

NEMSAN MOBILE APP

User Manual

You can monitor your Nemsan industrial ultrasonic humidifier from your phone, run it and change its settings. This manual explains every screen and every button in the app.

Installation, water connection and maintenance of the machine are outside the scope of this manual.

The app works with machines running firmware 2.0 or later.



Both platforms have the same screens and the same functions.

SUPPORTED FIRMWARE**2.0 and later****DATE****August 2026****MANUAL VERSION****1.0****REVISION****R00**

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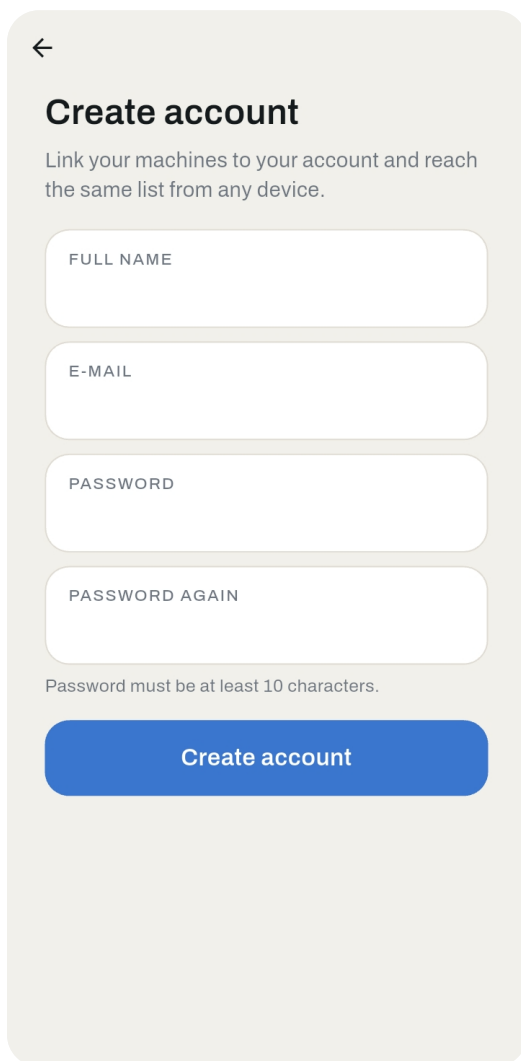
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1. Getting started

1.1 Creating an account

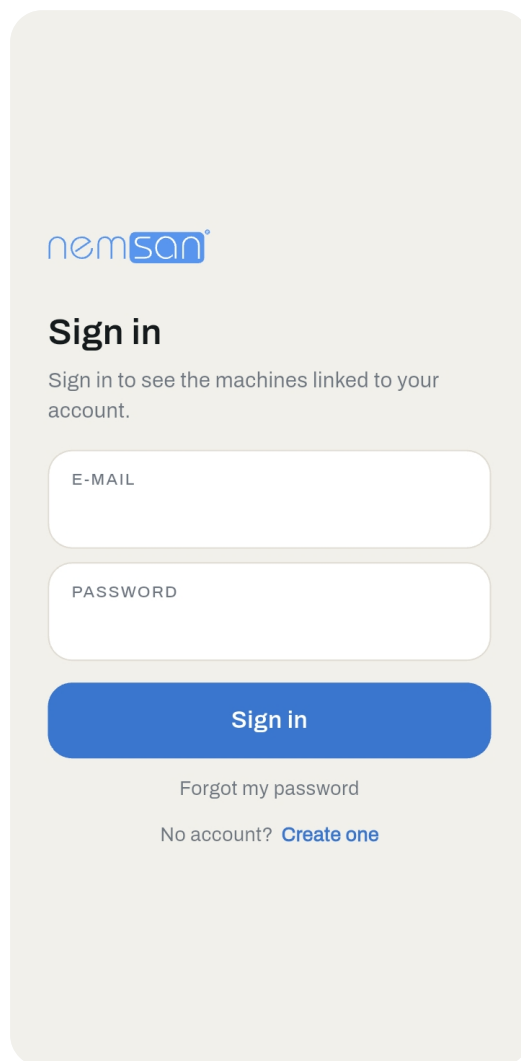
The first time you open the app you land on the sign-in screen. If you do not have an account, tap **Sign up**.

You are asked for your full name, email address and a password. The password must be at least 10 characters.



The sign up screen features a back arrow at the top left. Below it is the title 'Create account' followed by the instruction 'Link your machines to your account and reach the same list from any device.' There are four input fields: 'FULL NAME', 'E-MAIL', 'PASSWORD', and 'PASSWORD AGAIN'. Below the password fields is a note: 'Password must be at least 10 characters.' At the bottom is a blue button labeled 'Create account'.

Figure 1 · Sign up screen, empty form



The sign in screen displays the nemsan logo at the top. Below it is the title 'Sign in' followed by the instruction 'Sign in to see the machines linked to your account.' There are two input fields: 'E-MAIL' and 'PASSWORD'. Below these is a blue button labeled 'Sign in'. At the bottom, there are two links: 'Forgot my password' and 'No account? Create one'.

Figure 2 · Sign in screen, empty form

1.2 Email verification

After you sign up, a verification link is sent to your email address. You cannot sign in until you tap that link.

If the email does not arrive, check your spam folder.

1.3 Signing in

Sign in with your email and password. The app remembers you; you do not have to sign in every time you open it.

1.4 If you forgot your password

Tap **Forgot password** on the sign-in screen. A reset link is sent to your email address.

2. Adding a machine

Tap the + button at the top right of the **Machines** screen. Three options appear:

Option	When to use it
Set up a new machine	The machine is out of the box, no Wi-Fi details entered yet
Add an existing machine	The machine is already on the network and is being added to a second account
I have an invitation code	Someone shared a machine with you

The first two require you to **be at the machine**. This is a deliberate security choice: someone without physical access to the machine cannot add it to their account.

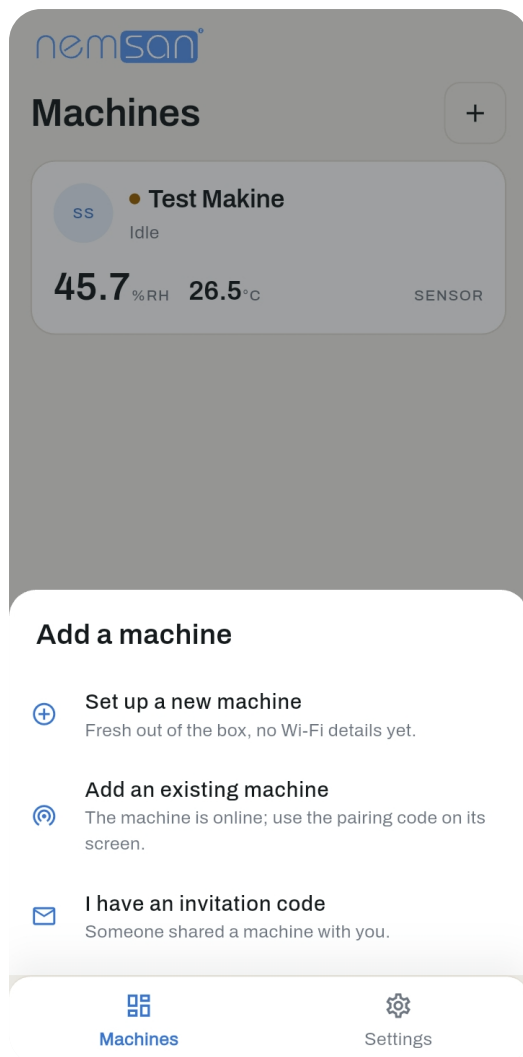


Figure 3 · Machines screen with the + button tapped, “Add machine” options open

2.1 Setting up a new machine

For a machine straight out of the box. You introduce your home or workplace network to the machine and add it to your account in the same flow.

With no saved Wi-Fi details the machine broadcasts **its own setup network**. Your phone joins it temporarily, passes the details across and returns to your normal network.

