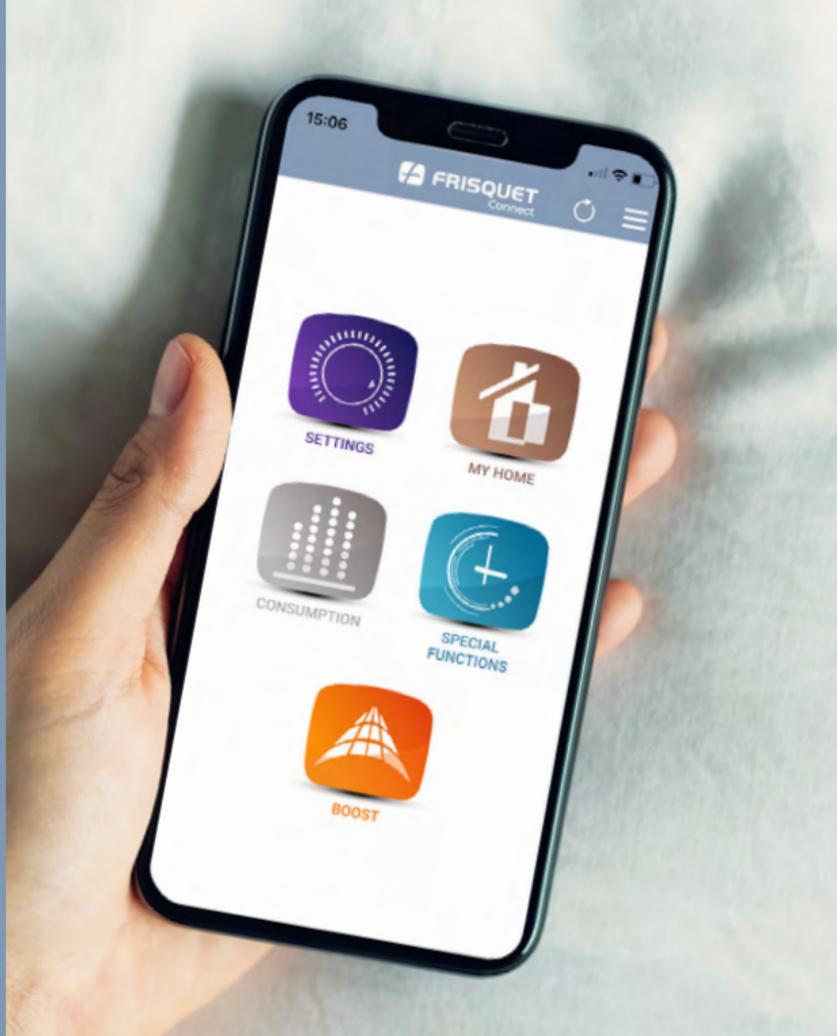




## Operating instructions





# TERMS OF SERVICE

## Minimum system requirements:

- **Apple IOS version 11.0 operating software and later versions**
- **Android 5.0 operating software and its later versions**

Application use requires the installation of the FrisquetConnect box and a FRISQUET boiler or heat pump equipped with ECORADIOSYSTEM Visio® control (consult your installer).

Your mobile device (smartphone or tablet) must have access to the public store of your OS (iOS or Android).

FRISQUET S.A. cannot be held responsible for the malfunction of the application due to software or hardware malfunctions of your devices (smartphone, tablet, computer, ISP box, router).

The use of the FRISQUETCONNECT service is conditional on the opening of a user account, after the prior acceptance of the General Conditions of Use and the Charter of Commitment of FRISQUET SA, accessible at the first connection of FRISQUETCONNECT, as well as on [www.frisquet.fr](http://www.frisquet.fr).

Our technologies are constantly evolving!

Find the latest version of this manual on [www.frisquet.com](http://www.frisquet.com)

# SUMMARY

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# START-UP

## Step 1: Download the application

The FRISQUET CONNECT app is available on the **App Store** and **Google Play**. You can also access the download page by scanning the QR code below or on the packaging of the FRISQUET CONNECT box.



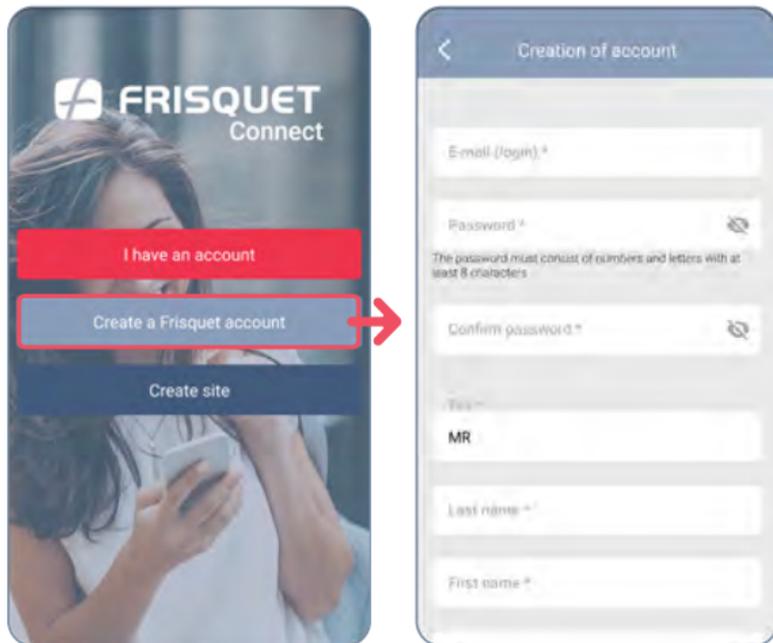
**Important:** It is normal that the application functions are not active when:

- The boiler or heat pump (PAC) is not powered.
- The boiler or the heat pump is on “Off” (red indicator light on the instrument panel on).
- The “Manual” position of the boiler or the heat pump is activated (hand symbol).

In these situations, the information or commands of the application will be incorrect or not applied.

## Step 2: Create your account

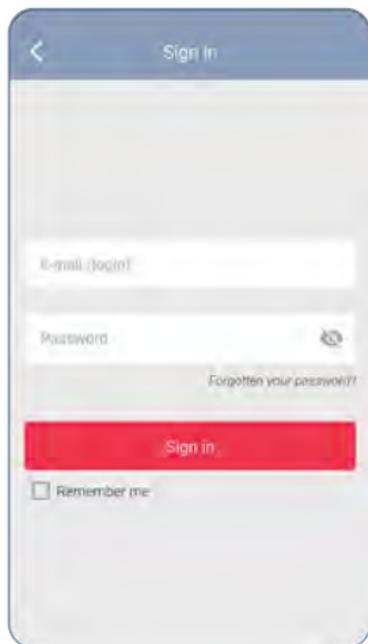
Launch the application. On the home page, press **“Create a Frisquet account”**.



