

**memmert**

Software manual



**myChamber  
Monitoring  
App**

Mobile app for monitoring Memmert products

[www.memmert.com](http://www.memmert.com)

# Table of Contents

<b>1. About this Manual</b>	<b>4</b>
1.1 Purpose and Target Audience .....	4
1.2 Further Applicable Documents .....	4
<b>2. Introduction</b>	<b>5</b>
2.1 Description of Function .....	5
2.2 Supported MEMMERT Devices and Parameters .....	5
<b>3. Getting Started – App</b>	<b>6</b>
3.1 System requirements.....	6
3.2 Installation of myChamber.....	6
<b>4. Getting Started – Gateway</b>	<b>7</b>
4.1 Design and Description.....	7
4.1.1 Design .....	7
4.1.2 Technical Data .....	7
4.1.3 Scope of Delivery .....	8
4.2 Gateway Connection.....	8
4.3 Setting Up the Device .....	9
4.4 Gateway Status LEDs .....	10
<b>5. Registration / Login</b>	<b>11</b>
5.1 Registration – Company .....	11
5.2 Registration – User .....	12
5.3 Sign In .....	13
<b>6. App Guide</b>	<b>14</b>
6.1 Icons .....	14
6.2 My devices.....	15
6.3 Overview of Notifications .....	16
6.4 Notification Settings .....	16
6.5 Location Visibility.....	17
6.6 Your company.....	17
6.7 User Management .....	17
6.8 App Settings .....	18
<b>7. My Devices</b>	<b>19</b>
7.1 Add Devices.....	19
7.2 Manage Devices.....	25
7.2.1 Device Details .....	25
7.2.2 Events .....	27

7.2.3 Settings .....	29
<b>8. Notifications</b>	<b>33</b>
8.1 Notifications .....	33
8.2 Notification Settings .....	36
<b>9. Your company</b>	<b>38</b>
<b>10. Location Visibility</b>	<b>39</b>
<b>11. User Management</b>	<b>40</b>
11.1 Permissions .....	40
11.2 Create User .....	40
11.3 Manage Account .....	41
<b>12. App Settings – Smartphone</b>	<b>43</b>
<b>13. General Information</b>	<b>44</b>
13.1 Terms and Conditions .....	44
13.2 Privacy Policy – myChamber Monitoring App .....	45
13.3 End User License Agreement (EULA) .....	50

# 1. About this Manual

## 1.1 Purpose and Target Audience

This user manual describes how to install and use the Memmert myChamber Monitoring App. It is intended for use by trained personnel of the operator who are responsible for setting up and operating Memmert products.

If you are going to be using this software, please read this manual carefully before you begin.

If there is anything you do not understand or if you are missing any information, ask your supervisor or contact the manufacturer. Do not act on your own initiative.

## 1.2 Further Applicable Documents

In addition to this manual, please also refer to the following documents:

- User manual for the respective device:

Familiarize yourself with the user manual for the device you want to set up in the myChamber Monitoring app.

## Address and Customer Service

### Manufacturer's address

Memmert GmbH + Co. KG
Äußere Rittersbacher Straße 38   D-91126 Schwabach   Germany
Tel. +49 9122 925-0
E-mail: <b>sales@memmert.com</b>
<b>www.memmert.com</b>

### International After Sales

Memmert GmbH + Co. KG
Willi-Memmert-Straße 90-96   D-91186 Büchenbach   Germany
Tel. +49 9171 9792 911
E-mail: <b>service@memmert.com</b>
<b>www.memmert.com</b>
If you have any queries, please always quote the product number on the nameplate.

### Shipping address for repairs

Memmert GmbH + Co. KG
Willi-Memmert-Straße 90-96   D-91186 Büchenbach   Germany
Please contact our customer service before sending appliances for repair or before making returns, otherwise, we have to refuse acceptance of the shipment.

## 2. Introduction

### 2.1 Description of Function

#### myChamber Monitoring App

The myChamber Monitoring App from Memmert allows users to monitor Memmert devices. Information from the Memmert device is displayed on a smartphone with the app installed. Depending on their permissions, users can view operating parameters, receive alerts, and adjust settings.

#### Gateway

The gateway serves as the central communication interface between the Memmert device and the myChamber Monitoring app. It establishes a secure connection and ensures smooth data transmission.