Step 1: Join the setup network

1. Power up the machine and wait about **30 seconds**.
2. In your phone's Wi-Fi list, join the network whose name starts with **Nemsan-**. This network has no password.
3. Return to the app and tap **Connected — continue**.

Step 2: Enter your Wi-Fi details

The machine lists the networks around it. Select your own network and type its password.

The machine only connects to 2.4 GHz networks. If your router broadcasts both 2.4 and 5 GHz, choose the 2.4 GHz one. If your network is not in the list, you can type its name manually.

Step 3: Setup complete

The machine joins your network, is saved to your account and connects to the cloud. The app shows the capabilities it detected (fan, UV-C, water level sensor) and the signal strength.

At this point your phone returns to your own network.

If the first attempt fails, try once more. The machine may have been restarting at that moment.

The screenshot shows the 'Add machine' screen at Step 1 of 3. The title is 'Connect to the setup network'. Below the title, it says 'With no Wi-Fi saved, the machine opens a password-free setup network.' There are three numbered instructions: 1. Power up the machine and wait about 30 seconds. 2. From your phone's Wi-Fi list, join the network starting with Nemsan-. 3. Return to this screen and tap "I'm connected — continue". Below the instructions, there is a text input field containing 'Nemsan-XXXXXX' with a subtext 'Setup network · no password'. Below that is a section titled 'Add an already-installed machine' with a description and a right arrow. At the bottom, there are two buttons: a blue 'I'm connected — continue' button and a white 'Open phone Wi-Fi settings' button.

Figure 4 · Add machine wizard, Step 1: Join the setup network

The screenshot shows the 'Add machine' screen at Step 2 of 3. The title is 'Wi-Fi details'. Below the title, it says 'The machine connects to 2.4 GHz networks only.' There is a list of Wi-Fi networks with signal strength indicators: 'FiberHGW_HUJ92V' (Good), 'FiberHGW_HU8ZHA' (Fair), 'FiberHGW_VE0E62_2.4GHz' (Weak), and a redacted network (Very weak). Below the list are two links: 'Refresh' and 'Enter the network name manually'. There are two text input fields: 'WI-FI PASSWORD' and 'MACHINE NAME'. Below the fields, it says 'The details are sent to the machine; it restarts and joins your network.' At the bottom, there is a blue 'Send to machine' button.

Figure 5 · Add machine wizard, Step 2: Wi-Fi network list and password field

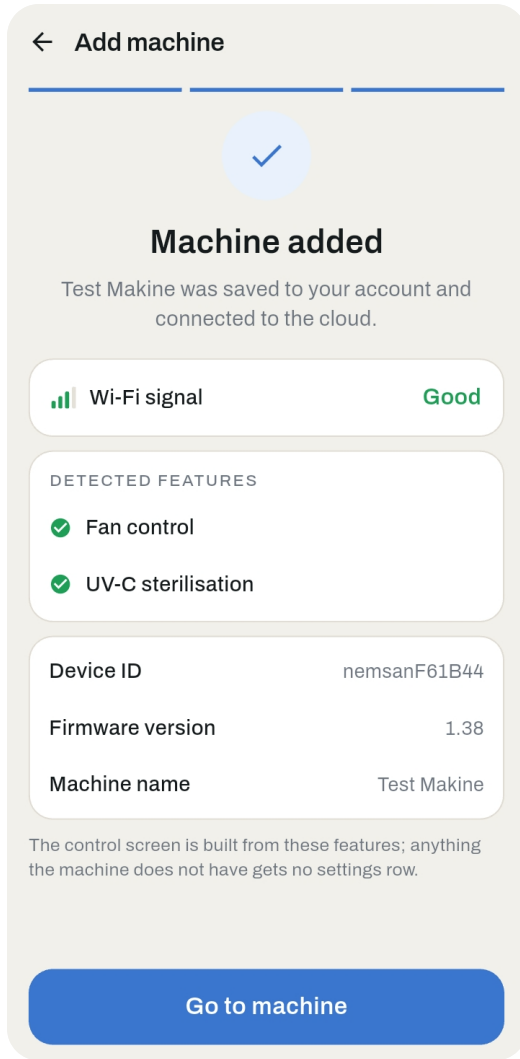


Figure 6 · Add machine wizard, Step 3: Machine added, list of detected capabilities

2.2 Adding an existing machine

Use this route if the machine is already on the network and you want to add it to another account. No Wi-Fi setup is performed, only pairing.

For this you need the **pairing code** shown on the machine's display.

Finding the pairing code

Follow these steps on the machine's display. The machine must be **stopped**.

The machine's keys are unlabelled; the direction keys carry arrows and the middle key reads **OK** (**SEÇ** in the Turkish interface). In this manual the direction keys are shown as ▲ ▼ ◀ ▶.

1. From the standby screen, press **▲ at least eight times** in a row. The display returns to the working mode selection screen.
2. On that screen, press **▲ at least eight times** again. The settings menu opens.

3. Move through the menu with ► and ◀. The screens follow in this order: BMS Remote Control → Language → Firmware Version → **Pairing Code** → Network Reset → Connection Reset → Firmware Update → back to the start
4. On the Pairing Code screen you see an eight-character code in the form `XXXX-XXXX`.

The code contains no characters that can be confused: zero and O, one, I and L are not used.

Entering the code in the app

In the app use **Add an existing machine** and type the code. The machine is added to your account.



Figure 7 · Machine LCD, Pairing Code screen with the code visible

← Add machine

STEP 3 / 3

Link the machine to your account

Enter the eight-character code shown on the machine screen. Nothing else is needed.

PAIRING KEY

XXXX-XXXX

Link to account

Figure 8 · Add machine wizard, pairing key entry field

2.3 Adding with an invitation code

If you are not the owner of the machine and an invitation code was sent to you, use **I have an invitation code**. You do not need to be at the machine.

See section 7 for sharing and roles.

3. Machines screen

This is the app's main screen. Every machine on your account is listed as a card.

Each card shows:

- **Machine name and location** — you choose these
- **Status** — running / idle / offline
- **Current humidity and temperature**
- **Water level** (on models that support it)
- **Wi-Fi signal strength**
- **Update banner** — appears at the bottom of the card when a new firmware version is available

Tapping a card opens the machine's control screen.

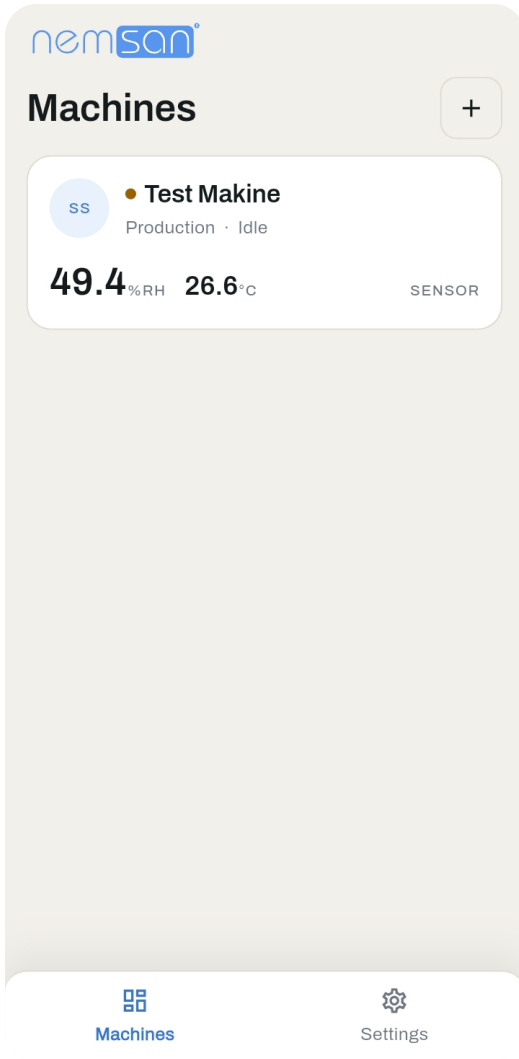


Figure 9 · Machines list with one machine card, idle

What does offline mean?

