maidaid®

ENGINEERS GUIDE



E-TEC / IOT SETUP GUIDE

E-TEC

ISSUE V.1.8

BETA VERSION

E-TEC WILL BE REBRANDED AS MA CONNECT, LAUNCHING LATE 2026



CONTENT PAGES

App Registration (pg. 2 – 5)

Machine Registration (pg. 6 – 10)

APP Legend (pg. 11 – 12)

Monitoring & Consumption (pg. 13 – 17)

IT Support – Connecting to a secure network (pg. 18)

1 MACHINE MONITORING VIA APP

E-Tec has been created to allow the customer to interact with your new Maidaid Evo and Elite commercial warewasher directly from your smartphone.

It allows you to detect and troubleshoot alarms, update the gateway firmware, access the user manual, view electricity, water, detergent and rinse-aid consumption, consult usage statistics, monitor power status, and see which programmes are running along with their temperatures.

1.1 REGISTERING THE MACHINE ON THE APP

To be able to interact with the warewasher using the APP, there are some conditions that must be met before registering. Make sure that:

1) The Bluetooth/WIFI connection is active on your Smartphone

2) The machine is an **EVO** or **ELITE** model running the latest firmware

3) You have access to the gateway via the QR code on screen

4) **The WiFi needs to be a secure connection. It will not work with an open/guest WiFi account**.

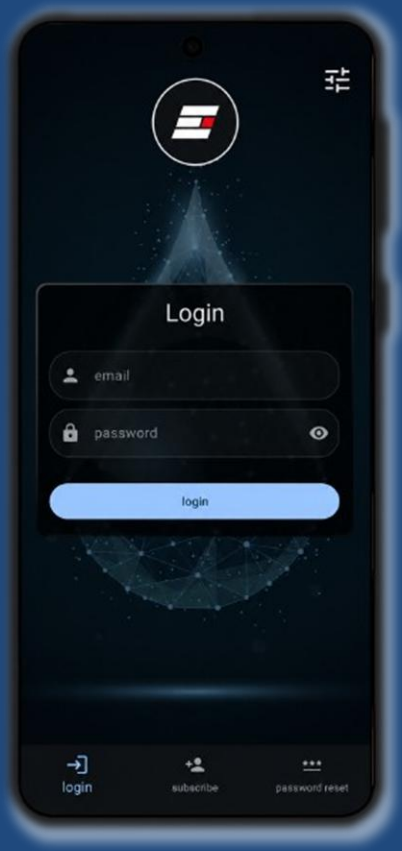
While every effort has been made to ensure the accuracy and completeness of the information, no guarantee is given nor responsibility taken for errors or omissions in this document.

Copyright Notice: All rights reserved. No parts of this manual may be reproduced in any form without express written permission of Maidaid-Halcyon (A trading name of Buttress Group Ltd)

The machine's Wi-Fi will only connect to secure networks and does not support guest or open networks requiring additional authentication.

REGISTRATION & LOGIN

Once the APP is installed,
please create your account



Download on the App Store

GET IT ON Google Play

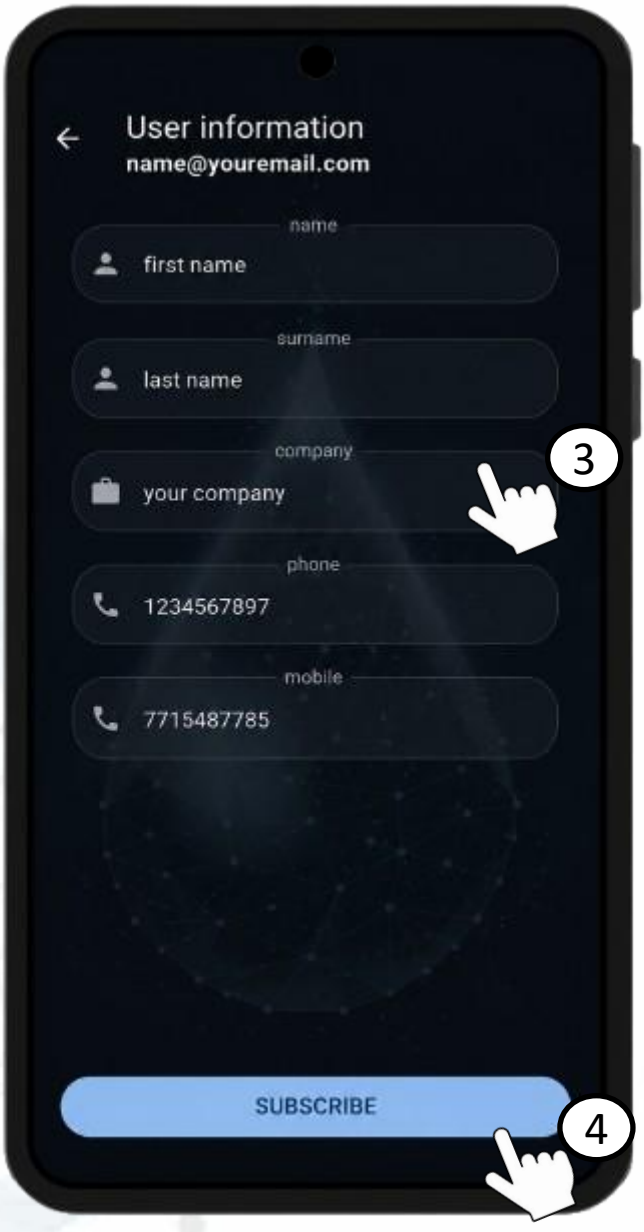
Required operating system: **Android 5.0** and later versions or
iPhone iOS 12.0 and later versions

