Heatpunk App

These guides walk users through how to use the Heatpunk App - from connecting your device and creating your first survey, through to uploading this survey to your Heatpunk Pro account. Available now on the App Store.

- 1. Getting started & connecting your device
- 2. Starting a new survey
- 3. Scanning & measuring rooms (LiDAR & AR)
- 4. Completing room details, radiators & photos
- 5. Editing the floor plan & aligning floors
- 6. Drawing floor & ceiling regions, rooflights & dormers
- 7. Survey questions & photo markups
- 8. Confirming house materials (Fabric)
- 9. Checking & sending your survey to Heatpunk
- 10. Managing surveys, troubleshooting & FAQs

1. Getting started & connecting your device

To survey properties on site using the Heatpunk App, you first need to install it and link it to your Heatpunk Pro account. You only need to do this once per device.

What you need

- **A Heatpunk Pro account:** The app can only connect and send surveys to a Heatpunk Pro account
- **An iPhone or iPad:** Running iOS 26 or later. (Note: LiDAR Scan requires an iPhone 12 Pro or newer Pro model, or an iPad Pro. All other compatible iPhones can use AR Measure)
- **A device passcode:** Required so the app can securely store your account key
- **A computer:** To log into the Heatpunk web portal and generate your connection QR code
- **Internet connection:** Required only to connect the app and upload completed surveys. You can carry out full surveys completely offline

> **Note:** *You can connect up to **2 devices** to a single Heatpunk account.*

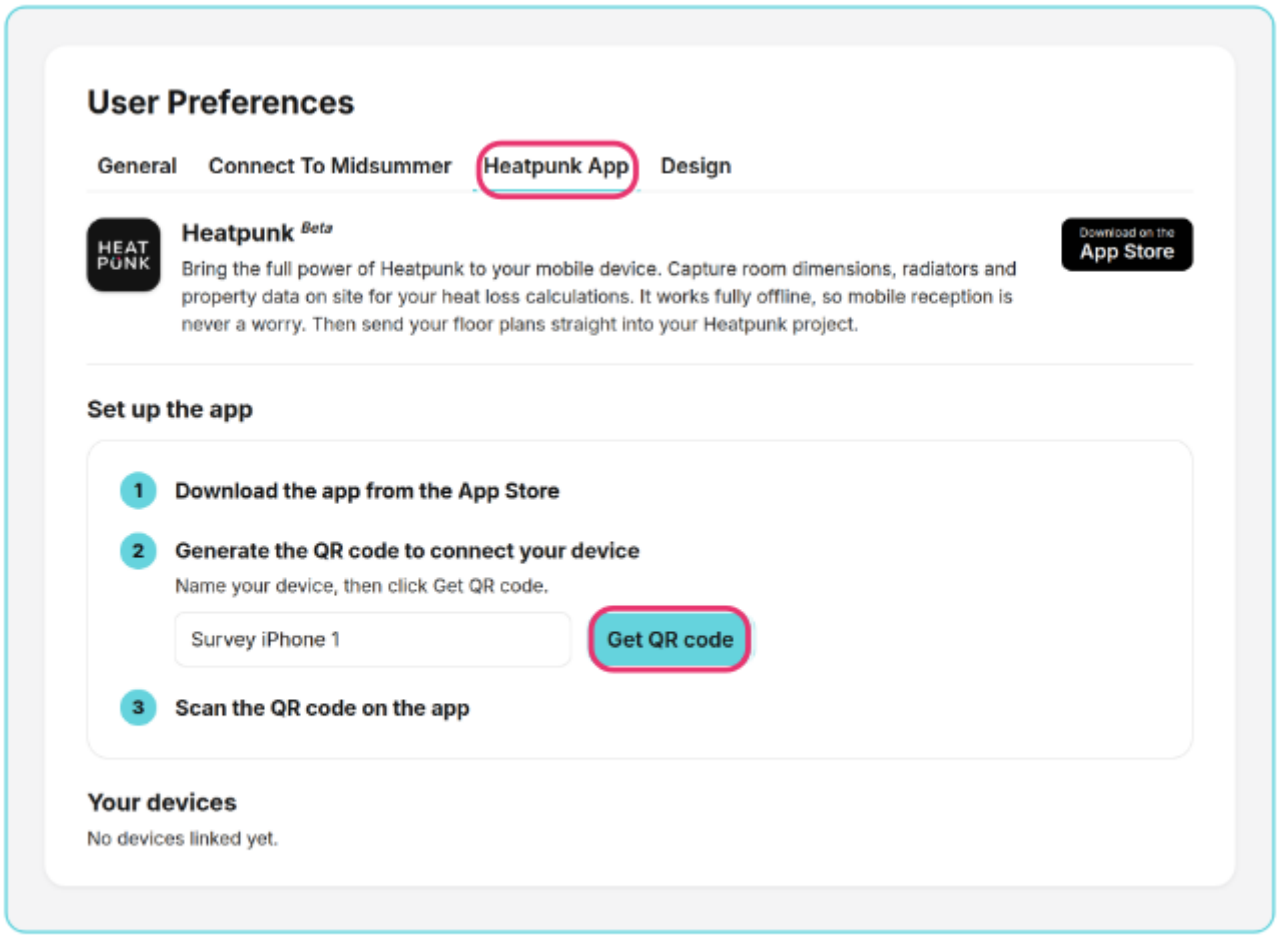
1. Download the app & allow permissions

1. Open the **App Store** on your iPhone or iPad, search for **Heatpunk**, and tap `Get`.
2. Open the app and tap `Allow` when prompted for **Camera** access (required to scan rooms and read your QR code).
3. When prompted later during surveys, allow **Microphone** and **Speech Recognition** (to dictate room notes — recordings stay locally on your phone) and **Photos** (to save floor plan images).

2. Generate your QR code on a computer

1. Log in to heatpunk.co.uk on a computer and go to `My Account` > `Preferences` > `Heatpunk App`.
2. Under *Set up the app*, enter a name for your device (e.g., *Survey iPhone 1*), click `Get QR code`, and click `OK`.
3. Keep the **Connect Heatpunk** QR code window open on your screen.

> **Warning:** Your QR code is displayed only once. Do not share it, as anyone who scans it can view and edit your projects.



The Heatpunk App tab, with the Get QR code button

3. Scan the code to connect

1. On the app's **Connect to Heatpunk** screen, tap the round blue `QR` button at the bottom right.
2. Point your camera at the QR code on your computer screen.
3. Once verified, the app will automatically open the **Home** screen. You can now click `Done` on your computer.



Click Done only after the app is connected

Expand the sections below for information on issues related to connecting your device

Already have 2 devices connected?

If the website says "You can add up to 2 devices," go to **Your devices** on the website and click `Remove` next to a device you no longer use. That device will no longer be able to send surveys until you reconnect it with a new QR code.

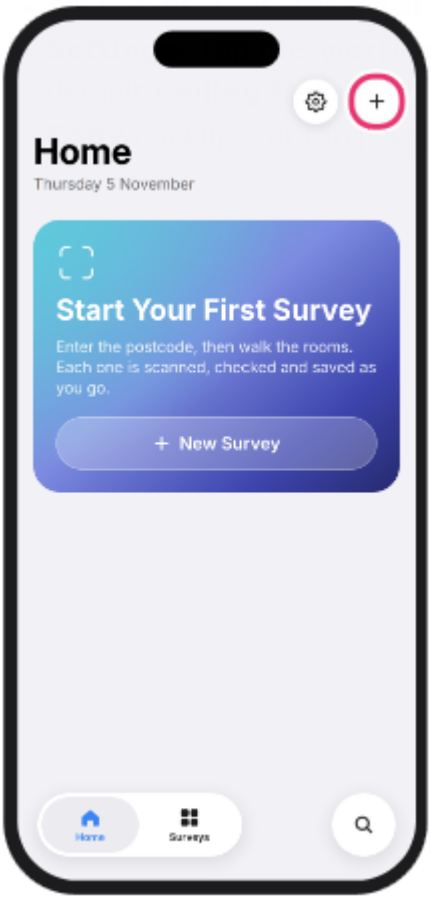
What if the app shows a red error message when connecting?

