Manuals+ — User Manuals Simplified.

tekmar 289 Smart and Connected Boiler Controls

tekmar 289 Smart and Connected Boiler Controls Instruction Manual

Contents

tekmar®

tekmar 289 Smart and Connected Boiler Controls

Product Information

Specifications:

- **Product Name:** Smart Steam Control 289 & Smart Boiler Control 294
- **Manufacturer:** Watts OnSite
- **Compatibility:** iOS and Android devices
- **Connection:** Internet connectivity required

Product Usage Instructions

Getting Started:

- Download the Watts OnSite mobile application from the respective app stores for iOS and Android.
- Access the Watts OnSite web application using the URL provided.
- Create an account by following the steps on the login page.

Login:

- Sign up for an account using your email address and follow the verification steps.
- Use your Watts account email and password to log in to the app.
- Choose the product you are using after logging in.

Locations:

- Add locations to the list and create sublocations if needed.
- Edit location or sublocation details by pressing 'Show More Information'.

Registering the Control:

- Access Settings > Internet menu to connect the control to the internet.
- Select Watts OnSite and obtain an 8-digit registration code from the control.
- Register the device by entering the code in the web or mobile app under the selected location.

Devices Dashboard:

- View boiler system information on the device dashboard, organized similarly to the control display.
- Navigate between screens by swiping left and right.

FAQ:

- **Q: What should I do if I forget my password?**
  A: Press 'Forgot password' in the login section to receive a notification email with instructions to reset your password.
- **Q: Can I register multiple devices under the same location?**
  A: Yes, you can register multiple devices under a single location within the app.

Getting Started

In order to use the Watts® OnSite web and mobile application, you must agree to the Watts Terms of Use and Privacy Policy during your account registration via OnSite. The Policies are available on the Watts.com website.

- **https://www.watts.com/terms-of-use**
- **https://www.watts.com/privacy-policy** tekmar is not responsible for failure of web or mobile application due to user connectivity issues, power issues, or improper installation.

Mobile App Download
The Watts OnSite mobile application supports both iOS and Android versions.

- **iOS: https://apps.apple.com/us/app/watts-onsite/id1498512312**
- **Android: https://play.google.com/store/apps/details?id=com.watts.onsite&hl=en_CA&gl=US**

Website

The Watts OnSite web application is available using the following **URL: https://WattsOnSite.com**

Create Account
Press "Get Started" to go to the login page.

Login

- Then press "Sign up now" and follow the steps to create an account.
- Your email address is used to create your Watts account. To protect your identity, a verification code is sent to your email address each time your account profile is changed.
- Click the Sign In button to login to the app using your Watts account email address and password.
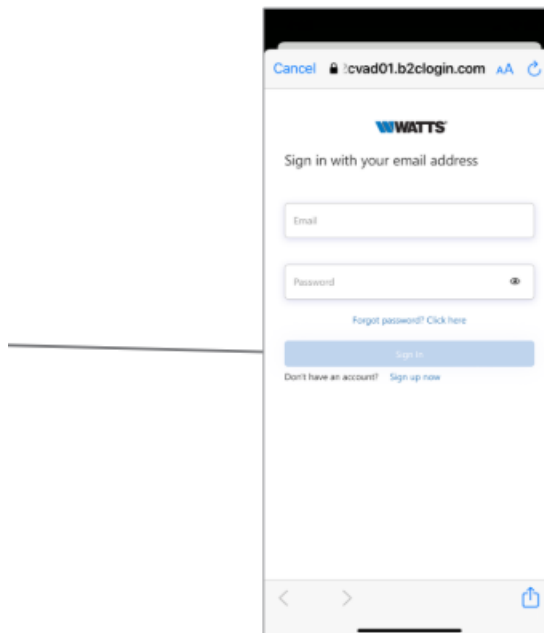
- Watts uses Microsoft Azure for hosting the web and mobile app services. It is normal for a dialog box to appear asking if you wish to use b2clogin.com to login.
- To protect your identity, please keep your password secret and do not share with other users. tekmar® and Watts technical support will not ask you to share your password.
- If you forget your password, press "Forgot password". A notification email will be sent to your account with a link to create a new password.
- Once you login, you will be asked to select which product you are using.