Adequate WI-FI coverage is also required to connect the device to an active internet network.



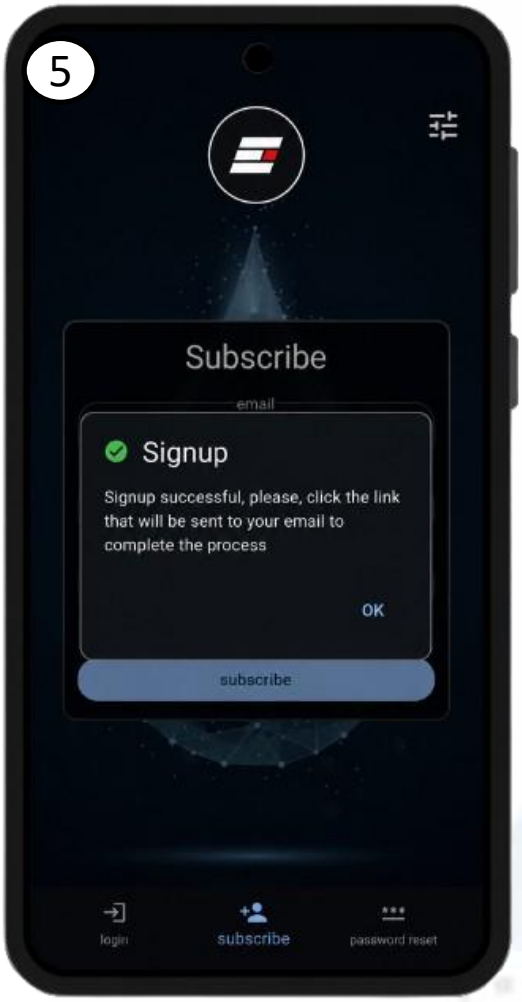
Once the app has downloaded, open and click subscribe **(1)**
Fill in your email and password. **(2)**

The password needs have a mixture uppercase and special characters



This will bring up the user information registration page
Fill out your details **(3)** for the phone numbers please **do not** include the first 0.

Once complete, click subscribe **(4)**



(5) Confirm signup. You will receive an email from warewashing-connect.com with a link to activate your account

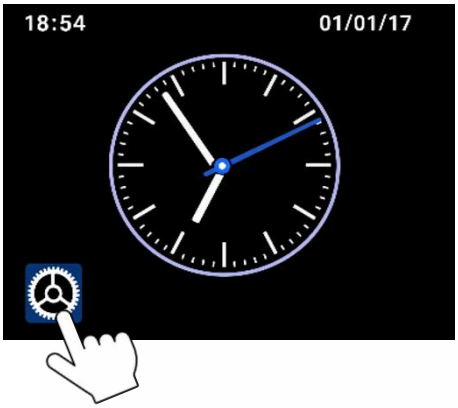
(6) Once confirmed, proceed to the login page. Your details should be saved.



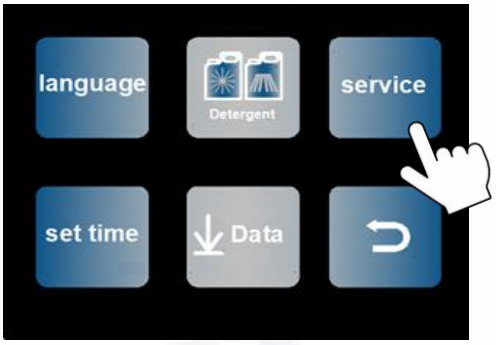


(7) Once logged in, you will be ready to start adding your machine(s).

