

# EUROM Smart App

Android / iOS

User Manual



---

Model: EUROM Smart App Date: 28-10-2025  
Version: v2.0

**EUROM**®  
POWERFUL PRODUCTS SINCE 1974

## Introduction

This manual describes the installation of the EUROM Smart App and the procedures to add devices. This manual has been compiled with the utmost care. Nevertheless, we reserve the right to improve and adjust this manual at any time. The images used may differ.

This manual may differ slightly depending on the type of smartphone you are using.

## Table of contents

<b>1. Installation EUROM Smart App .....</b>	<b>4</b>
<b>2. Connecting a EUROM device .....</b>	<b>7</b>
2.1. Bluetooth mode (recommended) .....	7
2.2. EZ mode (fast blinking Wi-Fi indicator) .....	8
2.3. AP mode (slow blinking Wi-Fi indicator) .....	9
<b>3. Managing the Wi-Fi on your EUROM device .....</b>	<b>11</b>
3.1. Air conditioners .....	11
3.1.1. AC 4201 Wi-Fi, AC 5201 Wi-Fi .....	11
3.1.2. Coolperfect 90/120/180 Wi-Fi .....	11
3.1.3. Polar Wi-Fi, Coolsilent Wi-Fi & Cool-Eco Wi-Fi .....	12
3.2. Dehumidifiers Dry Best Wi-Fi .....	12
3.3. EUROM Wi-Fi Thermostat .....	12
3.4. Heaters .....	13
3.4.1. Alutherm Wi-Fi .....	13
3.4.2. E-infrared .....	14
3.4.3. Hi-Tower .....	14
3.4.4. Hot Shot .....	14
3.4.5. Mon Soleil .....	15
3.4.6. Mon Soleil Ceiling .....	15
3.4.7. Mon Soleil DSP .....	16
3.4.8. RAD 2000 Oil Free Wi-Fi .....	16
3.4.9. Sani Bathroom .....	17
3.4.10. Sani Mirror Wi-Fi LED .....	17
3.4.11. Sani Wall Heat Wi-Fi .....	18
3.4.12. Sani Wi-Fi & Sani Mirror Wi-Fi .....	18
3.4.13. Side-Kick .....	19
3.4.14. Wall Designheat Wi-Fi .....	19
3.5. Humidifier Oasis Wi-Fi .....	19
<b>4. FAQ .....</b>	<b>20</b>
<b>Mobile privacy policy .....</b>	<b>21</b>
What personal data do we collect? .....	21
Information you voluntarily provide us .....	21
Information we collect automatically .....	22
Smart devices related information .....	22
Purposes and legal basis for processing personal data .....	22

- Who do we share personal data with? ..... 23
- International transfer of information collected ..... 24
- Your rights relating to your personal data ..... 24
- Security..... 24
- Data retention ..... 25
- Changes to this privacy policy ..... 25
- Export your data to your mail..... 25
- Checking privacy policy and/or user agreement ..... 25
- Contact us..... 25

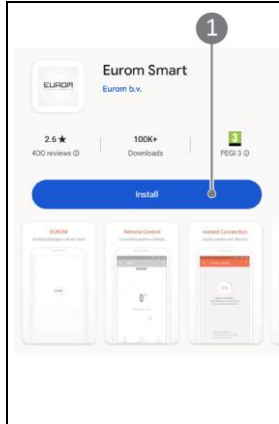
**Service Agreement of EUROM ..... 26**

- 1. Definitions of terms ..... 26
- 2. Service..... 26
- 3. Scope of service ..... 26
- 4. A third party ..... 27
- 5. Service application standard ..... 27
- 6. Information content standard ..... 28
- 7. Private policy and data ..... 28
- 8. Exception clauses ..... 28
- 9. Agreement termination and breach of agreement ..... 29
- 10. Governing laws and severability..... 30

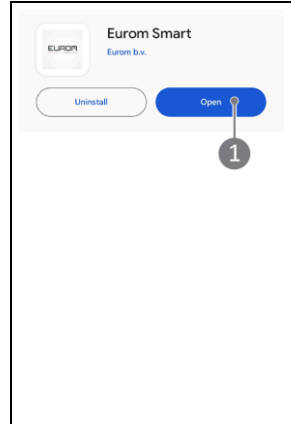
## 1. Installation EUROM Smart App



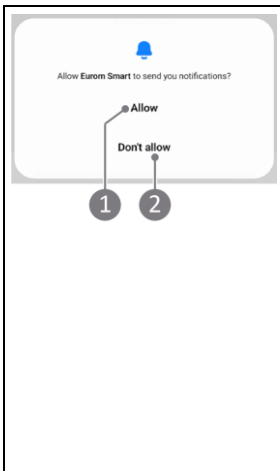
1. Scan the QR-code to download the app or search for the EUROM Smart App in the App- or Playstore.



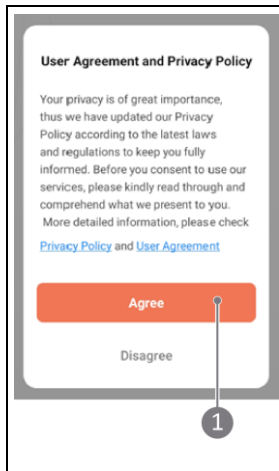
2. Install the app (1).



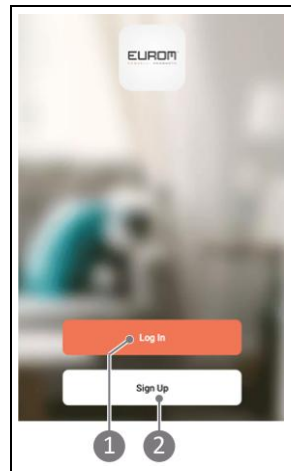
3. Open the app (1).



