



POLYTROPIC

• POOL HEATING SOLUTIONS •



POLYCONNECT 2.0



REMOTE SUPERVISION AND PREVENTIVE MAINTENANCE

POLYCONNECT is a connected solution for **secure remote management of heat pumps and water treatment equipment** for both professionals and private individuals. The aim: preventive maintenance and easier servicing!



Operation

SIMPLE AND INNOVATIVE!

The WiFi box is fitted as standard on our PAC Inverters* and is easily accessible from outside the machine for better signal reception.

* except Cryo Inverter

Bluetooth functionality for faster, easier pairing: WiFi network and password are sent automatically to the machine from the smartphone



4G



USB CARD WITH 4G SIM CARD MULTI-OPERATOR

optional or standard depending on model

- Allows the heat pump to be connected without the need for a WiFi network (e.g. router too far away or second home)
- No configuration required: once plugged in, the machine is connected and communicates automatically with our TechniCenter.
- Extensive 4G coverage means you can connect almost anywhere.



REMOTE MANAGEMENT

A genuine preventive maintenance tool, the information is transmitted to our TechniCenter, which can then remotely anticipate any problems, access the parameters and adjust, optimise or even update the heat pump.

The Mod Bus connection gives access to all the heat pump parameters and allows them to be modified in «direct mode».

Automatic remote updating of the box, with no need to do anything, the firmware is updated remotely for new functions



EXPERT ADVICE

The TechniCenter is on hand to advise you on the rational management of your pool fleet and the energy savings that can be made for your customers.

PolyConnect is installed as standard on the :





Advantages for your customer

Thanks to the remote management smartphone application, your customer will have :



+ COMFORT

Access to all settings at any time.
(e.g. to heat your swimming pool or change the temperature without being at home)



+ EASY TO USE

Access to technical documentation, video tutorials and operating manuals.



+ ENERGY SAVINGS

You can monitor operation in real time and receive advice/ scenario notifications
(e.g. "Don't forget to switch on your heat pump to make the most of this sunny weekend.")

RESULT:
A functional pool and well-maintained at all times!

The app in detail

POLYCONNECT is a smartphone application developed by **Polytropic and secure** (RGPD).

POLYCONNECT monitors and adjusts all the heat pump's parameters.

It allows **remote control** of the heat pump via a smartphone or tablet thanks to an intuitive interface.

A MUST-HAVE FOR YOUR CONNECTED CUSTOMERS WHO WANT TO CONTROL THEIR DEVICES AT A GLANCE!



At-a-glance overview of the status of all connected pool equipment



Set-point temperature adjustment, notification when temperature has been reached, alert message



Mode selection



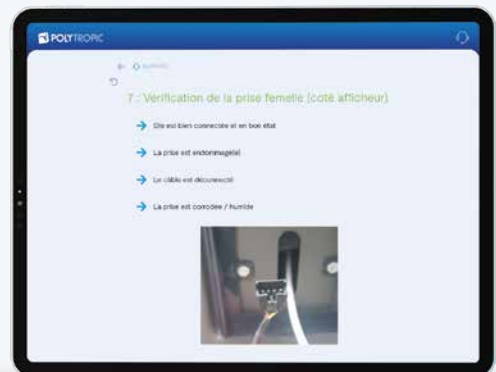
Customers also have easy access to frequently asked questions (FAQs), video tutorials and technical instructions for their machine.

NEW! INTEGRATED TROUBLESHOOTING MODULE

Customers can also access an assisted technical problem-solving tool to make it even easier for the after-sales service to respond quickly!

Intuitive and illustrated with photos and real-life examples, the drop-down troubleshooting or fault-fixing chart provides an overview of the situation. Our technicians then have access to the history of actions taken.

The customer is offered the possibility of managing his equipment alone and in complete autonomy, outside the hours when Customer Support is available.



Your benefits



MANAGE YOUR POOL REMOTELY

POLYCONNECT Pro centralises and displays all the data from connected equipment in real time.

Data is displayed and controlled from a computer, tablet or smartphone. The information is relayed both to the pool builder and to POLYTROPIC's Technical Service, who can then anticipate any problems.

In the event of a malfunction, our technicians are immediately informed and can intervene remotely depending on the problem encountered.

THIS MEANS LESS TIME ON THE ROAD TO DISCOVER THE ISSUES



REMOTE MANAGEMENT

Our technicians can access equipment settings from the technical centre and improve, optimise and update the heat pump or water treatment system.



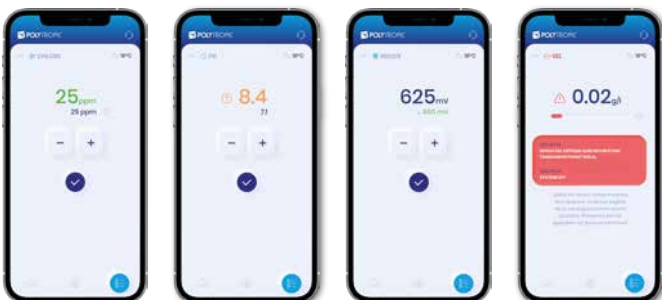
PROACTIVITY

Thanks to error code feedback, they can initiate an appropriate after-sales procedure immediately, before the pool user even realises there is a problem or its consequences.



EFFICIENCY

No need to send a technician on site to collect simple information or make adjustments on the equipment. POLYCONNECT already knows!



Remote monitoring of the water treatment system: values, settings and alerts/alarms

An open system and a solid partnership

PolyConnect is **compatible with our equipment** and offers the possibility of **remotely managing salt water treatment or chlorine** via the mobile application, with the same functions and history as Polytronic heat pumps.