- **"That QR code isn't a Heatpunk key.":** You scanned a different QR code—point the camera at the code under `My Account` > `Preferences` > `Heatpunk App` on the website
- **"Heatpunk did not accept this key.":** The code was removed or already used—generate a new QR code on the website and scan it
- **"Connecting needs a connection.":** Your device has no signal—try again once you have mobile signal or Wi-Fi
- **"Set a passcode on this iPhone to connect.":** Add a device passcode in your iPhone's `Settings`, then generate and scan a new QR code
- **"Camera access is off.":** Turn on camera access in your device's `Settings` > `Heatpunk`, then try again

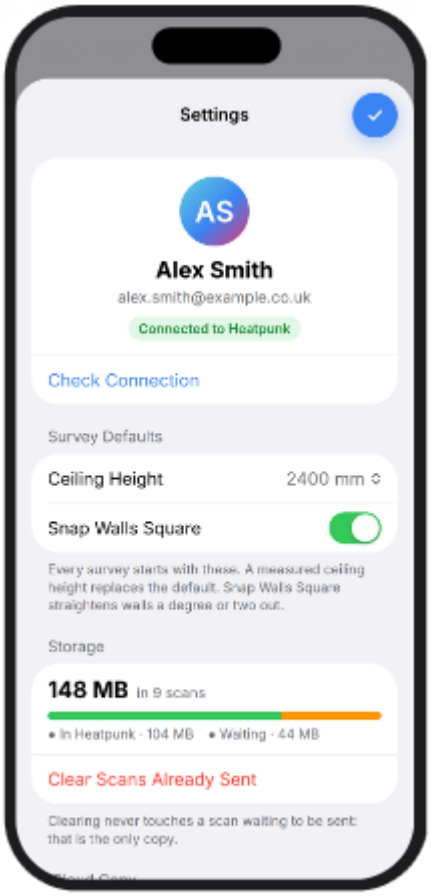
---

Navigating the Home screen & Settings

- **Tabs:** Switch between `Home`, `Surveys`, and `Search` at the bottom of the screen (or via the sidebar on iPad)



Home: the + at the top right starts a new survey



Settings

> **Not backed up to iCloud?** If your Home screen shows *Not Backed Up to iCloud*, your surveys are stored only on your phone. Tap the card to open your iCloud Copy settings.

Still Need Help?

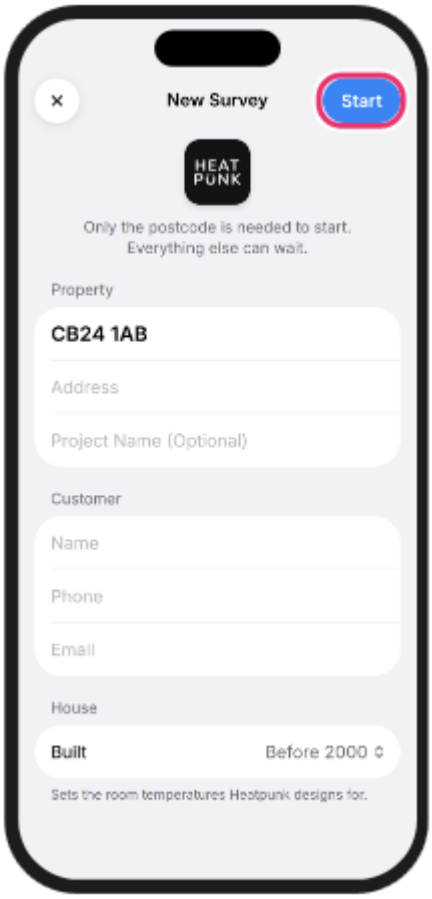
Contact Support: If you've got further questions, get in touch with our support team at **help@heatpunk.co.uk** (UK) or **help@heatpunk.ie** (IE). *If you are experiencing a bug, to help us look into your issue faster, please include the email address of your account, the name of the project and screenshots of any unexpected behaviour.*

2. Starting a new survey

Before scanning rooms, set up the property details, measurement method, and ventilation settings.

1. Create the survey

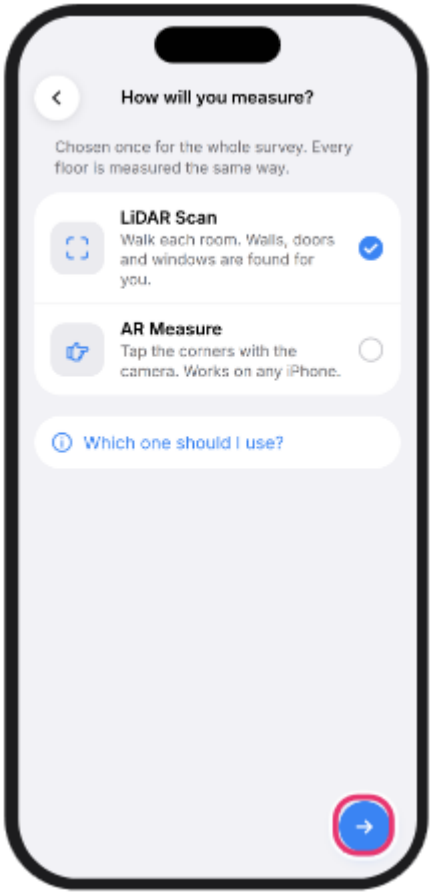
1. From the **Home** screen, tap `+` (or `+ New Survey`).
2. Enter the **full UK postcode** (e.g., `CB24 1AB`). This is the only mandatory field to begin.
3. Optionally enter the **Address**, **Project Name** (defaults to the postcode if left blank), **Customer** contact details, and the **House Built** era (`Before 2000`, `2000-2006`, or `After 2006`).
4. Tap `Start` at the top right.



New Survey: Start is at the top right

2. Choose your measurement method

You choose one measurement method for the entire survey, then tap the `blue arrow` at the bottom right to continue.



Expand the sections below for information on which measurement mode to choose

LiDAR Scan (iPhone Pro & iPad Pro)

- **Compatible devices:** iPhone 12 Pro or later Pro models, and iPad Pro
- **How it works:** Walk slowly around each room (~1 minute per room); walls, doors, windows, and a 3D model are detected automatically
- **Best for:** Most rooms that are quick, furnished, and have ordinary shapes
- **Watch out for:** Mirrors, large expanses of glass, and very dark rooms

AR Measure (Any compatible iPhone)

- **Compatible devices:** Any compatible iPhone
- **How it works:** Aim the screen ring at and tap each floor corner, ceiling height, door, window, and radiator (2–3 minutes per room)
- **Best for:** Lofts, awkward shapes, rooms a LiDAR scan gets wrong, and phones without LiDAR

- **Watch out for:** Plain shiny floors and dim lighting

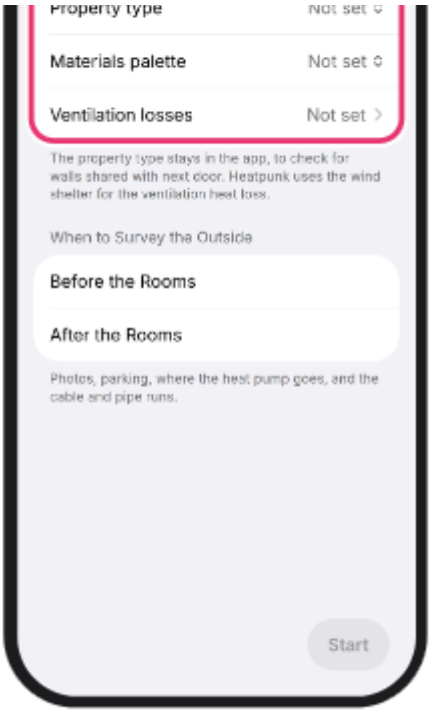
3. Pick your starting floor

1. Select the floor you want to survey first (`Ground floor` is selected by default, though you can scan floors in any order).
2. Skip `Attic` unless it is a converted habitable space, and only select `Basement` if it is heated .
3. Once the green **Sensor ready** (or **Camera ready**) indicator appears, tap `Start`.

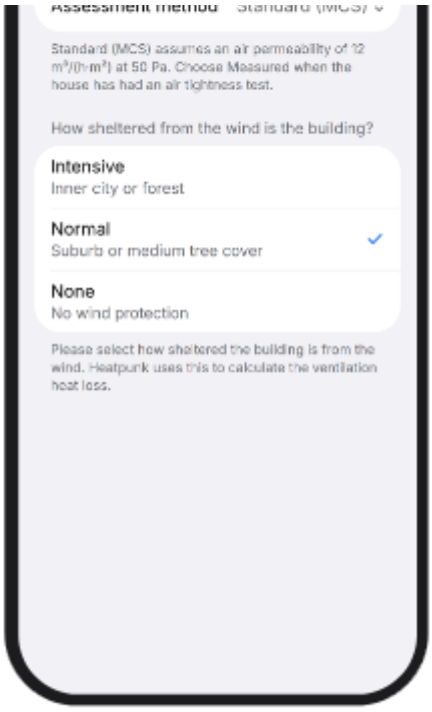
4. Complete Before You Start

Configure these four settings before the camera opens:

1. **Property type:** Tap `Property type` and pick `Detached`, `Semi-detached`, `End of terrace`, `Mid-terrace`, or `Flat` (used locally to prompt you for shared party walls).
2. **Materials palette:** Tap `Materials palette` and select one of your Heatpunk account palettes or `Blank palette (standard materials)`.
3. **Ventilation losses:** Tap `Ventilation losses`, choose `Standard (MCS)` (12 $m^3/(h \cdot m^2)$ at 50 Pa) or `Measured Air Permeability` (if an air tightness test was performed), select the wind shelter (`Intensive`, `Normal`, or `None`), and tap the `blue tick`.
4. **When to Survey the Outside:** Choose `Before the Rooms` to answer external survey questions first (Property Details, Access, Heat Pump Location, Wiring, and Pipe runs), or `After the Rooms` to jump straight into scanning.
5. Tap `Start` (or `Start Scanning` if you completed outside questions first) to begin.