### 2.2 Supported MEMMERT Devices and Parameters

The following devices from the 2012 model year (released in October 2012) can be linked to the myChamber Monitoring app:

device	Key parameters								
	Temperature	Humidity	Print	CO <sub>2</sub>	O <sub>2</sub>	Fan speed	air damper	Inert gas	Light*
UN / UNplus	✓	-	-	-	-	-	✓	-	✓
UF / UFplus	✓	-	-	-	-	✓	✓	-	✓
IN / INplus	✓	-	-	-	-	-	✓	-	✓
IF / IFplus	✓	-	-	-	-	✓	✓	-	✓
SN / SNplus	✓	-	-	-	-	-	✓	-	-
SF / SFplus	✓	-	-	-	-	✓	✓	-	-
UFTS	✓	-	-	-	-	-	✓	-	-
IFbw	✓	-	-	-	-	✓	-	-	-
HPPeco	✓	✓	-	-	-	-	-	-	✓
IPPeco / IPPecoplus	✓	-	-	-	-	-	-	-	✓
IPP / IPPplus	✓	-	-	-	-	-	-	-	✓
ICP	✓	-	-	-	-	✓	-	-	✓
I	✓	✓	-	✓*	-	✓	-	-	✓
ICO	✓	✓*	-	✓	✓*	-	-	-	-
IComed	✓	✓*	-	✓	✓*	-	-	-	-
HCP	✓	✓	-	-	-	-	-	-	-
ULT / ULTeco	✓	-	-	-	-	-	-	-	-
Regulation	✓	-	✓	-	-	-	-	✓	-

\* optional extras

## 3. Getting Started – App

### 3.1 System requirements

To install the app, your smartphone must meet the minimum requirements for a current operating system:

- ✓ **Android:** Android 6.0 or higher
- ✓ **iOS :** iOS 16 or later
- ▶ Make sure your smartphone meets the listed requirements.

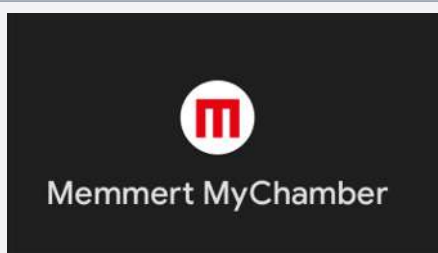
### 3.2 Installation of myChamber

The app can be downloaded from the following app stores:

- Google Play Store – for Android devices
- Apple App Store – for iOS devices

To download the app directly, use the following QR code, regardless of your smartphone model:

Google Play Store	Apple App Store
myChamber Monitoring App	Memmert myChamber World
	