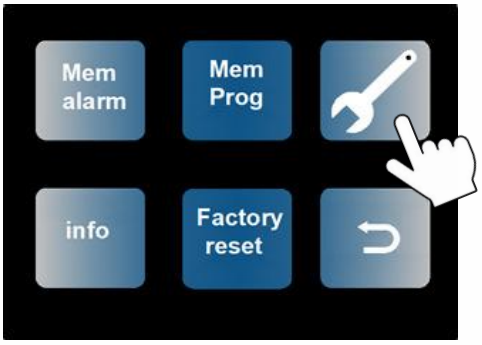
See machine registration (page 6)



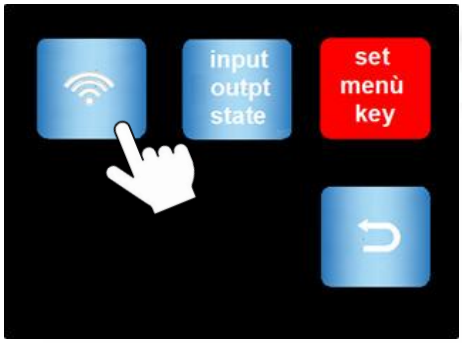
(1) On your Evo or Elite model, have the machine in standby – showing the clock. Then click the gear icon



(2) Click the Service button



(3) Then click the spanner icon



(4) Then press the WiFi icon



(5) This will bring up a screen showing your unique QR code and MAC address

Tap the WiFi OFF button to enable the WiFI



(6) With the WiFi now on you can proceed to add your machine to the app.



(7) On your phone, click the + symbol to bring up the add device function.

This will bring up your camera to allow you to scan your unique QR code.





(8) Scan the unique QR code from the screen of your machine. If successful, you will be taken to the configure WIFI screen.



(9) Select the WiFi you wish to use and insert your security password

You **cannot** use an Open/Guest WiFi account.



(10) Insert the password into the chosen WiFi account and press OK.

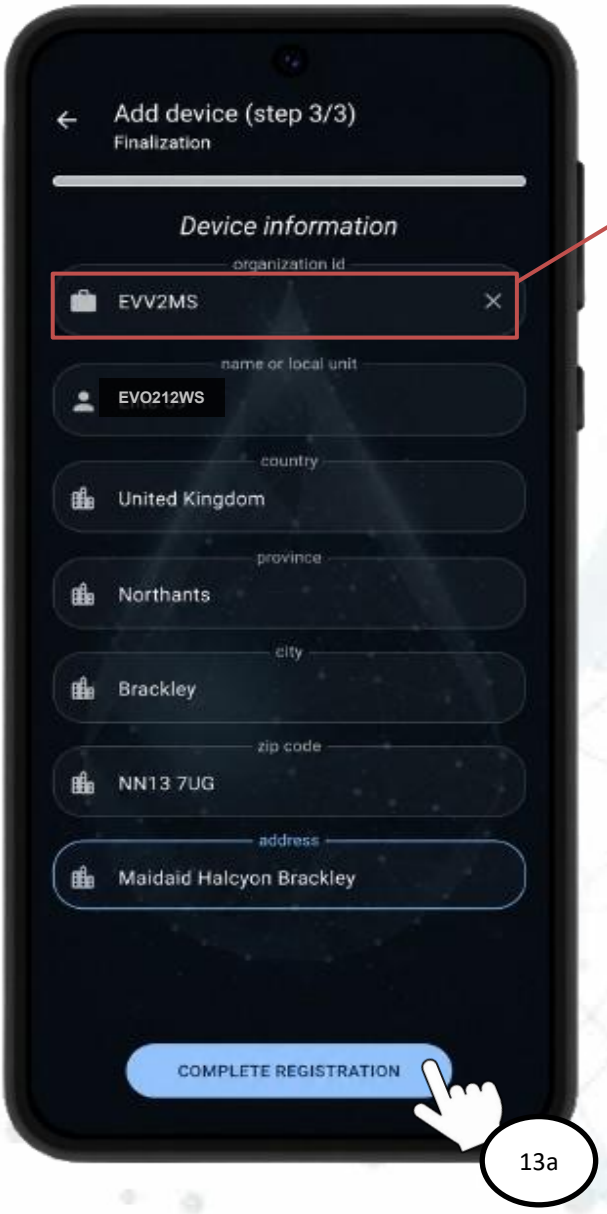


(11) If successful the machine will start to connect/synchronize to the cloud. ..

You will also see the same message appear on the screen of your machine As per the images below (**12**).

(**12**)





(13) Once connected, it will bring up the screen on the left. Fill out your machine model and address data.

