POLYTROPIC
· POOL HEATING SOLUTIONS ·

POLYCONNECT 2.0
Remote supervision and preventive maintenance

WiFi connection

TEMPERATURE management

REMOTE supervision

VISIO-ASSISTANCE Live

TECHNICAL diagnostic

TROUBLESHOOTING module

WATER treatment

Tuto VIDEO

PolySolar Energy SYSTEM

EXPERT advice

POLYTROPIC

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MODE

RÉGULATION   FONCTIONNEMENT

SMART   AUTO

POLYCONNECT 2.0

PolyConnect is the most cost-effective and accessible solution on the market for equipment supervision and maintenance, offering a 2.0 customer experience.

POLYCONNECT is a connected solution for professionals and private individuals, providing **secure remote management of heat pumps and water treatment systems.**
The aim is to facilitate preventive maintenance and simplify servicing!

SIMPLIFIED IMPLEMENTATION AND INNOVATIONS!

The WIFI box is **installed as standard** on our Inverter heat pumps* 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 automatically sent to the machine from the smartphone.

USB CARD WITH MULTI-OPERATOR 4G SIM CARD

optional or standard depending on model

- Allows the PAC 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.

Supervision
by our teams

The **TECHNICENTER** enables our technicians to monitor all the heat pumps and their operation in real time.

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

To ensure complete monitoring, all data is stored for 5 years:
- history of all alarms,
- temperature probes, internal sensors,
- compressor operating times,
- filter pump operating curves,
- user parameters.

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

SIMPLIFIED AFTER-SALES SERVICE

Thanks to error codes reported in real time, our teams can initiate an after-sales service before the user even realises there is a problem or its consequences. The creation of an after-sales file is made easier (sending spare parts).

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.

Pool professionals, manage your fleet remotely!

PolyConnect Pro centralises all the data from your customers' connected equipment in real time. Accessible on your smartphone or tablet. In the event of a fault, you can be alerted, identify the fault remotely and access online diagnostic tools.

No need to go out to identify the problem.

ACCESS YOUR INSTALLED BASE OF MACHINES:

• All heat pumps purchased are automatically added to the customer account at the time of invoicing. You can then bookmark them.

• If your customer calls you, you can access the **FAQ** and the problem-solving framework for your customer's machine, which does not necessarily need to be connected by 4G or WiFi. **This means you can monitor the troubleshooting with the customer remotely, for a fast 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 connected, 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.**

• All PolyConnect functions can **be accessed via smartphone applications from our pool automation partners:** Indygo, Vigipool, E-Dro, PoolCop.
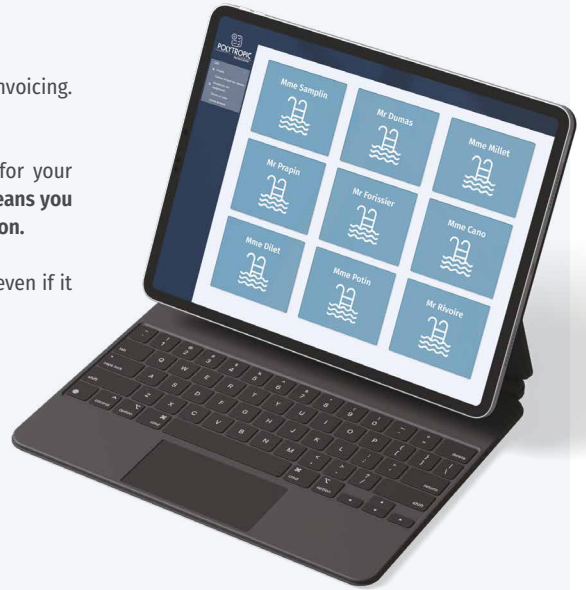
indygo **vigipool** by CCEI

e.Dro **PoolCop** Always. Better. Blue.

REMOTE CONTROL
Access equipment settings directly and consult alarms.

EFFICIENCY
Sending a technician on site to collect simple information or make adjustments to the equipment is no longer necessary.

PROACTIVITY
Consult the video support, FAQ problem-solving guide and chat live with a POLYTOPIC technician.

NEW 2025

'LIVE' VIDEO ASSISTANCE

Live video support is now available as interactive technical support via smartphone, with secure screen sharing and live annotations. Our technicians in Lyon can resolve problems quickly, even with an average connection, while providing real-time monitoring.
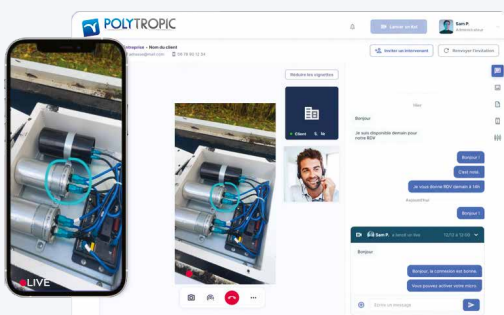
INTEGRATED TROUBLESHOOTING MODULE

The application includes **an illustrated troubleshooting function for diagnosing and resolving problems.**
This intuitive guide, illustrated with photos and practical examples, uses a drop-down format to help you assess the situation and resolve any malfunctions.
This means you can **manage your equipment completely independently, even outside of assistance hours.**
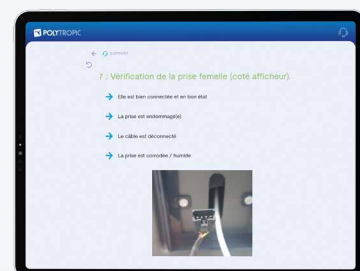
The customer application in detail

The simplified POLYCONNECT application for pool users has been entirely developed by Polytropic and is secure (RGPD). It lets you **monitor and adjust all the heat pump's parameters** via a smartphone or tablet, using an intuitive interface.
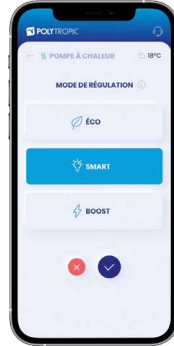
At-a-glance overview of the status of all connected pool equipment

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

Mode selection

Frequently asked questions, video tutorials, technical manuals

Real-time self-generation/consumption quota (if PolySolar photovoltaic system)

The application is free and can be downloaded from the App Store or Google Play.
PolyConnect was **developed by our internal services and all our servers are based in France** (RGPD law respected).

Benefits 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)

+ EASE OF USE
Access to technical documentation, video tutorials and operating manuals.

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

+ ENERGY SAVINGS
Possibility of monitoring operation in real time in real time and receive notifications advice/scenarios.
(e.g. 'Don't forget to switch on your heat pump to make the most of this sunny weekend.)