It means the machine is not connected to the internet. Common causes: a power cut, a Wi-Fi problem or a change of router. The machine may still be running; it simply cannot talk to the app.

Pending firmware update

When a new firmware version is available for the machine, a banner appears at the bottom of its card. Details are in section 8.

4. Control screen

Opens when you tap a machine card. All control, settings, monitoring and reports for a machine are reached from here.

The machine name is at the top of the screen, with the connection status and Wi-Fi signal strength below it. The two icons at the top right:

- **Chart icon** → Reports (section 5)
- **Gear icon** → Machine settings (10.3)

4.1 When can settings be changed?

The machine can only be adjusted while it is idle. While it runs, the mode and parameter cards are disabled; the note on the screen states the situation:

Machine is idle — mode and parameters can be changed.

To change a setting, press **STOP** first.

If you are viewing with viewer permission, the cards are disabled in every state (section 7).

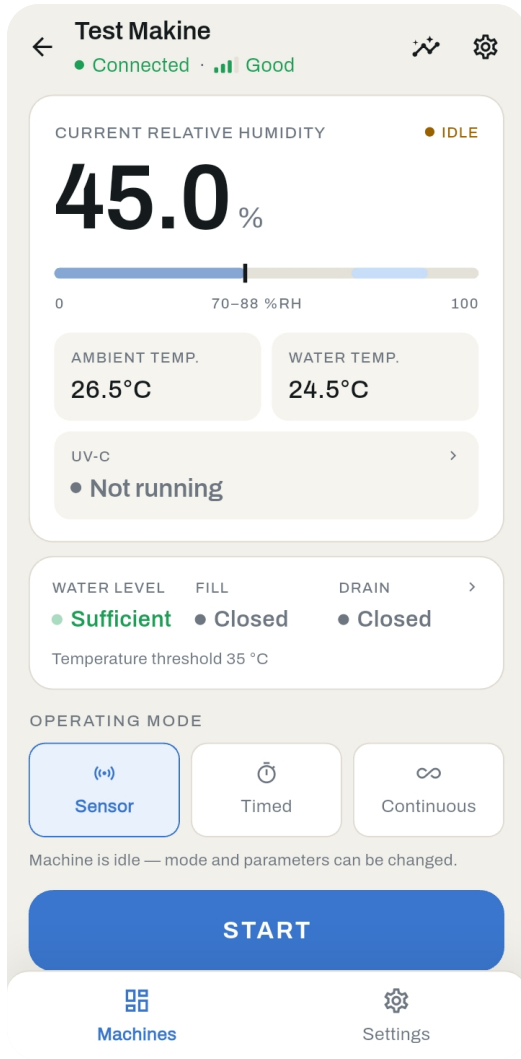


Figure 10 · Control screen, machine idle, humidity card and water card visible

4.2 Starting and stopping

The large button at the bottom of the screen starts the machine. It reads **START**, and turns into **STOP** while the machine runs.

The note under the button says what will happen: when you start it, the machine runs with the last saved settings; when you stop it, it goes idle.

If the machine is offline the button is disabled — there is nowhere for the command to go.

4.3 Humidity card

The large card at the top of the screen:

- **Current relative humidity** — the humidity measured in the room
- **Status badge** — top right: IDLE / RUNNING

- **Humidity bar** — from 0 to 100; your target range is marked on the bar and written as numbers below it (for example 70–88 %RH)
- **Room temperature** and **water temperature**
- **Fan status** — on models with a fan
- **UV-C status** — on models with a lamp

The fan and UV-C rows appear, and can be tapped, on machines that have the hardware; you set speed and durations from there (4.6).

Tap the upper part of the card to change the target humidity range (only in sensor mode and only while the machine is idle).

The machine runs when humidity falls below the minimum and stops when it reaches the maximum.

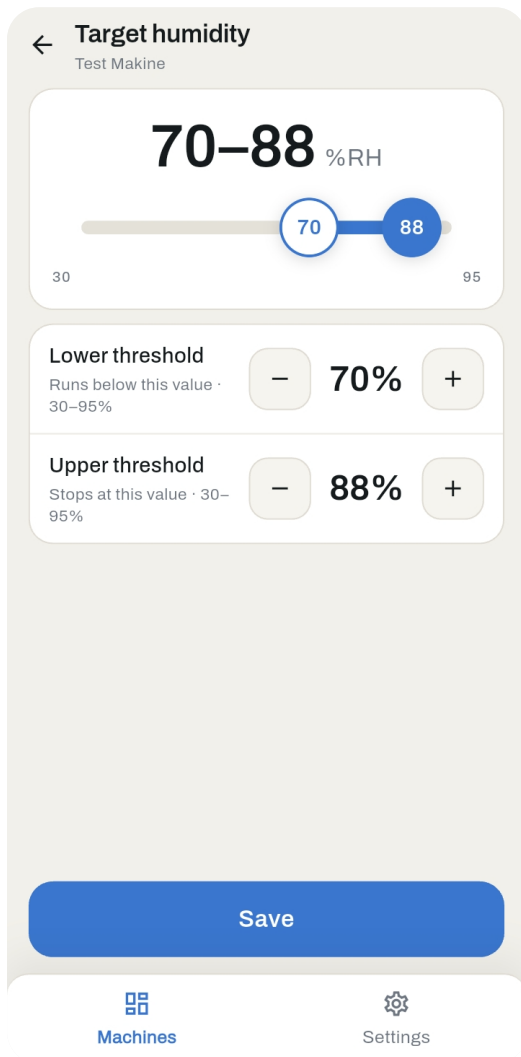


Figure 11 · Target humidity screen, minimum and maximum rows

4.4 Water card

Sits below the humidity card. It appears on models with digital water monitoring.

- **Water level** — Sufficient / Low / Empty
- **Fill** — whether the fill valve is open right now
- **Drain** — whether the drain valve is open right now
- **Temperature threshold** — written at the bottom of the card

Tap the card to open the water management settings (4.7).

4.5 Working mode

Three boxes sit below the water card; the selected one is coloured.

Mode	What it does
Sensor	Measures room humidity and holds it in the range you set
Timed	Runs for the time you set, waits for the time you set, and repeats
Continuous	Runs until you stop it

The machine must be idle to change mode.

When **Timed** mode is selected, a summary row appears under the boxes; tap it to set the durations:

- **Run time** (minutes and seconds)
- **Wait time** (minutes and seconds)
- **Repeat count** — how many cycles to run; can also be set to infinite

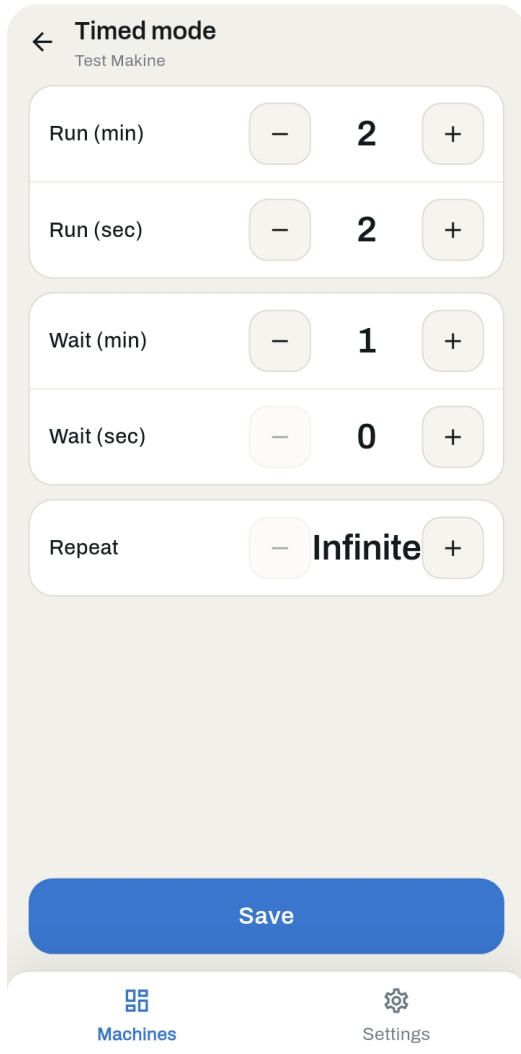


Figure 12 · Timed mode settings screen, run, wait and repeat rows

4.6 Fan and UV-C

These rows appear only on models that have the hardware. If your machine has no fan, the fan row does not appear at all.