Locations

- The app uses Locations to organize where the control and boilers are installed and which users are able to view, change and receive information.
- Start by pressing the ⊕ icon.

- When you create a location, you become the location "Owner". You can then share this location to other users.

When creating a location, you will be asked to enter the following information:

- Location name
- Location type
- Address
- ZIP or postal code

The location tile is added to the Locations list. Press the tile to add Sublocations or register a Device. Sublocations are useful in cases where there are multiple boiler rooms within the same building or campus. Sublocations are optional and not required for a location.
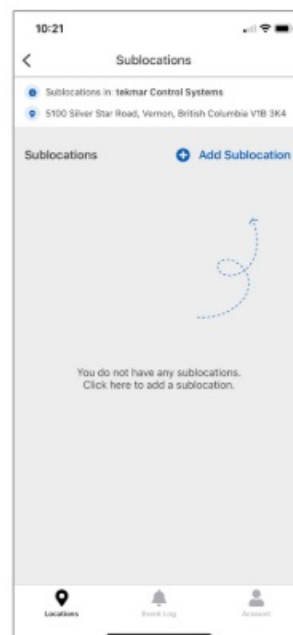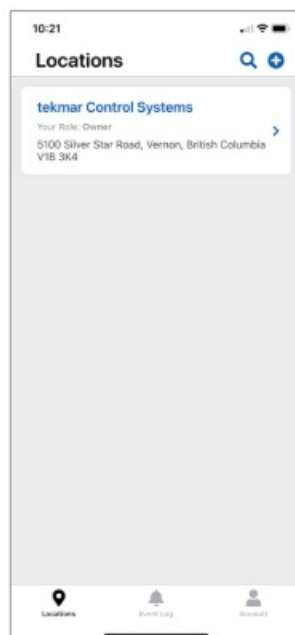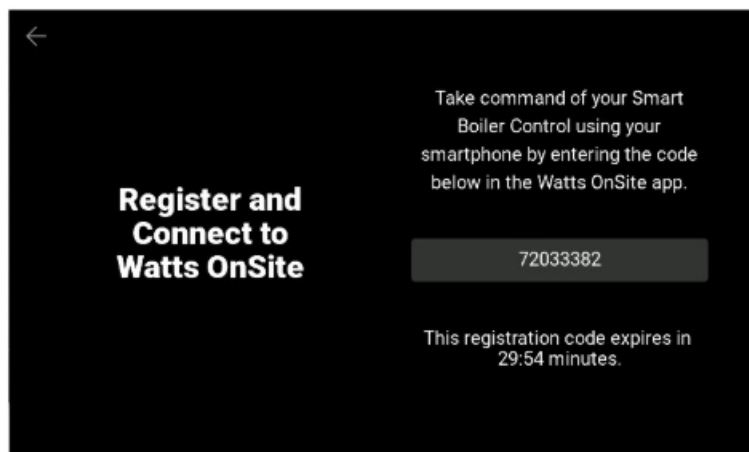

Press the down arrow button to see information about the location. Press "Show More Information" to edit the location or sublocation details.
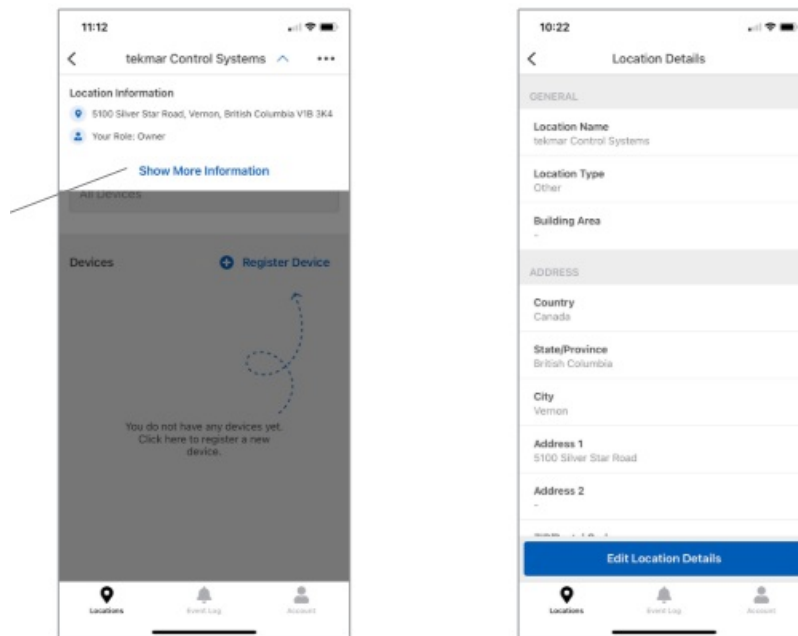
Registering the Control

- Go to the Settings > Internet menu.