1. Complete the form.
2. You will receive an activation email.
3. Click on the link to activate and complete the creation of the account.

**Note:** your password must be at least 8 characters long and consist of letters and numbers. It can also contain the following special characters: . ! @ # & % \$ ^ ? \_ - ( ) .

## Step 3: First connection



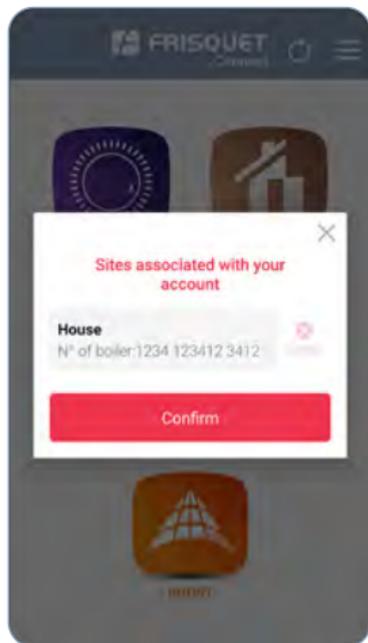
Once your account is created, you access the login screen (also accessible via the ***“I have an account”*** button on the home page). Enter your username (e-mail) and password.

After this connection, two situations arise:

1. Your site has already been created by the professional who installed your FRISQUETCONNECT box: see page 8/9.
2. Your site has not been created: see page 10.

## STEP 3: FIRST CONNECTION

### Situation n° 1: Your site is already created



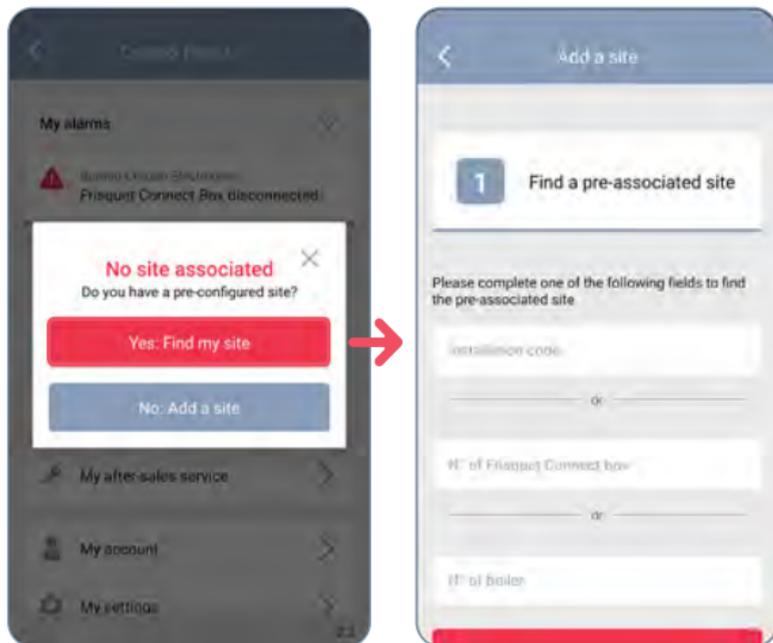
The creation of the site allows the recognition of the boiler or the heat pump and the FRISQUET CONNECT box.

After logging into your account, a message appears asking you to link your account to the pending site. Confirm to access the main menu (see page 13).

**Note:** A “site” corresponds to the habitat where the boiler or heat pump is located. The FRISQUET CONNECT application offers the possibility of managing several sites respectively equipped with a FRISQUET CONNECT box (example: main and secondary residences).

### STEP 3: FIRST CONNECTION

Situation n° 2: Your site is created, but your e-mail identifier is not recognized



Press

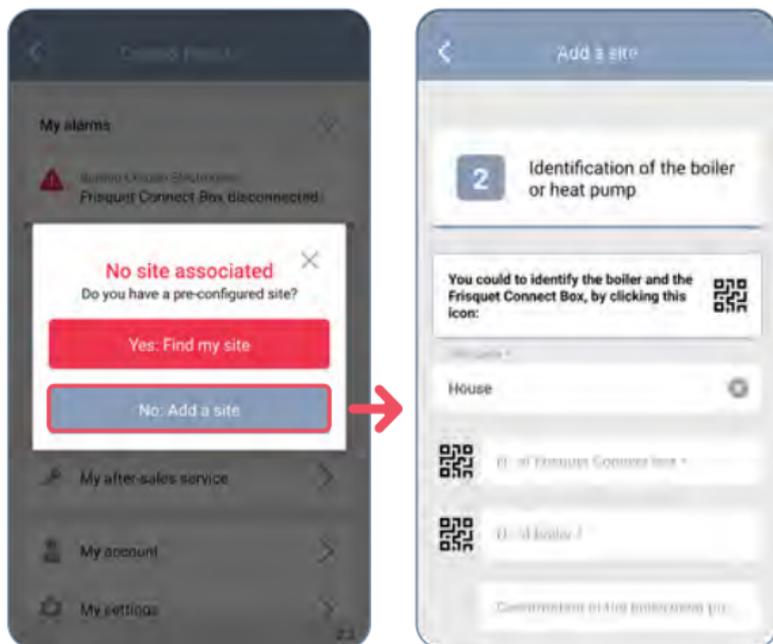
**“Yes: Find a site”**

and enter one of the three informations requested.

Then you access the main menu (see page 13).

## STEP 3: FIRST CONNECTION

### Situation n° 3: Your site has not been created



Press “ **No: Add a site** ”, and fill in the various informations requested.

For this step, you must bring:

- The **serial number of the FRISQUET CONNECT box** (on the back box).
- The **reference and serial number of the boiler or PAC\*** (on the nameplate or on the warranty card).

