FAQ – Nexus regulators

1. Are you unable to access the secondary functions menu of the electronic regulator (e.g., selecting APP)?

If the menu cannot be displayed using the MODE button, try using the MODE + STANDBY buttons.

2. Does the installed regulator switch off randomly or switch to standby mode?

Check whether there are power outages in your 230 V mains supply. If the power supply is interrupted for more than one second, the device switches off. After the power is restored, the standby menu is activated. The system settings must be set again.

3. Does the installed regulator not heat according to the set weekly program?

Make sure that the selected program has been programmed for all days (Mon–Sun) and all hours (0–24 h).
Check whether there has been a 230 V power outage (the Standby mode is displayed if it has). If the power supply is interrupted for more than one second, the device switches off.After the power supply is restored, the standby menu is activated and the time and date settings are lost.
Check whether the ambient temperature where the unit is installed is lower than the set (required) temperature.

4. Is the Wi-Fi regulator unable to connect to a typical 2.4 GHz home Wi-Fi network?

The name of the home network must remain the same throughout the entire pairing process.

5. Is the regulator not heating to the temperature you set?
Increase the set temperature (e.g. by 4–5 °C above the ambient temperature) to speed up the heating process, or use the boost function.

6. Does the regulator with Wi-Fi not generate the "ZI..." access point during pairing?

Reset the electronic regulator using the rSt function in the Secondary menu by selecting Reset ALL. Then repeat the pairing procedure.
(This issue is resolved in the updated application version 1.6)

7. Have you noticed that the Wi-Fi (direct) connection on a paired regulator is lost, or that control via it has stopped working?

If your smartphone is outside the range of the Wi-Fi network used for pairing, the connection between the app and the regulator will be interrupted. In such a case, close the app and restart it once you return to the range of the Wi-Fi network where pairing was performed.

8. Is the "Stone Connect Wi-Fi" app interface not displaying correctly on your phone?

Check your phone settings, e.g. the font size on the display.

9. Does your Wi-Fi regulator pairing process differ from the one shown in the instructional video?

The procedure may differ due to the use of various mobile devices, operating systems, and their versions. The instructional video has been updated to reflect application version 1.6 for both Android and iPhone.

10. Are you having trouble with the password during account registration?

This issue has been resolved in version 1.6 of the app. We have added a "password eye" icon to the registration and login menu and implemented a password reset process.