4. Choose whether you would like to receive notifications (1, 2).



5. Accept the documents if you agree (1).



6. Sign up for a new account (2) or log in if you already have an account (1).

## Notice

You'll need to create a password for your account to keep your information safe. The strength and length of your password can vary; choose a password that suits your needs and provides the level of security you prefer:



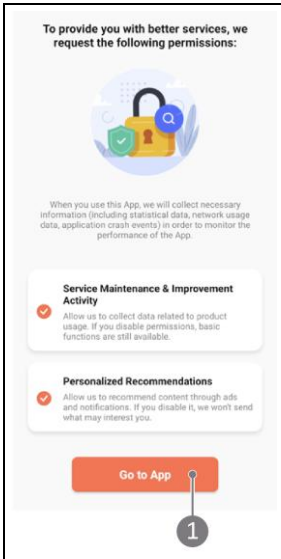
- letters and numbers, password length has 6-20 characters;
- uppercase and lowercase letters and numbers, password length has 8-20 characters;
- uppercase and lowercase letters, numbers, and special characters, password length has 8-20 characters.

To keep your account secure, avoid using common words or easily guessed/private information like name and day of birth.

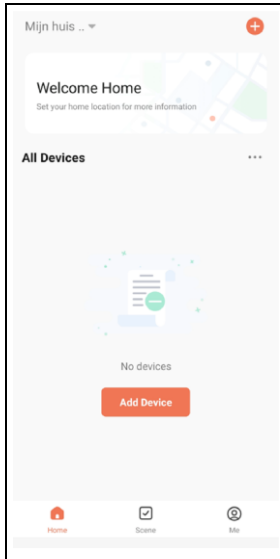
7. Enter your country (1) and email address (2). Accept the documents (4). Get a verification code (3).

8. Check if you received the verification code via email. Enter this code (1).

9. Choose a safe password and confirm (1).



10. Choose the options you approve. Go to the app (1).



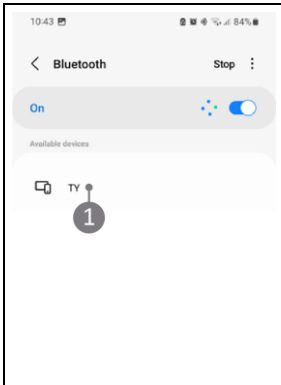
11. The EUROM Smart App is ready for use.

## 2. Connecting a EUROM device

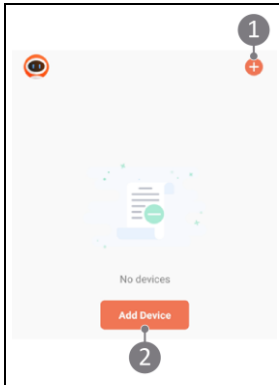
### 2.1. Bluetooth mode (recommended)

Before you start, make sure the Wi-Fi indicator on your EUROM device is blinking. It doesn't matter whether it blinks quickly or slowly.

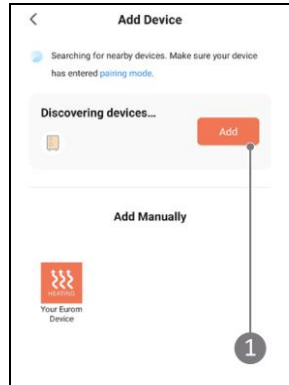
- If the Wi-Fi indicator is visible but not blinking, your device is already connected to a Wi-Fi network. To reset this connection, refer to chapter 3.
- If the Wi-Fi indicator is not visible, the Wi-Fi function on your device is probably turned off. Check chapter 3 to learn how to switch it on.



1. Open Bluetooth on your mobile device.



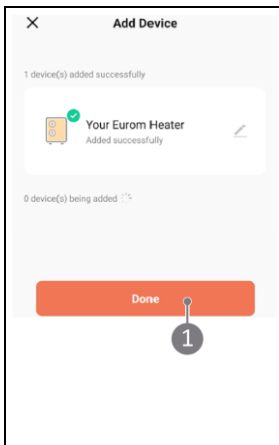
2. Open the EUROM Smart App. Add a device (1, 2).



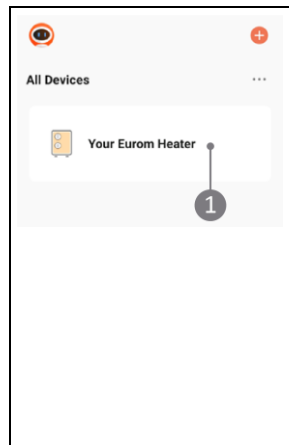
3. Start the connection (1).



4. Select your Wi-Fi network (1). Enter its password (2). Confirm (3).



5. Your device was added successfully. Confirm (1).



6. Select a EUROM product (1) to control it using the EUROM Smart App.

## 2.2. EZ mode (fast blinking Wi-Fi indicator)



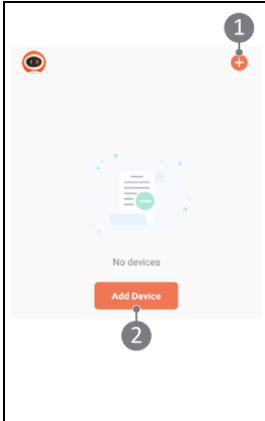
### Comment

For EUROM devices from 2022 or earlier (fast blinking Wi-Fi indicator on the device).

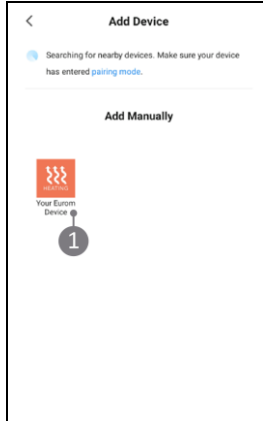


### Comment

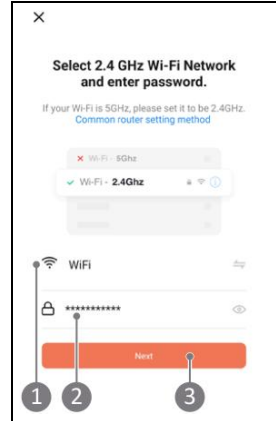
See chapter 3 Managing the Wi-Fi on your EUROM device to change the Wi-Fi indicator between slow and fast blinking.



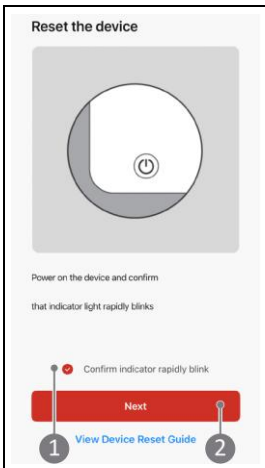
1. Add a device (1, 2).