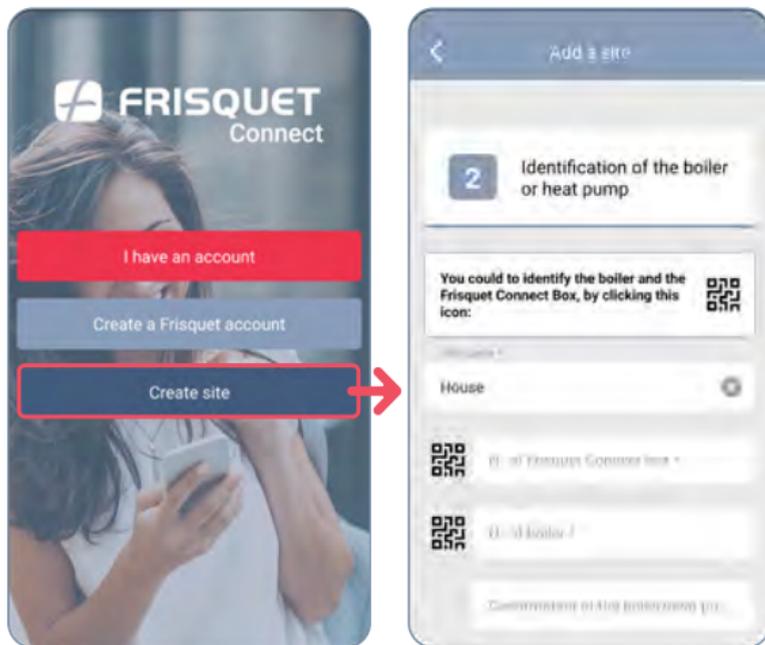
These data can be read with QR codes, if present on the products.

#### **\*IMPORTANT:**

For a heat pump, **the reference and the serial number** to be taken into account are those of the **Indoor Module**.

# CREATE A SITE

The creation of the site allows the recognition of the installed products.

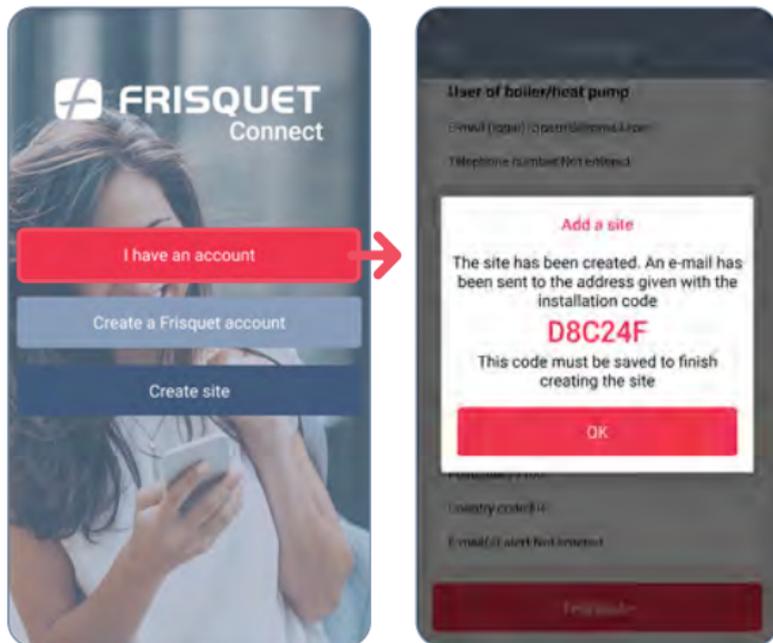


FRISQUETCONNECT allows you to manage several sites. To do this, you must identify them:

From the home menu, press **“Create a site”**. Follow the steps and fill in the fields.

- 1 Product identification
- 2 Site information
- 3 Summary

## CREATE A SITE



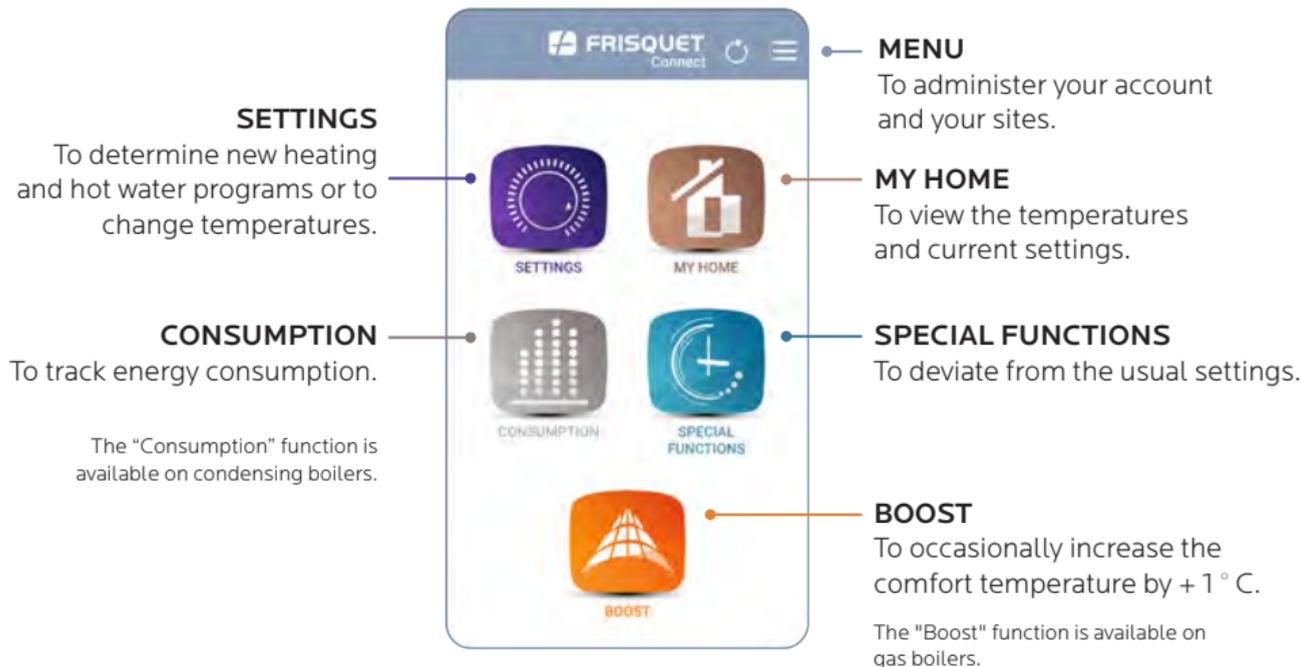
At the end of the operation, a pop-up appears with the code installation; an e-mail is sent to you simultaneously with this same code.

You are then automatically redirected to the page home. Log in by pressing the ***"I have a account"*** and go to the main menu.

The association code is a way to find your site to associate it with your account (see page 9).

# FUNCTIONNALITIES

## Overview of the main menu



# MY HOME

See at a glance the situation of your installation.