OPTIONAL FIELD – COMPLETED AT THE END USER'S DISCRETION

In the Organization ID field – please use code EVV2MS *

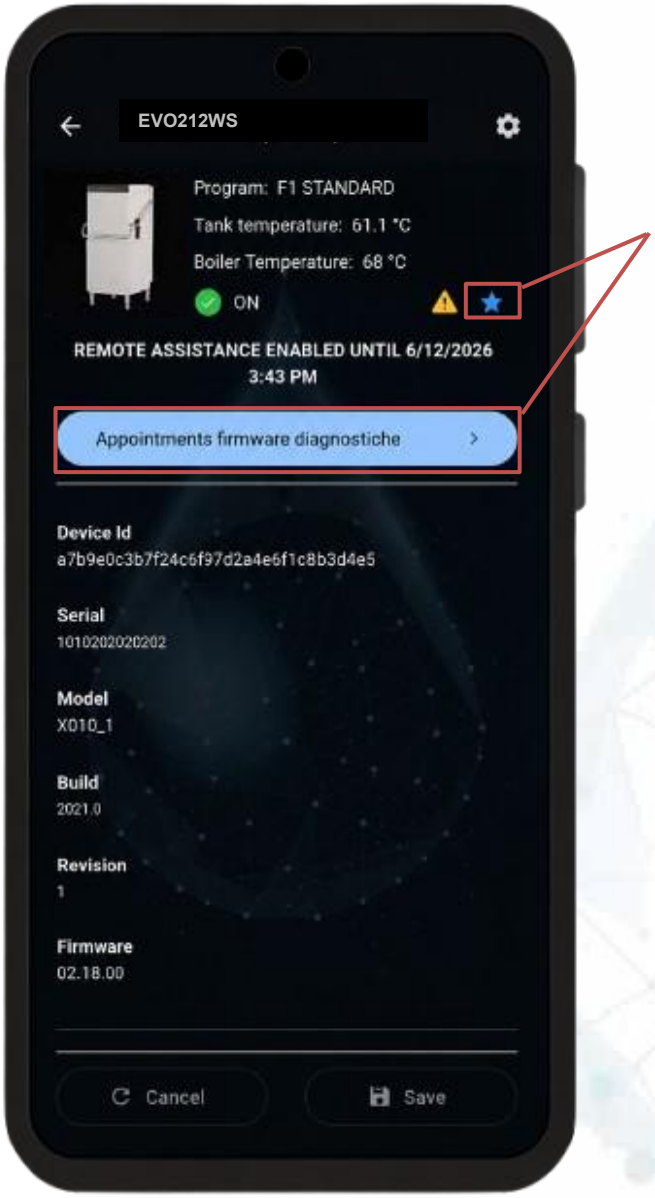
*Failure to enter the ID field during the registration process will prevent the device from being provisioned for remote diagnostics and technical support.

Then press Complete registration **(13a)**



(14) Once registration is complete, your machine will appear in your app.

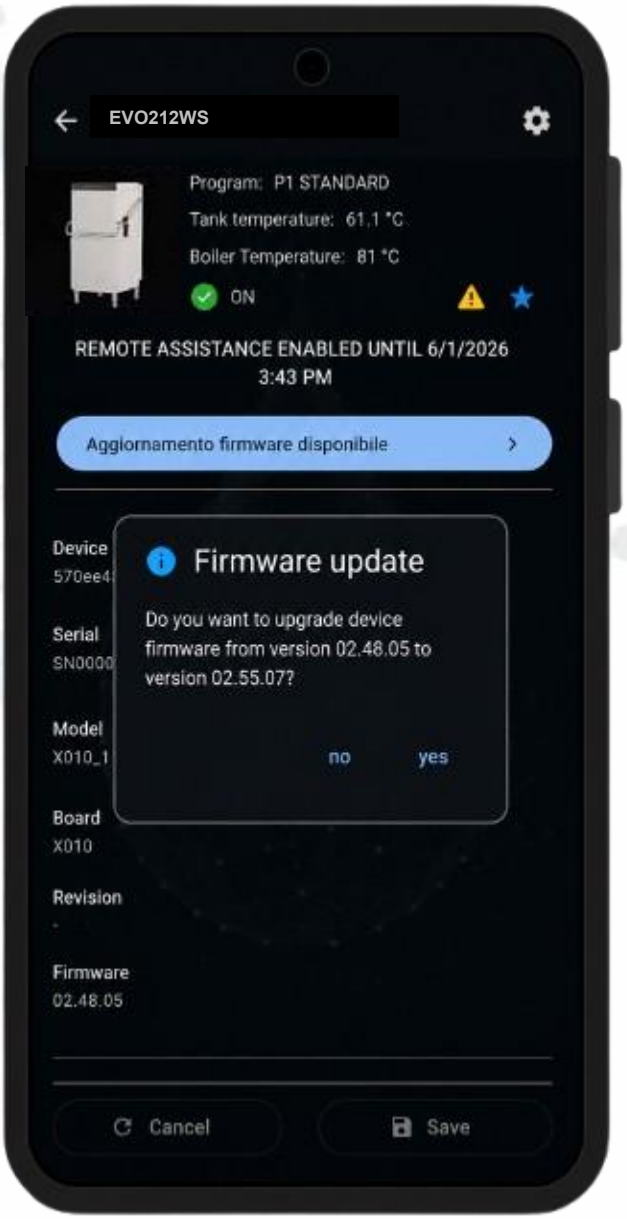
From here you will be able to see error codes, current program cycles and temperatures, energy statistics and energy consumption



(15) Once the device is connected to the cloud portal for the first time, you may need to perform a firmware update.

