

Celsius Heat Pump WiFi Trouble Shooting Guide



The What?

The Heat pump and/or Inverter Life App will not connect during setup, or it has lost connection.

The Why?

Commonly this is because the user has installed a smart router or has modified the network names merging the 2.4ghz and 5ghz names together.

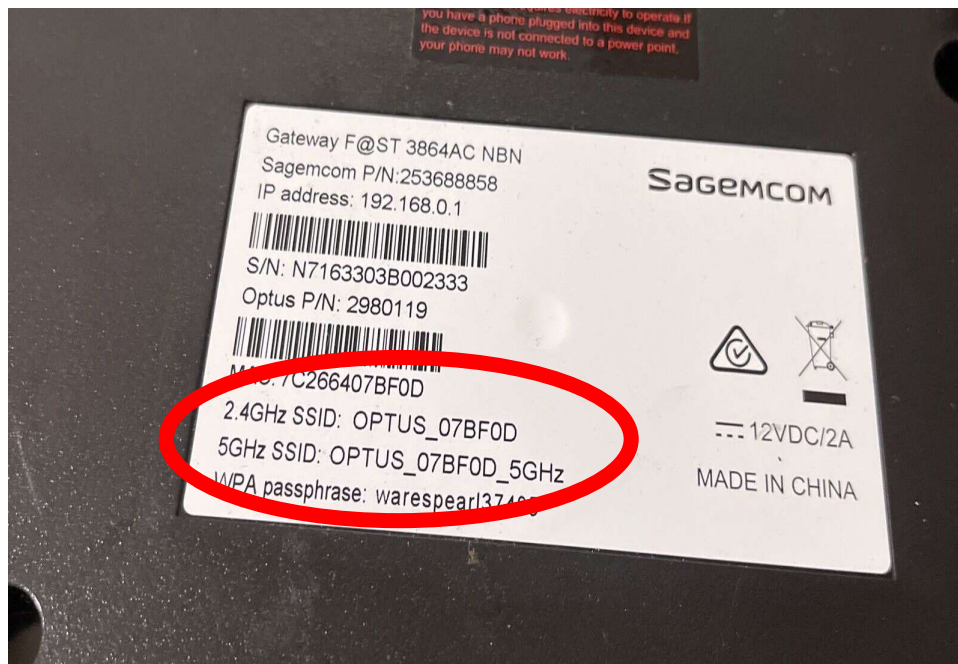
Other reasons could include range not being sufficient. Important to note that Wifi signals will be absorbed by metal so it will not pass through a shed. For example, that for every **wall** (Non-metal) the signal must pass through, the general rule of thumb is 2m-6m line of sight equivalent lost per wall (industry average real-world distance a router can reach is 90-100m LOS).

Troubleshooting

If you are unsuccessful on an option, please continue onto the next.

Option 1:

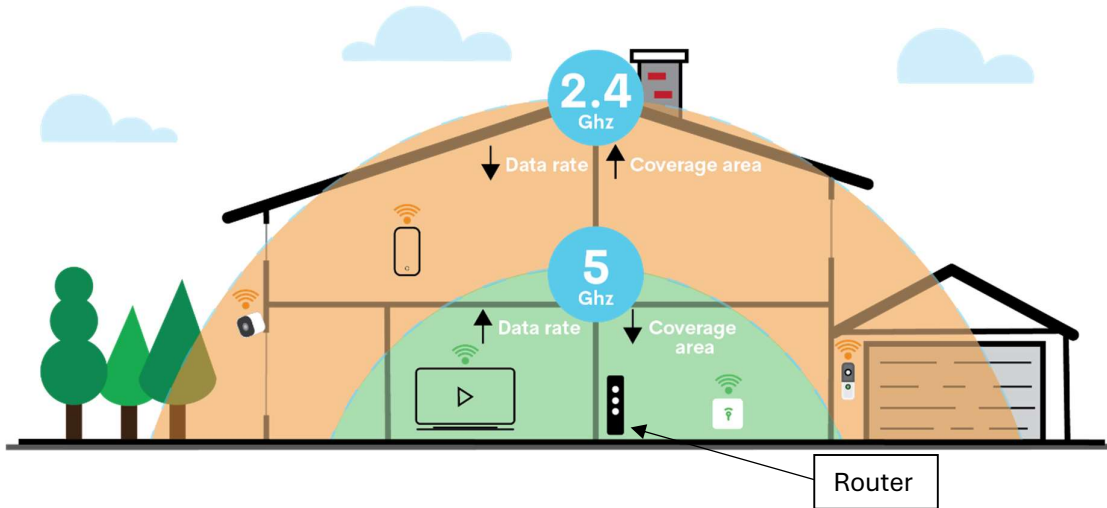
1. Check the network on the device (phone/tablet) you are trying to connect with is on the 2.4ghz network. The Heat pump will cannot connect to a 5ghz network, if your device is on the 5ghz network connect to the 2.4ghz and **forget the 5ghz network**.



