Category: Heater

Document Number: PI098BC

Webasto
Feel the Drive

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Description: **SmarTemp Control & SmarTemp fx Frequently Asked Questions**

⚠️ **WARNING:** Cancer and Reproductive Harm
www.P65Warnings.ca.gov

Sections

SmarTemp 2.0 Family:

Q: Can SmarTemp Control and SmarTemp Control fx be connected to 12V and 24V batteries?

   A: Yes, they can be used with 12V or 24V systems.

Q: Will I drain my batteries if I run the heater when engine is off?

   A: No, SmarTemp Control and SmarTemp Control fx have low-voltage disconnect that will switch off the heater if the voltage drops below programmed threshold.

Q: Is the low-voltage disconnect threshold adjustable?

   A: Yes, it is programmable for 12V system between 11V – 12.5V and for 24V system between 21V – 25.5V (0.1V steps)

Q: Will the heater start if low voltage is detected?

   A: The heater will not start until voltage is ≥ 0.1V above programmed threshold value.

Q: What is operating temperature?

   A: Operating temperature range: -40°F (- 40°C) 185°F (+85°C)

Q: Can I see the display at -40°F (-40°C)?

   A: No, the display is not visible below -22°F (-30°C)

Q: If the display is not visible will the heater start?

   A: Yes, all timers will be activated or the user can start the heater manually by pressing the push button.

Q: What are the dimensions?

   A: Dimensions are (L x H x D): 2.7 x 2.2 x 0.6 inch (69.4 x 55.5 x 15.2mm)

Q: Is it easy to install?

   A: Yes, it is simple surface mount installation

Q: is it easy to use?

   A: Yes, it has intuitive menu selections and a rotary knob for easy navigation through the menu

Q: Are the backlight, LED's and display timed to shut down?

   A: Yes, after 30 seconds with no user input they will go into a sleep mode

Q: Are there any other languages that could be set for the unit?

   A: Yes, English, French and Spanish

Q: Can I see remaining time of the heater operation?

   A: Yes, it is shown on the display.

Q: Is a fault code (blink code) available?

   A: Yes, the LED's will flash according to the fault.

Q: Is its error code displayed?

   A: Yes, it is displayed on the screen and also in the error code list.

Q: Is the error code description available?

   A: Yes, in the error code list if error code is selected will show description for that code.

Q: Can I see previous error codes?

   A: Yes, the last five error codes are saved, with newest at the top.

Q: Can I erase error codes from the list?

   A: Yes, by selecting Default settings.

Q: Can I erase error in the heater using SmarTemp?

   A: No, error codes in the heater can only be erased with the Webasto diagnostic tool connected to the

heater.

Q: Can I connect Webasto diagnostic tool to the SmarTemp?

   A: Yes, it is possible on the SmarTemp Control with a special adapter harness (P/N: 5010685A). However, this is not possible on the SmarTemp Control fx.

Q: Can I change some parameters?

   A: Yes, most parameters can be changed by the user

Q: Can I change parameters to the factory setting?

   A: Yes, to change go to Default section in the menu.

Q: Will I loose programmed parameters in the menu if power is lost to the SmarTemp?

   A: No, all programmed values by the end user will be saved; only time and date must be reset after a power loss.

Q: When setting the time and date can I go back from minutes to hours if I made mistake?

   A: Yes, you can by using Webasto push button.

Q: Can I see the current software version of the unit?

   A: Yes, in the menu there is a section which will give the Software "SW" version.

SmarTemp Control 2.0 Only:

Q: Can I use SmarTemp Control to control the coolant heaters?

   A: Yes, but you will not have all features of the SmarTemp Control. SmarTemp Control is designed to work with Webasto air heaters.

Q: Can I change temperature readings from Fahrenheit to Celsius?

   A: Yes, you can change temperature units on the SmarTemp Control.

Q: Do I need to use external temperature sensor of the heater?

   A: No, the SmarTemp Control has an integrated temperature sensor.

Q: Can I see what the cab temperature is?

A: Yes, on the SmarTemp Control displays cab temperature.

Q: Can I see set temperature?

A: Yes.

Q: Can I adjust set point temperature?

A: Yes, it is adjustable between 41ºF and 95ºF (5ºC and 35ºC).

Q: If temperature reading on the SmarTemp Control is not showing the same value as my thermometer, can I adjust temperature reading?

A: Yes, this temperature difference is affected by mounting location of the SmarTemp Control and air circulation in the mounting area. In the menu under the option sub-menu, select "temperature offset". Offset can be adjusted ±9ºF (±5ºC).

Q: Does temperature offset have any impact of my set temperature?

A: No, temperature offset is just offsetting temperature reading of the cab on the display.

Q: Can I use ventilation mode on the heater?