- Connect the Smart Steam Control 289 or Smart Boiler Control 294 to the Internet.
- Select Watts OnSite.
- The control will display an 8-digit registration code. The code is valid for 30 minutes.
- Select a Location and optionally a Sublocation and then register your device.

- Enter the 8-digit registration code provided by the control into the web or mobile app and press Register.
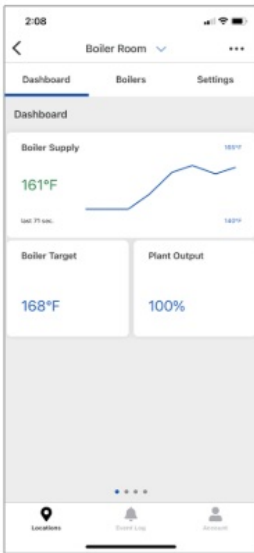- Once registered it will appear on the device list for that location.
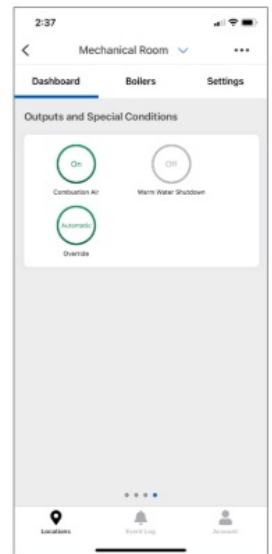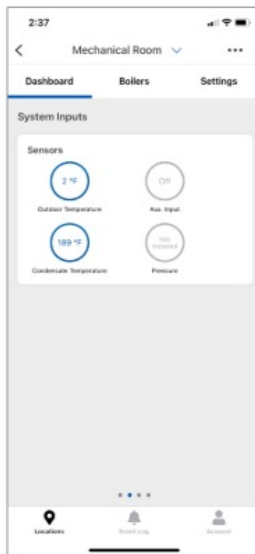