Before You Start: set all of The House



Ventilation: the tick at the top right saves

> **Warning:** If the app warns that your phone has less than 1 GB of free space, clear some storage before scanning or you risk losing what you record.

Still Need Help?

Contact Support: If you've got further questions, get in touch with our support team at **help@heatpunk.co.uk** (UK) or **help@heatpunk.ie** (IE). *If you are experiencing a bug, to help us look into your issue faster, please include the email address of your account, the name of the project and screenshots of any unexpected behaviour.*

3. Scanning & measuring rooms (LiDAR & AR)

Each room is measured one at a time and automatically joins onto your floor plan.

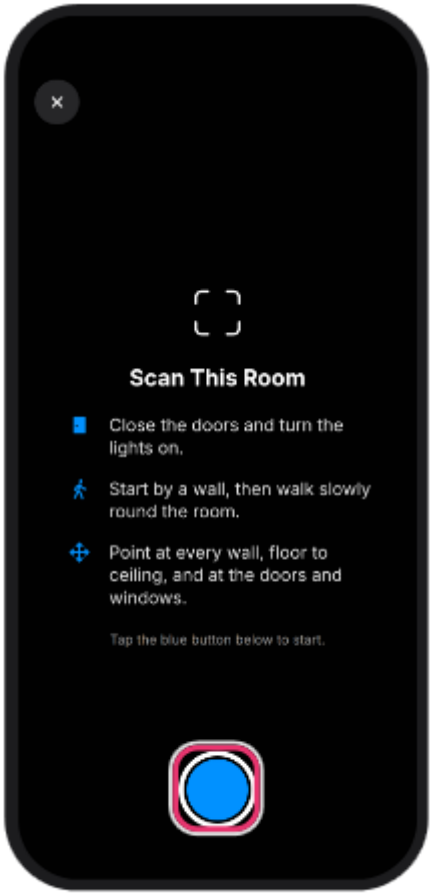
Tips for a clean scan

- **Close internal doors and turn on lights:** Open doors can cause LiDAR to merge two rooms into one
- **Ignore furniture:** Sofas, tables, and kitchen units are automatically filtered out—only walls, doors, windows, and radiators are sent to Heatpunk
- **Keep the phone held up between rooms:** Moving with the camera upright helps the app track your position so the next room snaps neatly beside the previous one

---

Method A: Scanning with LiDAR

1. Stand close to a wall, point the phone at it, and tap the `round blue button` at the bottom.
2. Walk slowly around the perimeter (roughly one step per second), sweeping the camera from **floor to ceiling** across every wall, door, and window.
3. **Mark radiators (optional):** Tap directly on any radiator on your screen while scanning to place a marker on the nearest wall.
4. Once you have scanned all walls (and at least 3 walls are detected), tap the `round blue button` again to finish and open the Room Steps.



Scan This Room: the round blue button starts the scan

> **Warning:** Tapping `X` at the top left immediately ends the current scan without asking for confirmation, and the room you are scanning will not be saved.

Method B: Measuring with AR Measure

1. Move your phone slowly over the floor until the dotted grid appears.
2. Aim the centre ring at a floor corner and tap `Corner`. Repeat around the room, then aim back at the **first corner** and tap `Corner` again to close the room.
3. **Set Ceiling Height:** Switch to the `Height` tab, aim where a wall meets the ceiling above a corner, and tap `Set` (or tap `Same as last room`).
4. **Add Doors, Windows & Radiators:** Use the `Door`, `Window`, and `Radiator` tabs at the bottom to aim and tap opposite corners or edges for each opening or radiator.
5. Tap `Done` at the top right (use `Undo` at the top if you misplace a point).



AR Measure: aim the ring, then tap Corner

Moving between rooms & troubleshooting

- **Next room or floor:** After completing a room's steps, tap `Next Room` to keep scanning, or tap `More` > `Next Floor` when a floor is finished
- **Rescan or add a missed room:** Tap `...` > `Rescan Room` or `...` > `Add a Missed Room`

Expand the sections below for information on issues while scanning

What if the phone loses its place during a scan?

A phone call, screen lock, or switching to another app can cause the phone to lose track of its position. Your previously completed rooms remain saved, though the room you were actively scanning must be measured again.

1. **Find your place:** The screen displays a photo of where your last scan finished. Walk back there and point the camera at the walls of a room you already scanned until the phone buzzes and `Scan This Room` reappears.
2. **Or tap `Place by Hand`:** If the phone cannot re-lock onto a previous room, tap `Place by Hand` at the bottom and scan the room as normal.

3. **Drag the room into place:** After scanning, the floor plan opens so you can drag the room into position (it snaps automatically to surrounding walls). Use `Turn` to rotate it, or `Line Up Door` to align a shared doorway, then tap `Place` at the top right.

Common messages while scanning or measuring

LiDAR Scan messages:

- **"Your phone is hot. Give it a minute to cool down.":** Stop between rooms for a minute to let the device cool down, then carry on
- **"The phone is low on memory. Finish this room soon.":** Stop the current scan soon so the room saves properly
- **"This room is taking a while.":** Stop here and scan the remainder of the space as a separate room
- **"That scan is of a room already on this floor.":** Walk into the next unmeasured room before starting the scan
- **"The scan stopped." / "The phone lost its place." / "This scan got too big.":** Your previously completed rooms are saved—scan the current room again

AR Measure messages:

- **"Move your phone slowly over the floor":** The app has not detected the floor plane yet—keep moving the camera slowly
- **"Get closer / Aim at the floor":** Move nearer to the corner and angle the camera lower
- **"More light, or aim at something with a pattern":** Turn on more lights—plain, shiny floors are difficult for the camera to track
- **"That wall would cross another":** The corner was placed in the wrong spot—tap `Undo` and try again
- **"Point back at the last corner you placed":** The phone lost tracking—aim back at the previous corner to re-lock

Still Need Help?

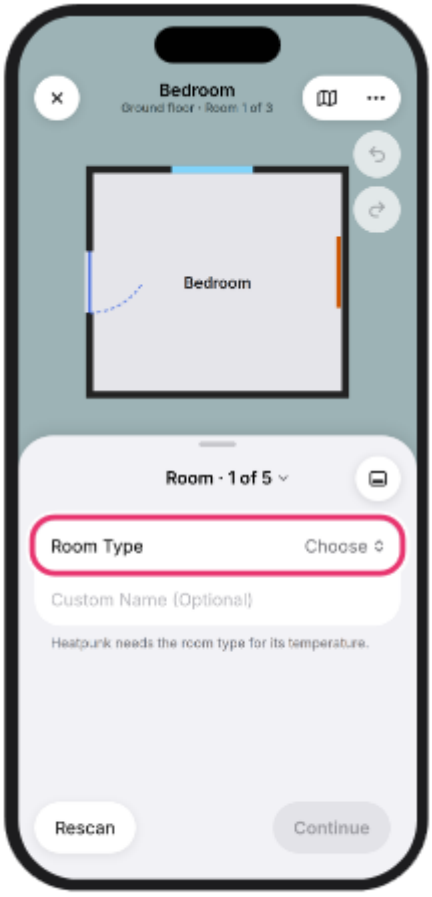
Contact Support: If you've got further questions, get in touch with our support team at **help@heatpunk.co.uk** (UK) or **help@heatpunk.ie** (IE). *If you are experiencing a bug, to help us look into your issue faster, please include the email address of your account, the name of the project and screenshots of any unexpected behaviour.*

4. Completing room details, radiators & photos

Immediately after scanning a room, a 5-step card workflow opens at the bottom of the screen (or in the right-hand panel on iPad).