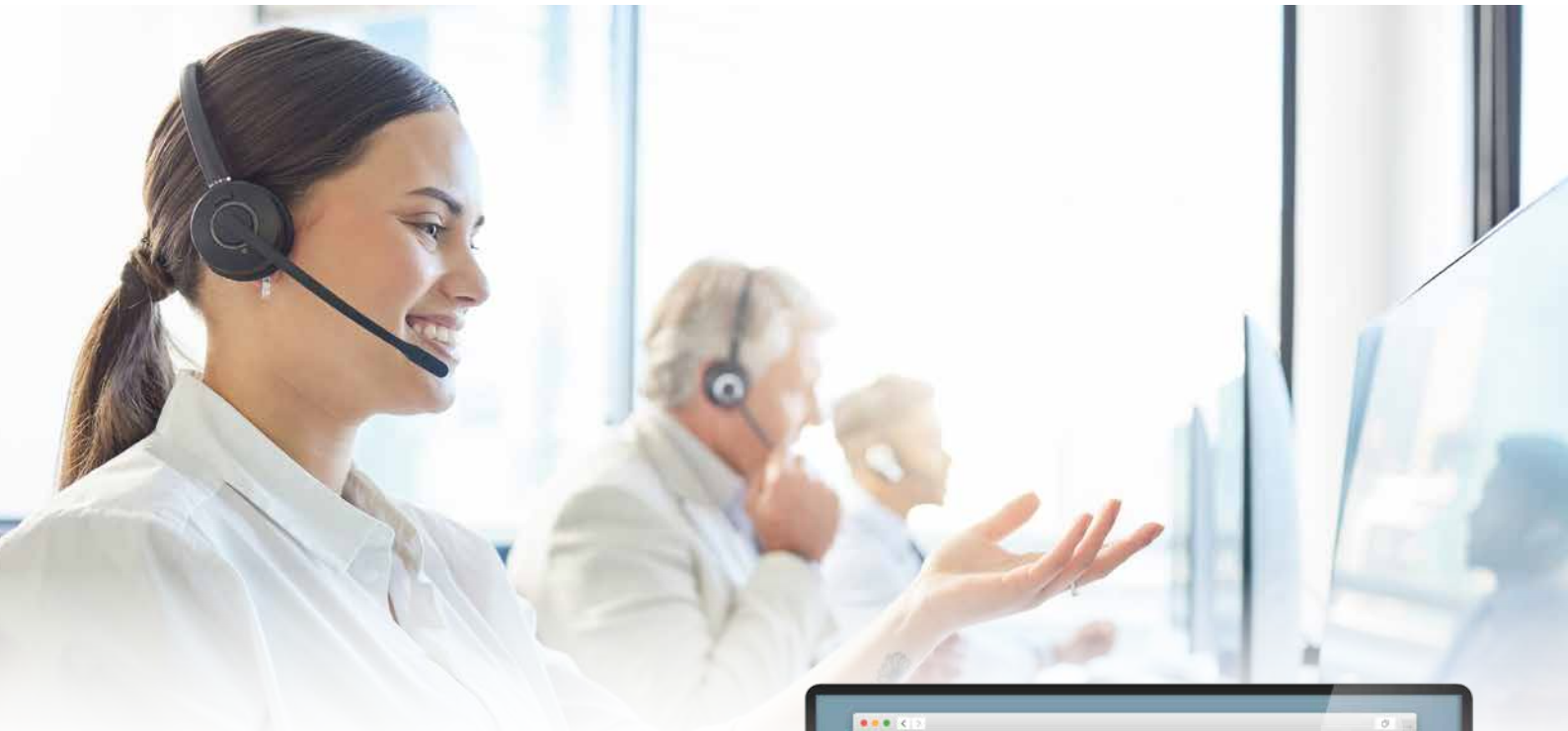
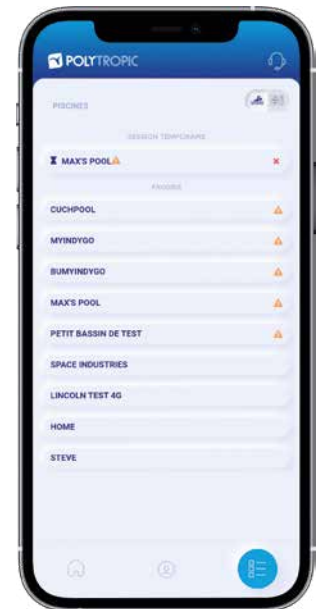
The Polyconnect PRO application in detail

Access your installed base of machines :

- All heat pumps purchased are automatically added to the account at the time of invoicing. You can then bookmark them.
- In the event of a customer call, you can access the **FAQ** and the problem resolution screen for your customer's machine, even if it is not connected to 4G or WiFi. **In this way, you can monitor the troubleshooting with the customer remotely for a quick and efficient resolution.**
- By scanning the QR code on the machine, you can access information about the heat pump even if it is not connected:
 - Technical documents (manual, electrical diagram, etc.)
 - Spare parts list

Once you're logged in, you'll find even more information:

- Data tables
- Curves and parameters
- Alarm dashboard
- You can search for a specific heat pump and access it remotely via temporary access (1 hour).
- You can also access **technical documentation, video tutorials, user manuals and spare parts lists at any time.**
- The information added via the PolyConnect Pro application is visible in the Technicenter so that our technicians can intervene remotely if necessary. The creation of a possible after-sales file is facilitated (sending of spare parts).



Supervision by our teams

The **TECHNICENTER** enables our technicians to view the entire heat pump fleet and the status of the connections. Real-time monitoring of your heat pumps.

In the event of an error code, our technicians can access the appliance settings via their secure interface to improve, optimise or update the heat pump.

To ensure complete monitoring, all data is stored for 5 years:

- history of all alarms
- internal sensor temperature probes
- running times of compressors, pumps, etc.
- user parameters

