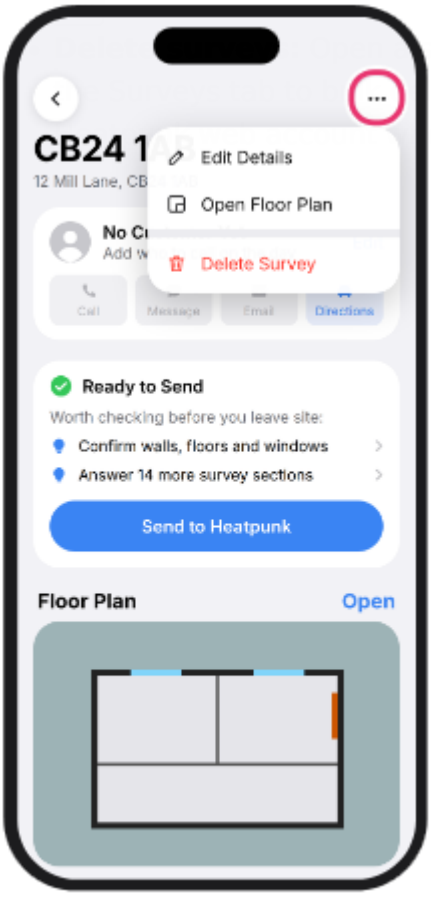
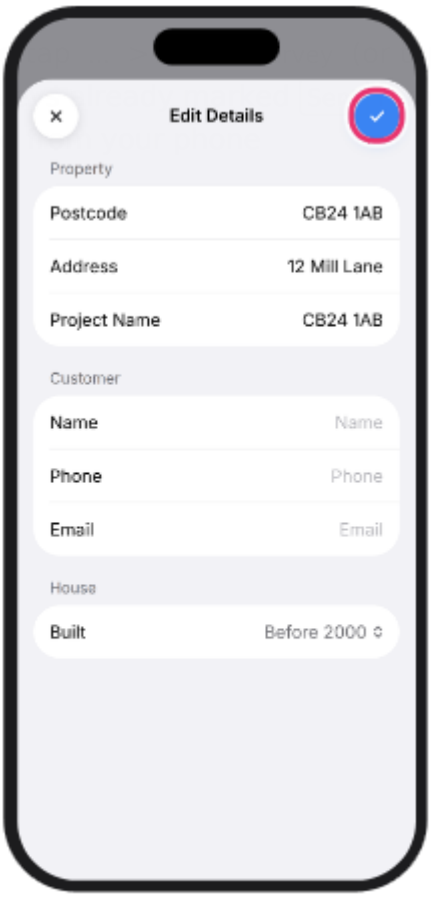
10. Managing surveys, troubleshooting & FAQs

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



Edit Details: the tick at the top right saves

urvey ar ete). Su n delete ... > `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"

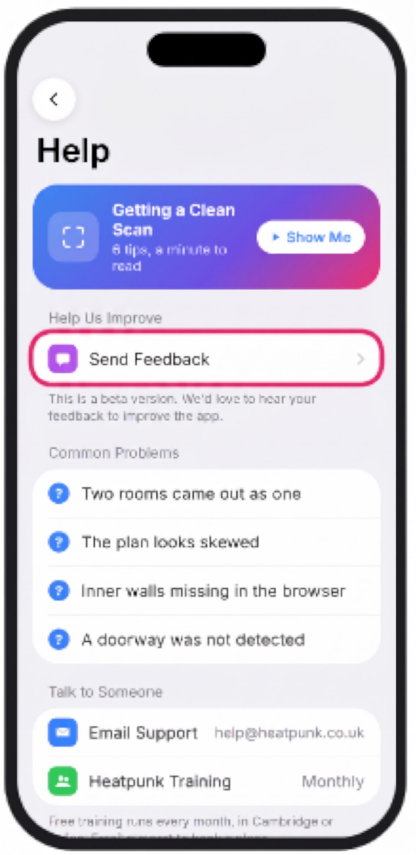
Your device key was removed on the website or your **Pro** subscription ended. Generate a new QR code under `My Account` > `Preferences` > `Heatpunk App` on a computer, then open `Settings` in the app and tap `Reconnect`. Your existing surveys remain safely on your phone.

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.*

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