Room type, name & shape (Step 1 of 5)

1. **Room Type & Name:** Tap `Room Type` and select the room's function (Heatpunk uses this to set design room temperatures; select `Unheated` if the room has no heating). Optionally add a `Custom Name` (e.g., *Front Bedroom*), then tap `Continue`.
2. **Check the Shape:** Compare the room outline against the real room.
3. Drag corner dots to adjust angles or wall dots to move walls, or tap a wall to type its exact length in **mm**.
4. Tap `Looks Right` to continue.

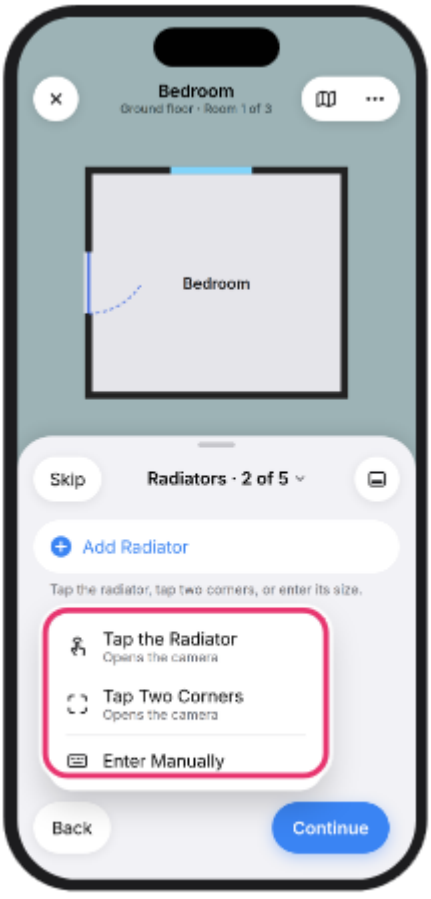


Room · 1 of 5: pick the Room Type first

Radiators (Step 2 of 5)

Every radiator must have a measured size before you send the survey to Heatpunk.

1. Tap `+ Add Radiator` (or tap a radiator you marked during the LiDAR scan).
2. Choose how to record its dimensions:
   - `Tap the Radiator` (LiDAR only): Point the camera at the middle of the radiator to auto-measure, then tap `Use This`
   - `Tap Two Corners` (LiDAR only): Aim at two opposite corners with the camera
   - `Enter Manually`: Select the wall, pick the radiator type, and enter **Width** and **Height** in **mm**
3. Tap `Add Photo` on the radiator row to photograph the TRV, lockshield, pipe tails, and any nearby plug socket.
4. Tap `Continue` (swipe left on a radiator row to `Delete` it).

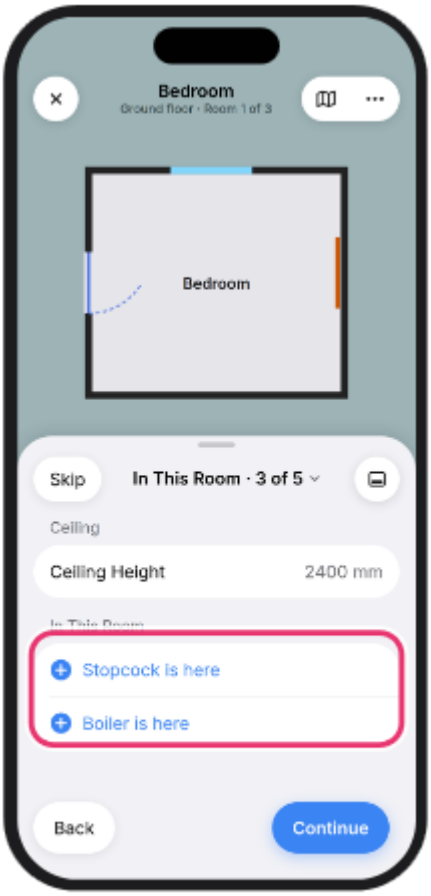


Add Radiator: pick how to measure it

> **Warning:** Every radiator must have a measured size before you send the survey—Heatpunk will leave out any radiator that has no size.

In This Room (Step 3 of 5)

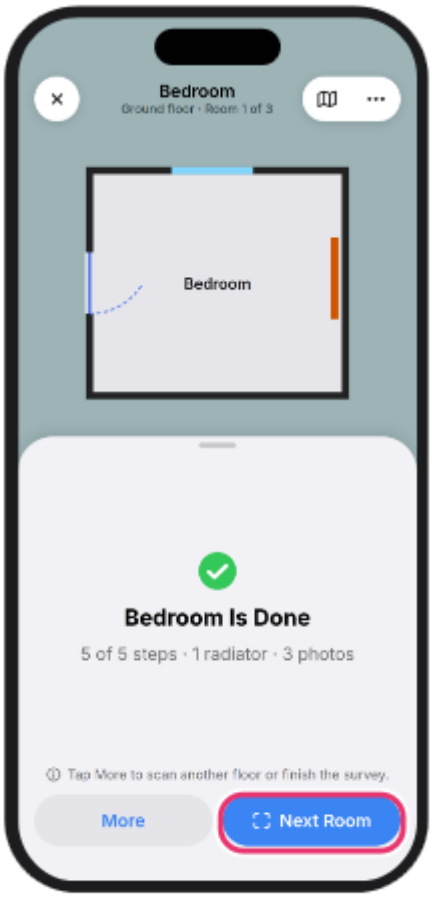
1. Verify the **Ceiling Height** in **mm**.
2. If applicable, tap `Stopcock is here` or `Boiler is here` to take a photo.
3. If the scan detected a fireplace, specify whether its chimney is open (`No flue`, `Flue with a throat`, or `Flue with no throat`).
4. Answer any room-specific prompts (such as vents, hot water cylinder, or consumer unit) by tapping `Here` (to take a photo) or `Not Here`, then tap `Continue`.



In This Room: tap a row to take its photo

Photos & Notes (Steps 4 & 5 of 5)

1. **Photos (4 of 5):** Tap `Take Photos` to capture general room photos, then tap `Done`.
2. **Notes (5 of 5):** Type notes into the text box, or tap `Tap to Dictate` to record a voice note.
3. Tap `Done` to finish the room, then select `Next Room` or `More`.



The room is done: Next Room, or More

> **Need to skip a step?** You can tap `Skip` on Steps 2–5 to come back later. Any skipped items are automatically flagged in **Before You Leave** before you upload the survey.

Still Need Help?

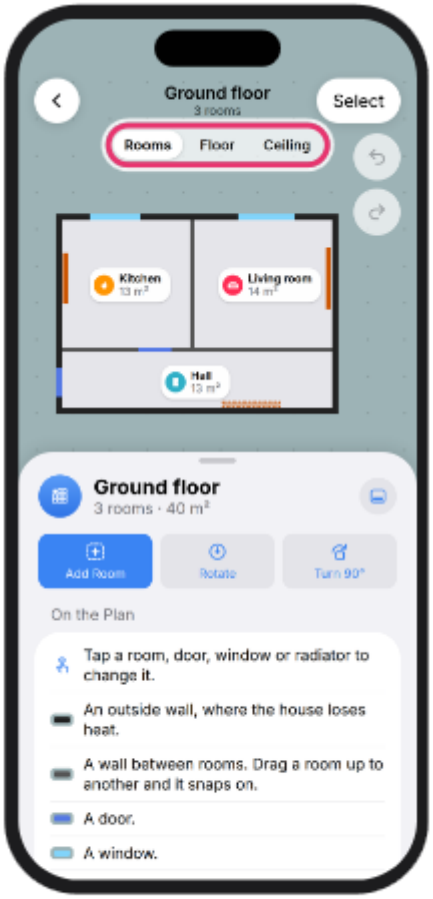
Contact Support: If you've got further questions, get in touch with our support team at **help@heatpunk.co.uk** (UK) or **help@heatpunk.ie** (IE). *If you are experiencing a bug, to help us look into your issue faster, please include the email address of your account, the name of the project and screenshots of any unexpected behaviour.*

5. Editing the floor plan & aligning floors

You can view and refine your floor plan at any time by tapping the `Plan` (map) icon during a room walk, or tapping `Open` next to Floor Plan on the survey's page.

