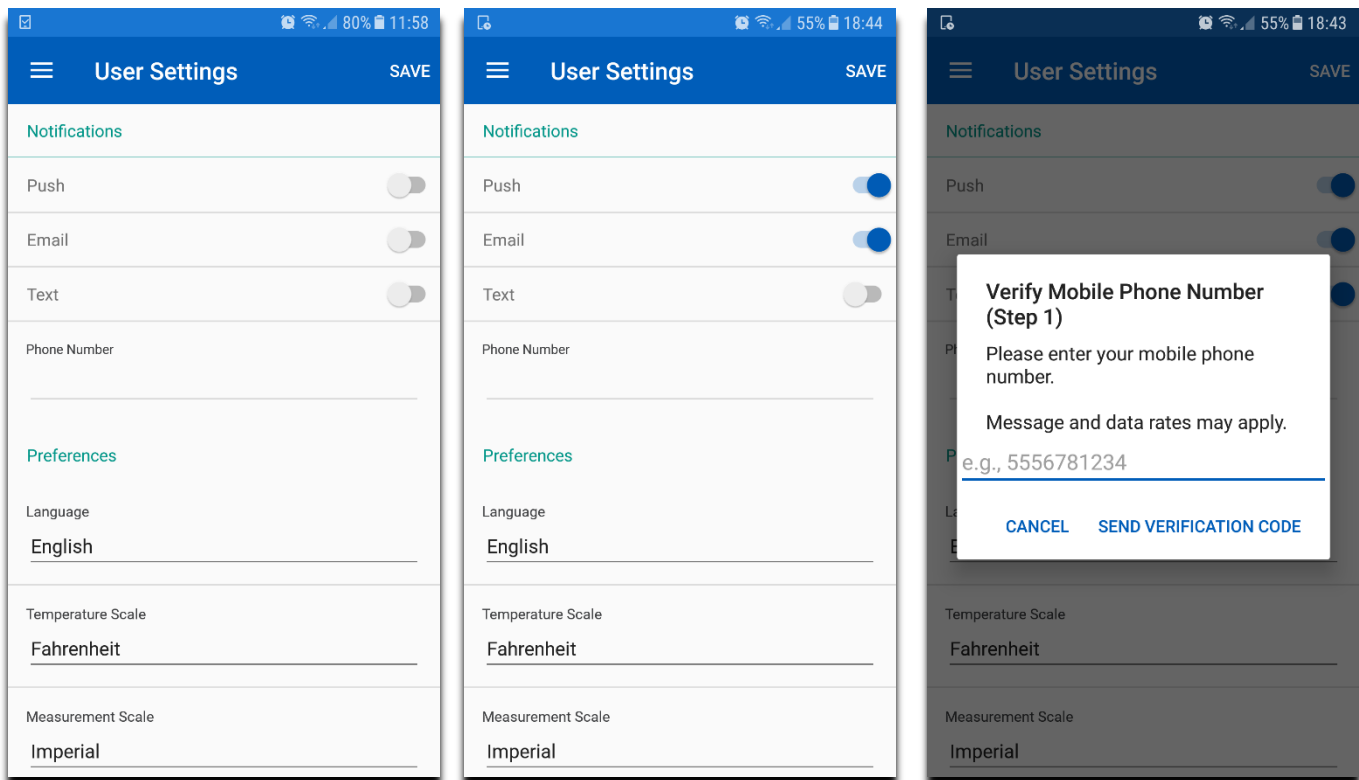


## 12. How do I enable the notifications?

Select the menu icon  and open the Settings

There are 3 ways to receive the notifications:


- Push – Realtime notification like from a messaging app
- Email – emails will be sent to your Watts Home account
- Text – messages will be sent to your mobile phone number - **Note: verification required**