If there is an update available, you will see a banner and a star icon to notify you.

Clicking this will bring up a prompt to update



(16) Confirming the update and allow the unit to update to the latest firmware

This will update will download and update in the background, once the machine has been updated, the setting will take effect on the next power cycle of the mains power of the machine

E – TEC IOT
APP LEGEND



The main interface (Home), selectable from the icon indicated at the bottom left, shows all connected devices, which can be sorted in ascending and descending alphabetical order as well as by name, serial number and model

Also on the home page, via the highlighted icon at the top right, it is possible to select the language, the app theme (light or dark), and read the privacy policy.

E – TEC MA CONNECT IOT APP LEGEND



Remote assistance enabled

MAIDIAD ID

WiFi connected and strength

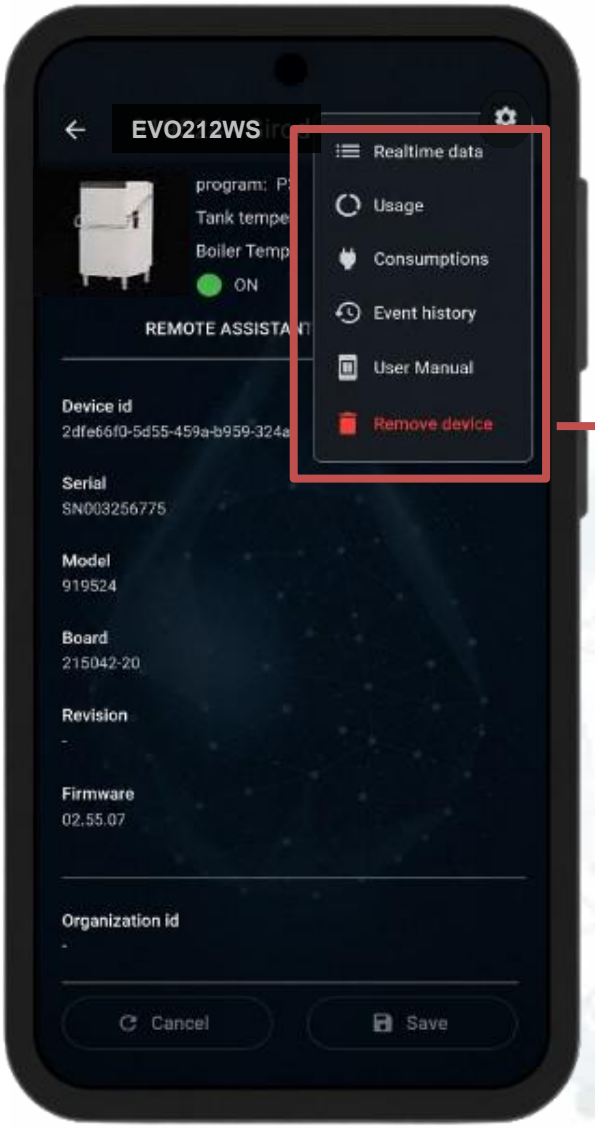