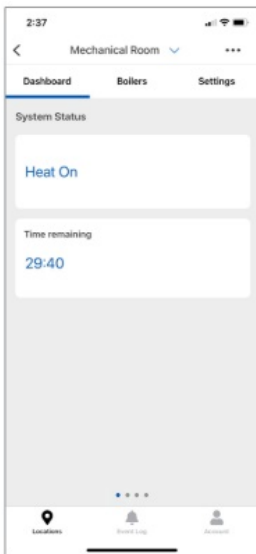
Devices

Dashboard

The device dashboard displays the boiler system information organized in the same groups as the control display. Swipe left and right to navigate between the screens.
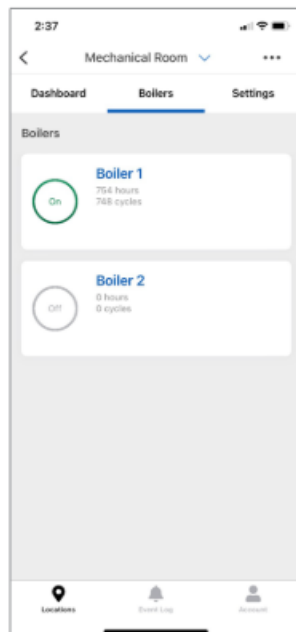
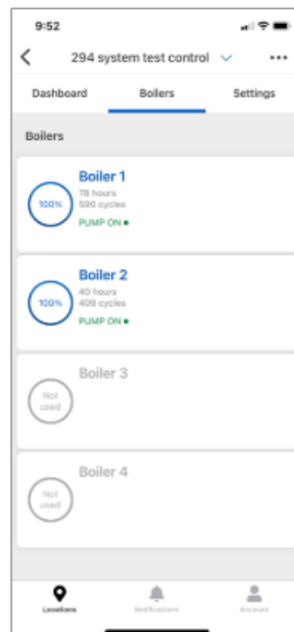### Smart Boiler Control 294
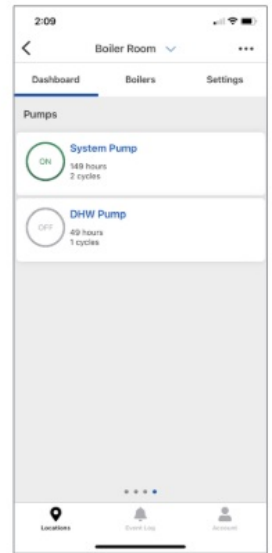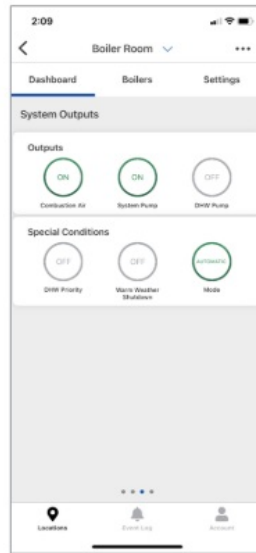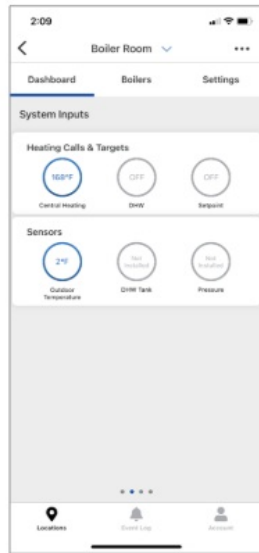
Smart Steam Control 289

Boilers

The following boiler status information is displayed in real-time:

Smart Steam Control 289   **Smart Boiler Control 294**

- Boiler firing rate or target temperature.

- Boiler run time.

- Number of boiler cycles.

- Boiler pump or boiler isolation valve operation.