MY HOME

**VISUALIZATION OF THE CONCERNED ZONE**

**VIEW OF THE CURRENT PROGRAM**

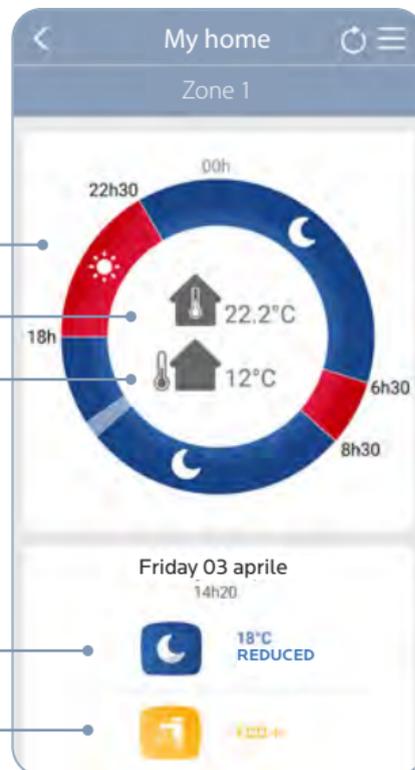
**TEMPERATURE IDENTIFICATION**

Interior  
Exterior \*

**CURRENT MODES**

Heater

Hot water

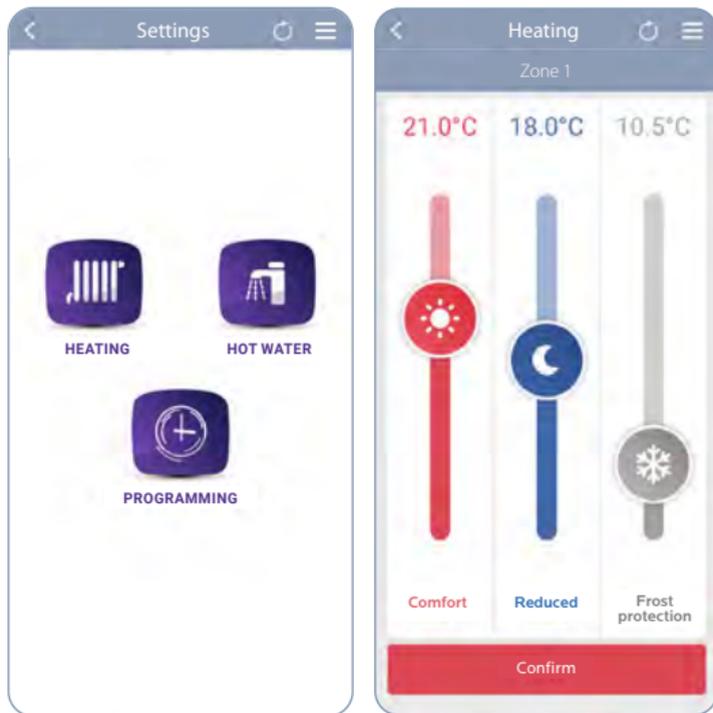


\* If an outdoor sensor is installed.  
This view is an example of display on boilers.

# SETTINGS



SETTINGS



## POSSIBLE SETTINGS

- The temperatures of the Comfort, Reduced and Frost protection modes.
- The different hot water modes.
- Programming of time slots for heating.

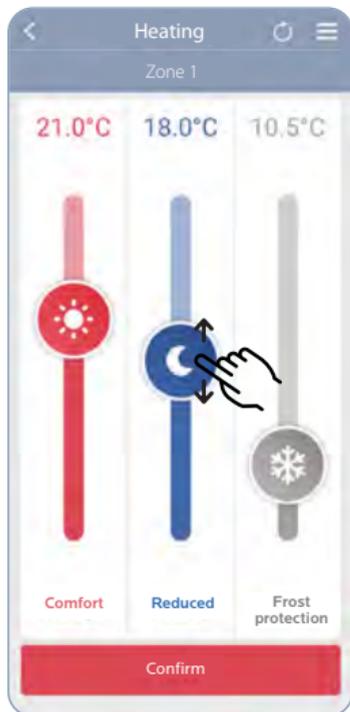
FRISQUET CONNECT allows you to make the settings for your heating in the same way as on your radio satellite\*.

These changes are made on your boiler and your radio satellite\* (synchronization may take 1 to 10 min.)

\* Room thermostat for heating control

## SETTINGS

Example n° 1: I want to change my temperature

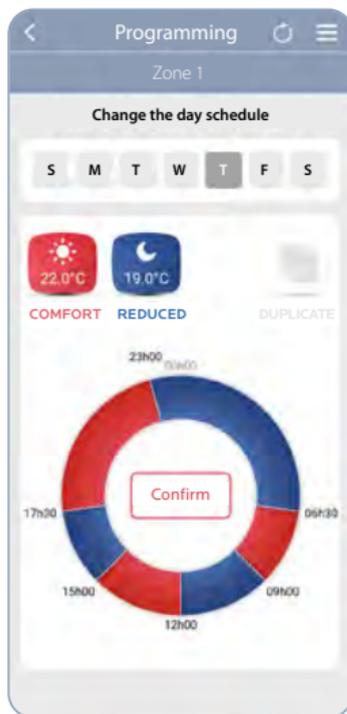
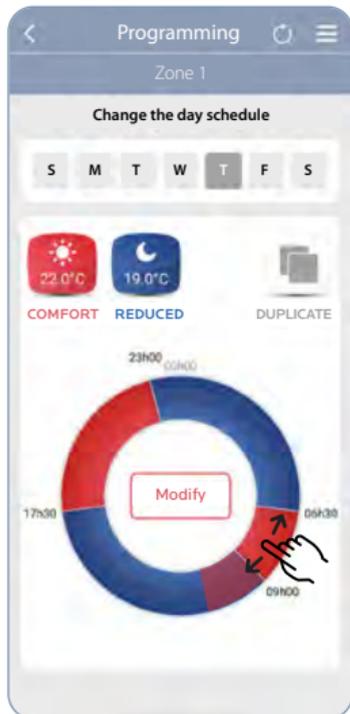


1. **Move** the slider for each mode to change its temperature.
2. **Validate** your changes
3. **Confirm** your choice

In the case of a multi-zone installation: these settings can be customized for each heating zone.