Understanding floor plan colours

- **Thick black wall:** External wall (heat loss boundary)
- **Thin grey wall:** Internal partition wall between two scanned rooms
- **Dark blue line:** Door
- **Light blue line:** Window
- **Orange edge:** Room still needing a Room Type
- **Orange bar:** Radiator (solid once sized; pale and dashed if unmeasured)



The floor plan, with the Rooms | Floor | Ceiling switch at the top

Moving, rotating & squaring up rooms

- **Move a room:** Tap a room to select it, then drag inside it—it will snap automatically to neighbouring rooms
- **Rotate a room:** Drag the round blue handle above a selected room, or tap `Square Up` on the room card to straighten walls that are slightly off-square
- **Move multiple rooms:** Tap `Select` at the top right, tap each room you want to group, and drag or rotate them together
- **Rotate the whole floor:** With no room selected, use `Rotate` or `Turn 90°` on the bottom card



A room picked: drag the round handle to turn it

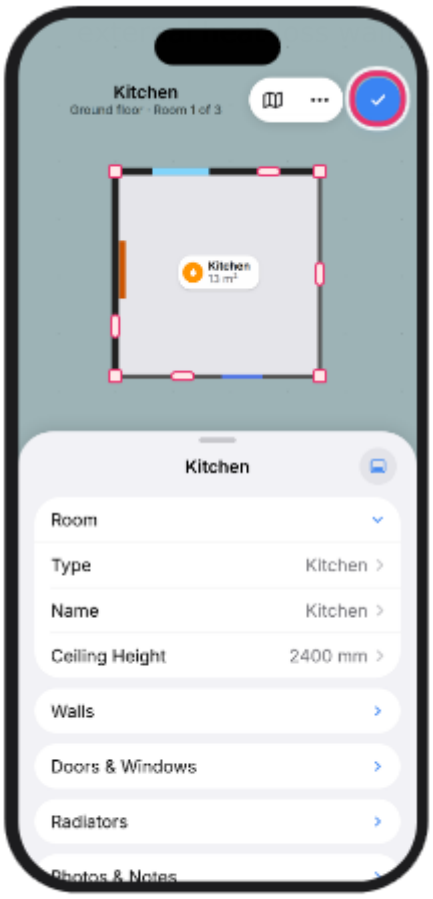
Editing a room's shape & wall boundaries

1. Select a room and tap `Edit` to open the **Room Editor**.
2. **Reshape walls:** Drag pink corner squares (fixed angle), pink circles (free angle), or pink wall bars. Drag a small teal dot to add a new corner, or tap any wall length to type an exact measurement in **mm**.
3. **Set What's Behind each wall:** Tap a wall (or open `Walls` in the card list) and set `What's Behind` to `Outside`, `Heated`, `Unheated` (e.g., an attached garage), `Ground`, or `Neighbour's Home` (essential for semi-detached and terraced party walls).

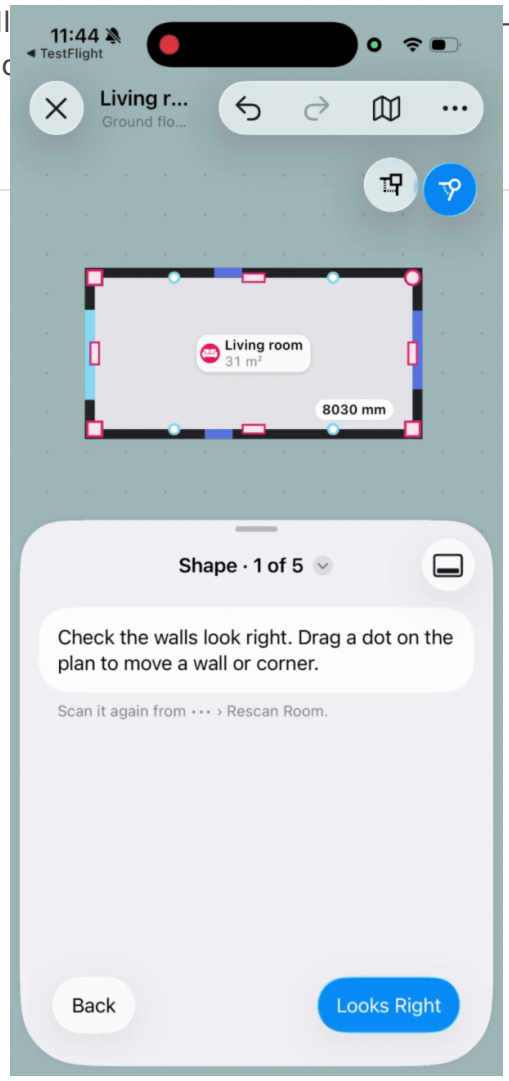
4. Tap the `blue tick` at the top right to save.

What do the different "What's Behind" wall options mean?

- **`Outside`:** The wall is an external wall (this is the default for unshared walls)
- **`Heated`:** Another heated space is on the other side
- **`Unheated`:** An unheated space is on the other side, such as an attached garage
- **`Ground`:** Earth is on the other side, such as a basement retaining wall
- **`Neighbour's Home`:** The wall is a party wall—be sure to set this on semi-detached or terraced ho as an



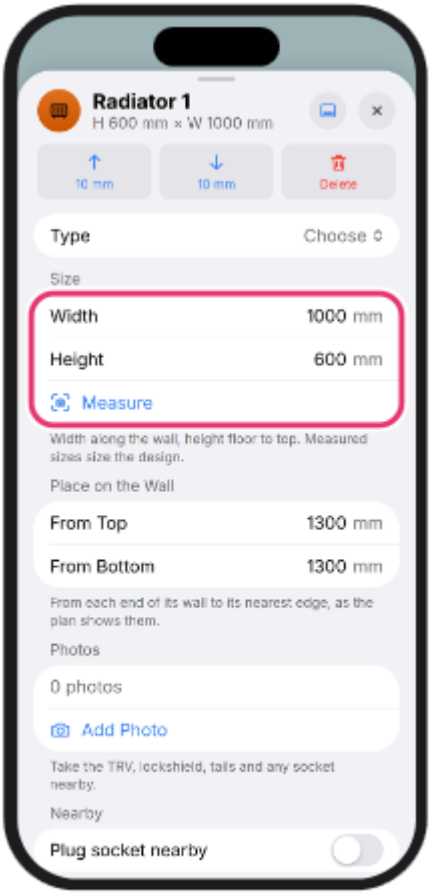
The room editor: the tick at the top right saves



Adding or editing doors, windows & radiators

- **Add:** Select a room, tap `+ Add`, and choose `Door`, `Window`, or `Radiator`. Enter the dimensions and wall, then drag it into position
- **Edit:** Select a room, tap the door, window, or radiator on the plan, and use the card to adjust dimensions, toggle `Plug socket nearby` (for radiators), or nudge its position in **10 mm**

increments
- **Add a missed room:** With no room selected, tap `Add Room`, choose the room type, and select `Scan It` (LiDAR), `Measure with Taps` (AR), or `Enter Size` (manual rectangle)



A radiator's card: size, place on the wall, photos

Lining up multiple floors

If the property has two or more floors, you **must** align them before sending the survey.

1. Open the floor plan with no room selected and tap `Line Up` (or select `...` > `Line Floors Up` on the survey page).
2. Tap `Auto Align` to snap the upper floor over the floor below (shown in blue).
3. Fine-tune using drag, `Nudge 50 mm`, or `Rotate` if needed.
4. Tap `Aligned` at the top right.

> **Warning:** Always tap `Aligned` rather than `Back` when you finish aligning floors—tapping `Back` keeps your position changes but will not mark the floors as aligned for upload.

Still Need Help?

Contact Support: If you've got further questions, get in touch with our support team at **help@heatpunk.co.uk** (UK) or **help@heatpunk.ie** (IE). *If you are experiencing a bug, to help us look into your issue faster, please include the email address of your account, the name of the project and screenshots of any unexpected behaviour.*

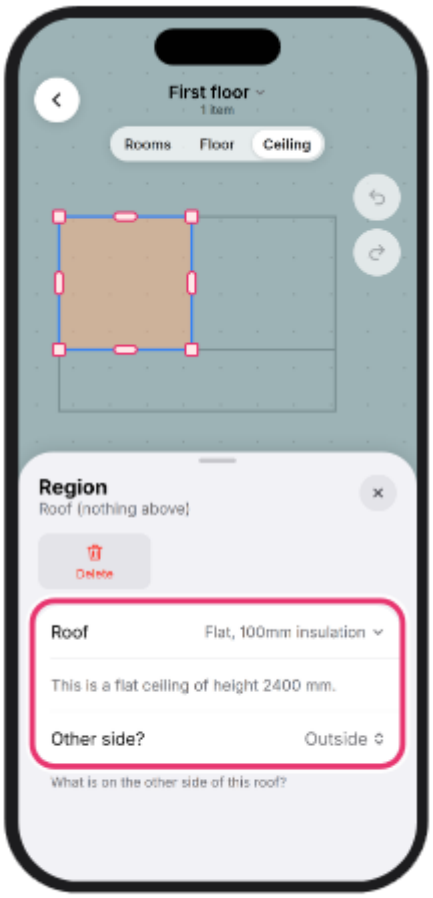
6. Drawing floor & ceiling regions, rooflights & dormers

By default, Heatpunk assumes the lowest floor sits on the ground and the highest ceiling is a standard flat roof. You only need to use the **Floor** and **Ceiling** layers when part of a property differs—such as a room over an unheated garage, a suspended timber floor, a flat roof extension, or a room in the roof. For more background on how regions work on the web, see the Floor and ceiling regions guide in the **Plans task**.

