

Requirements for using the MyStiebel app and compatibility overview

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1. Requirements for using the MyStiebel App

Compatibility with system and controller

The MyStiebel app works in conjunction with the latest generation of systems and controllers (WPM heat pump manager). Furthermore, it has limited downward compatibility with other systems and controllers. Please refer to the compatibility lists on the following pages.

Connection of the system to the internet via ISG

The system must be connected to the internet via the STIEBEL ELTRON "Internet Service Gateway" (ISG). The ISG web and the ISG plus are compatible. The ISG must be running the latest software version. In order to receive necessary updates for the ISG software, it is necessary to register with the STIEBEL ELTRON "Servicewelt". After registering, you will receive updates free of charge.



Fig 1: ISG web

Usage on a home network

It is currently only possible to operate a system with the MyStiebel app if the mobile phone on which the app is installed is on the same network as the one on which the STIEBEL ELTRON "Internet Service Gateway" (ISG) is registered.

No usage of the app in conjunction with the "Energy Management Interface" (EMI)

It is currently not possible to use the MyStiebel app at the same time as the STIEBEL ELTRON "Energy Management Interface" (EMI).

No usage of the app in conjunction with a KNX system

It is currently not possible to use the MyStiebel app in conjunction with a KNX building automation system.

Supported smartphones

Optimised for iOS 11.0 / Android 6.0 and higher. Form factor: smartphone in portrait mode. Support for the most common display sizes for iOS and Android.

2. MyStiebel App compatibility overview

- The heat pumps listed below with associated controllers and digital remote controls¹ are compatible with the MyStiebel app in conjunction with an ISG web (product no. 229336) or ISG plus (product no. 233493) running the latest ISG software version (**at least V5.11.1.0**).
- The minimum software versions listed are required for the controllers. If you are unsure about the software version of your controller, please contact STIEBEL ELTRON customer service.
- The compatibilities apply exclusively to systems that were originally delivered with the listed controller.
- Subject to technical modifications.

¹ Only applicable when connected and if controller type WPM 3 i is used.
Product management control technology, as of 11 May 2021

2.1. Air-water heat pumps (installed outside)

System	Controller	Controller minimum software version
HPA-O 5.1 CS Premium	WPM	449 06
HPA-O 7.1 CS Premium	WPM	449 06
HPA-O 7 S Premium	WPM	449 04
HPA-O 7 CS Premium	WPM	449 04
HPA-O 10 Premium	WPM	449 04
HPA-O 10 C Premium	WPM	449 04
HPA-O 13 S Premium	WPM	449 04
HPA-O 13 CS Premium	WPM	449 04
HPA-O 13 Premium	WPM	449 04
HPA-O 13 C Premium	WPM	449 04
HPA-O 3 CS Plus	WPM	449 04
HPA-O 4 CS Plus	WPM	449 04
HPA-O 6 CS Plus	WPM	449 04
HPA-O 8 CS Plus	WPM	449 04
WPL 19 A	WPM	449 04
WPL 24 A	WPM	449 04
WPL 47	WPM	449 04
WPL 57	WPM	449 04

2.2. Air-water heat pumps (installed inside)

System	Controller	Controller minimum software version
WPL 09 ICS classic	WPM	449 04
WPL 17 ICS classic	WPM	449 04
WPL 09 IKCS classic	WPM	449 04
WPL 17 IKCS classic	WPM	449 04
WPL 19 I	WPM	449 04
WPL 24 I	WPM	449 04
WPL 19 IK	WPM	449 04
WPL 24 IK	WPM	449 04

2.3. Brine-water heat pumps

System	Controller	Controller minimum software version	Minimum software version of the digital remote control ²
HPG-I 04 S Premium	WPM	449 06	-
HPG-I 06 S Premium	WPM	449 06	-
HPG-I 08 S Premium	WPM	449 06	-
HPG-I 12 S Premium	WPM	449 06	-
HPG-I 15 S Premium	WPM	449 06	-
HPG-I 04 CS Premium	WPM	449 06	-
HPG-I 06 CS Premium	WPM	449 06	-
HPG-I 08 CS Premium	WPM	449 06	-
HPG-I 12 CS Premium	WPM	449 06	-
HPG-I 15 CS Premium	WPM	449 06	-
WPC 04 (cool)	WPM	449 04	-
WPC 04 (cool)	WPM 3 i	391 10	416 03
WPC 05 (cool)	WPM	449 04	-
WPC 05 (cool)	WPM 3 i	391 10	416 03
WPC 07 (cool)	WPM	449 04	-
WPC 07 (cool)	WPM 3 i	391 10	416 03
WPC 10 (cool)	WPM	449 04	-
WPC 10 (cool)	WPM 3 i	391 10	416 03
WPC 13 (cool)	WPM	449 04	-
WPC 13 (cool)	WPM 3 i	391 10	416 03
WPC 05 S	WPM	449 04	-
WPC 05 S	WPM 3 i	391 10	416 03
WPC 07 S	WPM	449 04	-
WPC 07 S	WPM 3 i	391 10	416 03
WPC 10 S	WPM	449 04	-
WPC 10 S	WPM 3 i	391 10	416 03
WPC 13 S	WPM	449 04	-
WPC 13 S	WPM 3 i	391 10	416 03
WPF 04 (cool)	WPM	449 04	-
WPF 04 (cool)	WPM 3 i	391 10	416 03
WPF 05 (cool)	WPM	449 04	-
WPF 05 (cool)	WPM 3 i	391 10	416 03
WPF 07 (cool)	WPM	449 04	-
WPF 07 (cool)	WPM 3 i	391 10	416 03
WPF 10 (cool)	WPM	449 04	-
WPF 10 (cool)	WPM 3 i	391 10	416 03
WPF 13 (cool)	WPM	449 04	-
WPF 13 (cool)	WPM 3 i	391 10	416 03
WPF 16 (cool)	WPM	449 04	-
WPF 16 (cool)	WPM 3 i	391 10	416 03

² Digital remote control FEK2. Only applicable when connected. Only applicable for controller type WPM 3 i. Product management control technology, as of 11 May 2021

System	Controller	Controller minimum software version	Minimum software version of the digital remote control ²
WPF 05 S	WPM	449 04	-
WPF 05 S	WPM 3 i	391 10	416 03
WPF 07 S	WPM	449 04	-
WPF 07 S	WPM 3 i	391 10	416 03
WPF 10 S	WPM	449 04	-
WPF 10 S	WPM 3 i	391 10	416 03
WPF 13 S	WPM	449 04	-
WPF 13 S	WPM 3 i	391 10	416 03
WPF 10 M	WPM	449 04	-
WPF 13 M	WPM	449 04	-
WPF 16 M	WPM	449 04	-
WPF 20	WPM	449 04	-
WPF 27	WPM	449 04	-
WPF 27 HT	WPM	449 04	-
WPF 35	WPM	449 04	-
WPF 40	WPM	449 04	-
WPF 52	WPM	449 04	-
WPF 66	WPM	449 04	-