# SETTINGS

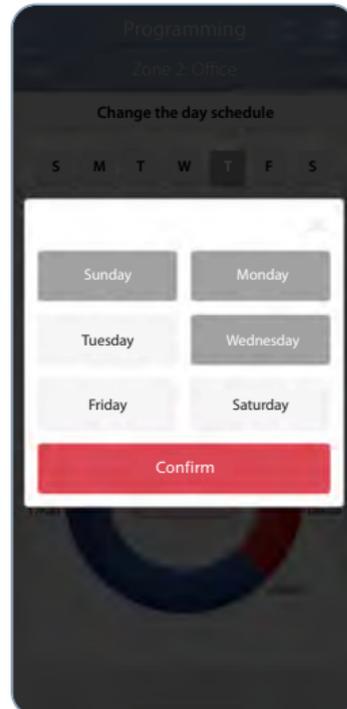
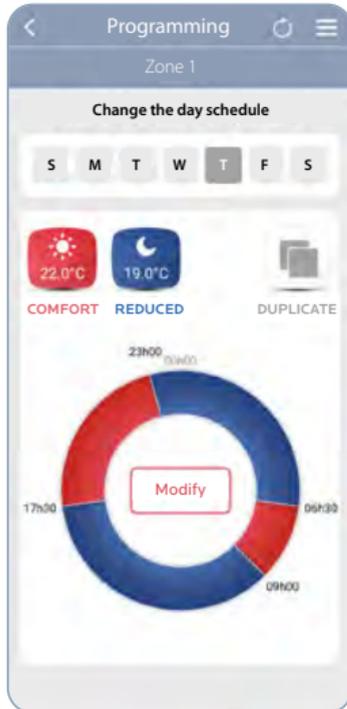
Example n° 2: I want to modify the heating time slots



1. **Choose the day of the week**
2. **To modify a time slot:** with your finger, increase, decrease or delete the existing time slots directly on the wheel.
3. **To add a time slot:**  
Press the picto  or 
4. **Validate** your programming

## SETTINGS

Example n° 3: I want to duplicate the programming



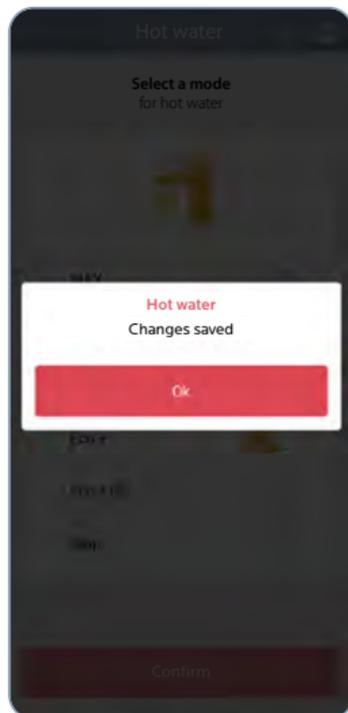
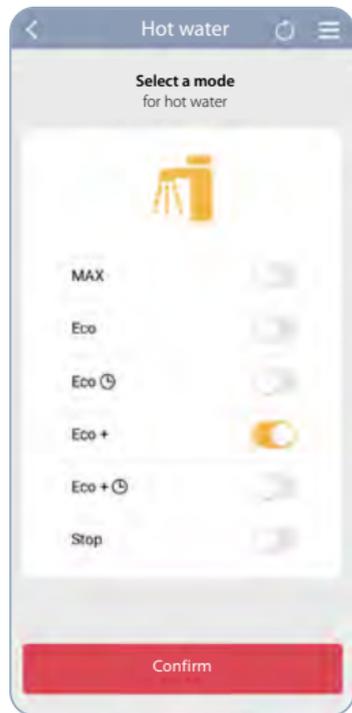
**Do you want to apply the same time slots on other days?**

1. **Click on “ duplicate ”** to apply the same programming
2. **Select** the days of the week for which you want apply this programming
3. **Confirm** your choice

**ADVANTAGE:** each day can be different and even if you duplicate your schedule, you can add or delete a time slot on a specific day.

## SETTINGS

Example n° 4: I want to modify the Hot Water program



1. **Select** the desired hot water mode
2. **Confirm** your choice

Example on a boiler with storage tank, this display differs depending on the product.

# SPECIAL FUNCTIONS

The special functions allow you to temporarily modify the usual settings: holidays, derogation, permanent comfort, etc.



## HOLIDAYS

Switching to Frost Protection mode on the dates chosen and stopping DHW production.



HOLIDAYS



OVERRIDE

## OVERRIDE

Temporarily changes the heating mode to the next mode (comfort or reduced).

## PERMANENT

Application of a 24-hour heating mode.



PERMANENT



AUTO

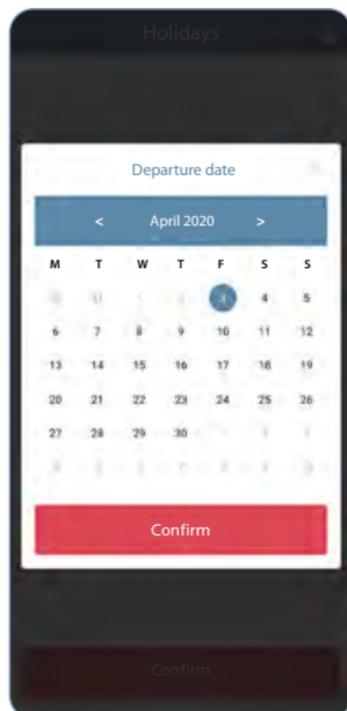
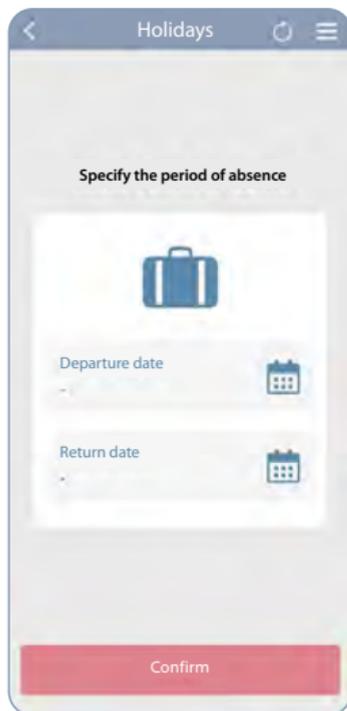
## AUTO

Cancels all special functions to return to the usual program.

You will be notified of the activation of a special function by the flashing of its pictogram.