> **Warning:** Regions on the same layer must not overlap by more than 0.5 m², or you will not be able to send the survey.

Adding a floor or ceiling region

1. Open the floor plan, select the relevant floor at the top, and toggle the top switch from `Rooms` to `Floor` (between this floor and the floor below) or `Ceiling` (between this floor and the floor above).
2. Tap `+ Add` > `Region`.
3. Drag the region and use its corner and edge handles to snap it over the relevant area.
4. On the region card, select the **Material** build-up and set `Other side?` (`Ground`, `Outside`, `Unheated Space`, or `Heated Space`).



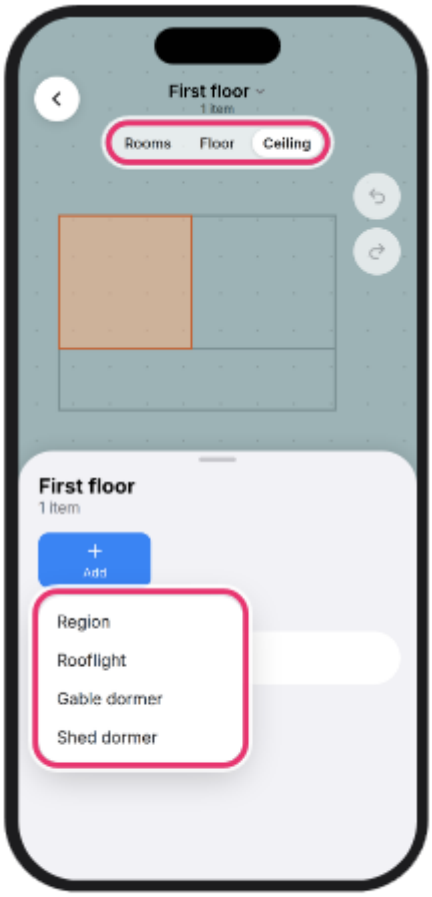
A region's card: material and other side

Drawing a sloped ceiling (room in the roof)

1. On the `Ceiling` layer, draw a `Region` covering the sloped portion of the ceiling.
2. Select the region, tap a **corner dot**, and enter the ceiling height at that corner in **mm**. Tap the `tick` to confirm.
3. Repeat for the remaining corners—a red arrow will appear on the plan pointing down the slope. (All corner heights must form a single flat plane.)

Adding rooflights and dormers

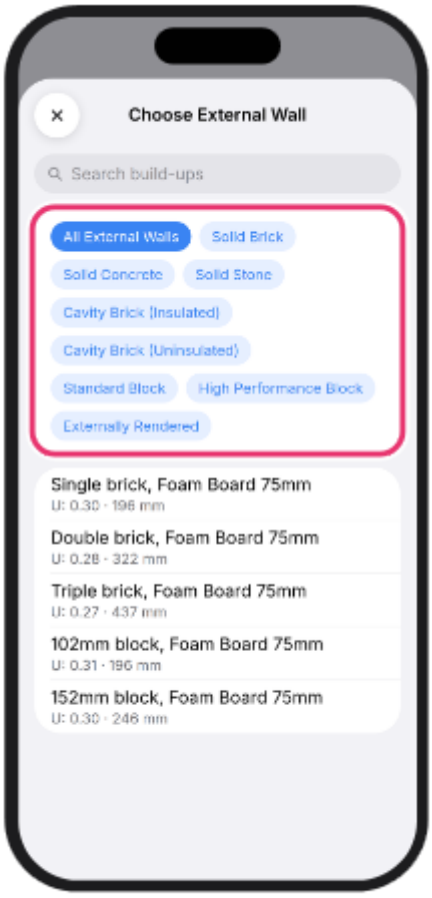
- **Rooflight:** On the top floor's `Ceiling` layer, tap `+ Add` > `Rooflight`, drag it onto the roof region, and set its glazing material, `Aspect` (`Plan` or `Roof`), and dimensions in **mm**
- **Dormer:** First draw the sloped ceiling region, then tap `+ Add` > `Gable dormer` or `Shed dormer`. Drag it **wholly inside** the sloped ceiling region, enter the roof and wall materials, gutter height (`A`), and ridge height (`B`), then tap the dormer window strip to set the window size



The Ceiling layer: Add has Region, Rooflight and the dormers

Adding a material not in your palette

If a wall, floor, roof, or window build-up is missing from your dropdown list, scroll to the bottom and tap `+ Add material` to search Heatpunk's full material library and add it to the current survey.



+ Add material: Heatpunk's full list, in folders

> **Note:** Adding a material via `+ Add material` adds it only to the current survey—it does not change your saved palettes on the Heatpunk website.

Still Need Help?

Contact Support: If you've got further questions, get in touch with our support team at **help@heatpunk.co.uk** (UK) or **help@heatpunk.ie** (IE). *If you are experiencing a bug, to help us look into your issue faster, please include the email address of your account, the name of the project and screenshots of any unexpected behaviour.*

7. Survey questions & photo markups

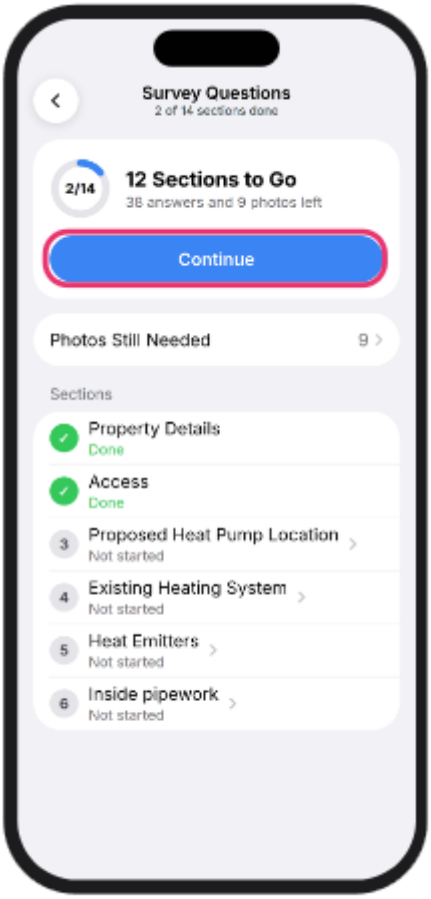
The app includes all **14 standard Heatpunk survey sections**. You can complete them on site without signal, and your answers save automatically.

Answering survey questions

1. Open the survey's page and tap the `Survey Questions` card (or tap `...` > `Survey` during a room walk).
2. Tap `Start` or `Continue` to work through the remaining sections in order, or tap any individual section from the list.
3. For photo questions, tap `Take Photo` to capture a new image, or `From Project` to reuse a photo you already took during the room walk.
4. Tap `Photos Still Needed` at the top of the Survey Questions screen to view a checklist of any missing photos.

List of the 14 survey sections

1. Property Details *(Outside)*
2. Access *(Outside)*
3. Proposed Heat Pump Location *(Outside)*
4. Existing Heating System
5. Heat Emitters
6. Inside pipework
7. Domestic Hot Water Supply
8. Proposed cylinder location
9. Energy Use
10. Electrical System
11. Wiring route *(Outside)*
12. Pipe runs *(Outside)*
13. Vents *(optional)*
14. Additional information

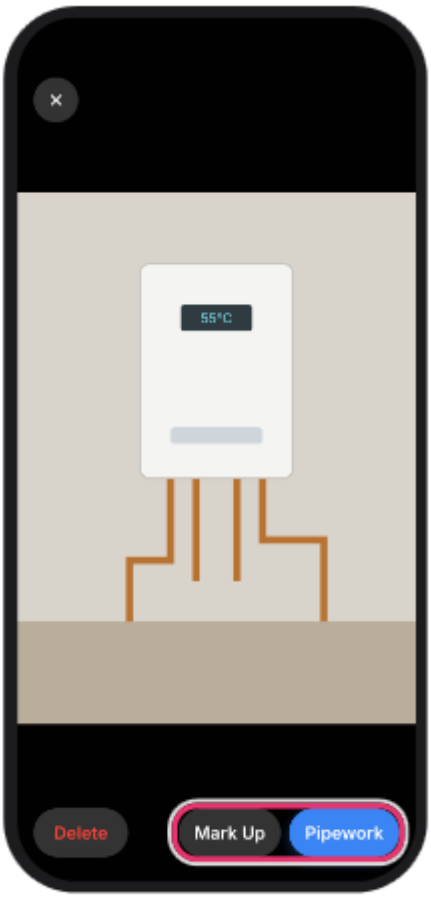


Survey Questions: Start opens the first section to do

Marking up photos & drawing pipework

You can annotate photos to clearly show installers where equipment, pipe runs, and cables will go.

