



EVA - FAQ

What does humidity mean?

Humidity indicates the moisture percentage inside a house. It is measured by a sensor on the thermostat. For a healthy indoor climate, a humidity between 30% and 60% is desirable. If this is the case, a green line will be present underneath the reported humidity. When the humidity is between 25% and 30% or between 60% and 70%, the line will turn orange. This indicates that the indoor humidity is not optimal. When the humidity falls below 25% or rises above 70%, the line will turn red, indicating a poor indoor air humidity.

What should I do when there is a red or orange line underneath the humidity percentage?

The answer to this question is dependent on the reported percentage of humidity. If the percentage is below 30%, the humidity is too low. This can be solved by evaporation of water, an automatic humidifier or indoor plants. However when the reported percentage is above 60%, the humidity is too high. This can be solved by increasing ventilation speed (preferably using ventilation settings inside the house), using an extractor hood when cooking or by drying laundry outside instead of inside the house.

What does eCO₂ concentration mean?

The eCO₂ concentration (equivalent CO₂ concentration) is derived from the VOC (Volatile Organic Compounds) value. This means that the CO₂ values are calculated based on other gasses in the room. Imagine there are VOCs in the room such as paint, disinfectant, detergent, nail polish remover or other gases. These are measured by the eCO₂ sensor, which calculates a high CO₂ value, while this might not actually be the case.

This indicates that the CO₂ value reported in the EVA app only serves as an indication: it gives an impression of the CO₂ value and the overall air quality in the room. The eCO₂-concentration displays how many carbon dioxide (CO₂) particles are present in the air. It is expressed in parts per million (ppm). A CO₂ concentration of 100 ppm indicates the presence of 100 milligrams of CO₂ per kilogram of air. The presence of people or animals, cooking or lightning candles in a room can cause an increase in the amount of CO₂ in the room.

- When the concentration of CO₂ in the room is below 800 ppm, the air quality is good. This is indicated by a green line underneath the reported concentration.
- When the concentration of CO₂ in the room is between 800 and 1900 ppm, the air quality is moderate. This is indicated by a orange line underneath the reported concentration.
- When the concentration of CO₂ in the room is above 1900 ppm, the air quality is poor. This is indicated by a red line underneath the reported concentration.

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What can I do when there is a red or orange line underneath the CO₂ concentration?

To lower the CO₂ concentration in the room, it is necessary to ensure proper ventilation. In this way, CO₂ will be removed very effectively and a fast decrease in CO₂ concentration is obtained. Is the reported CO₂ concentration very high? Temporarily switch the ventilation settings to the highest setting until the concentration has decreased sufficiently.

The red heating symbol is visible in the app, what does it mean?

In an OpenTherm regulation, the red heating symbol is sent by the heat source. It switches on whenever a second heat source is activated in addition to the Inventum heat pump. In an All-E heat pump this second source is the back-up heater, where in a hybrid heat pump this is the furnace.

In an on/off regulation, the red heating symbol indicates that the thermostat is sending a heat demand to the heat source.

The type of regulation, OpenTherm or on/off, can be found in the app, under devices in the settings.

A white LED is visible on the thermostat, what does it mean?

In an OpenTherm regulation, the white LED is switched on by the heat source. It switches on whenever a second heat source is activated in addition to the Inventum heat pump. In an All-E heat pump this second source is the back-up heater, where in a hybrid heat pump this is the furnace.

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The type of regulation, OpenTherm or on/off, can be found in the app, under devices in the settings.

How can I set a weekly schedule on the EVA?

A weekly schedule can only be set in the EVA app. The weekly schedule can be found by selecting Schedule under settings/devices/climate. You can choose to create a new schedule or to use an already existing one.

How does my set weekly schedule work?

In case of a higher temperature setpoint than the current room temperature, the EVA thermostat will attempt to regulate the room temperature in such a way that the requested temperature is reached around the set time.