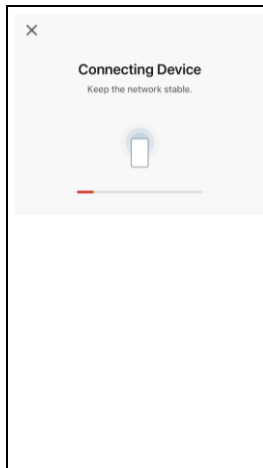
2. Choose the device icon (1) to start the connection.



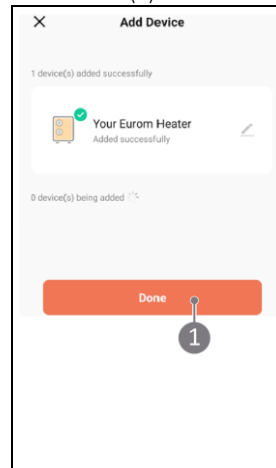
3. Select your Wi-Fi network (1). Enter its password (2). Confirm (3).



4. Confirm blinking indicator (1). Continue (2).



5. Wait for you device to connect



6. Your device was added successfully. Confirm (1).

## 2.3. AP mode (slow blinking Wi-Fi indicator)



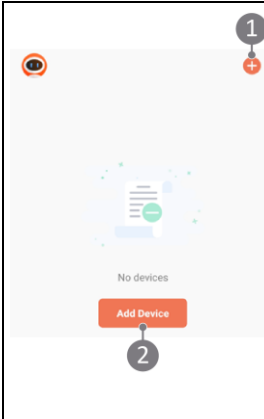
### Comment

For EUROM devices from 2022 or earlier (slow blinking Wi-Fi indicator on the device).

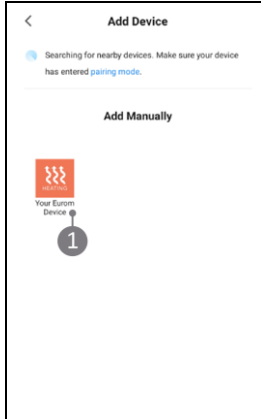


### Comment

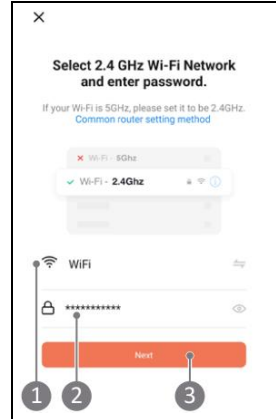
See chapter 3 Managing the Wi-Fi on your EUROM device to change the Wi-Fi indicator between slow and fast blinking.



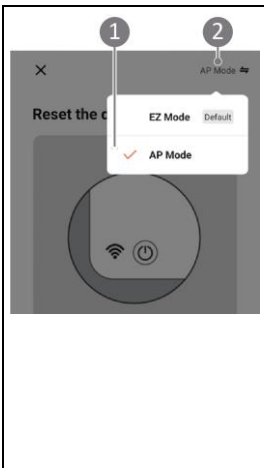
7. Add a device (1, 2).



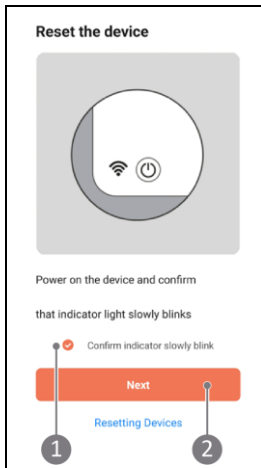
8. Choose the device icon (1) to start the connection.



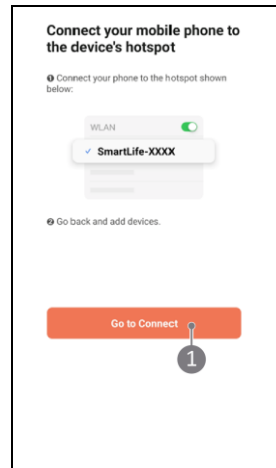
9. Select your Wi-Fi network (1). Enter its password (2). Confirm (3).



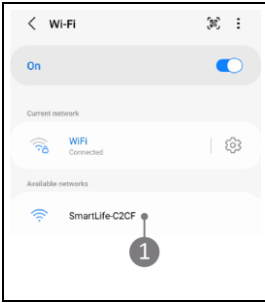
10. Click on EZ mode (1) and select AP Mode (2).



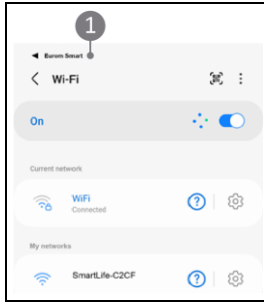
11. Confirm slowly blinking indicator (1). Continue (2).



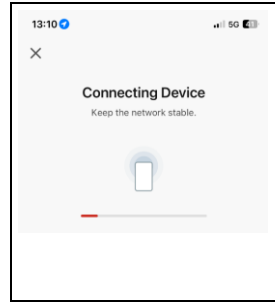
12. Connect your mobile phone to device's hotspot (1).



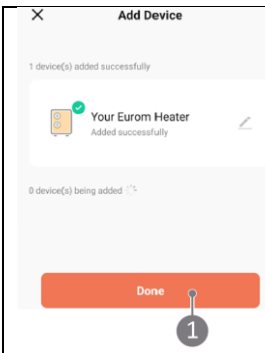
13. Select 'Wi-Fi options'. Select Wi-Fi hotspot named 'Smartlife-XXXX' (1).



14. Choose 'EUROM Smart' (1) in the upper left corner.



15. Wait for your device to connect.



16. Your device was added successfully. Confirm (1).

### 3. Managing the Wi-Fi on your EUROM device

This chapter shows you how to get your EUROM device connected to Wi-Fi quickly and easily. You'll learn how to:

- turn the Wi-Fi on and off;
- reset an existing Wi-Fi connection;
- set the device to AP mode (slow blinking Wi-Fi indicator).

Follow these steps to make sure your device stays connected and works smoothly. Simple tips and clear instructions help you avoid common connection problems.