1. Tap any photo to open it full-screen.
2. **General annotations:** Tap `Mark Up` to draw freehand or add shapes and text using Apple's markup tools, then tap `Done` (a clean original is always preserved in the background).
3. **Pipework & cable routing** (available on survey question, radiator, boiler, and stopcock photos):
   - Tap `Pipework` at the bottom right
   - Tap `Route`, select the pipe or cable type (`Flow & Return`, `Hot Water`, `Cold Main`, `Condensate`, `Power Cable`, `Controls Cable`, etc.) and diameter (e.g., `22 mm`), then tap along the photo to plot each bend and tap `Finish`
   - Tap `Mark` to place icons for `Heat Pump`, `Core Hole`, `Cylinder`, `Isolator`, `Consumer Unit`, `Valve`, or a `Note`
   - Tap `Done` at the top right to save the annotated image



A survey photo: Mark Up and Pipework at the bottom right

> **Note:** Deleting a photo from a room removes it from the entire survey and any linked questions. Deleting a photo from a survey question removes it only from that question.

Still Need Help?

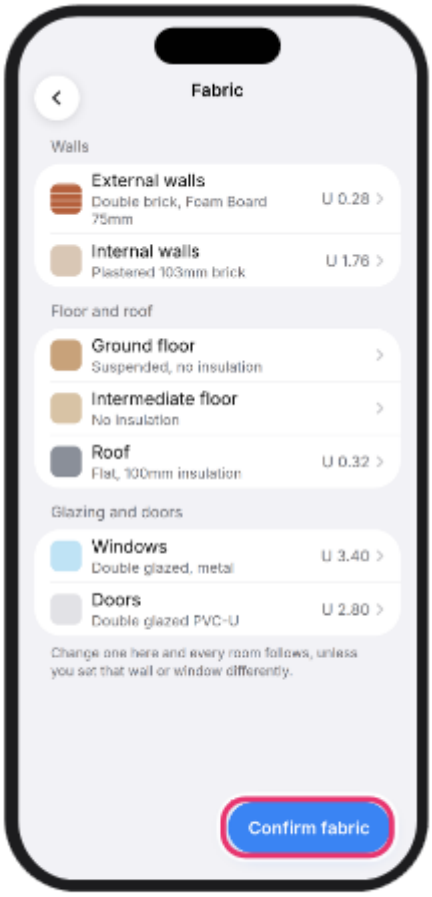
Contact Support: If you've got further questions, get in touch with our support team at **help@heatpunk.co.uk** (UK) or **help@heatpunk.ie** (IE). *If you are experiencing a bug, to help us look into your issue faster, please include the email address of your account, the name of the project and screenshots of any unexpected behaviour.*

8. Confirming house materials (Fabric)

Before leaving the property, review and confirm the default construction materials for the whole house. To manage your saved palettes on the web, see the Material library and palettes guide in the **Plans task**.

Confirming whole-house materials

1. On the survey's page, scroll down to **House** and tap `Walls, Floors & Windows` (marked *Not Confirmed* in orange).
2. Review each category and its U-value:
   - **Walls:** `External walls`, `Internal walls`
   - **Floor and roof:** `Ground floor`, `Intermediate floor`, `Roof`
   - **Glazing and doors:** `Windows`, `Doors`
3. Tap any row to change its build-up—changing a material here updates every room in the survey unless you have overridden a specific wall or window individually.
4. Tap `Confirm fabric` at the bottom right.



Fabric: Confirm fabric is at the bottom right

> **Note:** If you change a material after tapping `Confirm fabric`, the fabric status resets to unconfirmed—remember to tap `Confirm fabric` again before leaving.

Overriding a single wall or window

If an extension or specific wall is built differently from the rest of the property:

1. Open the wall in the **Room Editor** (or during Step 1 of the room walk).
2. Tap `Built Of` and select the new material.
3. When prompted, select `Just This Wall` (selecting `Change Every Outside Wall` updates the whole house).

Still Need Help?

Contact Support: If you've got further questions, get in touch with our support team at **help@heatpunk.co.uk** (UK) or **help@heatpunk.ie** (IE). *If you are experiencing a bug, to help us look into your issue faster, please include the email address of your account, the name of the*

project and screenshots of any unexpected behaviour.

9. Checking & sending your survey to Heatpunk

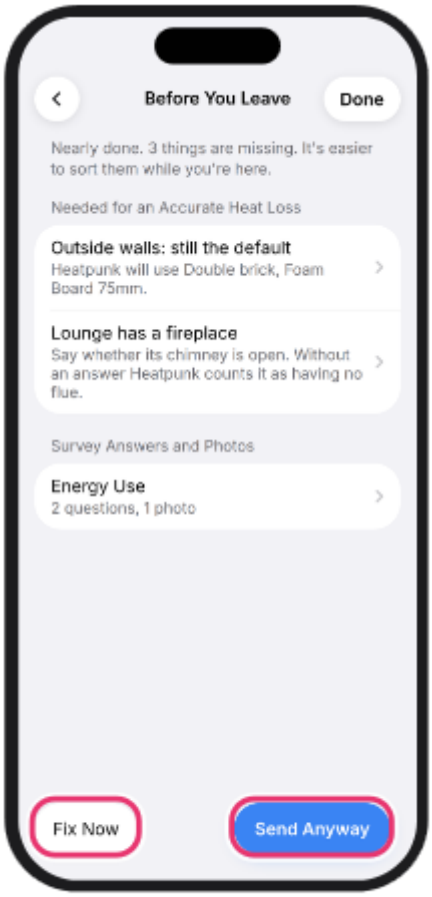
Once your rooms, floor plans, and survey questions are complete, run a final check before uploading the project to your Heatpunk account.

1. Review Before You Leave

1. Tap `More` > `Finish Survey` after your last room, or tap `Send to Heatpunk` on the survey's page.
2. Review the floor plan for each floor and tap `Next` at the top right to open **Before You Leave**.
3. Any missing items are grouped into three sections:
   - **Needed to Send (Blocking):** Issues that must be resolved before uploading (e.g., unaligned floors, a room missing a Room Type, a radiator with no size, overlapping regions, or a dormer extending outside a sloped roof). Tap any row or tap `Fix Now` to jump straight to the fix
   - **Needed for an Accurate Heat Loss (Warning):** Non-blocking reminders (e.g., unconfirmed fabric materials, an unanswered fireplace flue, or a missing party wall)
   - **Survey Answers and Photos (Warning):** Lists any unfinished survey sections

Common "Needed to Send" errors and how to fix them

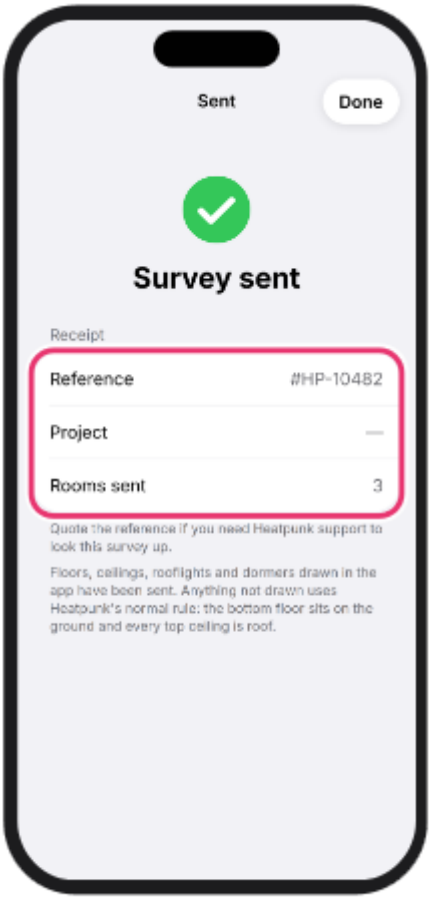
- **"[Room] needs a type":** Open the room and assign a `Room Type`
- **"A radiator in [Room] has no size":** Type or camera-measure the radiator's dimensions
- **"The floors are not lined up":** Align your floors on the floor plan and tap `Aligned` at the top right
- **"Regions overlap by ... m²":** Move or reshape your floor or ceiling regions so they do not overlap
- **"This dormer is not fully contained in a sloped roof":** Move the dormer completely inside a sloped ceiling region
- **"The project details are missing":** Open `...` > `Edit Details` and add the full postcode and house build era
- **"How sheltered the house is from the wind":** Select a wind shelter option on the `Ventilation` screen
- **"The measured air permeability":** Enter the air tightness test result on the `Ventilation` screen



Before You Leave: Fix Now, or Send Anyway

2. Send the survey

1. Tap `Send to Heatpunk` (or `Send Anyway` if only non-blocking warnings remain).
2. Keep the app open while your rooms and photos upload.
3. When complete, the **Survey sent** receipt screen displays your unique **Reference** (e.g., `#HP-10482`) - quote this reference if you ever need Heatpunk Support to look up the upload.
4. Tap `Done`. Your project is now ready in your Heatpunk web account.



