Recoup WWHRS App – User Guide

The Recoup WWHRS App provides waste water heat recovery system customers and installers with an easy to use and easy to access facility for registering their product installations. Registration is a SAP requirement and the Recoup WWHRS App is our tool for making this process easier. It provides an environmentally and time efficient option, removing the need to fill out paper forms multiple times before posting them off.

Getting the App

The App is available on Android and Apple tablets and phone devices from [Google Play](#) or the [App Store](#). Links can also be found on our [Website Registraton](#) page, www.recoupenergysolutions.co.uk/registration.

Download and install the App onto your device and then open it to access the User Registration and Login Page.

Press the Register button at the bottom of the screen and complete the Registration form with your details and create a password. Once complete click the Register button at the bottom of the page. These are now your Login details.

Return to the entry screen and Login with your email and password by completing the boxes and pressing the Login button. On returning to the App to add additional installation registrations you will only need to Login.
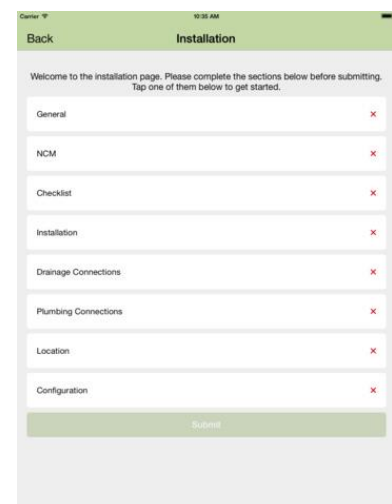
Adding an installation

The main screen provides you with two option. Incomplete Installations that you have begun and saved part way through completing, or you have been unable to send and have saved until Data or WiFi access is available. Then the Start new installation access.

Press the Start new installation button. You will be asked if you want to use one of your saved templates which you will be able to create later. Press no to access the Installation Page or Yes to view your templates.

On the Installation page there are eight sections to complete…

- *General* requires information about the housebuilder, property/site location, installation date and installer. Press Save to complete.

- *NCM* identifies the Recoup product that has been installed. Select from the available options and press Save to complete.

- *Checklist* identifies the persons responsible for design of WWHRS in the property. Select from the available options and fill in any sections required pressing Save to complete.

- *Installation, Drainage Connections, Plumbing Connections, and Location* are sections with two to five Yes or No questions each. Press Yes or No in answer to each question, then press Next until all questions are answered, then press Save and Continue to complete.

- *Configuration* requires the details of the setup in the property for bathrooms both connected and unconnected to a WWHRS. Compete the sections for total number of rooms and number WWHRS installed. Then for each WWHRS complete the System Type stating the installation method used for each WWHRS, see the System image previews at the top of the page for reference if required. Then answer the questions for the number of Showers and Baths, or Showers Only that are connected to the WWHRS. Once all WWHRS detail are added press Save to complete.

When you have competed and saved all sections a green tick will appear on the Installation screen for that section. The Submit button will be accessible at the bottom of the screen once all sections are completed correctly. Check that you have Data enabled and signal available or are connected to WiFi. If not, you can exit the App and the completed installation registration will be available in Incomplete Installations for sending later.

Incomplete Installations

When you start a new installation the progress will be saved as sections are completed. You can go back to an installation you have started by pressing Incomplete Installations from the Main Screen.

Templates

Once you submit an installation registration you have the ability to save a template of all of the answers that you gave to all sections except for Address of the site under General. This allows you to quickly and easily register multiple installations of the same type and setup. Select to save a template and then apply a name that you will recognise for that installation type. The next time that you start a new installation you will be able to select that template.

When using a template make sure that the address details are entered and updated and any information that varies is updated correctly. You can save multiple templates for later use but ensure an appropriate name is applied for you to recognise them.

Troubleshooting

- The keyboard on some devices will cover buttons you need to press. When you have finished typing in a section press Return on the keyboard to minimise it.

- On some devices, especially smaller screens, it can be difficult to scroll between the entry points listed within a section. In Sometimes the App may automatically back out to the Installation page. By pressing return on the keyboard after completing the text in a section you will move onto the next one.

- If a Red Cross is shown next to a section on the Installation page then something has not been completed. Go through the section indicated and ensure all information and answers are completed correctly.

- If you are having problems with using the App or have any questions about registering an installation, then please Contact Us

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