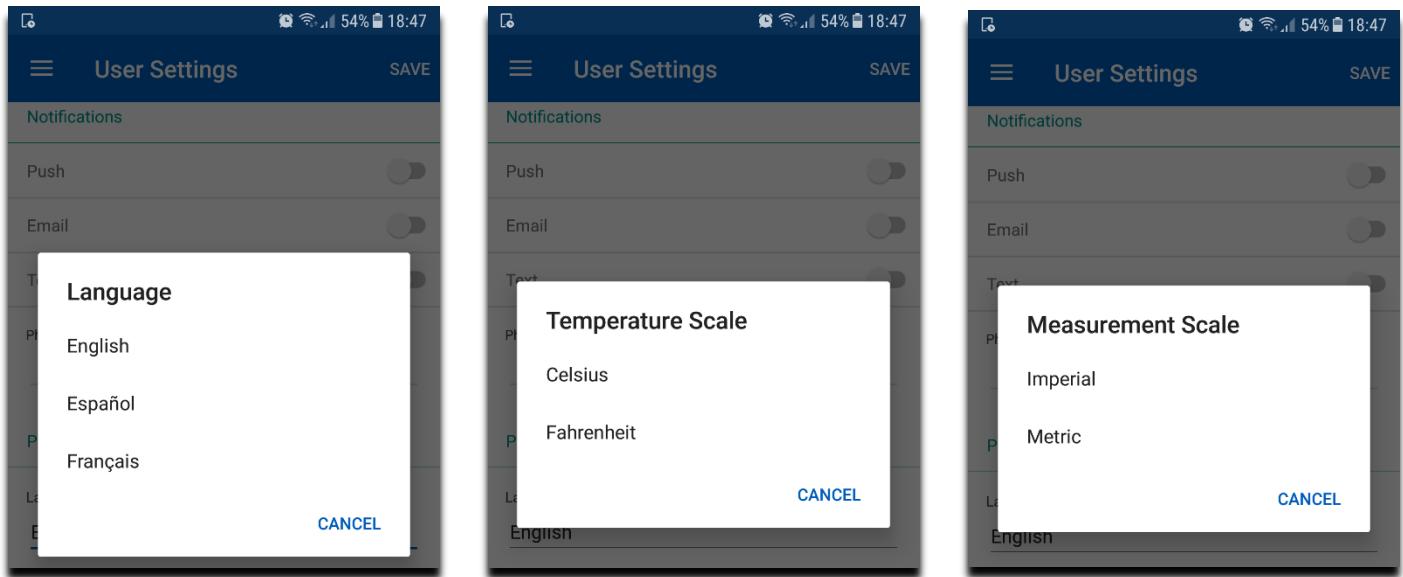


**Note:** There are many different types of notification-messages available, which vary between the WiFi controls due to their different applications and features. New app features and updates might add additional notification-messages. Please review the product specific manuals on our homepage for additional details.

### 13. How do I change the language / temperature units / measurement scale?

The control and App settings are separated from each other, they need to be changed individually.


1. Click 
2. Select Settings
3. Choose the desired app setting

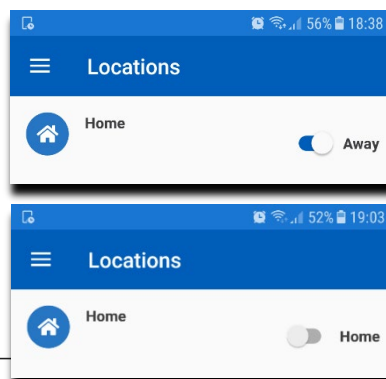


### 14. How do I toggle between Home/Away and save energy?


The Home/Away toggle lets you save on energy costs while you are away from your building location for a day or more. Simply set your whole location to "Away" and all thermostats operate at an energy saving setting for both heating and/or cooling, and the snow melting system has the option to not melt. Prior to your return, set the location to "Home" and all thermostats and the snow melting system will resume normal operation.