Fan, two settings:

- **Fan speed**: steps 1 to 4
- **Extra run time**: how long the fan keeps running after the machine stops, to clear the remaining mist

UV-C reduces micro-organisms in the water tank. You set its run and wait durations.

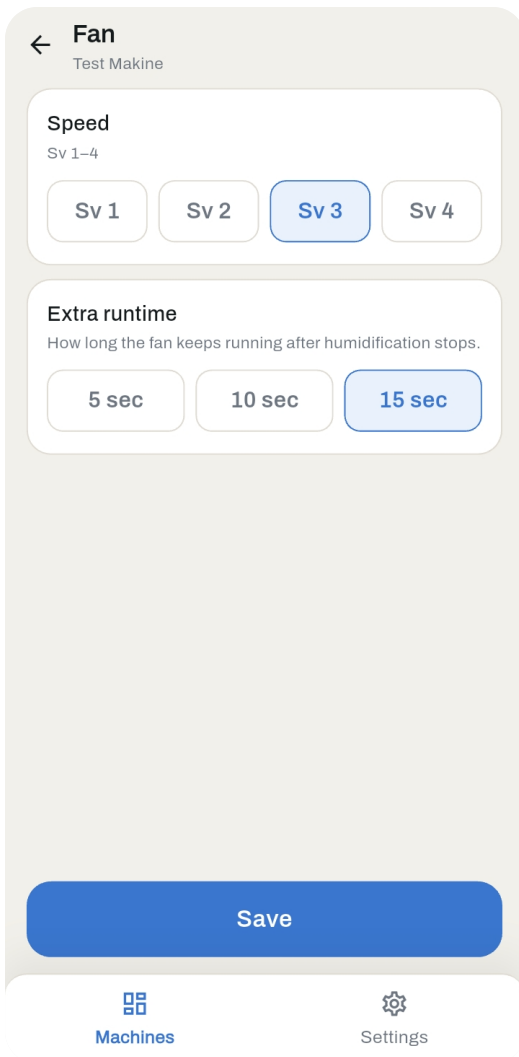


Figure 13 · Fan settings screen

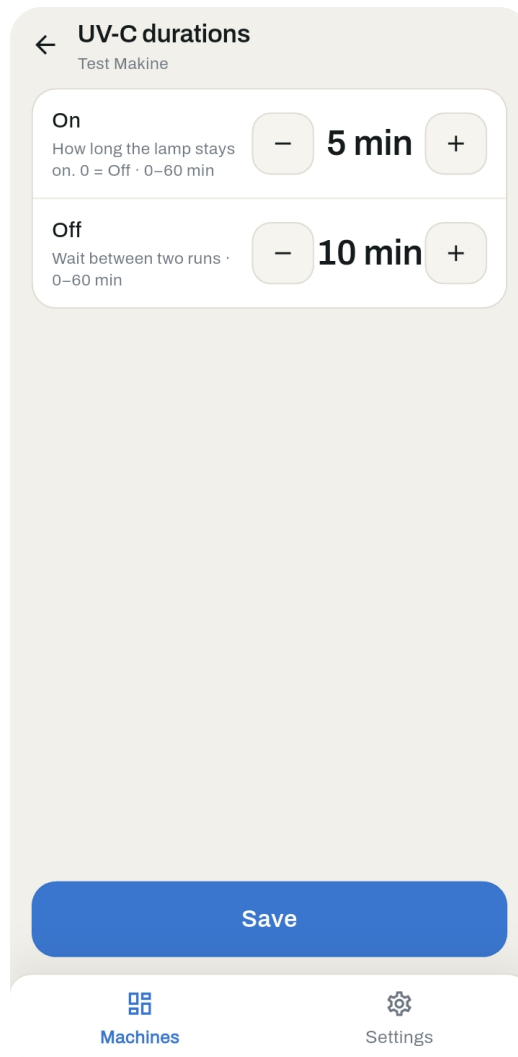


Figure 14 · UV-C settings screen

4.7 Water management

Here you decide when the water is refreshed. There are three independent rules:

Temperature threshold: if the water goes above this temperature, the machine empties the tank immediately and fills it again. This rule cannot be switched off, only its threshold can be changed (4–50 °C). The ideal working water temperature is between 25 and 35 °C.

Scheduled refresh: refreshes regularly at the interval you set.

Refresh after idle: refreshes the standing water if the machine has not run at all for the period you set.

The last two rules exclude each other: turning one on turns the other off.

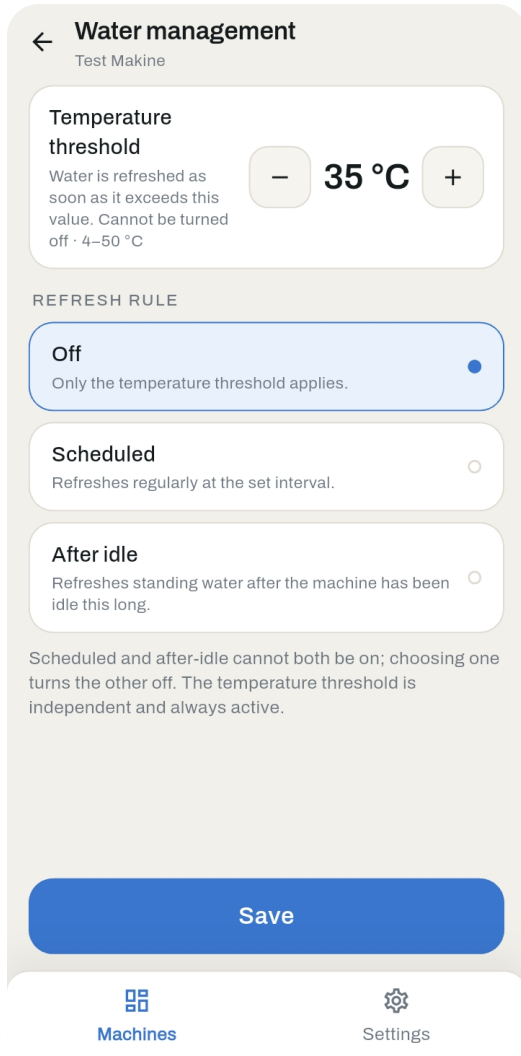


Figure 15 · Water management screen: temperature threshold, scheduled and after-idle refresh

What you see during a refresh. The “Drain” row on the water card turns to **Open** and “Draining water” is written under it. Once the tank is empty, filling starts; while it fills, the water level briefly reads **Low**.

The machine **produces no mist** during this time, because running the transducers with an empty tank damages them. When filling is complete, operation continues by itself. This is not a fault and no notification is sent.

4.8 Water temperature protection

If the water temperature is not between **5 °C and 45 °C**, the machine stops to protect itself. The transducers, the fan and the UV-C lamp switch off.

Why: water that is too hot shortens the life of the transducers, the fan and the UV-C lamp considerably. In water colder than 5 °C the transducers cannot atomise water that has started to freeze and are damaged.

This is not a fault and **you do not need to do anything**. When the temperature returns to the acceptable range, the machine carries on where it left off. You see a red warning in the app and get a notification on your phone; a second notification tells you when the temperature is back to normal.

The machine's display also shows a “WATER TEMP ERROR” warning.