Survey sent: the Reference is in the Receipt

3. Making changes after sending

- **Updated survey answers or photos:** Open the survey's page and tap `Send Update` on the Survey Questions card to update the existing project in Heatpunk
- **Updated floor plan, rooms, or property details:** Tap `Send Again` on the survey's page

> **Note:** Heatpunk never overwrites an existing floor plan once sent. Tapping `Send Again` creates a **second project** in your web account (defaulting to the name `Postcode (revised)`).

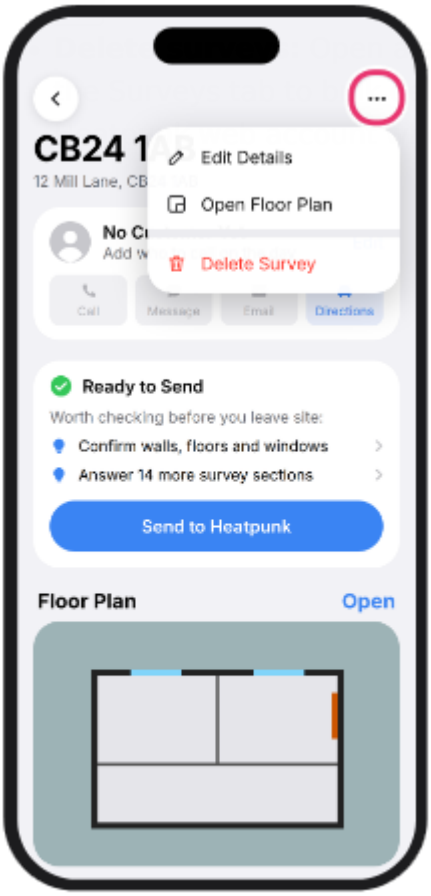
Still Need Help?

Contact Support: If you've got further questions, get in touch with our support team at **help@heatpunk.co.uk** (UK) or **help@heatpunk.ie** (IE). *If you are experiencing a bug, to help us look into your issue faster, please include the email address of your account, the name of the project and screenshots of any unexpected behaviour.*

10. Managing surveys, troubleshooting & FAQs

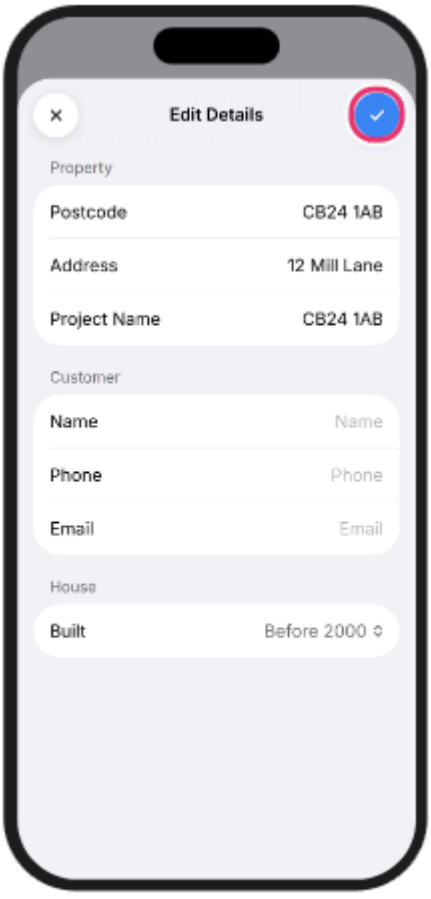
Managing surveys on your device

- **Find & filter:** Open the `Surveys` tab to filter by status (`Not Scanned`, `Needs Attention`, `Ready to Send`, `Sent`), toggle between Gallery and List views, or use the `Search` tab to find a postcode or customer name
- **Edit details:** Open a survey, tap `...` > `Edit Details`, make your changes, and tap the `blue`



The survey's page, with the ••• menu open

urvey ar ete). Su n delete



Edit Details: the tick at the top right saves

`...` > `Select Surveys` on

ain safely in your

> **Warning:** Deleting a survey that has never been sent to Heatpunk permanently erases it—always upload your survey first.

FAQs

Expand the sections below for information on common scanning, sending, and account questions

Two rooms merged into one during a LiDAR scan

Wide openings between spaces or very cluttered floors can cause two rooms to read as one. Fix this on the floor plan by resizing the room in the **Room Editor**, or close the door between the rooms and re-scan them separately.

The floor plan looks slightly skewed

Scans can occasionally drift by a degree or two, and the app automatically straightens slight offsets. Deliberately angled walls (such as bay windows) are left angled on purpose. If a room is still slightly off-square, select it on the floor plan and tap `Square Up` on the room card.

Inner walls are missing when I open the project on the Heatpunk website

Your rooms uploaded properly—the web floor plan simply calculates internal partition walls after a room is adjusted. On the Heatpunk website's floor plan, drag any room slightly and drop it back into place; all internal walls will appear.

The stop button stays grey during a LiDAR scan

The scan requires at least **3 walls** to be detected before the stop button activates. Keep sweeping the camera slowly around the room until 3 walls have been captured.

The app says "Key not accepted" or asks me to "Reconnect"

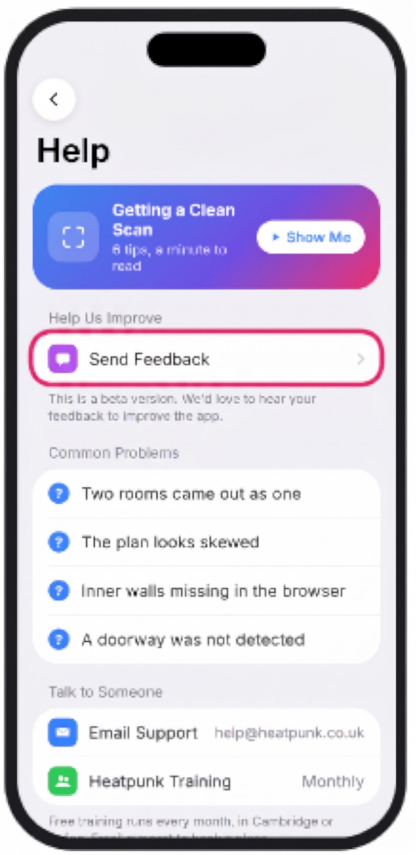
Your device key was removed on the website or your **Pro** subscription ended. Generate a new QR code under `My Account` > `Preferences` > `Heatpunk App` on a computer, then open `Settings` in the app and tap `Reconnect`. Your existing surveys remain safely on your phone.

I got a new phone

First, send any unsent surveys from your old phone—they are stored locally on that device and are not in Heatpunk yet. Then log in to the Heatpunk website, click `Remove` next to your old phone under **Your devices**, and generate a new QR code to connect your new phone.

Reporting issues & contacting support

- **In-app tips:** Go to `Settings` > `Help & Support` > `Getting a Clean Scan` > `Show Me` for a quick 6-step refresher
- **Send Feedback / Report a Bad Scan:** In `Settings` > `Help & Support`, tap `Send Feedback` (to attach diagnostic logs) or `Report a Bad Scan` (to attach the raw scan `.zip` file). Neither report includes customer personal details
- **Email Support:** Contact help@heatpunk.co.uk with your account email, survey **Reference** (`#HP-...`), device model, and the app **Version** (found in `Settings`)



Help: Send Feedback is under Help Us Improve

Still Need Help?

Contact Support: If you've got further questions, get in touch with our support team at **help@heatpunk.co.uk** (UK) or **help@heatpunk.ie** (IE). *If you are experiencing a bug, to help us look into your issue faster, please include the email address of your account, the name of the project and screenshots of any unexpected behaviour.*