#### 3.1. Air conditioners

##### 3.1.1. AC 4201 Wi-Fi, AC 5201 Wi-Fi

Product	Article numbers		
AC 4201 Wi-Fi	382440	382457	
AC 5201 Wi-Fi	382532		

- Reset an existing Wi-Fi connection, press and hold the Fan/Wi-Fi button 5 seconds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the Fan/Wi-Fi button 5 seconds. The Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- If the Wi-Fi indicator from your air conditioner does not flash, press and hold the Fan/Wi-Fi button for 5 seconds and the Wi-Fi indicator will start to flash on the display.

##### 3.1.2. Coolperfect 90/120/180 Wi-Fi

Product	Article numbers		
Coolperfect 90/120/180 Wi-Fi	380729	380750	380781

- Reset an existing Wi-Fi connection, put air conditioner in the standby mode. (plug in the wall socket and not do not press the ON / OFF button). Press and hold the Speed button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the Speed button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- If the Wi-Fi indicator from your air conditioner does not flash, press and hold the Speed button with the air conditioner in the standby mode (plug in the wall socket and do not press the ON / OFF button) until a beep sounds and the Wi-Fi indicator will start to flash on the display.

### 3.1.3. Polar Wi-Fi, Coolsilent Wi-Fi & Cool-Eco Wi-Fi

Product	Article numbers		
Polar 120/140 Wi-Fi	381689	380842	381719
Coolsilent 90 Wi-Fi	381696	380866	381726
Cool-Eco 90A++ Wi-Fi			
Cool-Eco 120A+ Wi-Fi			

- Reset an existing Wi-Fi connection, put air conditioner in the standby mode. (plug in the wall socket and do not press the ON / OFF button). Press and hold the Sleep button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the Sleep button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- If the Wi-Fi indicator from your air conditioner does not flash, press and hold the SLEEP button with the air conditioner in the standby mode (plug in the wall socket and do not press the ON / OFF button) until a beep sounds and the Wi-Fi indicator will start to flash on the display.

### 3.2. Dehumidifiers Dry Best Wi-Fi

Product	Article numbers		
Dry Best 30 Wi-Fi	371086		
Dry Best 40 Wi-Fi	371109		

- Reset an existing Wi-Fi connection, press and hold the Wi-Fi button 5 seconds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the Wi-Fi button 5 seconds. The Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- If the Wi-Fi indicator from your dehumidifier does not flash, press and hold the Wi-Fi button for 5 seconds and the Wi-Fi indicator will start to flash on the display.

### 3.3. EUROM Wi-Fi Thermostat

Product	Article numbers		
EUROM Wi-Fi Thermostat	365764	365771	365788

- Reset Wi-Fi, Press and hold the Wi-Fi button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the Wi-Fi button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.

### 3.4. Heaters

#### 3.4.1. Alutherm Wi-Fi

Product	Article numbers		
Alutherm Wi-Fi 1000/1500/2000/2500	360707	360745	360783
	360714	360752	360790
	360721	360769	361087
	360738	360776	361117
Alutherm XS Wi-Fi 400/800/1200	360523	360561	360844
	360530	360813	360851
	360547	360820	360868
	360554	360837	
Alutherm Baseboard Wi-Fi 1000/1500/2000/2500	361032	361162	361193
	361049	361179	361216
	361056	361186	361223
	361070		
Alutherm Sani (Verre) Wi-Fi 800/1200	361124	361094	361254
	361025	361230	361261
	361148	361247	
Alutherm Verre Wi-Fi 1000/1500/2000	360912	360950	360998
	360929	360967	361001
	360936	360974	361018
	360943	360981	

- Reset an existing Wi-Fi connection, press and hold the M(OD) button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the M(OD) button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the heater, press and hold the On/Off button until a beep sounds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen

### 3.4.2. E-infrared

Product	Article numbers		
E-Infrared Wi-Fi 425/600/800	360684	361353	361377
	360691	361360	361384

- Reset an existing Wi-Fi connection, press and hold the M(OD) button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the M(OD) button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the heater, press and hold the On/Off button until a beep sounds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen

### 3.4.3. Hi-Tower

Product	Article numbers		
Hi-Tower	342765		

- Reset an existing Wi-Fi connection, press and hold the Wi-Fi button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the Wi-Fi button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the heater, press and hold the Wi-Fi button and the Minus button simultaneously until a beep sounds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen.

### 3.4.4. Hot Shot

Product	Article numbers		
Hot Shot	342741	342758	

- Reset an existing Wi-Fi connection, press and hold the On/Off button until the Wi-Fi symbol on the heater display starts flashing. Existing connections will be deleted, and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the On/Off button until the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the heater, press and hold the Temperature Plus button and the Oscillation button simultaneously button for 5 seconds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen

### 3.4.5. Mon Soleil

Product	Article numbers		
Mon Soleil Wi-Fi 350/601/720	361612	361636	361650
	361629	361643	361667
Mon Soleil Verre Wi-Fi 300/450/720	361698	361711	361735
	361704	361728	361742
Mon Soleil Frame Wi-Fi 360/600/720	361759	361773	361797
	361766	361780	
Mon Soleil DSP Frame Wi-Fi 360/600/720	361957	361971	361995

- Reset an existing Wi-Fi connection, press and hold the M button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the M button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the heater, verify that the heating indicator is not visible. The device should be on and not heating. Press and hold the On/Off button until a beep sounds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen

### 3.4.6. Mon Soleil Ceiling

Product	Article numbers		
Mon Soleil Ceiling	361834	361858	361872
	361841	361865	361889

- Reset an existing Wi-Fi connection, press and hold the Wi-Fi button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the Wi-Fi button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the heater, press and hold the minus button until a beep sounds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen.