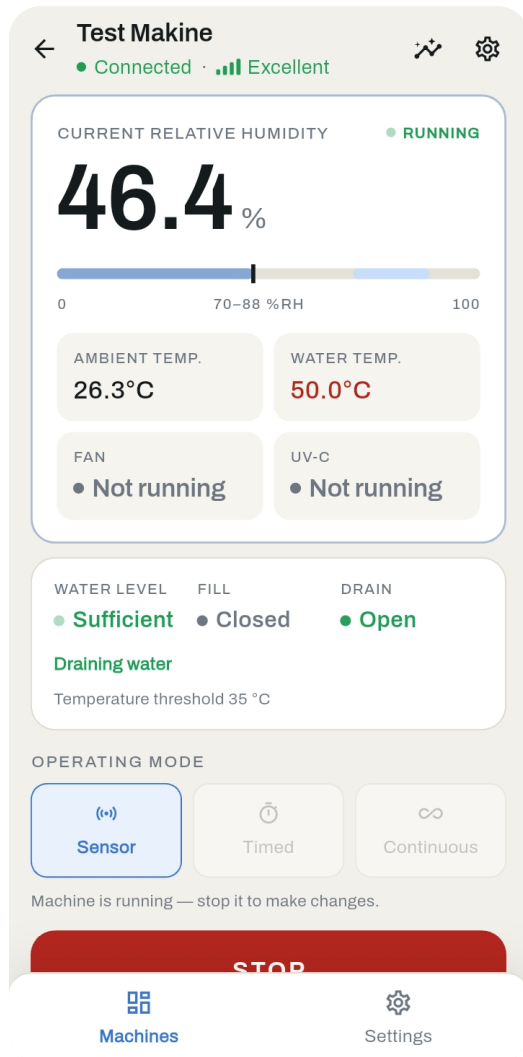


Figure 16 · Control screen while the machine runs: water temperature in red and a water refresh in progress

4.9 Two separate protections: do not confuse them

The machine has **two independent functions** tied to water temperature. Both read the same sensor but do different things.

	Temperature protection	Refresh threshold
Range	5 – 45 °C (<i>fixed</i>)	4 – 50 °C (<i>you choose</i>)
What it does	Stops the machine	Empties the water and refills
Touches the water	No	Yes
Adjustable	No	Yes
Sends a notification	Yes	No

Temperature protection is a safety mechanism. If the water goes above 45 °C or below 5 °C, the transducers, the fan and the UV-C switch off; the tank is left as it is. When the temperature returns to the range, the machine continues by itself.

Refresh is a maintenance function. When the temperature you chose is reached, the tank is emptied and filled with fresh water. The machine stops during this too, because as the tank empties and fills the water level drops below the transducers' working level, and running dry damages them. When filling is complete, operation continues by itself.

A refresh always stops the machine. Whatever threshold you choose, mist production is interrupted while the tank empties and fills; it resumes by itself once filling ends.

You can also set the threshold **above the protection limit (46–50 °C)**. That has a purpose: the machine has already stopped at 45 °C; if the water keeps heating up despite that, something unusual is going on (an external heat source, a faulty sensor) and the water needs to be discarded.

A low threshold (35 °C, for example) makes refreshes more frequent and keeps the tank cleaner; a high threshold refreshes the water less often.

4.10 Machine information

The machine settings screen (the gear at the top right) holds the machine's device ID, its installed firmware version, when it was last seen and the Wi-Fi signal strength.

Quoting the device ID when you ask for support speeds things up.

5. Reports

Tap the chart icon at the top right of the control screen, to the left of the gear, to open the reports. There are three tabs.

5.1 Chart

How humidity and temperature changed over time. You choose the period at the top.

Tap the chart to open it full screen, where you can pinch to zoom.

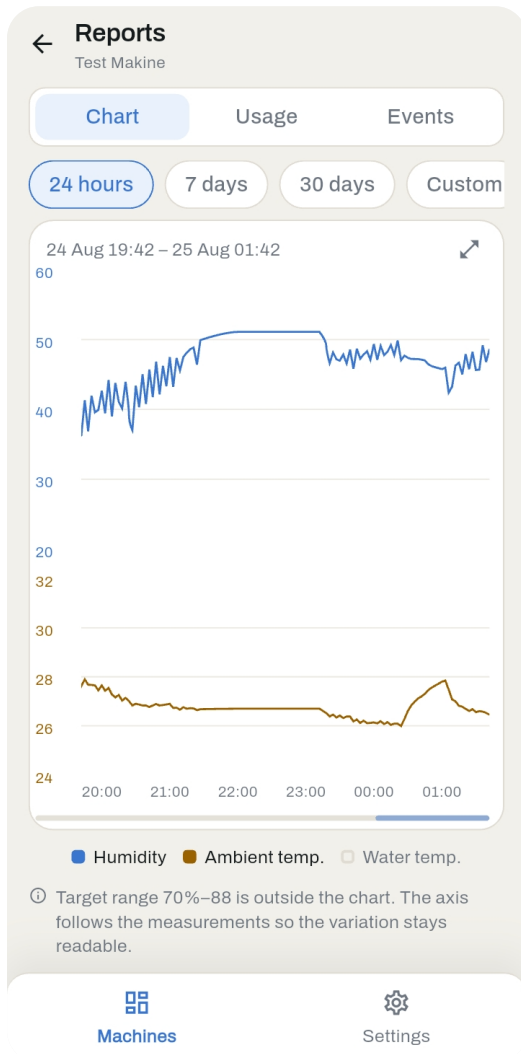


Figure 17 · Reports → Chart, 24-hour humidity and temperature chart

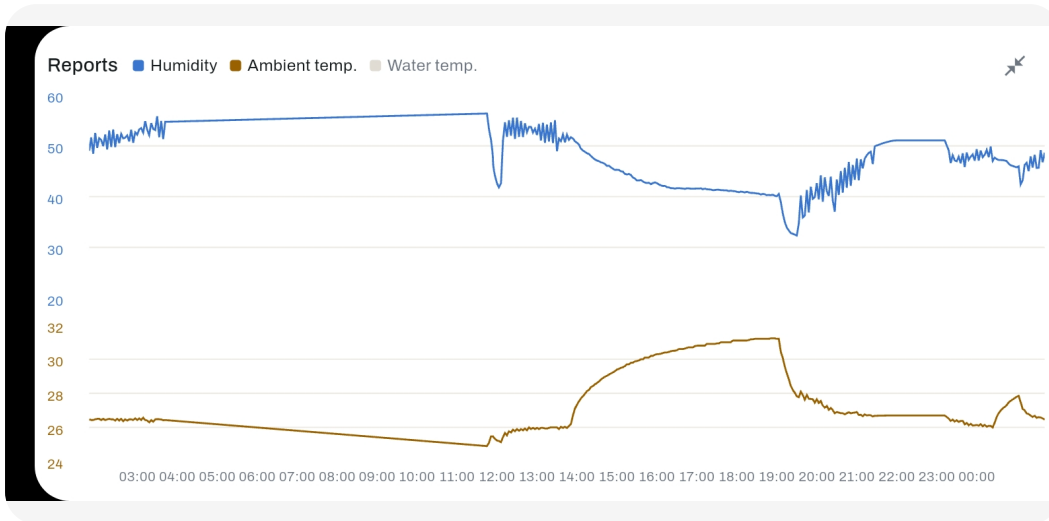


Figure 18 · Chart in full screen view

5.2 Usage

Shows your water and electricity consumption. If you have entered unit prices, the cost is calculated too.

How is cost calculated? Each day's consumption is multiplied by that day's price. If you change the price later, past months do not change — what you paid last month stays as it was.

For periods where you did not enter a unit price, no cost is shown and a note appears at the bottom of the card.

You enter unit prices from the **machine settings** (see 10.3).