Settings
The Settings menu allow you to view and adjust all the configurable settings on the Smart Steam Control or the Smart Boiler Control. Example Pictures are from the Smart Boiler Control 294. Navigation is the same for Smart Steam Control 289.
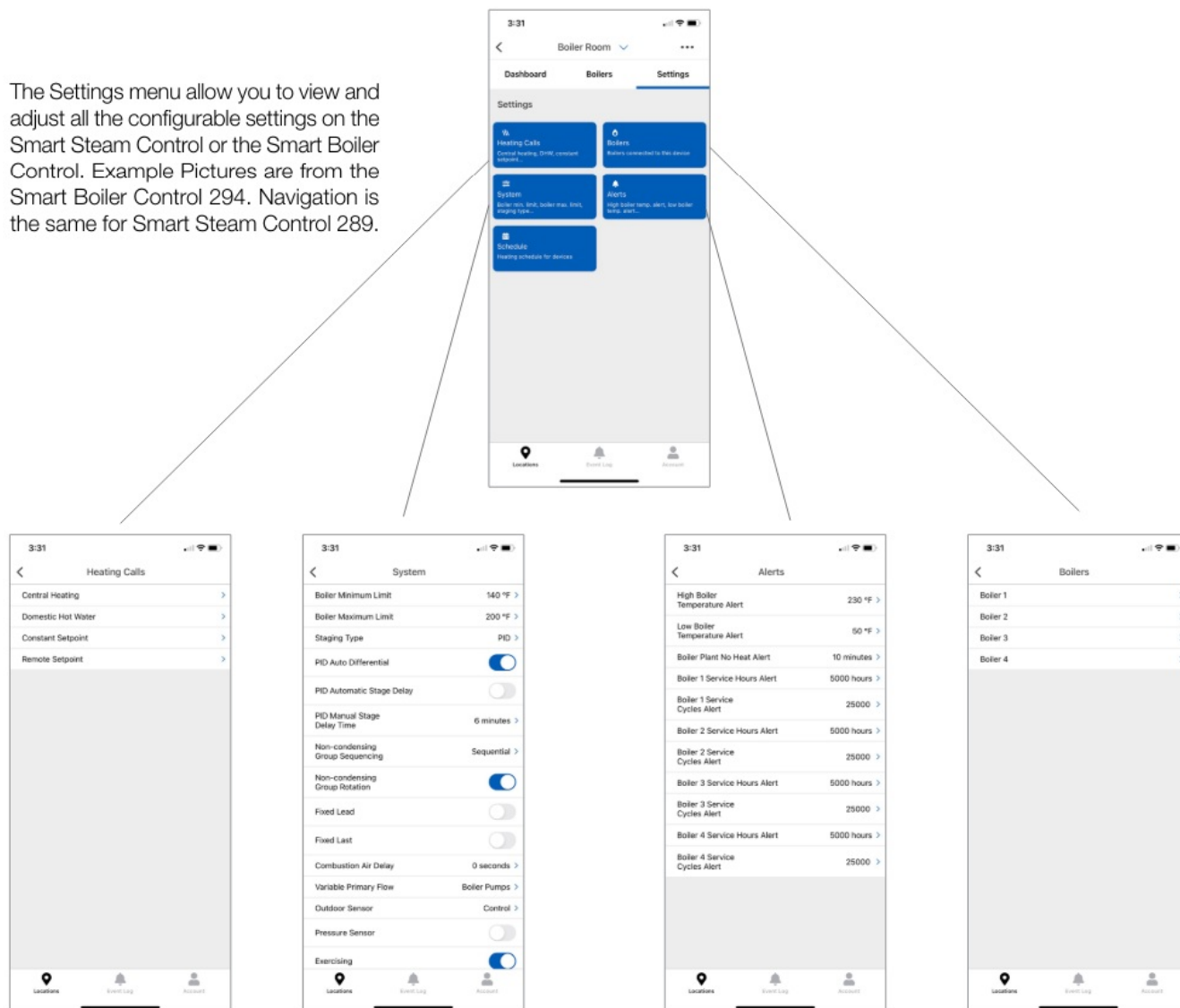
The Schedule allows you to save energy by lowering the temperature or ignoring domestic hot water calls during unoccupied time periods.
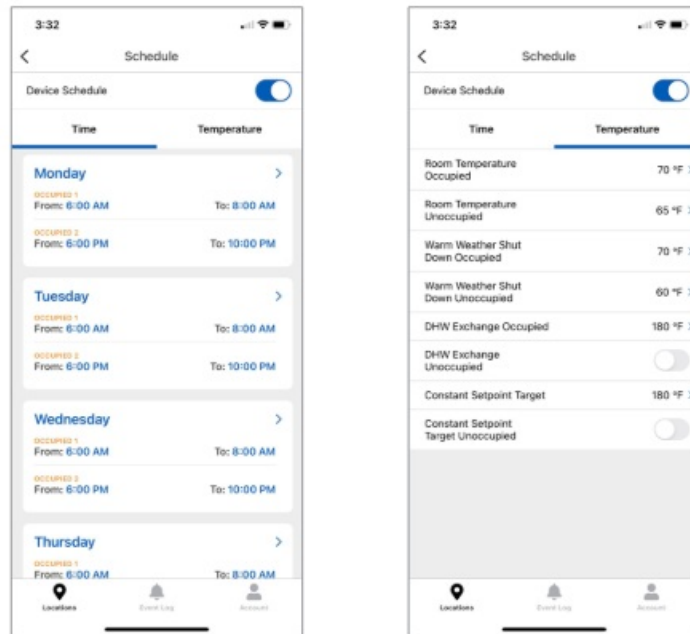
Historical Data Charting

- **To access historical data charting:**
  - **On Mobile App:** click on the ellipsis (…) in the top right corner from the device menu.
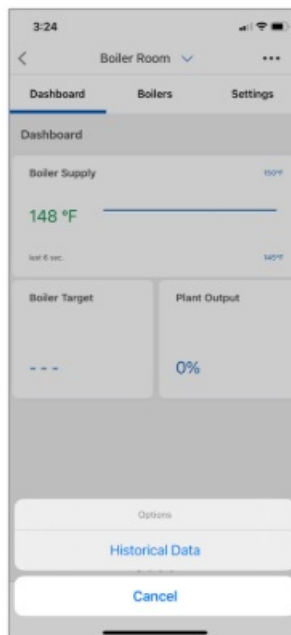
  - **On the Web App:** click on the "Historical Data" button.