### 3.4.7. Mon Soleil DSP

Product	Article numbers		
Mon Soleil DSP 400/650/770	361896	361919	361933
	361902	361926	361940

- Reset an existing Wi-Fi connection, press and hold the M(OD) button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the M(OD) button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the heater, press and hold the On/Off button until a beep sounds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen

### 3.4.8. RAD 2000 Oil Free Wi-Fi

Product	Article numbers		
RAD 2000 Oil free Wi-Fi	363913	363920	

- Reset an existing Wi-Fi connection, press and hold the Wi-Fi/Standby button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the Wi-Fi/Standby button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the heater, press and hold the Wi-Fi/Standby button and the MODE button simultaneously until a beep sounds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen

### 3.4.9. Sani Bathroom

Product	Article numbers		
Sani Bathroom Radiator 400-600-800-1000	352566	352627	352672
	352573	352634	352689
	352580	352641	352696
	352597	352658	352702
	352603	352665	352719
	352610		

- Reset an existing Wi-Fi connection, press and hold the M(OD) button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the M(OD) button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the heater, press and hold the On/Off button until a beep sounds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen

### 3.4.10. Sani Mirror Wi-Fi LED

Product	Article numbers		
Sani Mirror Wi-Fi LED 400-600	350715	350739	
	350722	350746	

- Reset an existing Wi-Fi connection, In Off mode, press and hold the PLUS button (5 sec.) until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, In off mode, press and hold the PLUS button (5 sec.) until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the heater, In Off mode press and hold the Minus button (10 sec.) until a beep sounds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen.

### 3.4.11. Sani Wall Heat Wi-Fi

Product	Article numbers		
Sani Wall Heat 2000 Wi-Fi	343007		

- Reset an existing Wi-Fi connection, press and hold the Wi-Fi button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the Wi-Fi button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the heater, press and hold the Mode button until a beep sounds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen

### 3.4.12. Sani Wi-Fi & Sani Mirror Wi-Fi

Product	Article numbers		
Sani Wi-Fi 400-600-800-100 0	350067	350340	350395
	350098	350357	350401
	350135	350364	350456
	350142	350371	350463
	350333	350388	350470
Sani Mirror Wi-Fi 400-600	350418	350432	
	350425	350449	

- Reset an existing Wi-Fi connection, press and hold the Timer button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the Timer button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the heater, press and hold the Minus button until a beep sounds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen.

### 3.4.13. Side-Kick

Product	Article numbers		
Side-Kick	353150 353174	353198	353211

- Reset an existing Wi-Fi connection, press and hold the M(OD) button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the M(OD) button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the heater, press and hold the On/Off button until a beep sounds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen

### 3.4.14. Wall Designheat Wi-Fi

Product	Article numbers		
Wall Designheat 2000 Wi-Fi	342178	342185	

- Reset an existing Wi-Fi connection, press and hold the Temperature and Wi-Fi button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the Temperature and Wi-Fi button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the heater, press and hold the Mode button until a beep sounds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen.

### 3.5. Humidifier Oasis Wi-Fi

Product	Article numbers		
Oasis Wi-Fi	374995		

- Reset an existing Wi-Fi connection, press and hold the Auto button until a beep sounds. Existing connections will be deleted the Wi-Fi symbol will start blinking and a new connection can be made.
- Change between slow blinking/fast blinking Wi-Fi symbol on the display, press and hold the Auto button until a beep sounds the Wi-Fi symbol on display will change from fast to slow blinking or vice-versa.
- Switch On/Off Wi-Fi function from the device, press and hold the On-Off button and the Ventilator speed button simultaneously until a beep sounds. The Wi-Fi is switched On/Off and the Wi-Fi symbol will appear/ disappear from the screen.

## 4. FAQ

If any issue might arise when using the EUROM Smart App, please read this chapter first.

Question	Answer
How to use the timer?	<ol style="list-style-type: none"><li>1. Select 'Smart Timer' in the EUROM Smart App.</li><li>2. Select 'Add Schedule'.</li><li>3. Select a time.</li><li>4. Select 'ON' or 'OFF' at the 'Switch' option.</li><li>5. Choose the desired SET temperature when you have selected the switch-on option.</li><li>6. Repeat for additional 'ON' or 'OFF' commands.</li><li>7. Choose 'Select Day' to select the day(s) of the week you want to apply this timer setting to.</li><li>8. Select the day(s) of the week.</li><li>9. Select 'Repeat Endlessly' if you want this schedule to repeat every week.</li><li>10. Choose the back arrow to return to the 'Add Schedule' menu.</li><li>11. Select 'Save' to save your timer schedule.</li></ol>
What is the option 'Scene' used for and how can you configure this?	<p>The option 'Scene' is used to configure automations following certain triggers. For example: to switch On/Off all your devices with one device tap, or to automatically react to weather changes.</p> <p>How to use 'Scene':</p> <ol style="list-style-type: none"><li>1. Select 'Scene' in the main menu of the EUROM Smart App.</li><li>2. Select 'Create Scene'.</li><li>3. Select one of the optional triggers to start an action.</li><li>4. Follow further instructions from within the EUROM Smart App.</li></ol>

## Mobile privacy policy

Effective Date: Januari 14th 2020

Updated: Januari 14th 2020

EUROM and subsidiaries (“we”, “us”, “our”, “EUROM”) are committed to protecting your privacy. This privacy policy (“Policy”) describes our practices in connection with information privacy on personal data we process through your individual use of the following services, products, and related mobile applications (collectively, the “Products”):

- EUROM SMART Mobile Application

In this Privacy Policy, “Personal Data” means information that can be used to identify an individual, either from that information alone, or from that information and other information we have access to about that individual. “Smart Devices” refers to those nonstandard computing devices produced or manufactured by hardware manufacturers, with human-machine interface and the ability to transmit data that connect wirelessly to a network, including: smart home appliances, smart wearable devices, smart air cleaning devices, etc. “Apps” refers to those mobile applications developed by EUROM that provide end users remote control to Smart Devices and with the ability to connect to the supplier IoT Platform.

For other branded mobile applications powered by EUROM, our Clients control all the Personal Data collected through our Products. We collect the information under the direction of our Clients and the processing of such information shall be limited to the purpose of providing the service for which our Clients has engaged us. If you are a customer of one of our Clients and would no longer like to be contacted by one of our Clients that use our service, please contact the Client that you interact with directly.

### **What personal data do we collect?**

In order to provide our services to you, we will ask you to provide necessary Personal Data that is required to provide those services. If you do not provide your Personal Data, we may not be able to provide you with our products or services.

### **Information you voluntarily provide us**

- Account or Profile Data: When you register an account with us, we may collect your name and contact details, such as your email address, phone number, user name, and login credentials. During your interaction with our Products, we may further collect your nickname, profile picture, country code, language preference or time zone information into your account.
- Feedback: When using feedback and suggestion features in our Products, we will collect your email address, mobile phone number and your feedback content to address your problems and solve device failures on a timely basis.