## SPECIAL FUNCTIONS

Example n° 1: I want to protect my heating from Frost and stop DHW production during my holidays



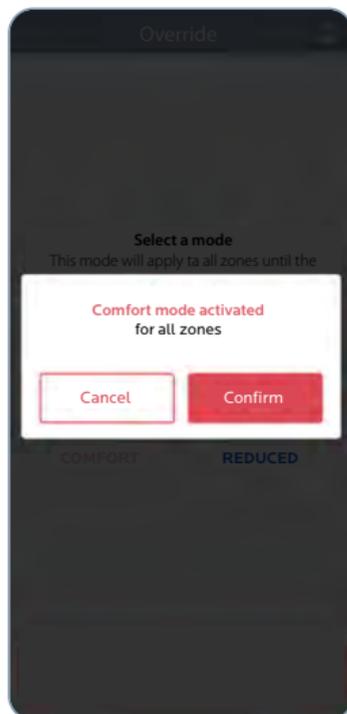
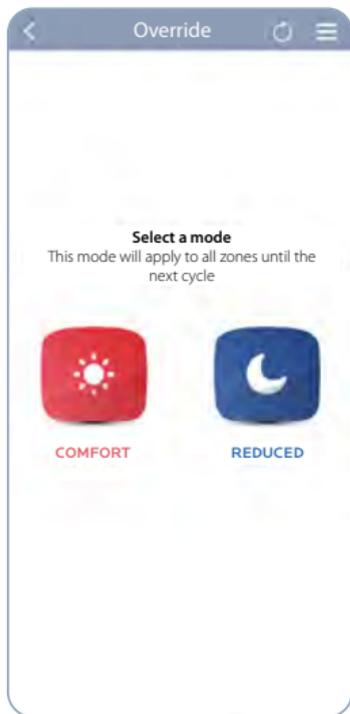
Tap on one of the **calendars** to set your **vacation** departure and return dates.

The boiler or the heat pump will switch to **Frost protection mode** and stop **its production of hot water** on the dates indicated. It will take over the usual program on your return.

You can cancel “Vacation” mode at any time to return to your usual program.

## SPECIAL FUNCTIONS

Example n° 2: I want to put my heating in reduced until the next cycle

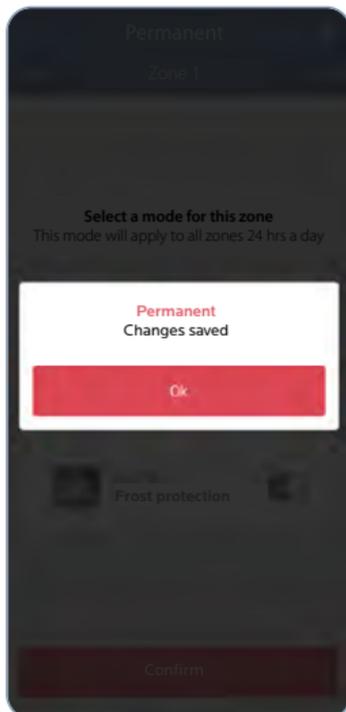
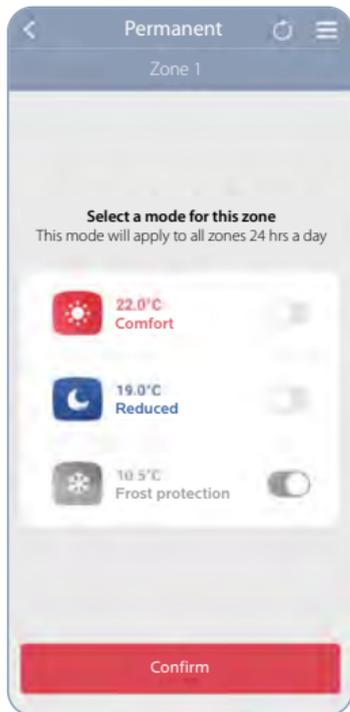


- Press  after validate

The derogation will be applied to all areas of the site. You can cancel your exemption at any time.

## SPECIAL FUNCTIONS

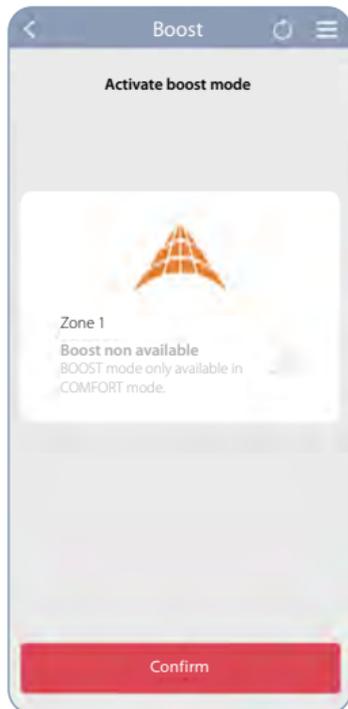
Example n° 3: I only want to put my heating on Frost protection mode for an indefinite period



- Activate the “**FROST PROTECTION**” mode, then “**CONFIRM**” to trigger the derogation.

**Note:** On a multizone installation, you have the possibility to apply the chosen permanent mode to the area of your choice.

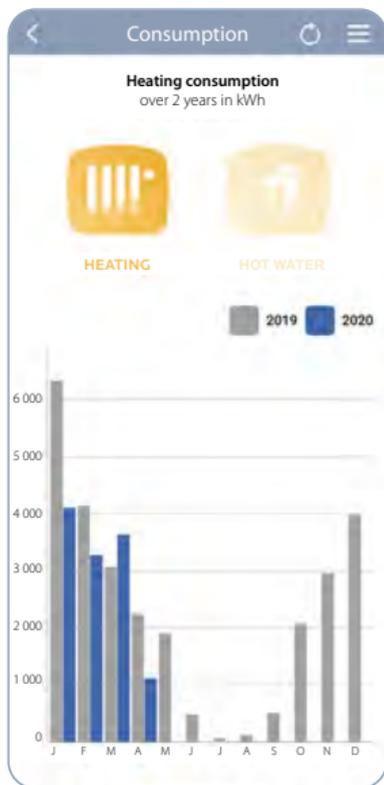
# BOOST



**Deactivate** or **activate** the “ **BOOST** ” function to increase your temperature by 1 ° C (limited for a maximum of 6 hours).

For multi-zone installations, the BOOST function can be applied to the zone of your choice.

**Notes:** the BOOST function is available exclusively on boilers in COMFORT mode.  
It is not compatible with a floor heating circuit or a regulation based on the outside temperature alone.



## CONSULT YOUR ENERGY CONSUMPTION:

Display of the monthly history over 2 years for heating and hot water (function available for condensing boilers).

The counting of the application starts from the start of Frisquet Connect. In the first year, therefore, there may be a difference with the information available on the boiler.

As this is an estimate, the data displayed can in no way be compared or valued as coming from a counting device.

# MENU

You can consult and modify the information you have declared on your account at any time or personalize your sites by accessing the menu .

## ANOMALY

Any anomaly is indicated by a red dot on the menu . Its nature is detailed in the menu, sent by e-mail and by notification on your smartphone.