    Please note that to view the historical data chart on the mobile app, your mobile phone must be positioned horizontally. To set the parameters click on the gear in the top left corner.

1. **Resolution:**
   - **Standard –** Averages as per chart

CHARTING PERIOD	DATA RESOLUTION
1 hour	2 minutes
24 hours	1 hour
7 days	6 hours
30 days	1 day
1 year	1 week
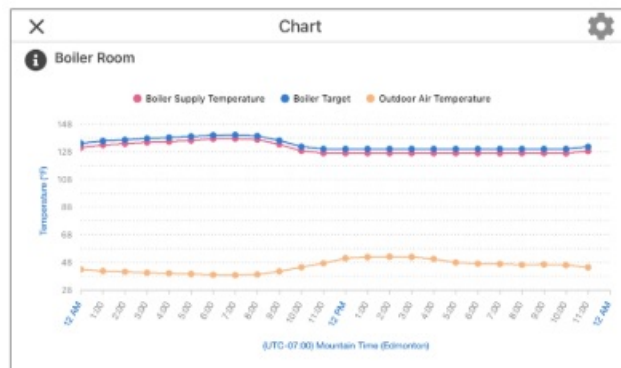
   - **High –** Raw real time data (every 15 seconds)
2. Start Date and Time
3. Values to be plotted.

   Press Apply Changes to return to the chart with the selected parameter.

Users

The location owner can invite other users to join the location. Press Invite to add a new user. The owner may also delete a user from the location.

The invited user will receive an email with instructions to create a user account and join the location. The user can be provided with either Admin or User role permissions.
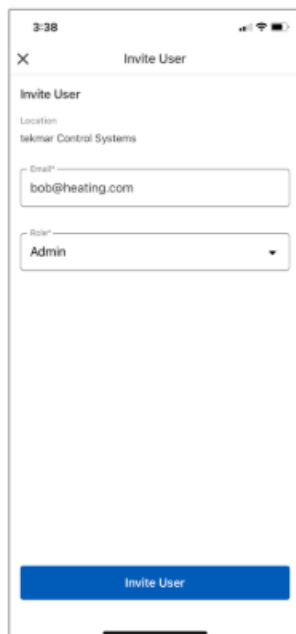
Press the ellipsis … button to choose the following options:

- Delete location. This permanently deletes the location and cannot be undone.
- Transfer ownership. This allows the owner role to be transferred to a different location team member. In the event of a building ownership change, the new owner must be invited to the location first before the transfer can be completed.
- Invite user

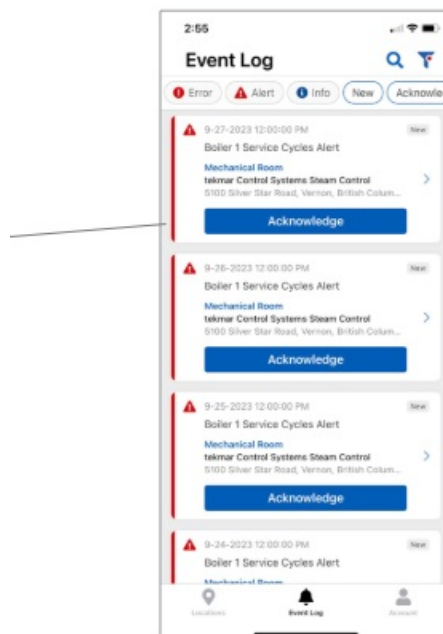## Event Log

Notification type can be filtered on the top bar by selecting the preferred notification type.
All errors and alerts are recorded in the Event Log list.

Each error can be acknowledged by a location team member. The app records the name, time and date when the notification was acknowledged.
Acknowledged errors advise other users that corrective action to clear the error of alert is planned.

The event details provides the following:
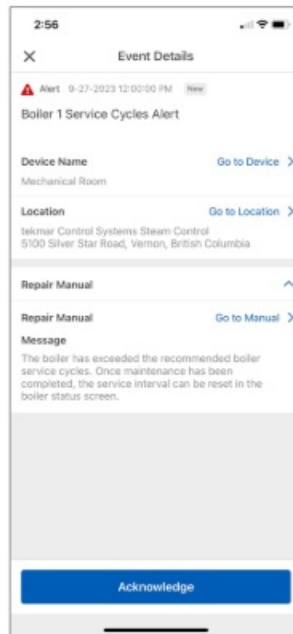
- Time and date when the error or alert occurred

- Location name and address

- Device name

- Acknowledgment

- Description on how to clear the error or alert. This information is the same as on the control.