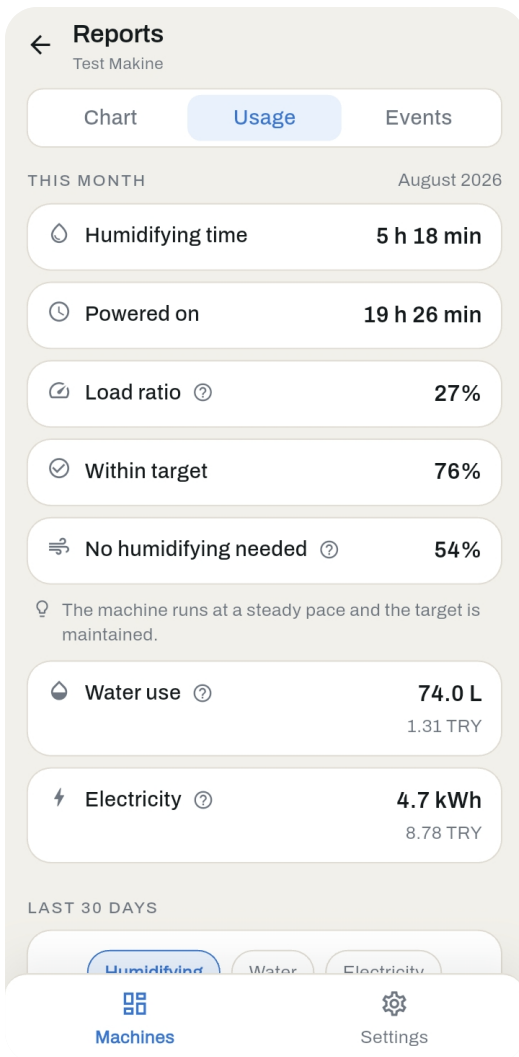


Figure 19 · Reports → Usage, water and electricity cards with cost visible

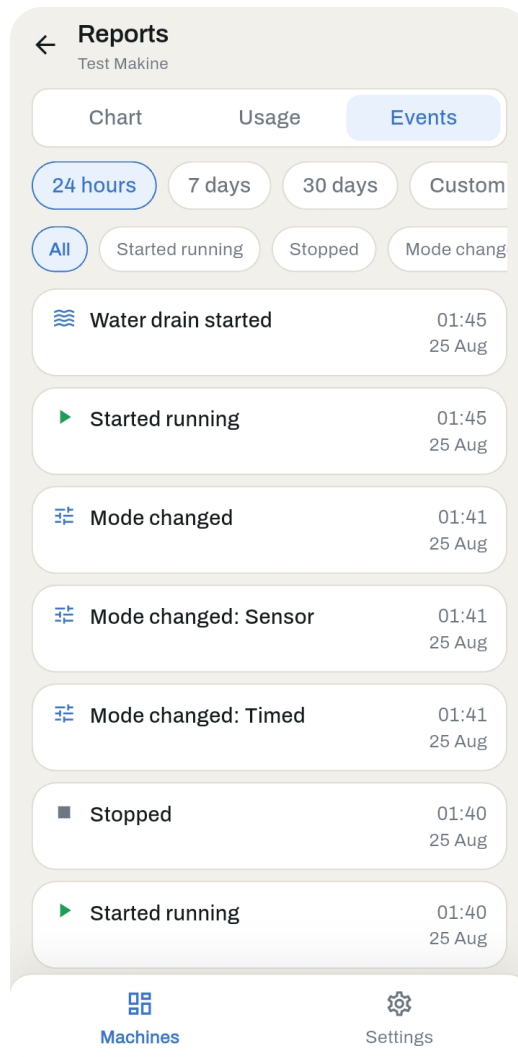


Figure 20 · Reports → Events, start, stop and connection events

5.3 Events

The machine's history: when it ran, when it stopped, whether it reported an error, whether it lost its connection.

5.4 How long history is kept

A free account keeps the last **15 days** of data. With Nemsan Pro that becomes **2 years**, and you can compare months and years.

6. Notifications

When something important happens to your machine, you get a notification on your phone.

6.1 When are notifications sent?

Notification	What it means
Machine stopped, no water intake	The water supply is cut off or a valve is closed
Machine stopped, cannot drain	The drain line may be blocked
Water temperature out of range	The water left 5–45 °C and the machine stopped
Error cleared	The problem is resolved and the machine is ready to run again
Water temperature back to normal	The machine resumed operation by itself
Connection lost	The machine has not been able to reach the internet for 30 minutes
Machine reconnected	The connection is back
Humidity stayed below target	The target humidity has not been reached for two hours
New firmware ready	An update is available for the machine

Water, temperature and fault notifications are **free on every account**.

Connection and humidity notifications are a Nemsan Pro feature.

6.2 Turning notifications off

On the **Settings** tab, under **Management**, the **Notifications** section turns all notifications off or on.

To set them one by one for a particular machine, use the **Notifications** screen in that machine's settings; each notification type can be switched separately.

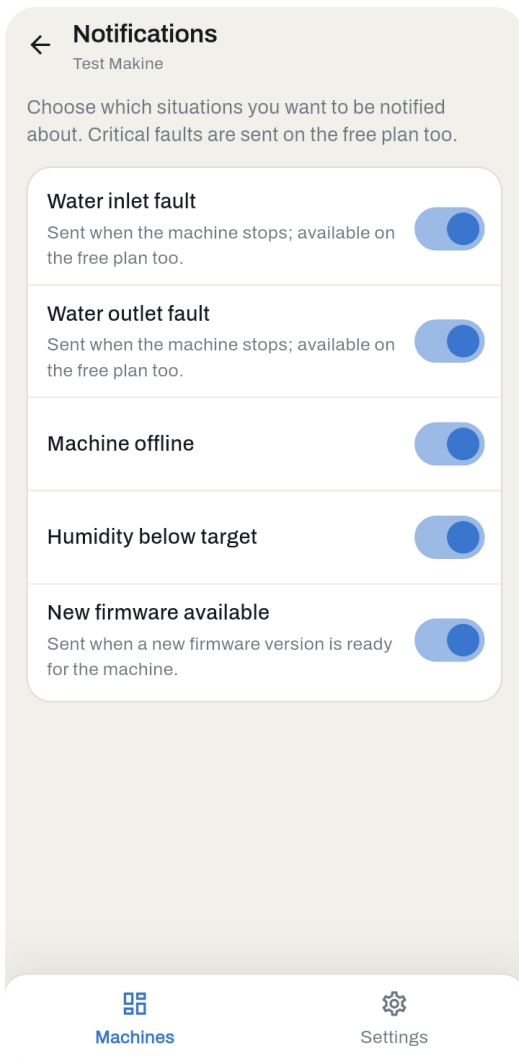


Figure 21 · Machine settings → Notifications, notification types and switches

6.3 If notifications do not arrive

- Check in your phone settings that the app has notification permission
- Make sure the master switch on the Settings tab is on
- Battery saver modes can delay notifications

7. Sharing

You can share a machine with other people. Permissions are **per machine**: you can give the same person full permission on one machine and view-only on another.

7.1 Roles

Role	Views	Runs	Changes settings	Invites people
Owner	✓	✓	✓	✓
Operator	✓	✓	✓	—
Viewer	✓	—	—	—

A viewer only views; even if the app is tampered with, no command can be sent — the restriction is enforced on the server.

A machine can have only one owner.

7.2 Inviting someone

Open the **Sharing** screen from the machine settings, tap **Invite** and choose the role. Send the resulting code to the other person.

The invitation code is **single use** and valid for 48 hours by default.

The other person enters it by tapping + on the **Machines** screen and choosing **I have an invitation code**.

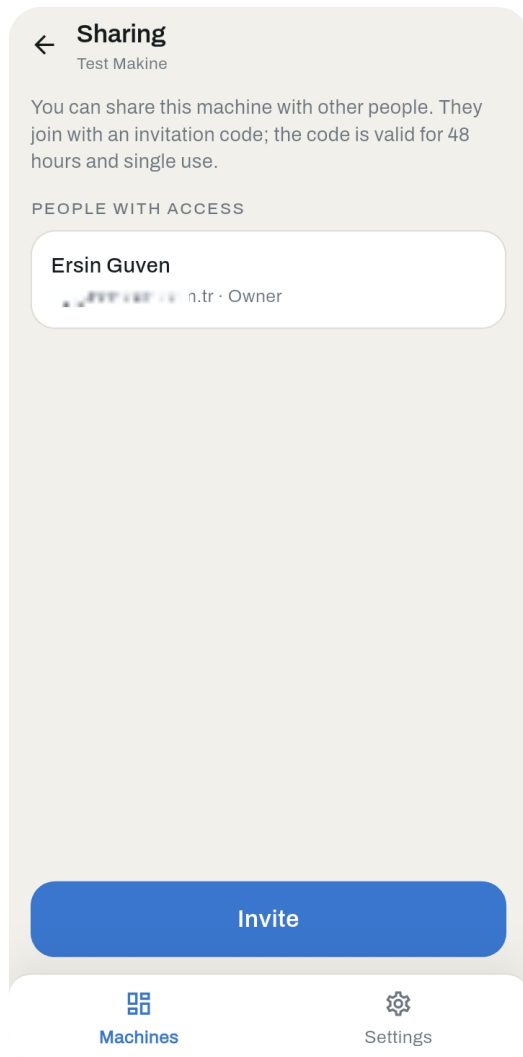


Figure 22 · Machine settings → Sharing, current members and the invite button

7.3 Removing access

You can remove a person from the list on the Sharing screen. They lose sight of the machine immediately.