## MY ACCOUNT

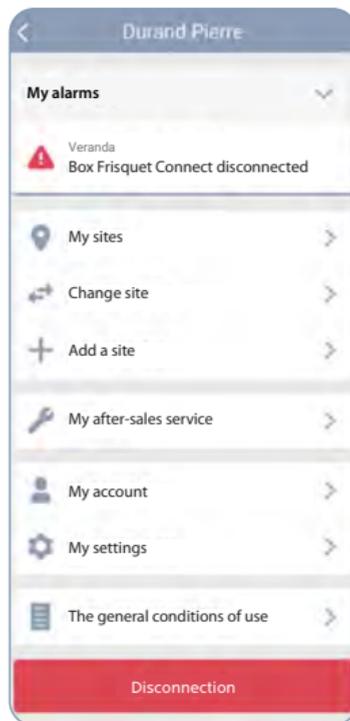
View your account information.

## MY SETTINGS

Change the language or your password.

## DISCONNECT

Log out of your account.



## SITE MANAGEMENT

Personalize your site by changing the alert e-mails, the names of the heating zones, etc.

## CHANGE SITE

Access the different sites that you manage.

## ADD A SITE

Identify your new sites.

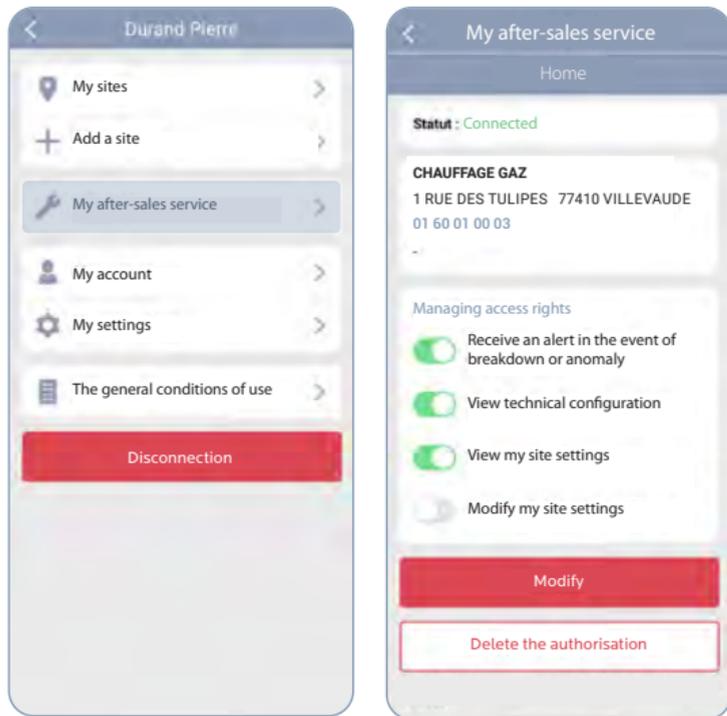
## MY AFTER-SALES SERVICE

Manage the access rights of your after-sales service.

# MY AFTER-SALES SERVICE

You can authorize your after-sales service to work on all or part of your installation \*.  
You alone manage the access rights and you can modify or delete them at any time.

\* The setting up of the service is initiated by the professional.  
Contact him if you wish to activate this service.



**Your after-sales service can remotely access your heating equipment** by granting it access rights.

He can then be warned in the event of a breakdown or anomaly, view the technical situation of your installation, know and correct your settings if necessary.

1. In the menu **select “My after-sales service”**
2. **Choose the access rights** you want to grant to your after-sales service
3. Press **“Modify”** to validate your choice

# MY SITE

The screenshot shows the 'My sites' app interface. At the top, there is a back arrow and the text 'My sites'. Below that is a 'Home' header. The main content area is titled 'My equipment' and contains several input fields: 'N° of Frisquet Connect box' with a masked value 'XXXX XXXXXX XXXX', 'Item code' with a masked value 'XXXXXXXXXX', and 'N° of boiler' with a masked value 'XXXX XXXXXX XXXX'. Below these are fields for 'Site name \*' (containing 'Home'), 'Postcode \*' (containing '75000'), 'Country code \*' (containing 'France (FR)'), and 'Time zone \*' (containing 'Europe/London'). At the bottom, there is a 'Zone 1' field.

Personalize your site by changing alert emails, names of the heating zones ... If your installation includes several heating circuits, you can manage them separately.



A ribbon appears at the top of the screen to choose the heating zone on which you want to act.

Customize the name of your zone. If you have any several, name each of them to easily recognize them in the application.

# MY ACCOUNT

The image shows a mobile application interface for a user's account. The page is titled "My account" and is divided into two main sections: "My information" and "My contact details".

**My information:**

- E-mail (login) \*: dpatrick@gmail.com
- Title \*: M
- Last name \*: Durand
- First name \*: Patrick

**My contact details:**

- Telephone number: 0603620202

Below the contact details, there are several input fields for address information:

- Additional address line
- Postcode \*: 75000
- City \*: Paris
- Country code \*: France (FR)

At the bottom of the form, there are two buttons:

- A red button labeled "Confirm".
- A white button with a red border labeled "Delete my account".

A red box highlights the "Delete my account" button, and a blue line connects it to the text on the right side of the slide.

**You can delete your account.**

Any deletion is final and will result in the loss of data such as consumption.

# I MOVE...

**If you move, you can “delete” the boiler or heat pump from your account.**

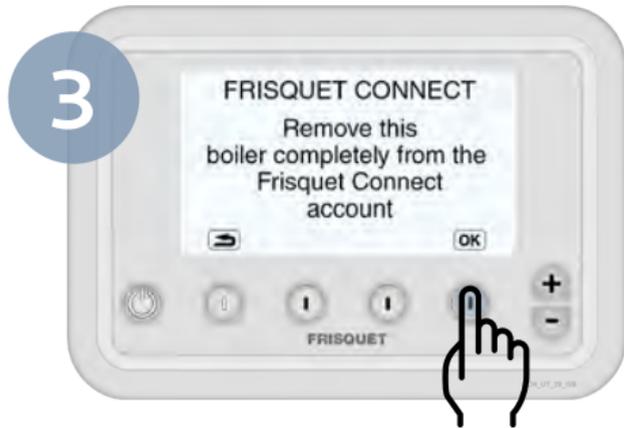
This operation is done exclusively on the boiler or the heat pump, thus ensuring that only the occupant of the premises benefits from this authority.

In the same way, you can also follow this procedure if a handling error, by yourself or a holder of your identifiers, deprives you of your access.



Be careful during the operation, the Connect box must be powered on, connected to the internet and always associated with the boiler!