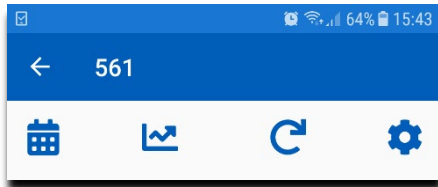
If the location is unoccupied on a predictable, repeating schedule, it is recommended to set up a schedule rather than using the Home/Away toggle. > **15. How do I change the schedule?**

1. Click 
2. Select Locations
3. Change the status of a location



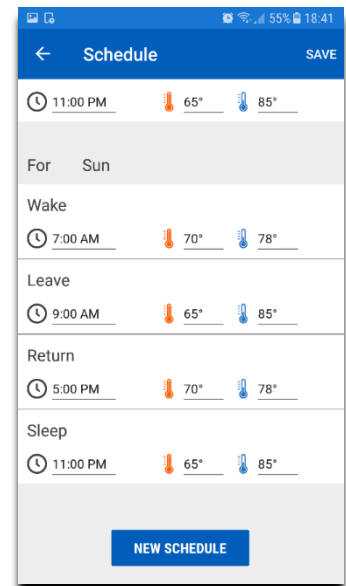
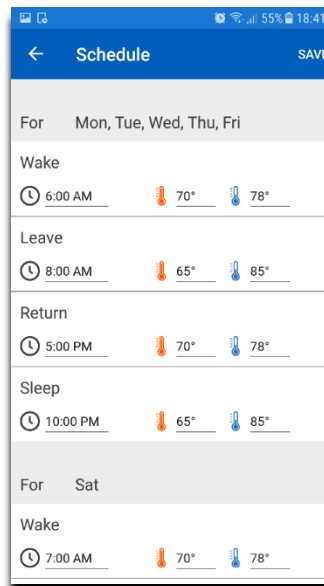
## 15. How do I change the schedule?

The schedule can be opened in the device screen - click 



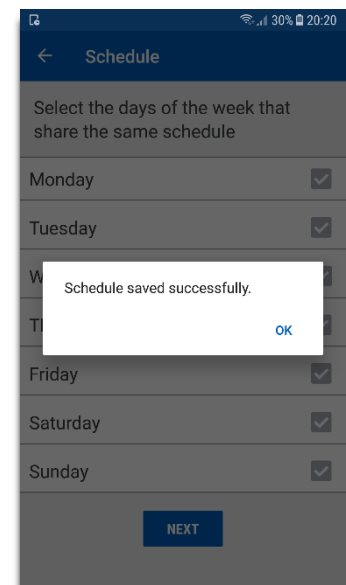
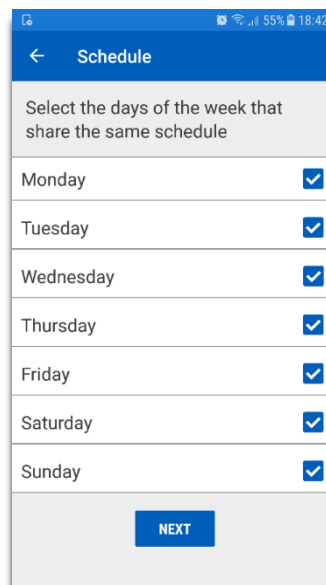
### Schedule adjustment:

1. Click on the time / temperature to adjust it
2. Click "Save"




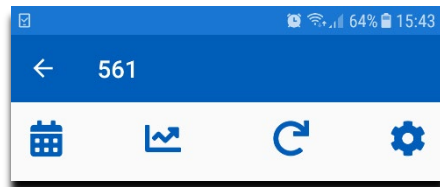
### New Schedule:

1. Click "New Schedule"
2. Choose the days that share the same schedule
3. Set the event, time and temperatures
4. Save the schedule

