

# HotBot FAQs

## COMPATIBILITY

### What geysers are compatible with HotBot?

HotBot is compatible with electric or thermosyphon solar geysers. Please note HotBot is not intended for gas, pumped solar thermal (where the tank is typically inside), or heat pump geysers.

### Will a customer need a HotBot for each geyser if they have multiple geysers?

A customer will need a HotBot to control the element of each geyser. In rare cases where geysers are plumbed in series, you may be able to use only one HotBot for two geysers. Please contact Plentify to guide you through sensor placement for these cases.

## INSTALLATION AND VALIDATION

### How do I install HotBot?

You can download the HotBot installation manual on the Plentify Installer page.

### Where can I access the Plentify Installer App?

Please note that the Plentify Installer App is currently available as a web app which you can access at [install.plentify.io](https://install.plentify.io).

### How do I register for the Plentify Installer App?

To register for the Plentify Installer App:

1. Visit [plentify.io/installers](https://plentify.io/installers)
2. Click 'Register for Installer App'
3. Fill out the form with all your details.
4. You will receive an email once your registration is successful.
5. Access the app at [install.plentify.io](https://install.plentify.io)

### After I have installed HotBot, how do I validate installation?

Once you have completed the HotBot installation:

1. Visit [install.plentify.io](https://install.plentify.io) and log in with your email address.
2. Select Install a HotBot
3. Search for the HotBot ID. This ID can be found on the side of HotBot under the QR code.
4. Select "Run validation tests" and enter required details.
5. Select "Capture geyser data" and enter details about the hot water system.
6. View results of validation tests, and address any issues as instructed in the app. The LED light on the front panel of the HotBot will light up - different light colours indicate the following:

Blue	●	No issue with batteries or signal
Yellow	●	No signal
Flashing red	●	No battery - check the battery tab has been removed
Solid red	●	Battery present but not sufficiently charged

## WARRANTY

### What is the warranty for HotBot?

HotBot comes with a 1- year warranty, covering any defects or issues that arise within the first year of use.

## REGISTRATION

### How does a customer register on the Plentify App?

To register their devices on the app, your customer will need to:

1. **Create an account:** Guide the customer to [my.plentify.io](https://my.plentify.io) to set up their account.
2. **Link devices:** Ensure the customer enters their unique Plentify Bot IDs to connect their devices. Customers will receive a starter guide for both SolarBot and HotBot on installation which will show their respective IDs.
3. **Personalise settings:** Users can follow the prompts on the app to customise their system to fit their energy needs.

### What should a user do if they can not find their HotBot ID?

Customers will receive a starter guide for HotBot on installation day which will show their HotBot ID. If the customer is struggling to find their ID please email [support@plentify.io](mailto:support@plentify.io)

## SUPPORT

### Who should the installers contact if they have any issues?

If you are a Herholdts trusted installer please contact the Herholdts support team at:

Technical Support: [technicalsupport@herholdts.co.za](mailto:technicalsupport@herholdts.co.za)

For Sales: [info@herholdts.com](mailto:info@herholdts.com).

WhatsApp: 010 499 1365

Call: 010 499 1319

Technical Line: 087 630 0676

Please ensure that your invoice number is provided when contacting Herholdts for faster assistance.

For any other queries please contact [support@plentify.io](mailto:support@plentify.io)

### Who should the homeowners contact if they have any issues?

If you have a customer seeking support from Plentify, they can contact us directly at [support@plentify.io](mailto:support@plentify.io).

If they have HotBot installed, we will need their Plentify device ID/s or contact details (email).

**Support hours available Monday - Friday 9am - 5pm**

087 114 2270

[support@plentify.io](mailto:support@plentify.io)