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.*

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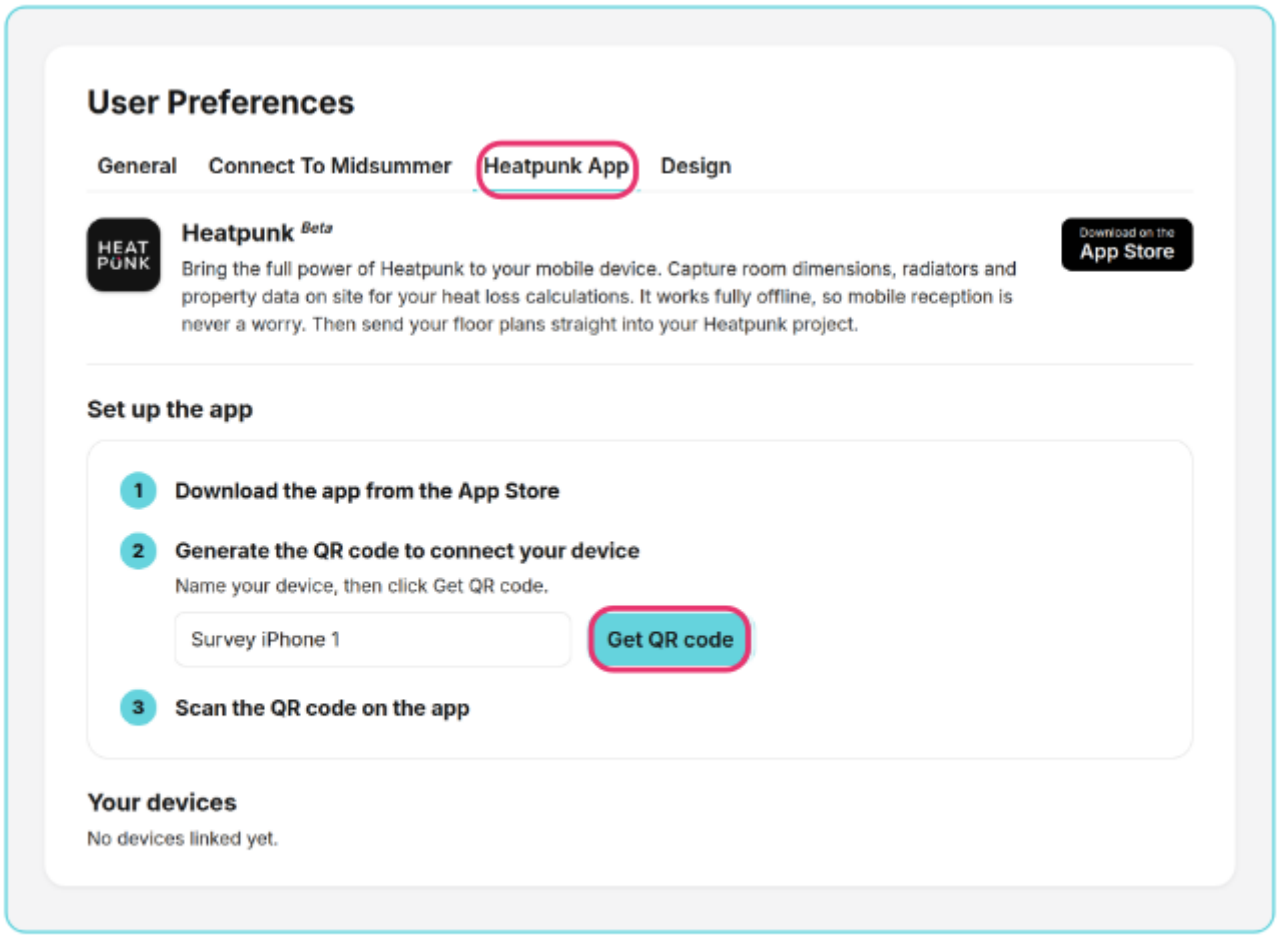
1. Download the app & allow permissions

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.

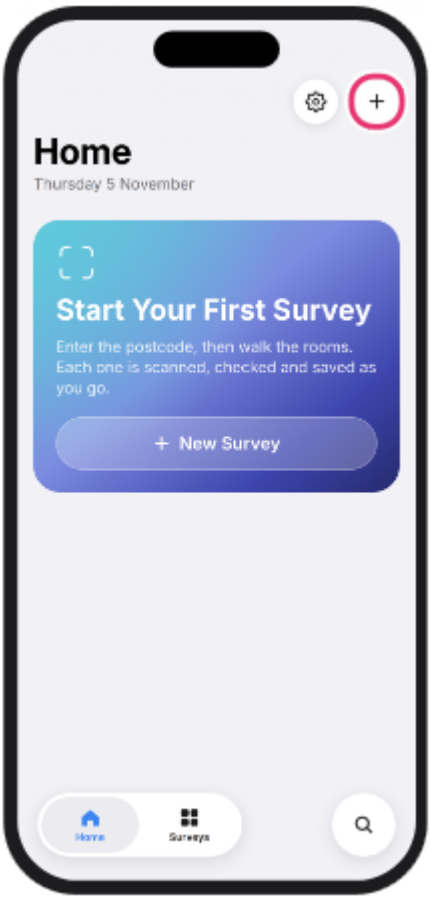
What if the app shows a red error message when connecting?

- **"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

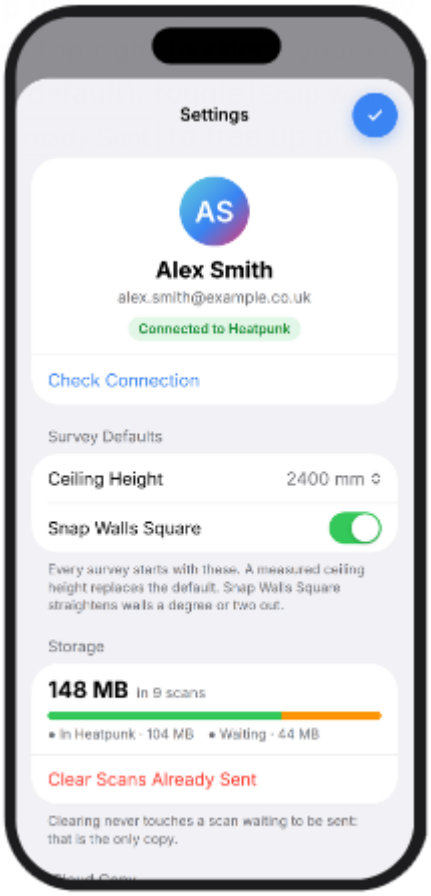
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Navigating the Home screen & Settings

- **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.*

Revision #16
Created 19 November 2026 10:17:43 by Phoenix Tashlin

Updated 19 November 2026 14:28:48 by Phoenix Tashlin