Machine model & serial number

Current program running and live temperatures

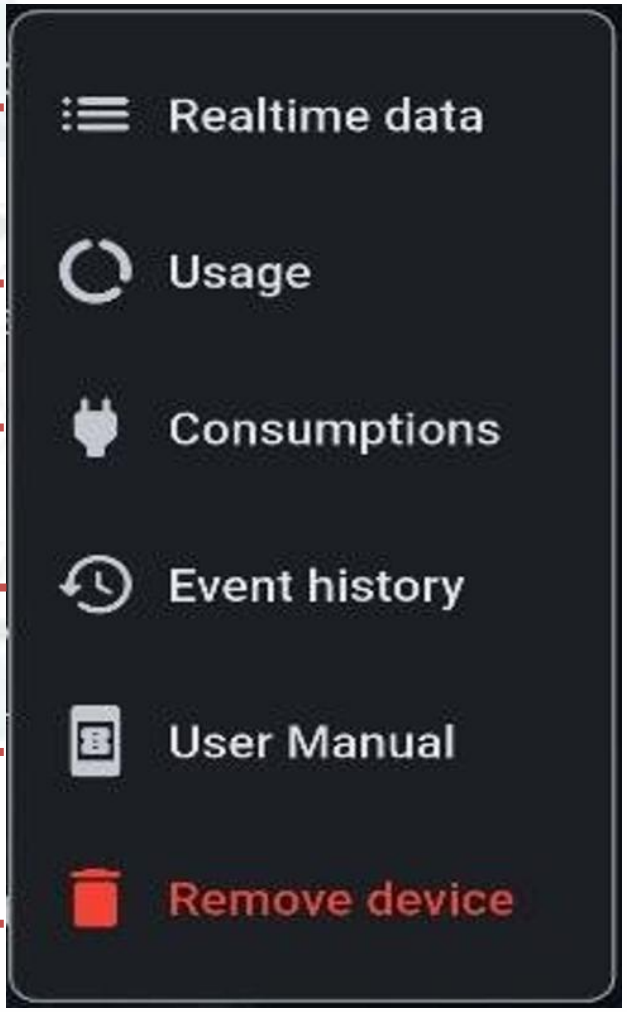
Image of the dishwasher registered

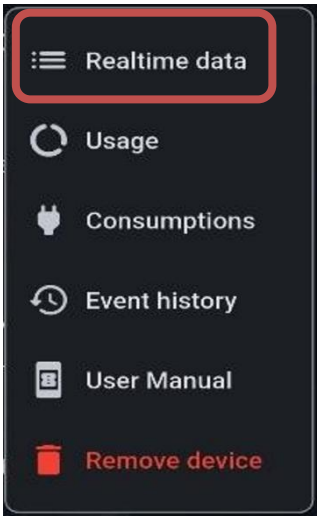
User profile details

Current errors listed, this represents the quantity of the ongoing alarms



(1) Within your machine subdirectory, you will see a gear icon. Tapping this will bring up a sub menu – within the submenu you can see real time data, current usage, energy consumptions, error history and download a user manual for your machine

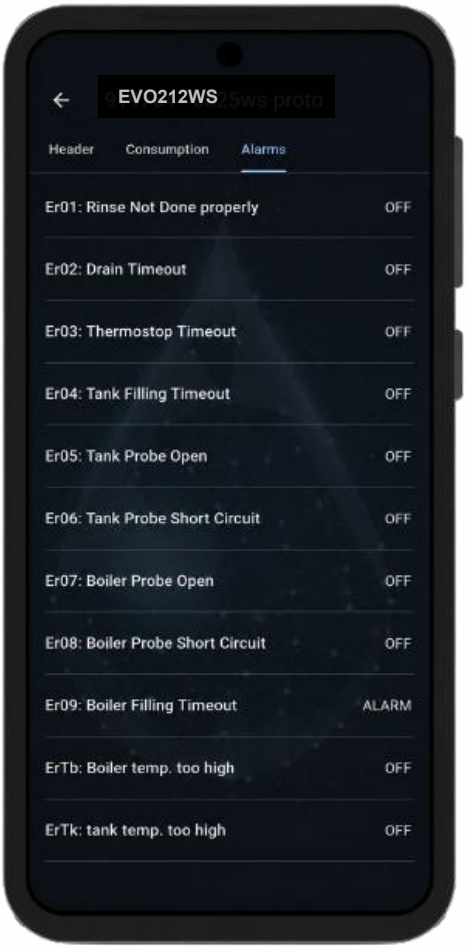


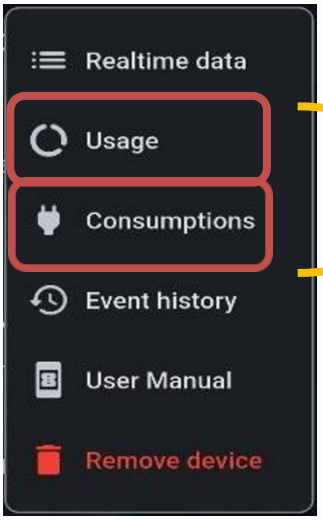


Under Realtime data, you will be able see your machine details, your current consumption and any error codes your machine currently has.
No adjustments can be made in this menu.

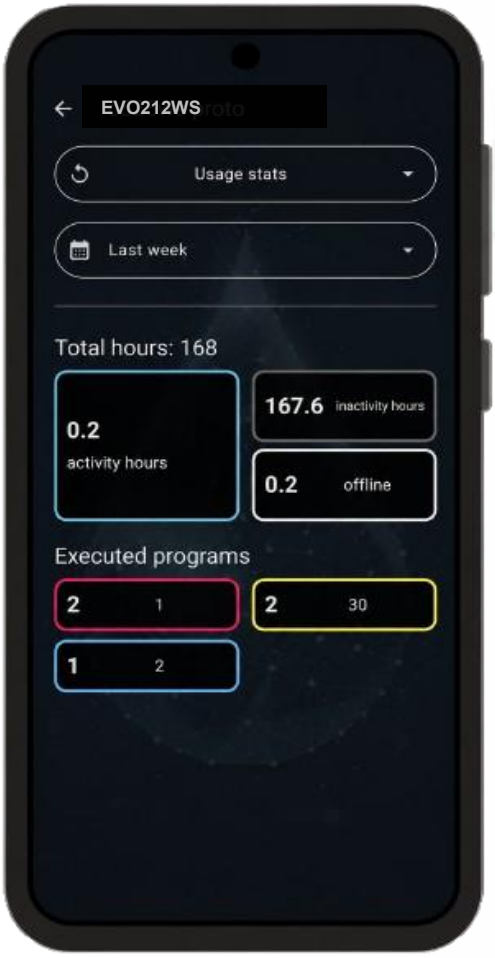








Under the usage and Consumption banners, you will be able to see your total usage stats and consumptions.