1. Follow the instructions on your smartphone to complete the installation.

## 4. Getting Started – Gateway

### NOTICE



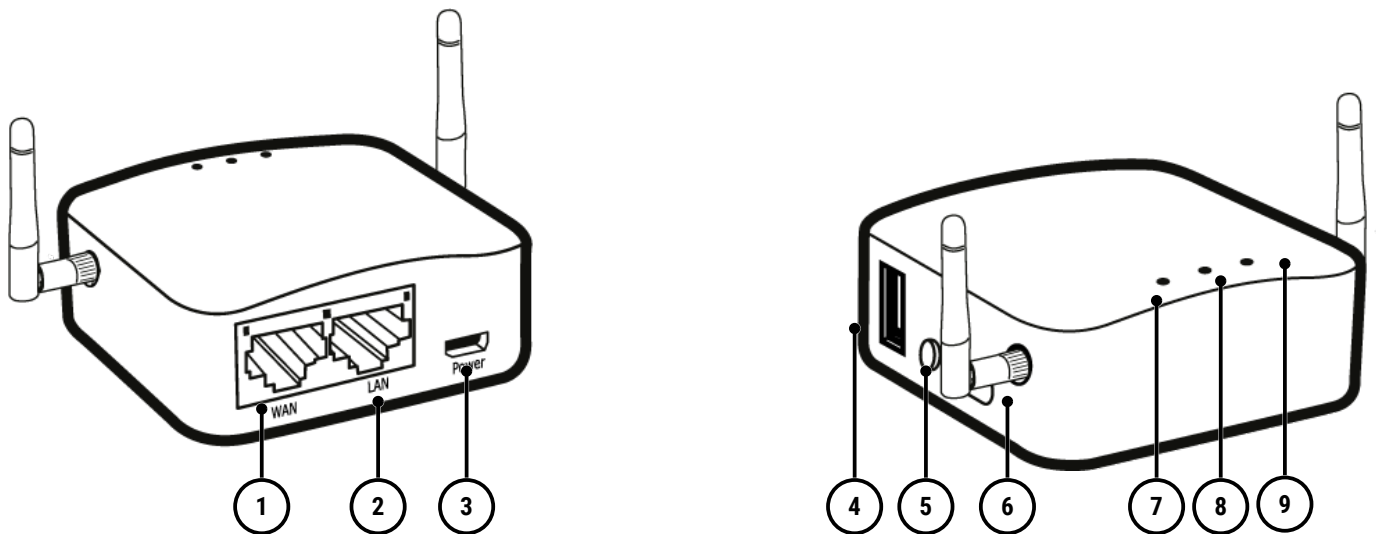
#### Setting up the gateway

Please follow these instructions to set up the gateway on the device correctly.

- Follow the instructions in this manual
- Do not use the manual that came with the gateway.

### 4.1 Design and Description

#### 4.1.1 Design



1 WAN - Ethernet Port: Cloud

3 Power connection

5 Reset button

7 LED light: Status - Power supply

9 LED light: Status - Wi-Fi (Gateway)

2 LAN - Ethernet Port: Device

4 USB 2.0 port

6 Mode switch (non-functional)

8 LED light: Status - Device connection

#### 4.1.2 Technical Data

CPU	Atheros 9531, @650 MHz
Frequency	2.4 GHz
Data transfer rate	300 Mbps
Maximum Transmit Power	20 dBm
Minutes	802.11 b/g/n
Storage	DR2 128 MB / NOR 16 MB + NAND 128 MB
WAN / LAN	10/100 Mbps
Electrical connection	5 V / 1 A
Power consumption	< 2 W
Dimensions / Weight	58 x 58 x 25 mm / 40 g
Number of GPIO pins	2

Ambient temperature	0–45 °C (32–113 °F)
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### 4.1.3 Scope of Delivery

- Gateway
- Power supply: 5 V / 2 A
- Micro USB cable, 0.8 m
- Ethernet cable, 0.8 m

## 4.2 Gateway Connection

### NOTICE

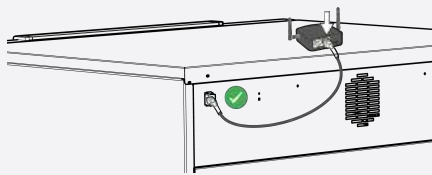


#### Unwanted behaviour and data loss

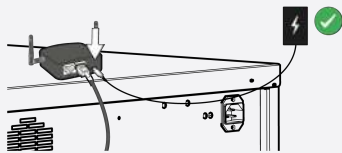
The Gateway may only be connected to a Memmert device. Other uses are not intended and may lead to unwanted behaviour/data loss on the device or errors in the software and hardware.



If you are using several gateways, configure each device individually and complete the setup of each device fully. Finish setting up one device before starting to set up another device.

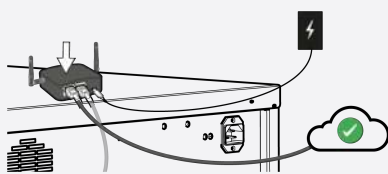


1. Connect the device to the LAN port ② of the Gateway using an Ethernet cable.



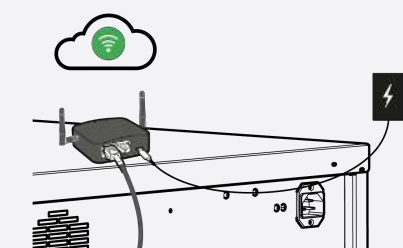
2. Connect the Gateway to the power supply ③.

### Internet Connection via Ethernet



- Connect the Gateway to a network via the WAN port.

### Internet Connection via Wi-Fi



- Follow the instructions in the app.

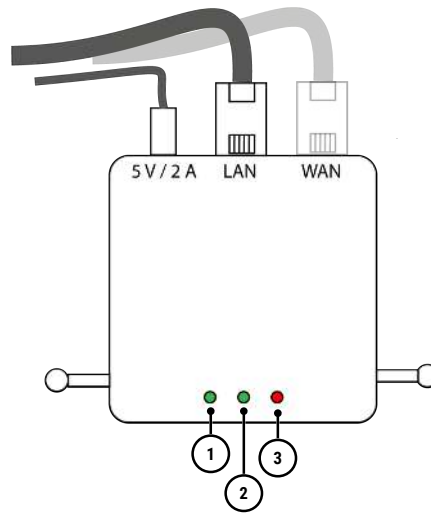
### 4.3 Setting Up the Device

The following section describes how to set up remote control operation on your device.