## **Information we collect automatically**

- **Device Information:** When you interact with our Product, we automatically collect device information, such as the MAC address of your devices, IP address, wireless connection information, operating system type and version, application version number, push notification identifier, log files, and mobile network information.
- **Usage Data:** During your interaction with our Sites and Services, we automatically collect usage data relating to visits, clicks, downloads, messages sent/received, and other usage of our Sites and Services.
- **Log Information:** When you use our app, the system and exception log may be uploaded.
- **Location Information:** We may collect information about your real-time precise or non-precise geo-location when you use our specific Products or Services, such as heater, air conditioner, dehumidifier and humidifier.

## **Smart devices related information**

- **Basic Information of Smart Devices:** When you connect your Smart Devices with our Products or Services, we may collect basic information about your Smart Devices such as device name, device ID, online status, activation time, firmware version, and upgrade information.
- **Information Reported by Smart Devices:** Depending on the different Smart Devices you elect to connect with our Products or Services, we may collect different information reported by your Smart Devices.

## **Purposes and legal basis for processing personal data**

The purpose for which we may process information about you are as follows:

- **Provide You Services:** We process your account and profile data, device information, usage data, location information, and Smart Device related information to provide you with our Products and Services that you have requested or purchased. The legal basis for this processing is to perform our contract with you according to our Terms of Use.
- **Improve Our Services:** We process your device information, usage data, location information and Smart Device related information to ensure the functions and safety of our Products, to develop and improve our Products and Services, to analyze the efficiency of our operations, and to prevent and trace fraudulent or inappropriate usage. The legal basis for this processing is to perform our contract with you according to our Terms of Use.
- **Non-marketing Communication:** We process your Personal Data to send you important information regarding the Services, changes to our terms, conditions, and policies and/or other administrative information. Because this information may be important, you may not opt-out of receiving such communications. The legal basis for this processing is to perform our contract with you according to our Terms of Use.
- **Marketing Communication:** We may process your Personal Data to provide marketing and promotional materials to you on our Products and Services. If we do so, each communication we send you will contain instructions permitting you to opt-out of receiving future communications of that nature. The legal basis for this processing is your consent. Additionally, if you consent to participate in our lottery, contest or other promotions, we may use your Personal Data to manage such activities.

- Personalization: We may process your account and profile data, usage data, device information to personalize product design and to provide you with services tailored for you, such as recommending and displaying information and advertisements regarding products suited to you, and to invite you to participate in surveys relating to your use of our Products. The legal basis for this processing is your consent.
- Legal Compliance: We may process your Personal Data as we believe to be necessary or appropriate: (a) to comply with applicable laws and regulations; (b) to comply with legal process; (c) to respond to requests from public and government authorities (d) to enforce our terms and conditions; (e) to protect our operations, business and systems; (f) to protect our rights, privacy, safety or property, and/or that of other users, including you; and (g) to allow us to pursue available remedies or limit the damages that we may sustain.

### **Who do we share personal data with?**

At EUROM, we only share personal data in ways that we tell you about. We may share your Personal Data with the following recipients:

- To our third-party service providers who perform certain business-related functions for us, such as website hosting, data analysis, payment and credit card processing, infrastructure provision, IT services, customer support service, e-mail delivery services, and other similar services to enable them to provide services to us.
- To our customers and other business partners who provide you, directly or indirectly, with your Smart Devices, and/or networks and systems through which you access and use our Sites and Services.
- To an affiliate or other third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including without limitation in connection with any bankruptcy or similar proceedings). In such an event, you will be notified via email and/or a prominent notice on our website of any change in ownership, incompatible new uses of your Personal Data, and choices you may have regarding your Personal Data.
- As we believe to be necessary or appropriate: (a) to comply with applicable laws and regulations; (b) to comply with legal process; (c) to respond to requests from public and government authorities, including public and government authorities outside your country of residence; (d) to enforce our terms and conditions; (e) to protect our operations, business and systems; (f) to protect our rights, privacy, safety or property, and/or that of other users, including you; and (g) to allow us to pursue available remedies or limit the damages that we may sustain.
- To subsidiaries or affiliates within our corporate family, to carry out regular business activities.

Except for the third parties described above, to third parties only with your consent.

## **International transfer of information collected**

To facilitate our operation, we may transfer, store and process your Personal Data in jurisdictions other than where you live. Laws in these countries may differ from the laws applicable to your country of residence.

## **Your rights relating to your personal data**

We respect your rights and control over your Personal Data. You may exercise any of the following rights: Via the “Profile – Personal Center” in our Products.

You do not have to pay a fee and we will aim to respond you within 30 days. If you decide to email us, in your request, please make clear what information you would like to have changed, whether you would like to have your Personal Data deleted from our database or otherwise let us know what limitations you would like to put on our use of your Personal Data. Please note that we may ask you to verify your identity before taking further action on your request, for security purposes.

You may:

- Request access to the Personal Data that we process about you;
- Request that we correct inaccurate or incomplete Personal Data about you;
- Request deletion of Personal Data about you;
- Request restrictions, temporarily or permanently, on our processing of some or all Personal Data about you;
- Request transfer of Personal Data to you or a third party where we process the data based on your consent or a contract with you, and where our processing is automated; and
- Opt-out or object to our use of Personal Data about you where our use is based on your consent or our legitimate interests.

## **Security**

We use commercially reasonable physical, administrative, and technical safeguards to preserve the integrity and security of your Personal Data. EUROM provides various security strategies to effectively ensure data security of user and device. As for device access, EUROM proprietary algorithms are employed to ensure data isolation, access authentication, and applying for authorization. As for data communication, communication using security algorithms and transmission encryption protocols and commercial level information encryption transmission based on dynamic keys are supported. As for data processing, strict data filtering and validation and complete data audit are applied. As for data storage, all confidential information of users will be safely encrypted for storage. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), you could immediately notify us of the problem by emailing [cos@EUROM.nl](mailto:cos@EUROM.nl).