7.4 Free account limit

A free account can invite **1 viewer** per machine; inviting an operator is a Nemsan Pro feature.

8. Firmware update

Your machine's firmware is updated from time to time: new features are added and problems are fixed.

8.1 What happens when an update arrives?

You hear about it in three places:

1. A **notification on your phone**
2. An update screen **when you open the app**
3. A warning window **on the machine's display**

The window in the app is shown once for each new version. If you dismiss it, you are not nagged; the update banner on the machine card keeps reminding you.

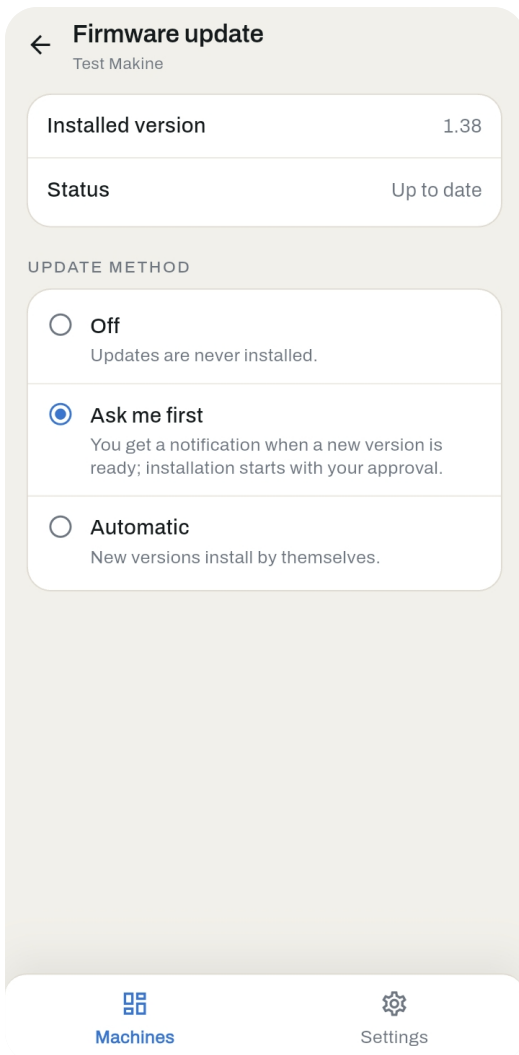


Figure 23 · Machine settings → Firmware update, “New version ready” with the Install now button

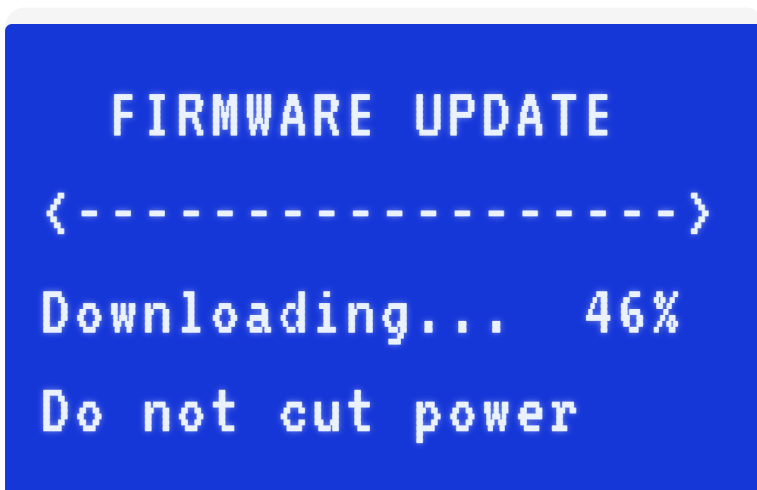


Figure 24 · Firmware update on the machine LCD, download in progress with the progress bar visible

8.2 Starting the update

In the app, open **machine settings** → **Firmware update** and tap **Install now**. You can also reach the same screen by tapping the notification.

The download starts and the progress percentage is shown both in the app and on the machine's display.

The update takes about a minute. The machine restarts and carries on where it left off.

The update does not start while the machine is running. When you confirm, you see a “will be installed once the machine stops” notice. Mist production is not interrupted on purpose; the update starts by itself when you stop the machine.

8.3 Update method

The same screen offers three options:

Option	What it does
Off	Updates are never installed
Ask me first	You are told, and it is installed once you approve (<i>default</i>)
Automatic	Installed by itself while the machine is idle

Only the machine's owner can change this choice.

Note: switching to “Automatic” while an update is already pending does not start that update immediately — you still approve it. Later updates install by themselves.

Even with “Off” selected you are still told when a new version is released. Whether to install it is up to you.

8.4 If something goes wrong during the update

If the internet drops or the download stops halfway, the machine **retries by itself after ten minutes**. It makes at most six attempts.

The machine's current firmware is not damaged in the meantime; a failed update cannot leave the machine unable to run.

You are not stuck on the error screen — any key exits it.

9. When your internet settings change

If you replace your router or change your Wi-Fi password, the machine loses its connection. You can set it up again from the machine's display.

To reach the settings menu (while the machine is stopped): from the standby screen press ▲ at least eight times and the working mode selection screen appears. There, press ▲ at least eight times again; the settings menu opens. Move through the menu with ► and ◀.

9.1 Network Reset

Deletes the Wi-Fi details only. Its registration on your account, the shares and the settings are kept.

When to use it: the Wi-Fi password changed, the router was replaced, the network name changed.

After the reset, open that machine's **settings** in the app and use the **Change the machine's Wi-Fi** button at the bottom. The flow that opens sends the new network details to the machine; the machine stays on your account.

This button is only visible to the machine's owner: wrong network details leave the machine without a connection, and fixing that means going to the machine in person.