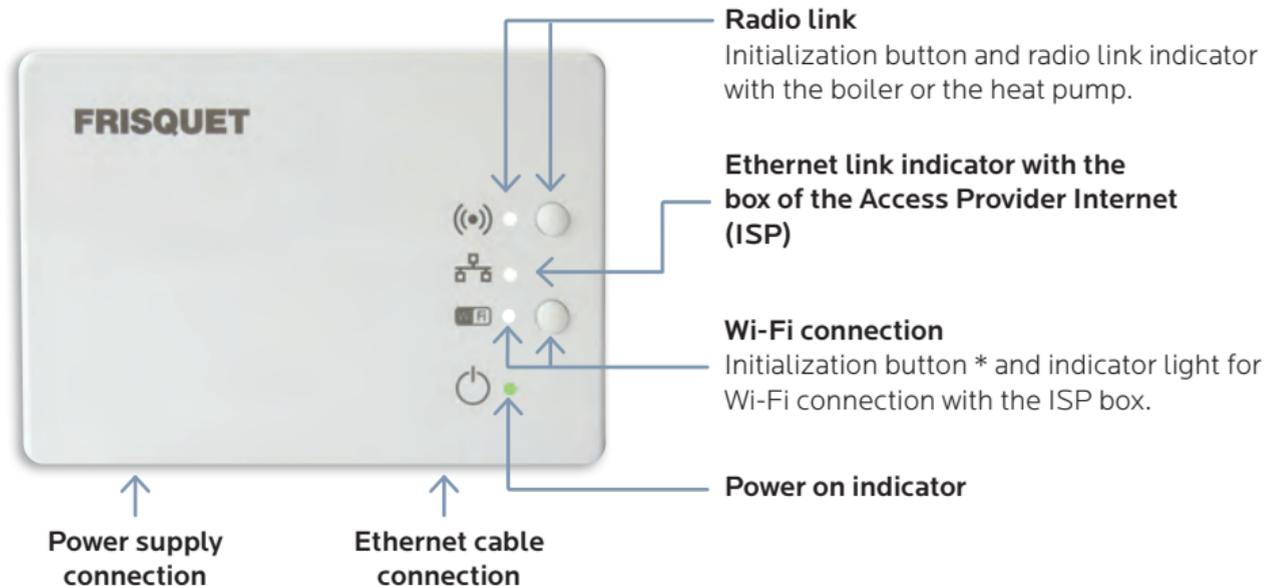




# DISPLAYS

## Overview of the FRISQUET CONNECT box

In normal operation, 3 LEDs are on steady: power on, radio link and internet link.



\* Put the FAI Box in Wi-Fi pairing then press and hold the Wi-Fi button on the Connect box. The Wi-Fi light blinks rapidly and pairing is in progress. The Wi-Fi indicator goes off and then comes on again and the pairing is complete. **Important:** The 2 boxes must be close to each other during the pairing operation.

## Table of displays

Symbol	Seeing	Meaning	Possible incident
	Fixed	Radio link established between the FRISQUET CONNECT box and the boiler or heat pump.	Normal.
	Blinking	Lack of radio communication between the FRISQUET CONNECT box and the boiler or the heat pump. Normal situation as long as the radio initialization with the boiler is not carried out.	<ol style="list-style-type: none"><li>1. Make sure the boiler or heat pump is powered on.</li><li>2. Check if a fault appears on the boiler dashboard and check the radio link on the boiler or the heat pump.</li><li>3. Disconnect then reconnect the boiler or the heat pump and the FRISQUE CONNECT box.</li></ol>

## Table of displays

Symbol	Seeing	Meaning	Possible incident
	Fixed	Ethernet link established between the FRISQUET CONNECT box and the ISP box*.	Normal if Ethernet link chosen.
	Blinking	No Ethernet communication between the FRISQUET CONNECT box and the ISP * box.	<ol style="list-style-type: none"> <li>1. Check that the ISP * box is powered on.</li> <li>2. Check the connection cable between the FRISQUETCONNECT box and the ISP * box.</li> <li>3. Switch the ISP box * off and on again.</li> </ol> <p>If the situation persists, disconnect and reconnect the FRISQUETCONNECT box and the ISP * box electrically.</p>
	Simultaneous flashing with the WIFI indicator 	Internet connection faulty.	Check your internet connection with your ISP*.
	Off	No Wi-Fi communication between the FRISQUET CONNECT box and the ISP* box.	Normal if the link between the FRISQUET CONNECT box and the ISP * box is configured in Ethernet.

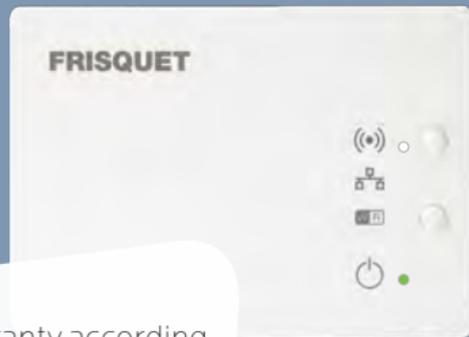
\*ISP: Internet Service Provider.

Attention on some ISP boxes, it may be necessary to set the IP address assigned to the Connect Box (see ISP).

Symbol	Seeing	Meaning	Possible incident
	Fixed	Wi-Fi link established between the FRISQUETCONNECT box and the ISP * box.	Normal if Wi-Fi link chosen.
	Blinking fast	Wi-Fi association between the FRISQUETCONNECT box and the ISP * box in progress.	
	Blinking	No Wi-Fi communication between the FRISQUETCONNECT box and the ISP * box.	<ol style="list-style-type: none"> <li>1. Check that the ISP * box is powered on.</li> <li>2. Check that the ISP's box * Wi-Fi is activated.</li> <li>3. Switch the ISP box * off and on again.</li> </ol> <p>If the situation persists, disconnect and reconnect the FRISQUETCONNECT box and that of the ISP*.</p>
	Simultaneous blinking with the Ethernet LED 	Internet connection faulty.	Check your internet connection with your ISP*.
	Off	No Wi-Fi communication between the FRISQUETCONNECT box and the ISP * box.	Normal if the link between the FRISQUETCONNECT box and the ISP * box is configured in Ethernet. If Box FAI * or Dual Band Wi-Fi router, check that the 2.4 GHZ band is activated.
	Fixed	Box FRISQUETCONNECT powered.	Normal.
	Off	No power to the FRISQUETCONNECT box.	<ol style="list-style-type: none"> <li>1. Check the power outlet.</li> <li>2. Check the power cable.</li> </ol>

\*ISP: Internet Service Provider.

Attention on some ISP boxes, it may be necessary to set the IP address assigned to the Connect Box (see ISP).



**2 year** warranty according to our general warranty conditions.

Designed and manufactured in France by  **FRISQUET**  
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[www.frisquet.com](http://www.frisquet.com)

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