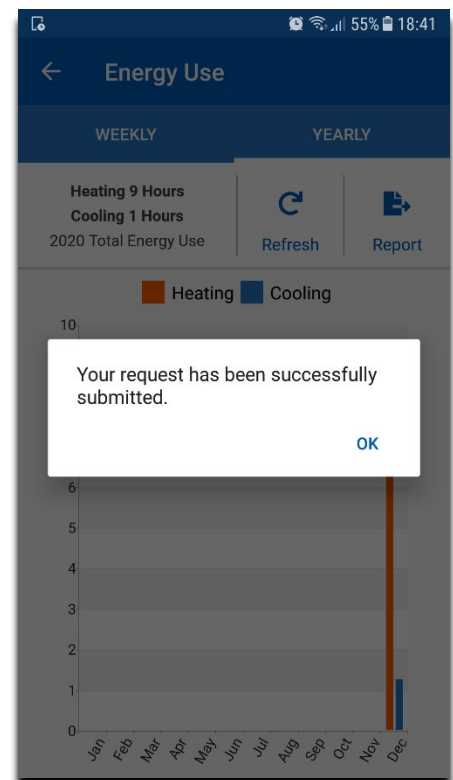
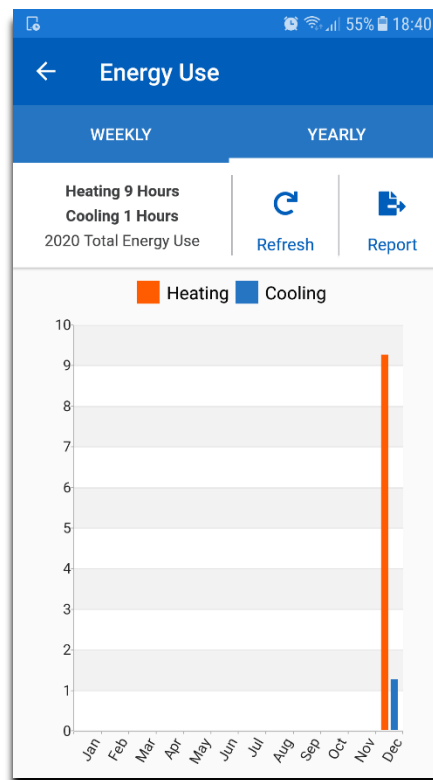
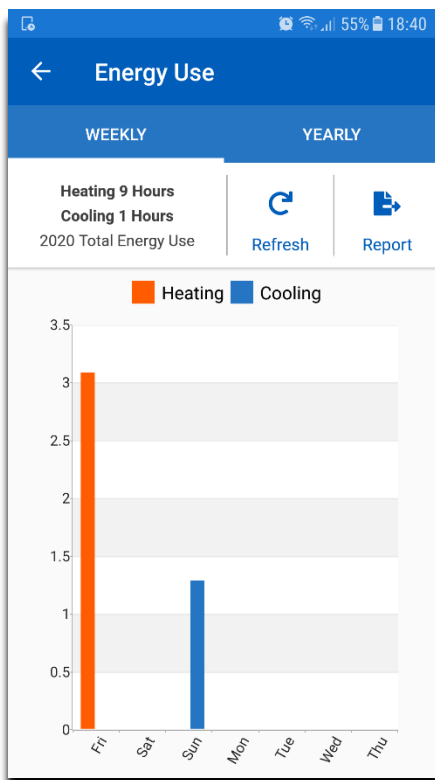


## 16. How do I open the energy usage report?

The Energy Use can be reviewed in the device screen - click 




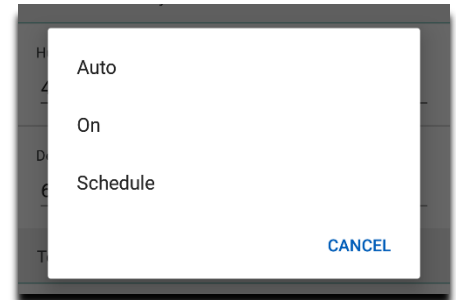
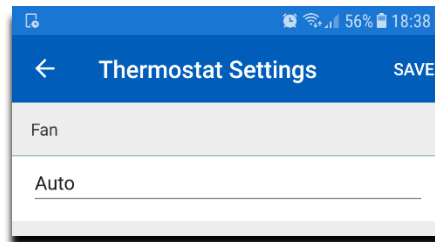
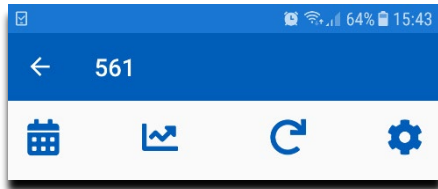
The Energy Usage Report lists the usage in runtime hours per day, week and years. It can be sent to your email account in a CSV file format. A spreadsheet program such as Microsoft Excel can be used to review the file.