Try again to connect.

Option 2:

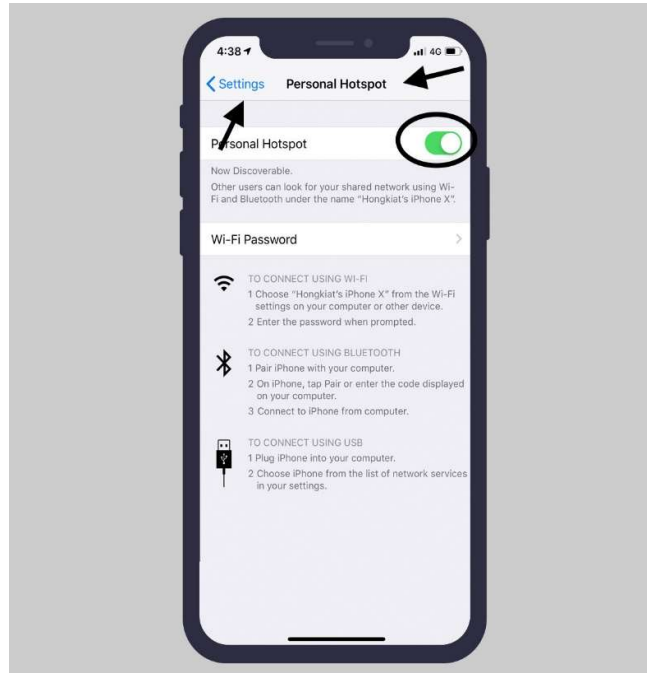
2. If you cannot select between 2.4ghz and 5ghz networks and/or if you are unsure if the user has a smart router the next step is to walk as far away on the property as you can to manually force your device onto the 2.4ghz network as 5ghz is a much shorter wave.



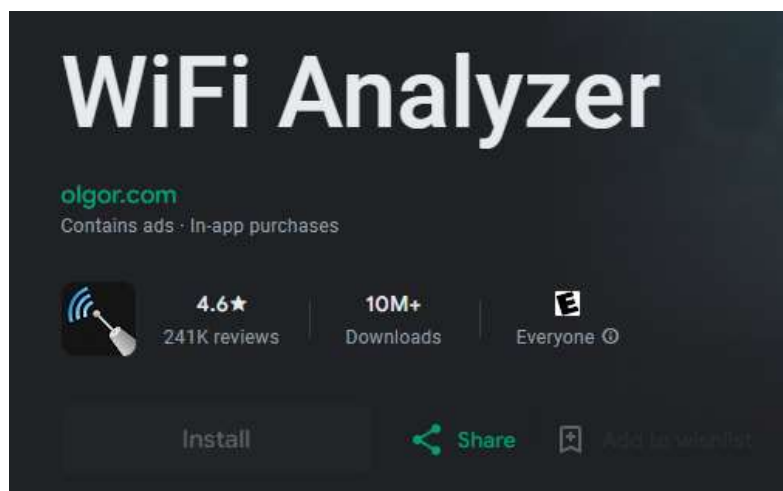
Try again to connect, if you cannot connect or see the heat pump you have not forced the 2.4ghz connection.