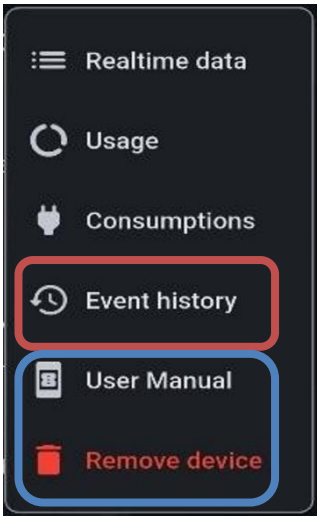
USAGE STATISTICS:
Total hours (active hours, inactive hours, and offline), programs executed.
Time usage charts: (active; inactive and offline) with intervals of hours, days, weeks and months.
Program usage charts: programs used over a time period with hours, days, weeks and months.

Total consumption: Water, Detergent Energy and Rinse Aid.

Consumption charts: Water, Energy, Detergent and Rinse Aid over a time frame with hours, days, weeks, months.

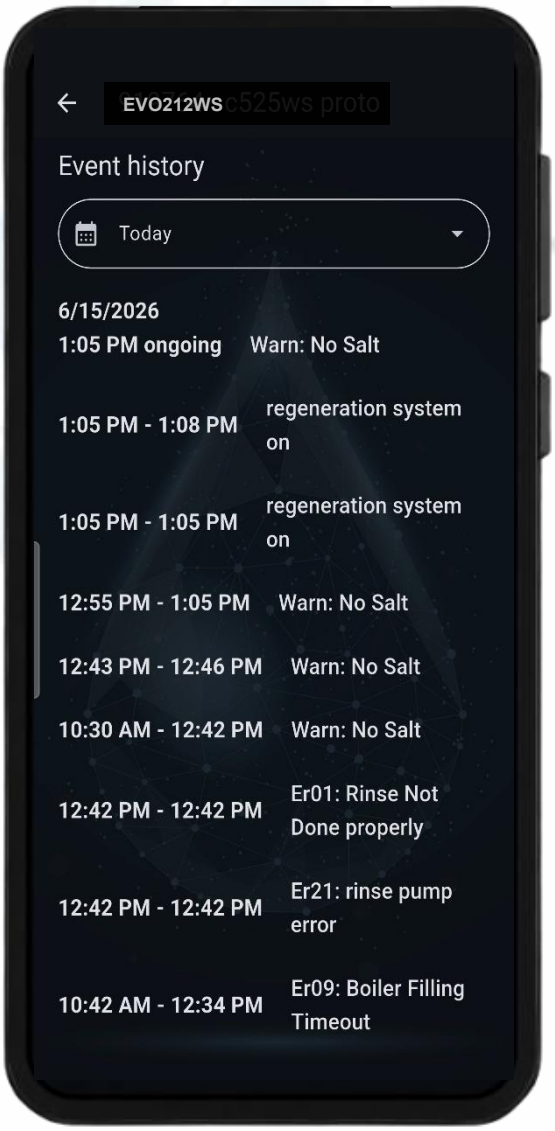
All these parameters, including the event history, can be monitored for up to 3 months.