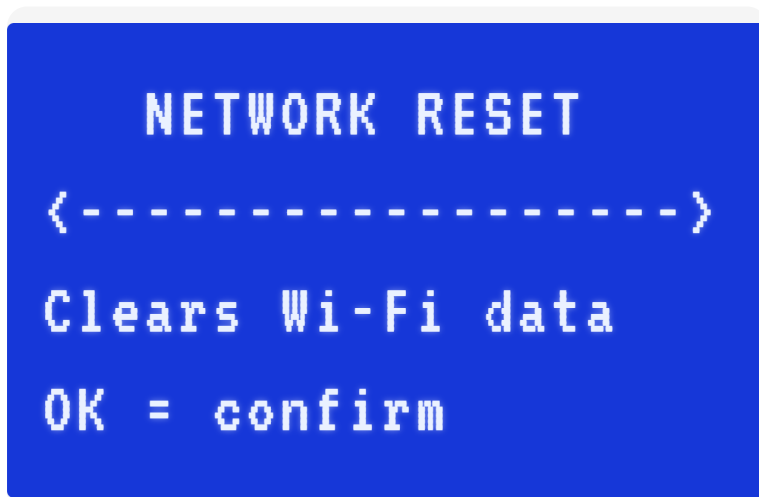


Figure 25 · Machine LCD, Network Reset screen

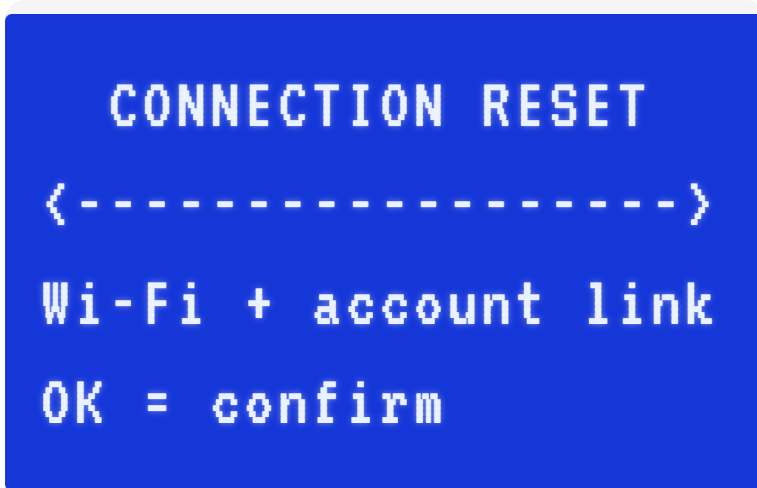


Figure 26 · Machine LCD, Connection Reset screen

9.2 Connection Reset

Deletes **everything** on the machine: Wi-Fi details, the pairing record, the link to the account. The machine returns to its factory state and **disappears from every user's list**.

When to use it: the machine is changing hands and the previous owner's access must be removed completely.

9.3 Two-step confirmation

Both resets ask for confirmation twice so they cannot happen by accident: the first press of the middle **OK** key shows a warning, the second press performs the action. If you leave the screen and come back, the counter resets.

10. Settings

The **Settings** tab in the bottom bar.

10.1 Account details

Tap the card at the top to view and edit your name, phone number and plan.

10.2 App settings

- **I have an invitation code** — to add a machine shared with you
- **Change password** — a reset link is sent to your email
- **Notifications** — the master switch; when it is off, no notification arrives
- **App language** — Turkish / English
- **Sign out**

If you **sign out**, everything stored on the phone is deleted and you have to sign in again.

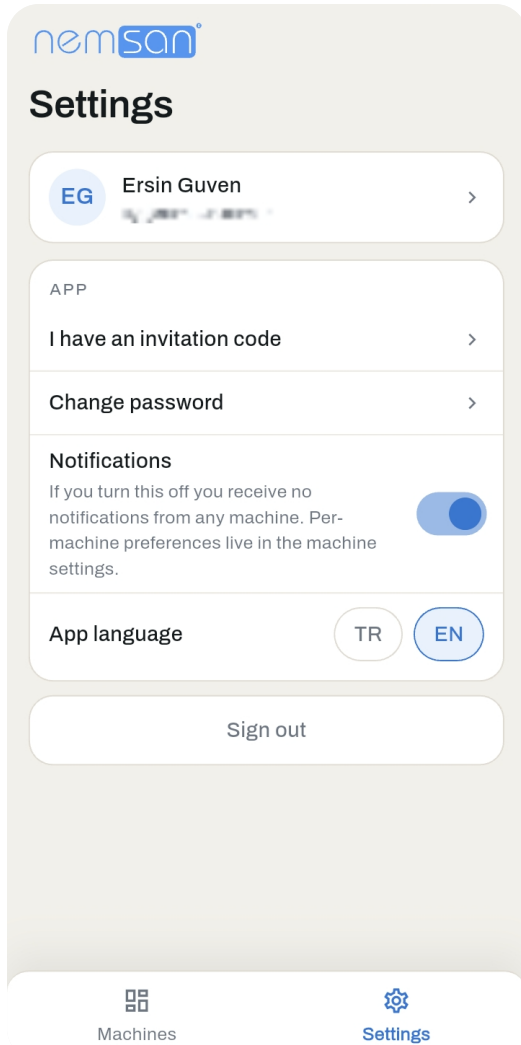


Figure 27 · Settings tab, account card and app settings

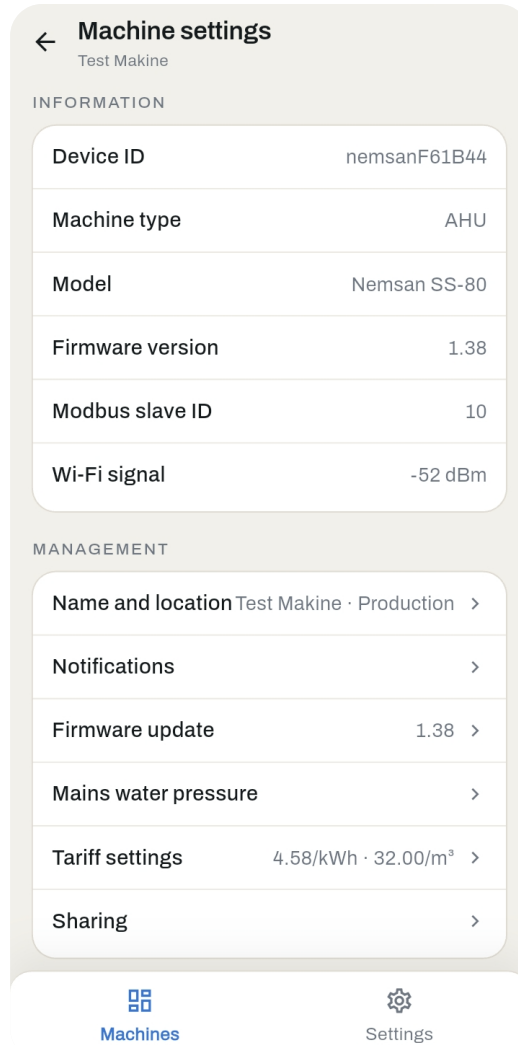


Figure 28 · Machine settings main screen with all sections listed

10.3 Machine settings

Reached from the control screen. The sections here:

- **Name and location** — the name you give the machine. Every user who shares the machine can use their own name; you do not change each other's naming.
- **Machine model** — needed for power and capacity calculations. **Selected once and cannot be changed afterwards** (see below)
- **Mains water pressure** — the water consumption figure is derived from it
- **Tariff settings** — electricity and water unit prices and the currency; used in the cost reports
- **Notifications** — notification preferences for this machine
- **Sharing** — inviting people and managing permissions
- **Firmware update** — update status and method
- **Remove machine** — takes the machine off your account

Choosing the machine model — take care. The model appears under **Information** on the machine's settings screen and is **selected only once**. It cannot be changed afterwards.

The model is the basis of the electricity consumption and capacity calculations; if it is wrong, your consumption and cost reports are wrong from end to end. Check the model name on your machine's label before you make the selection.

If the model has not been selected yet, an amber warning row appears on the settings screen. Only the machine's owner can make the selection.

Why does the tariff matter? Without it you still see the consumption figures, but no cost is calculated.

11. Troubleshooting

The machine shows as “offline”

- Does the machine have power?
- Is your Wi-Fi network working?
- If the router changed, do a Network Reset and set it up again (9.1)
- If the machine is far from the router the signal may be weak; check the signal indicator in the machine settings

Humidity and temperature show “—”

Your machine may not have a sensor fitted. This is not a fault; these values are not shown on models without a sensor.

I get an error during setup

- Try once more; the machine may have been restarting
- Make sure your phone is connected to the machine's Wi-Fi network
- Make sure you selected a 2.4 GHz network

Notifications do not arrive

See section 6.3.

The machine stopped by itself and there is a red warning

The water temperature may have left the 5–45 °C range. The machine stops to protect itself and continues by itself once the temperature is back to normal; you do not need to do anything.

If the warning does not clear for a long time, check the room temperature and the water supply.

The water level shows “Low” but the tank is full

During a refresh the tank is emptied and filled again. While it fills, the level briefly shows Low. If it does not return to Sufficient within a few minutes, check the water supply.

I cannot start the machine

Your permission may be “Viewer”. A viewer can only look. Ask the machine's owner to raise your permission.

The update does not start

The machine may be running. Updates are only installed while the machine is idle; stop the machine.

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