3. The next step is device dependent so it will be split into two parts.

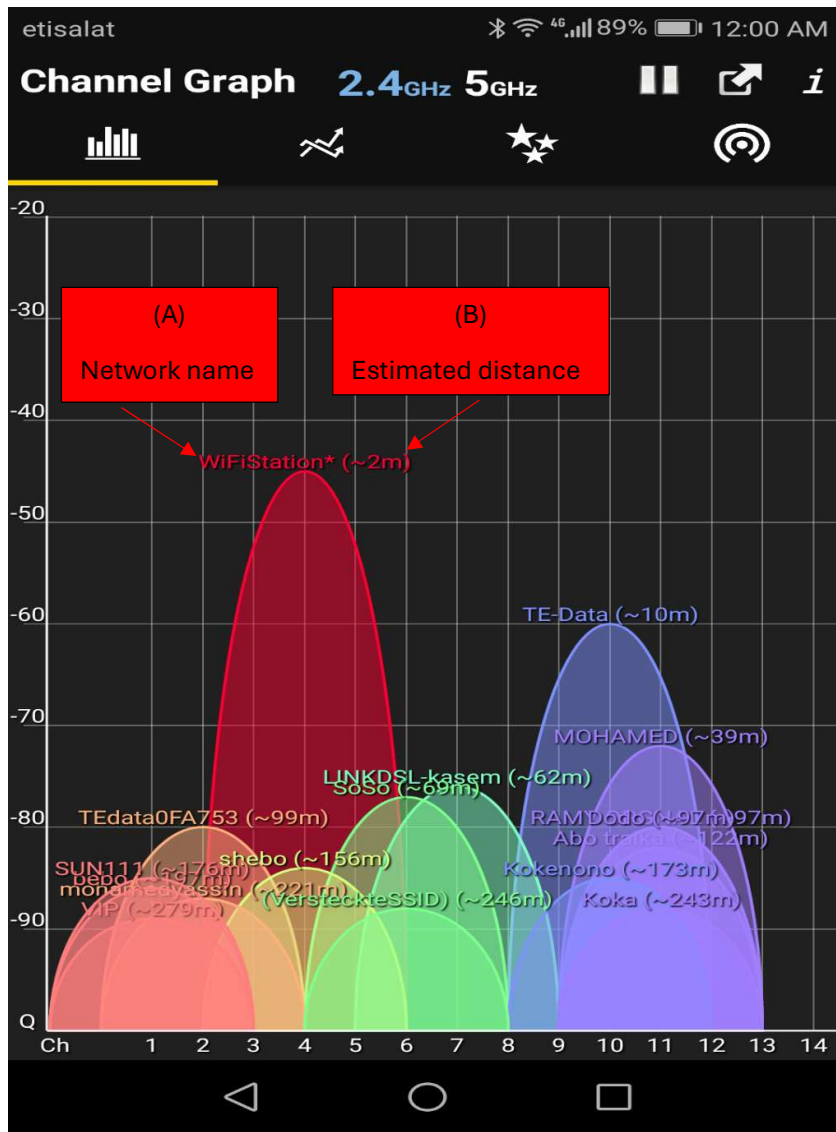
Iphone/IOS users: If you have two devices available, create a hotspot off of one device as this creates a “new” 2.4ghz network. This will enable you to connect to the new network on the other device to continue with setup and once this is complete you can revert it back to the original network.



Android: You can download an app called WiFi Analyzer (Not available on Iphone/IOS) which enables you to check to range, connection etc as well as the network to ensure you are within range of 2.4ghz but out of range of 5ghz. You can repeat the above step on Android however you will need to check compatibility as some devices can produce both networks via hotspot, refer to your device manufacturer or manual.



Below is how it should look via the app. You are looking for the network you wish to connect to and its strength. You can also use this to see how far you need to move when attempting the manual forced network change detailed above.



The only parts I want to make note of are the network names (A) and the estimated distance (B).

The taller the network on the graph the stronger the signal.

You can also toggle between 2.4ghz and 5ghz to check if you are in/out of range.

Try to connect again.

If you are still unable to connect, there is a possibility that there could be other issues that require a much more technical diagnosis beyond the scope of this guide.

Please contact Boss to discuss further options.