To be able to do so as well as possible, a self-learning function is built into the regulation. As a consequence, it might take a few days or even a week until the set weekly schedule is followed properly. In case of major changes in weather and/or temperature, the regulation requires some time to adjust to this new situation. The self-learning behavior of the EVA thermostat is based on the previous 2-3 weeks.



The EVA thermostat will only regulate the temperature when the setpoint is higher than the actual room temperature. For example, when it is programmed to decrease the temperature from 20 degrees Celsius to 18 degrees Celsius at 11 pm, the EVA thermostat will maintain the temperature at 20 degrees Celsius until 11pm, after which no heat demand will be created until the room temperature has decreased to 18 degrees Celsius. Once the temperature is below 18 degrees Celsius, the EVA thermostat will start to regulate the temperature again. The EVA thermostat only regulates to maintain the set temperature and to actively reach the set temperature when it is higher than the actual temperature.

How do I delete my account?

You can delete your account in the EVA app by choosing delete account under account settings in the settings.

Is it possible to share my account?

Yes, it is. The other user has to log into your account using your login credentials. The other user will be able to control the thermostat directly after.

Is it possible to connect multiple accounts to one thermostat?

No, unfortunately it is not.

What can I do with the Timer function?

Choosing Start timer will activate ventilation setting 3 for a defined Timer period. This period can be programmed in the app under settings.

How do I control ventilation settings on the EVA thermostat?

Controls:

- Push – and + button at the same time
- The current ventilation setting will be visible in the middle LED segment of the display
- Using the – and + buttons, the ventilation setting can be altered
 - 1 = Absent ('1' on the display)
 - 2 = present ('2' on the display)
 - 3 = high ventilation ('3' on the display)
 - 4 = Timer, high ventilation for a fixed period of time ('t' on the display)
- The selected ventilation setting will blink for 2 seconds as confirmation
- After changing the ventilation settings, the display will return to the current room temperature.



How do I control the Away mode?

The Away mode can be controlled in the app under settings, devices, Holiday mode: on/off

What does the Holiday mode do?

On: Temperature setpoint set to 18 degrees Celsius, ventilation set to setting 1, weekly schedule switched off

Off: Temperature setpoint set to 20 degrees Celsius, ventilation set to setting 2, weekly schedule switched on.

What does the notification 'Er 1' on my thermostat mean?

'Er 1' indicates that there is no connection between the thermostat and the supply module and it can therefore no longer regulate the temperature.

What do I have to do to solve an 'Er 1'?

Check the connection between the thermostat and the supply module. Replace the supply module if damaged.

What does the notification 'Er 2' on my thermostat mean?

'Er 2' indicates that there is a hardware error in the thermostat and it can no longer regulate.

What do I have to do to solve an 'Er 2'?

Replace the thermostat.

What does the notification 'Er 3' on my thermostat mean?

The thermostat does not receive information on the current date and time through the wifi connection and is therefore unable to apply the weekly schedule. It will fall back to the default temperature setpoint of 18°C. Without an active wifi connection, the thermostat can no longer be controlled in the app. However, it is still possible to control it through the EVA thermostat.

What do I have to do to solve an 'Er 3'?

The thermostat will continuously attempt to restore the wifi connection. When successful, the 'Er 3' notification will disappear and the weekly schedule will be regulated again.

In case the 'Er 3' notification does not disappear: reconnect the thermostat to the wifi network as described in the user manual. Contact your installer if the problem persists.



What does the notification 'Er 4' on my thermostat mean?

The thermostat is set to OpenTherm mode, but an OpenTherm connection with the heat source is not possible. As a consequence, the thermostat will not regulate optimally. It will continue to regulate using on/off regulation.

What do I have to do to solve an 'Er 4'?

In most cases, the OpenTherm connection will restore automatically. If this does not happen, a reboot of the heat source and the thermostat might be necessary.

What does an F code on the display of the thermostat mean?

It means that there is an error in the heat pump. All error codes are described in the manual of the heat pump.

An F20 error indicates that the filter has to be replaced within 10 days.

What if I cannot find my question in the FAQ?

You can send your question to evasupport@inventum.com

You will receive an answer within 5 working days.