## **Data retention**

We process your Personal Data for the minimum period necessary for the purposes set out in this Privacy Policy, unless there is a specific legal requirement for us to keep the data for a longer retention period. We determine the appropriate retention period based on the amount, nature, and sensitivity of your Personal Data, and after the retention period ends, we will destruct your Personal Data. When we are unable to do so for technical reasons, we will ensure that appropriate measures are put in place to prevent any further such use of your Personal Data.

## **Changes to this privacy policy**

We may update this Privacy Policy to reflect changes to our information practices. If we make any material changes we will notify you by email (send to the e-mail address specified in your account) or by means of a notice in the mobile applications prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

## **Export your data to your mail**

Which data is recorded by the Eurom device and how to export this data to your email:

1. Open the EUROM Smart App.
2. Choose 'Me' in the right bottom corner.
3. Choose the Setting symbol in the right top corner.
4. Choose 'Privacy Policy Management'.
5. Choose 'Export Device Data'.
6. Select the device and choose 'Next Step'.
7. A Preview is showed from the recorded data.
8. Choose 'Export' in the right top corner to export this Data to your email.
9. Confirm with the verification code you received on this email address.

## **Checking privacy policy and/or user agreement**

1. Open the EUROM Smart App.
2. Choose 'Me' in the right bottom corner.
3. Choose the Setting symbol in the right top corner.
4. Choose 'Privacy Policy Management'.
5. Choose 'Privacy Policy' and/or 'User Agreement'.

## **Contact us**

If you have any questions about our practices or this Privacy Policy, please contact us as follows:

EUROM  
Postbus 131  
8281 JC Genemuiden  
The Netherlands

Email: [cos@EUROM.nl](mailto:cos@EUROM.nl)

# Service Agreement of EUROM

Welcome to EUROM!

Before accepting the Agreement, you are supposed to thoroughly read all contents of the Agreement, and fully know its terms, especially restrictive clauses or exceptions. Restrictive clauses or exceptions are bold or highlighted in other forms to catch your attention. In case of any doubt for the terms of the Agreement, please contact relevant business department of EUROM. You are not allowed to use the service before you have read and accepted all terms of the Agreement, relevant agreements and rules, etc. Once you select "agree and submit the Agreement" (see registration page for detailed wordings) and complete the registration procedure, or you use the service in any form, it will be deemed that you have read and agreed with the restriction of the Agreement and rules above. In case of any breach of the Agreement, EUROM has the right to unilaterally restrict, suspend or terminate the service for you, and has the right to investigate your relevant responsibilities.

The Service Agreement (hereinafter referred to as "the Agreement") is signed by you and EUROM. It includes (but not limited to) EUROM Privacy Policy and other contents. In case of change, EUROM will announce by means of the licensed software sending a message without further notification. Upon announcement, the changed agreement and rules become a part to the Agreement automatically, without further notification to you for your consent. In case of objection to such relevant changes, stop use EUROM's service; if you keep using it, it will be deemed as that you hold no objections against the changed rules and agree to abide by them.

## 1. Definitions of terms

- 1.1 Licensed software refers to software system developed by EUROM, downloaded and installed and applied in specified system mobile terminals.
- 1.2 Services refer to services provided for you by EUROM and its suppliers. You can use such services on the mobile terminal with the licensed software.

## 2. Service

- 2.1 EUROM offers you intelligent life equipment management services, based on which you can access the intelligent terminals on EUROM and its suppliers' smart platform through the EUROM Control, and realize interlinkage among intelligent equipment. Service contents include intelligent equipment management, scene interlinkage and analysis report, etc. Such functions may be optimized or modified according to changes of users' demands or judgment of service supplier, and service supply may be suspended due to regular and irregular maintenance.

## 3. Scope of service

- 3.1 EUROM grants you with the right to use the product based on this software.
- 3.2 You are prohibited to license, sell, lease, transfer, issue the product in any form, or use the product for other commercial purpose.
- 3.2 Due to limitations on software adaptation platform and terminals, you can only use the licensed software in the authorized system platform and terminal; if you install the licensed software on other terminal equipment, it may damage your hardware or software function.

- 3.3 You acknowledge that the licensed software can only be used for non-commercial purpose and installation, application and running of the licensed software is prohibited. If such commercial operation is necessary, prior written authorization and permission from EUROM shall be obtained.
- 3.4 EUROM and its suppliers may change, upgrade or transfer the licensed software or relevant functions from time to time, and may add new functions or services in the licensed software system. If no separate agreements are accompanied with the aforesaid new functions or services, you are entitled to the corresponding functions and services, which is also subject to the Agreement.
- 3.5 You shall be responsible for the accuracy, reliability, integrity and legality of input data and legality of the way in which you obtain the data, and shall back up data and information from time to time. You shall bear all risks for damage and loss of such information.
- 3.6 You shall properly keep your account number and password. In case of any safety loophole for your account (including but not limited to divulgence of user password), you shall notify EUROM in time, and EUROM will assist you in taking relevant measures. Otherwise, all behaviours related to your account shall be assumed by you and you will bear all responsibilities.

#### **4. A third party**

- 4.1 You acknowledge that certain service of EUROM and its suppliers is based on software or services provided by a third party. Such service is set to facilitate your application, and necessary legal authorization is obtained from the third party.
- 4.2 The product includes certain information and services of the third party. EUROM and its suppliers neither controls nor bears responsibility for information and services of the third party.
- 4.3 You acknowledge that EUROM and its suppliers cannot guarantee that the licensed software always uses or contains such services, or that other software provided by the same third party will be used in future. Likewise, it may use similar services supplied by another third party. Upon application, the aforesaid corresponding software or services are subject to this Agreement.

#### **5. Service application standard**

- 5.1 You shall use the licensed software in a normal manner. The following ways are in breach of the application standard:
- Issue or share computer virus, worms, malicious codes, or software that deliberately damages or changes computer system or data;
  - Collect information or data of other users without authorization, for example, email address and the like;
  - Maliciously use the product in an automatic way, causing overload to the server, or interfere with or damage web server and network links in other forms;
  - Attempt to visit server data or communication data of the product without authorization;
  - Interfere with or damage the production application by other users.
- 5.2 You understand and agree that:

- EUROM will determine whether or not you are involved in violation of standards above, and suspend or terminate your application license according to determination results or take other restrictions according to agreements.
- EUROM will directly delete information in breach of laws, or infringing others' legal rights, or in breach of the Agreement issued by you when using the licensed software.
- If a third party suffers from damage due to your breach of application standards, you shall independently bear legal responsibility in your name, and protect and indemnify EUROM from losses or additional expenses generated therefrom. Otherwise, EUROM has the right to claim compensation.
- If EUROM and its suppliers suffers from any loss due to your breach of relevant laws or the Agreement, you shall compensate EUROM and its suppliers for losses and (or) expenses generated therefrom.

