KWB Comfort Online

for KWB Comfort 3 and KWB Comfort 4

The KWB Comfort Online **online platform** enables a simple and comfortable **control** of the KWB heating system **remotely**.

The Comfort Online platform lets you monitor and control the heating system via smartphone, tablet or laptop/PC from anywhere in the world. For this, you only need to register on the www.comfort-online.com portal and must have an internet connection to the heating system (LAN cable with RJ45 plug). You can use Comfort Online both with heating systems that are equipped with KWB Comfort 3 control as well as KWB Comfort 4 control.

Regardless of whether you use a smartphone, tablet or laptop/PC - Comfort Online immediately recognises the type of browser-enabled operating unit and automatically adjusts the respective user interface; individual display options are freely selectable.

To retrofit Comfort Online in existing systems that are equipped with Comfort 4 control, you will need to carry out a software update at the boiler control unit. Comfort 3 controls will in addition to the software update need to be equipped with a suitable network card.

The functional scope of Comfort Online can be expanded according to requirements with the optionally available function packages (Connect, Professional, Expert) and data packages.

You will find a detailed description of the function and data packages at **www.comfort-online.com**.

Compatible with

✓ **KWB Easyfire type EF2**
with Comfort 3 and Comfort 4

✓ **KWB Easyfire type EF2 CC4**
with Comfort 4

✓ **KWB Classicfire type CF2**
with Comfort 4

✓ **KWB Classicfire type CF1**
with Comfort 4

✓ **KWB Combifire type CF2**
with Comfort 4

✓ **KWB Pelletfire^{Plus} type MF2**
with Comfort 3 and Comfort 4

✓ **KWB Multifire type MF2**
with Comfort 3 and Comfort 4

✓ **KWB Powerfire type TDS**
with Comfort 3 (as of manufacturing year 2008*)

✓ **KWB Multifire type USV**
with Comfort 3 (as of manufacturing year 2008*)

✓ **KWB Easyfire 1 type USP**
with Comfort 3 (as of manufacturing year 2015*)

* the control unit must be replaced in boilers with manufacturing year older than 2008.

Function packages KWB Comfort Online

KWB function package "Basic" (package validity: unlimited)

- Register as a user
  – Create a user account   – Change registration data   – Password recovery
- Delete user account and optimum security using the SMS TAN system
- Multilingual
- Integrated online shop to expand functionalities
- Access to max. 1 heating system per user account
- Status display for the connection between heating system and Comfort Online and the status display of the heating system
- Homepage as a grouped overview of system components
- Structured display of selected operating parameters and change of selected operating parameters
- Execution of control commands
- Individual display options configurable and easy full text search in system components
- Diagram view per parameter for the past hour
- Display of current alarms and display of alarm history (only for Comfort 4)
- Email notifications in case of alarms
- Individual naming of the heating system
- Creation of a temporary support access option limited to 24 hours
- Creation and management of max. 3 data package access options for additional registered users
- Generation of online feedback
- Easy boiler control unit replacement

Function packages KWB Comfort Online

KWB function package Connect (**package validity: unlimited)**

- Alarm forwarding to up to 3 additional email addresses and as SMS to 1 additional mobile phone number

KWB function package "Professional" (package validity: unlimited)

- Contains all functions of the "Basic" function package
- Access to an unlimited number of heating systems and also to heating systems as support provider
- Clearly laid-out homepage for all heating systems if there is more than one heating system
- Selection of the authorisation levels user and expert level of the KWB control by entering a code
- Purchase of selected data packages to save operating data
- Presentation of recorded operating data in charts (only with purchased data package)
  – Individual display options for charts   – Management of different charts possible
- Unlimited creation and management of access option for additional registered users
- Creation and management of max. 3 data package access option for additional registered users
- Detailed change log of all heating system-related activities in Comfort Online

KWB function package "Expert" (package validity: unlimited)

- Contains all functions of the "Basic" and "Professional" function packages
- Selection of authorisation level for servicing of the KWB control by entering a code
  (only possible if released by KWB)
- Group administration
  – Combination of registered users to groups possible; the user may combine max. 5 additional registered users in groups. These, in total 5 users may be in the same group or in several groups.
  – Access authorisation for heating systems to groups
    – Access authorisation for data packages to groups

Data packages KWB Comfort Online

The function packages "Professional" or "Expert" are required for the use of a data package.
- The start of the expiration period for the data package is the purchase date in the online shop
- A data package can only be used for one heating system, respectively
- Data recording starts with the data package purchase
- The data recording ends independently from the selected data package with expiration of validity
- Data package validity periods - KWB Data – 1 month: 1 month
                                  - KWB Data – 3 months: 3 months
                                  - KWB Data – 12 months: 12 months
                                  - KWB Data – 24 months: 24 months
- Displaying the recorded data in charts is possible as of the purchase of the data package through the expiration of the data package validity period.
- Only data that was recorded during the validity period of the data package can be shown in charts
- Data storage
  – For the respective previous week, data will be available at the smallest possible sampling rate
  – Mean values of 15-minute intervals are shown for data that is older than one week
- A follow-on data package can be purchased before expiration of the validity period of a data package
  – To extend the validity period only a package of the same validity period can be used
- The recorded data remain stored during the data package validity period, after expiration of the data package validity, they are deleted and will be irretrievably lost.