Watts OnSite also provides notifications by email, SMS text message and app push notifications. Go to the Account > Notifications Settings to select your notification preferences.
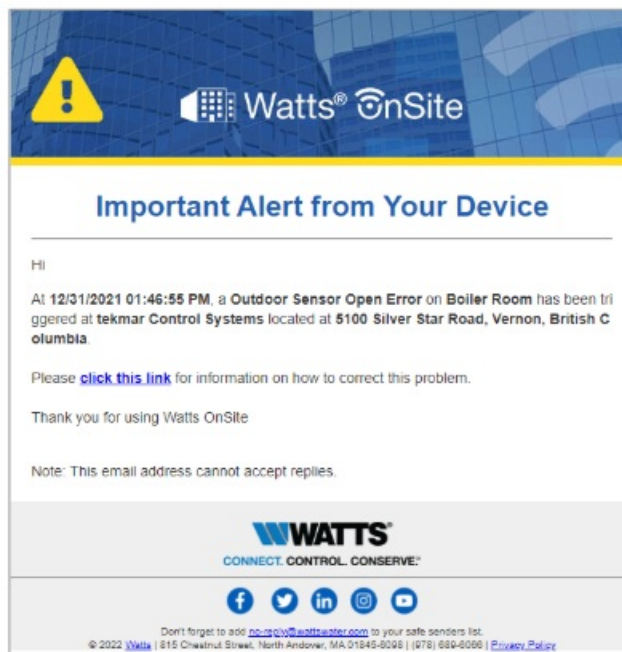
Account

The Account menu lets you personalize the web and mobile apps. The web or mobile app version is displayed at the bottom of the menu.

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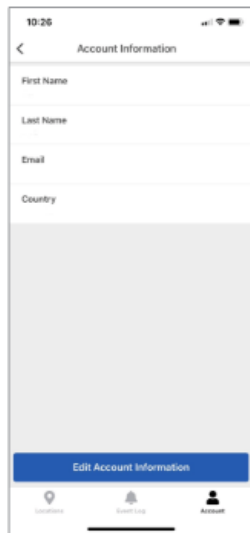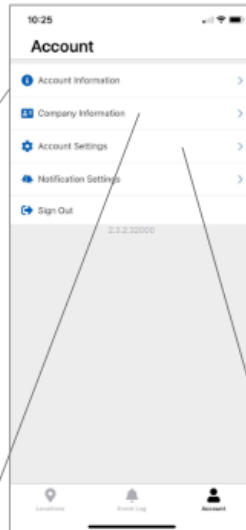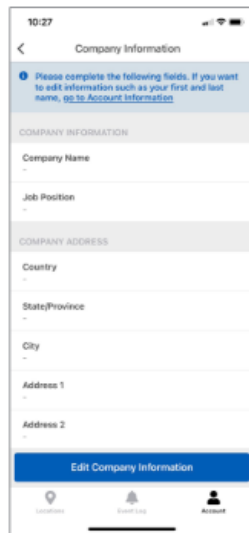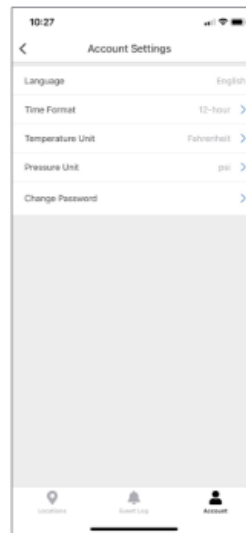

Edit your personal account information

Edit your company information

Select your time, temperature, pressure units

Select your notification preferences

Technical Data

Watts OnSite	
Mobile App	Apple iOS 14 or higher, Android 10 or higher
Compatibility	Smart Steam Control 289, Smart Boiler Control 294, Smart Boiler Expansion 294EXP

Limited Warranty and Product Return Procedure

Limited Warranty The liability of tekmar under this warranty is limited. The Purchaser, by taking receipt of any tekmar product ("Product"), acknowledges the terms of the Limited Warranty in effect at the time of such Product sale & acknowledges that it has read & understands same.