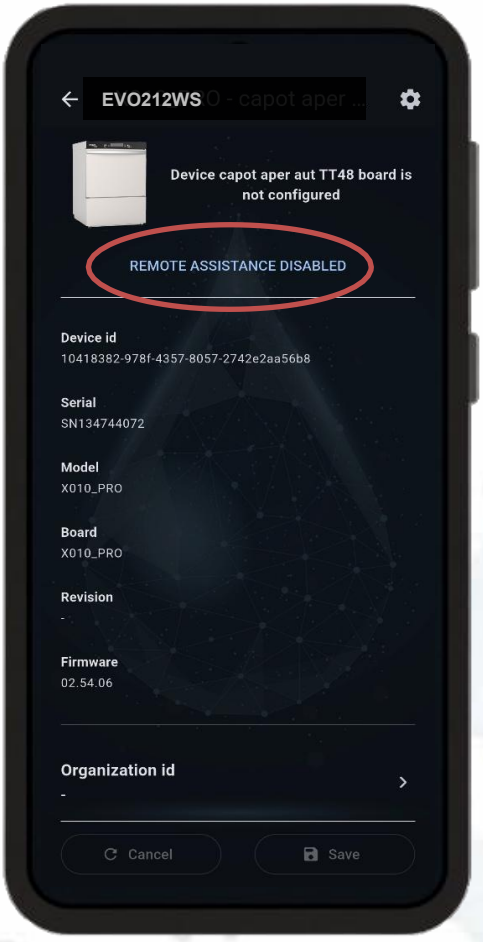


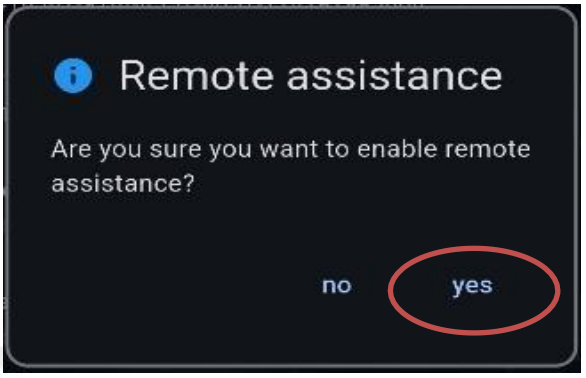
You can view your machines manual or remove the device from your account by using these options

By clicking on "event history", after setting the time period, You will be able to view the date, time, and the error displayed

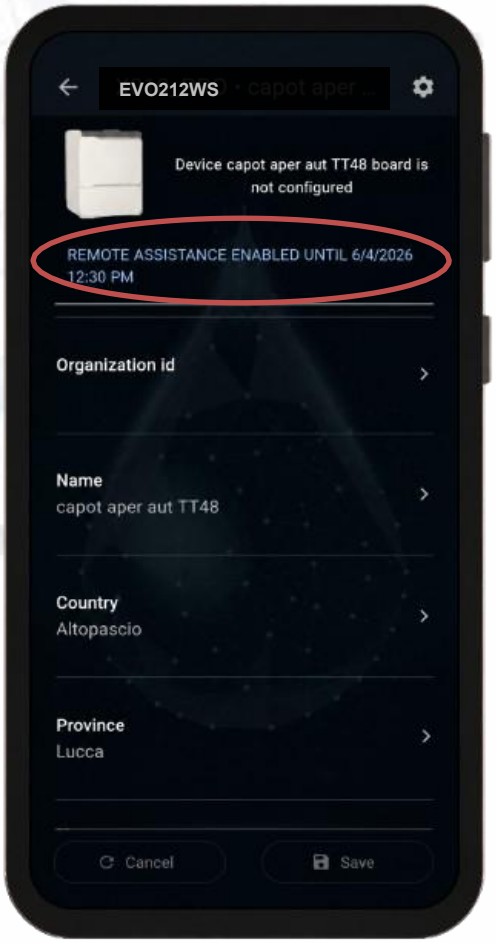


Remote assistance allows the user (owner) of the device to grant access to technical support to allow remote changes or see in depth information relating to the machine remotely.
You will only be asked by Maidaid Technical to grant remote access.

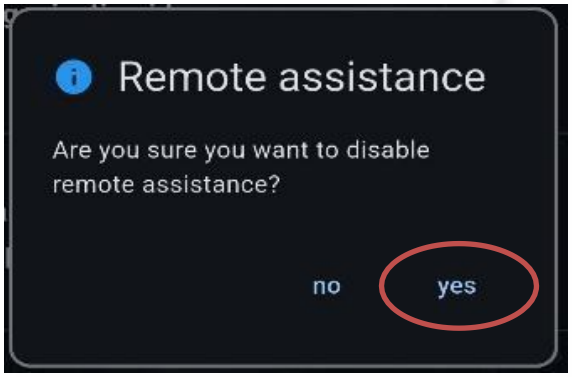




By clicking on "yes" you are authorizing remote access for technical assistance. This is active only for a predefined period (indicated on the display)



By clicking on "yes" you remove any authorization for any remote access.



If the machine is to be connected to a secure network, the following network configuration requirements must be met prior to commissioning.

Network Requirements

•**DHCP:** Enabled.

•**IP Address:** A free IP address must be available for allocation to the machine.

•**TCP Port 443:** Must be open to allow secure communication with the target host. This port is used for device identification and firmware/configuration downloads.

•**TCP Port 8883:** Must be open for secure MQTT (MQTTS) communication.

•**UDP Port 123:** Must be open to allow Network Time Protocol (NTP) synchronisation.

Wireless Security

•Supported wireless security protocols:

- WPA
- WPA2

For Support Contact Us Below

Tel: 01280 845 300

Email : Sales@maidaid-halcyon.co.uk

Alternatively scanning the QR code will connect you direct you with Maidaid Technical

E-TEC

E-TEC is being renamed MA CONNECT
Launching Late 2026