A: Yes, SmarTemp can activate vent mode with blower speed adjustment (three speeds)

Q: Can I run the heater as long as I want?

A: Yes, in the option menu you can select continuous operation.

Q: Can I limit time of the heater operation?

A: Yes, in the option menu you can select timed shut down option and select time between 30 minutes and 14 hours in 30 minute increments.

Q: Does the SmarTemp Control have preventive maintenance (PM) reminder?

A: Yes, it is optional to the user and will remind you to run the heater if the heater has not been run in the last 30 days in heat mode.

Q: Can I see the heater operating hours on the SmarTemp Control.

A: No, there is no hour meter feature on the SmarTemp Control.

Q: I am a fleet owner and want to set heater operation that a driver cannot change. Is it possible to do this?

A: Yes, in the menu under the options sub-menu, a fleet manager can set a password that locks-out all settings within the Options menu. This contains: continuous or timed operation, LVD, PM, error code list, offset and default setting.

Q: What if I do not remember my password, can I change the values?

A: No, if password is selected once to change settings you must have password. In the case you do not remember or do not know the password there is master password to unlock the unit.

Q: What menu options are protected with the password?

A: The password protected options are Continuous or Timed Operation, LVD, Password, PM, Time and Date, Offset, Default setting.

Q: What if I do not remember my password, can I change the values?

A: No, if password is selected and you want to change the settings you will need to enter your password to have access. In case that you do not remember or do not know the password, there is a master password available to unlock the unit. Call Webasto at 800-860-7866 for unlocking procedure.

Q: Does the SmarTemp Control have a timer option to start the heater at a preset time?

A: Yes, the SmarTemp Control has a one-time timer that could be set for any day and time 7 days ahead.

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Q: Does the timer repeat itself every week at the programmed time?
  A: No, this timer is a onetime activation only. The en- user will be required to input another start time in order to reactivate again the timer.

SmarTemp Control fx 2.0

Q: Can I use a SmarTemp Control fx to operate an air heater?
  A: Yes, but you will not have same features as if you use a SmarTemp Control.

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  A: Yes, but you will not have same features as if you use a SmarTemp Control.

Q: How many modes are there?
  A: There are two modes, Manual and Auto

Q: Can I turn the heater manually when in the Auto mode?
  A: Yes

Q: How many days I can program in advance?
  A: There is a seven-day calendar.

Q: Do I have to program the times for the next week again?
  A: No, programmed times in the calendar week will repeat themselves as long as the mode is set to Auto.

Q: How many times I can program a heater start per day?
  A: There are four individual start times per day that could be programmed.

Q: When programming a heater start time, is it possible to enter the same start time for multiple days in the week, to speed up the programming.
  A: Yes, there is few options, one is the grouped days MON-FRI, SAT-SUN, MON-SUN or you can use the CUSTOM option to program day by day.

Q: Can I disable the heater programed start times?
  A: Yes, each programed start time can be disabled by turning the timer to OFF or using the skip feature to disable the selected programed start time for one time.

Q: Can I disable all programed start times?
  A: Yes, all programed start times will be disabled if the mode is changed to manual. By doing this all the seven-day calendar is no longer active.

Q: Do I need to program timers again when switched back to the Auto mode?
  A: No, all programed start times that are already programmed in the seven-day calendar will be active again when you switch to the Auto mode.

Q: Can I change the duration time for the heater operation?
  A: Yes, each programed start times can have a different duration time.

Q: What is maximum duration time?
  A: Maximum duration time is 120 minutes and is programmable in 10 minutes' steps.

Q: Can I see the operation hours for the heater on the SmarTemp Control fx?
  A: Yes, the SmarTemp Control fx has an hour meter that keeps track of the heater's operating hours.

Q: Can I set the preventive maintenance (PM) mode on the SmarTemp Control fx?
  A: No, there is no PM feature on the SmarTemp Control fx.

Q: I am a fleet owner and want to set the heater operation so that the drivers cannot change it. Is it possible to do this with the SmarTemp Control fx?
  A: Yes, in the menu under Option you have to go to the password section and choose Password Protected and choose your four-digit password. If password is selected, next time if you try to go to option in the menu, you will not have access unless you enter your four-digit password.

Q: What menu options are protected with the password?
    A: The password protected options are Time and Date, Timer, LVD, Default and Password.

Q: What if I do not remember my password, can I change the values?
    A: No, if password is selected and you want to change the settings you will need to enter your password to have access. In case that you do not remember or do not know the password, there is a master password available to unlock the unit. Call Webasto at 800-860-7866 for unlocking procedure.

Q: When setting the time and date can I go back example from minutes to hours if I made mistake?
    A: Yes, you can by simply pushing the Webasto button.

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