The tekmar Limited Warranty to the Purchaser on the Products sold hereunder is a manufacturer's pass-through warranty which the Purchaser is authorized to pass through to its customers. Under the Limited Warranty, each tekmar Product is warranted against defects in workmanship & materials if the Product is installed & used in compliance with tekmar's instructions, ordi-nary wear & tear excepted. The pass-through warranty period is for a period of twenty-four (24) months from the production date if the Product is not installed during that period, or twelve (12) months from the documented date of installation if installed within twenty-four (24) months from the production date.

The liability of tekmar under the Limited Warranty shall be limited to, at tek-mar's sole discretion: the cost of parts & labor provided by tekmar to repair defects in materials &/or workmanship of the defective product; or to the exchange of the defective product for a warranty replacement product; or to the granting of credit limited to the original cost of the defective product, & such repair, exchange or credit shall be the sole remedy available from tekmar, &, without limiting the foregoing in any way, tekmar is not respon-sible, in contract, tort or strict product liability, for any other losses, costs, expenses, inconveniences, or damages, whether direct, indirect, special, secondary, incidental or consequential, arising from ownership or use of the product, or from defects in workmanship or materials, including any liability for fundamental breach of contract.

The pass-through Limited Warranty applies only to those defective Prod-ucts returned to tekmar during the warranty period. This Limited Warranty does not cover the cost of the parts or labor to remove or transport the defective Product, or to reinstall the repaired or replacement Product, all such costs & expenses being subject to Purchaser's agreement & war-ranty with its customers.

Any representations or warranties about the Products made by Purchaser to its customers which are different from or in excess of the tekmar Limited Warranty are the Purchaser's sole responsibility & obligation. Purchaser shall indemnify & hold tekmar harmless from & against any & all claims, liabilities & damages of any kind or nature which arise out of or are related to any such representations or warranties by Purchaser to its customers.
The pass-through Limited Warranty does not apply if the returned Product has been damaged by negligence by persons other than tekmar, acci-dent, fire, Act of God, abuse or misuse; or has been damaged by modifi-cations, alterations or attachments made subsequent to purchase which have not been authorized by tekmar; or if the Product was not installed in compliance with tekmar's instructions &/or the local codes & ordinances; or if due to defective installation of the Product; or if the Product was not used in compliance with tekmar's instructions.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WHICH THE GOVERNING LAW ALLOWS PARTIES TO CON-TRACTUALLY EXCLUDE, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY & FITNESS FOR A PARTICULAR PURPOSE, DURABILITY OR DESCRIPTION OF THE PRODUCT, ITS NON-INFRINGEMENT OF ANY RELEVANT PATENTS OR TRADEMARKS, & ITS COMPLIANCE WITH OR NON-VIOLATION OF ANY APPLICABLE ENVIRONMENTAL, HEALTH OR SAFETY LEGISLATION; THE TERM OF ANY OTHER WARRANTY NOT HEREBY CONTRACTUALLY EXCLUDED IS LIMITED SUCH THAT IT SHALL NOT EXTEND BEYOND TWENTY-FOUR (24) MONTHS FROM THE PRODUCTION DATE, TO THE EXTENT THAT SUCH LIMITATION IS ALLOWED BY THE GOVERNING LAW.

Product Warranty Return Procedure All Products that are believed to have defects in workmanship or materials must be returned, together with a written description of the defect, to the tekmar Representative assigned to the territory in which such Product is located. If tekmar receives an inquiry from someone other than a tekmar Representative, including an inquiry from Purchaser (if not a tekmar Representative) or Purchaser's customers, regarding a potential warranty claim, tekmar's sole obligation shall be to provide the address & other contact information regarding the appropriate Representative.

All specifications are subject to change without notice
Tel: 1-**800-438-3903**
Fax: 250-984-0815
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Documents / Resources

tekmar 289 Smart and Connected Boiler Controls [pdf] Instruction Manual
289 Smart and Connected Boiler Controls, 289, Smart and Connected Boiler Controls, Connected Boiler Controls, Boiler Controls

References

- **User Manual**