Note: The report does list the “enabled”- time of your equipment/the relay only. Every system has a different energy usage per hour and it’s not possible to provide specific details at this point. Please multiply the hourly energy usage of your heating / cooling system with the runtime that’s listed in your report.

## 17. How do I change the fan operation?


The Fan settings can be changed in the device screen – Click 

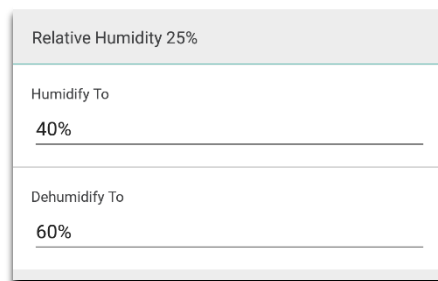
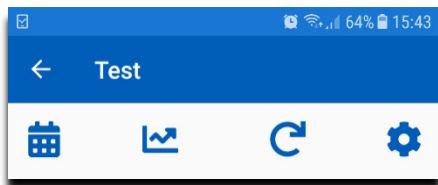


The 3 Fan operation modes are:

- Auto: Fan operates in auto mode (Check the Fan Relay settings in the thermostat)
- On: Fan turns On
- Schedule: Follows the schedule (Check the Schedule settings in the thermostat)

## 18. How do I change the humidity settings?

The Humidity settings can be changed in the device screen – Click 




The available range:

- Humidification: 10% - 80%
- Dehumidification: 20% - 90%

Note: Applies to WiFi Thermostat 563 only. Relative Humidity reflects the current room humidity.

## 19. How do I check my app version?

The Watts Home app version is listed at the bottom of the main menu > click 




The app should auto update, unless it is set to “manual”.

**Android:** It's set to auto update by default unless the user has manually set it to not auto update. For Android, the auto update setting is within the google play application. If the three bars are touched within the google play App and the “My Apps & Games” item is selected, then the UPDATES item will show if they are auto updating or not.

**iOS:** Auto update it is turned off by default. For iOS, the setting is within the Settings App (gear symbol) under General.


## 20. Why is a device missing?

Different reasons for a missing device:

- The device isn't listed in the default location - Check all your locations! > Click  > Locations
- The device didn't migrate to the Watts Home app and you will have to register it manually.
- The device is not registered to your Watts Home account.
- Somebody de-registered the device in the WiFi menu of the control.
- Loading of the factory defaults in the device disconnected / deleted it from your account.

In any of the cases mentioned above you will have to review > **6. How do I add a device?**

## 21. My device doesn't respond to my changes in the App.

Note: The changes made in the device are not updated in the App in real time. The App requires some time to refresh the information > Click  to refresh manually. Changes made in the app are affecting the control without any delay.

Test the following:

- Cycle the power to the Thermostat/Snow Melting Control
- Restart the router
- Connect the device to a 2.4GHz WiFi network

Does the App indicate a missing WiFi connection with an error message? > **23. Who can help me?**

## 22. Who can help me?

- To find a contractor in your area or to order additional product, click on the following link and enter your zip / postal code to contact our local representative for your area: <https://www.watts.com/how-to-buy-distributor>
- For additional product information, like manuals and product specifications, click on the following link and enter the product number/name in the search field: <https://www.watts.com/our-story/brands/tekmar> or visit <https://www.suntouch.com/>
- To contact our technical our support team:



tekmar® products: [tekmar.customerservice@wattswater.com](mailto:tekmar.customerservice@wattswater.com)



SunTouch® products: [designs@watts.com](mailto:designs@watts.com)