## **6. Information content standard**

6.1 You promise that you will not conduct any act in breach of laws or improper behaviours by using the service, such act and behaviour include (but not limited to):

6.1.1 Uploading, transferring or sharing information containing one of the following contents:

- Opposing the basic principles determined in the Constitution;
- Endangering state safety, disclosing state secret, subverting state power and sabotaging state unity;
- Damaging state honour and benefit;
- Inciting national hatred and discrimination and sabotaging national unity;
- Destroying religious policy of the state and advocating heresy and feudalistic superstition;
- Spreading rumours, disturbing social order and destroying social stability;
- Spreading obscenity, porn, gambling, violence, murder and terror or abetting a crime;
- Insulting or slandering others and infringing on the legal rights and interests of others;
- Containing contents of sham, defraudation, harm, threat, infringement to others' privacy, harassment, infringement, slander, coarseness, indecency, or morally repulsive contents;
- Containing other contents restricted or forbidden by applicable laws, regulations, rules, provisions and other legal standards.

## **7. Private policy and data**

7.1 It is crucial for EUROM to protect your personal information. EUROM prepares EUROM Privacy Policy, in which contents related to ownership and protection of intellectual property, collection, use, share, storage and protection, etc. of your information are disclosed. You are suggested to thoroughly read EUROM Privacy Policy.

## **8. Exception clauses**

8.1 Unless otherwise specified in laws and regulations, EUROM will do its best to ensure the security, validity, accuracy and reliability of the licensed software and

technologies and information involved, but EUROM is unable to guarantee the same due to restriction by available technologies nowadays.

- 8.2 You understand that EUROM will not assume responsibility for direct or indirect losses caused by force majeure and default of a third party.
- 8.3 You shall be responsible for personnel injury or incidental or indirectly injury caused by or related to one of the following accidents:
- A third party uses the licensed software or changes your data without permission;
  - Expenses and losses produced by using the licensed software;
  - Your misunderstanding of the licensed software;
  - Other losses related to licensed software caused by reasons not attributable to EUROM.
- 8.4 Any other licensed software-derived software not developed and released by EUROM or the development and release are not granted by EUROM is illegal software. Downloading, installing and using such software may cause unpredictable risks. EUROM shall be free from legal responsibilities and disputes generated therein and EUROM shall have the right to suspend or terminate application license and/or other all services.
- 8.5 You have been informed of that the usage of EUROM and its supplier's smart platform involves in Internet service, which may be affected by unstable factors in all links. Although EUROM has taken safeguard measures, the service may be suspended, terminated, delayed, suffered from application restriction or application failure due to inherent defects of Internet and e-communication as well as factors beyond reasonable control of any party to the Agreement (including but not limited to fire, flood, terrorist attack, pestilence, natural disasters, riot, terminal virus, hacker attack, network fault and terminal fault). You hereby agree to bear foregoing risks and agree that EUROM is free from any responsibility when normal running of services are influenced by the occurrence of foregoing risks.

## **9. Agreement termination and breach of agreement**

- 9.1 You should understand that you shall use the licensed software according to authorization scope, respect intellectual property of software and contents contained in the software, and perform obligations according to the Agreement when using EUROM's services. EUROM will terminate the application license if you are in material breach of the Agreement.
- 9.2 Your application of the software relies on supporting services supplied by EUROM's related companies. Breach of terms, agreements, rules, announcements and other relevant regulations of EUROM and its related companies may cause failure in normal usage of licensed software, in which case, EUROM shall be entitled to terminate the application license, or take measures to restrain your application license or other rights and interests controlled by EUROM as agreed in the Agreement, including suspension or termination of your application license.
- 9.3 In case of your breach of the Agreement or other agreements signed with EUROM, EUROM and its suppliers shall have the right to notify the related companies, requiring them to take restrictive measures to your rights and interests, including requiring related companies to suspend or terminate supplying part or whole

services for you, and legally announce your breach of agreement on websites run or actually controlled by them.

- 9.4 The licensed software is downloaded from the downloading platform and you shall abide by stipulations of the download platform, system platform and terminal manufacture on application ways and restrictions of the licensed software. If the above mentioned third party confirms that you are in breach of the agreement and EUROM and its supplier's treatment is required, EUROM may terminate your application license at the third party's request.
- 9.5 When the application license terminates, you shall stop using the licensed software and destroy all copies.
- 9.6 You must bear all compensation responsibilities if EUROM and other users suffer from losses caused by your breach of terms in the Agreement.

## **10. Governing laws and severability**

- 10.1 Effectiveness, explanation, change, execution and dispute settlement of the Agreement are subject to laws of the People's Republic of China. If no relevant laws and regulations are available, reference to general international business practices and (or) industrial practices shall be made.
- 10.2 Dispute arising from or in connection with the Agreement may be settled by you and EUROM through friendly negotiation or submitted to People's Court of Postbus 131, 8281JC Genemuiden, Netherlands where the Agreement is signed for adjudication.
- 10.3 When any term of the Agreement is judged to be invalid by the People's Court, it will not influence the effectiveness of other terms or any part thereof, and you and EUROM shall perform the valid terms in good faith.
- 10.4 The Agreement is signed in:  
EUROM  
Postbus 131  
8281 JC Genemuiden  
The Netherlands

---

Kokosstraat 20, 8281 JC Genemuiden, The Netherlands

T: (+31) 038 385 43 21

E: [info@eurom.nl](mailto:info@eurom.nl)

I: [www.eurom.nl](http://www.eurom.nl)

---

Model: EUROM Smart App

Date: 28-10-2025

Version: v2.0

**EUROM**<sup>®</sup>

---

POWERFUL PRODUCTS SINCE 1974