	<p>Before you start the device registration process in the myChamber Monitoring app, make sure that the read permissions on your device are configured correctly.</p>
	<p>For detailed information on how to set up your device, please refer to the user manual. You can find it at <a href="http://www.memmert.com">www.memmert.com</a> Download.</p>
	<ol style="list-style-type: none"> <li>1. Connect the device to the power supply.</li> <li>2. Switch on the device using the main switch.</li> </ol>
	<ol style="list-style-type: none"> <li>3. Navigate to the MENU mode on the device.</li> </ol>
	<ol style="list-style-type: none"> <li>4. Click on SETUP to make changes to the access permissions.</li> </ol>
	<ol style="list-style-type: none"> <li>5. Set the access to your device to "read-only" so that data can be transmitted from the device.</li> </ol>
	<ol style="list-style-type: none"> <li>6. Once the setting is complete, the icon will appear in the temperature display.</li> </ol>

## 4.4 Gateway Status LEDs

The LEDs on the Gateway indicate the status of the Gateway.



1 Status: Power supply  
3 Status: Wi-Fi (Gateway)

2 Status: Device connection

### Overview of Status LEDs

Activity / Device status	LED 1 (green)	LED 2 (green)	LED 3 (red)
Power connection active			
Gateway is booting up (approx. 4 minutes)			
Gateway has booted up and is ready to connect with the app / device active			
Gateway is connecting to the app			
Resetting process			
Connection to device deactivated			

= steady light (green)

= flashing (green)

= steady light (red)

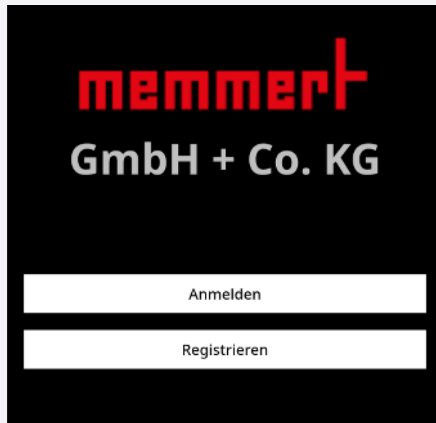
= flashing (red)

= no signal

## 5. Registration / Login

Before you can use the app, you need to register your company. You can then add devices as well as additional users.

### 5.1 Registration – Company



1. Open the app on your smartphone.
2. Select **Index**, to create a company.



Before registering a company, check whether any devices have already been registered within your organisation. Existing devices can be shared by having the responsible administrator add you to the company that has already been set up.

►11.2 Create User

A device cannot be registered in different companies.

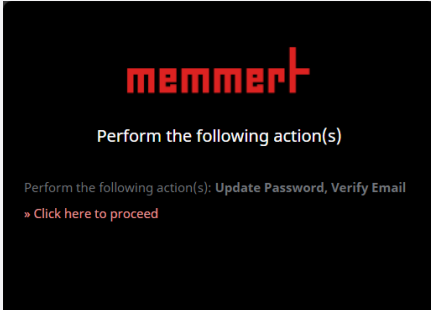
3. Enter the required information about your company. Mandatory fields are marked with \*.
4. Confirm the registration.
5. Proceed with user registration: ►5.2 Registration – User

## 5.2 Registration – User

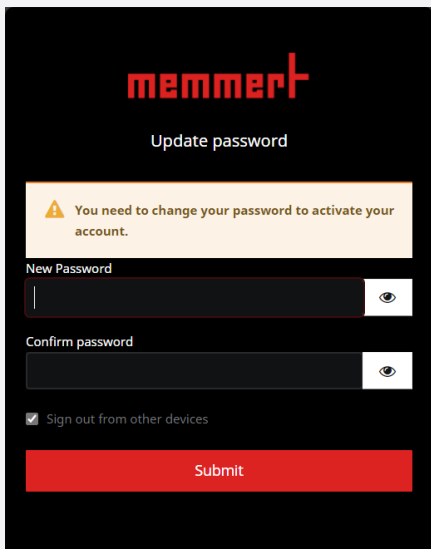


A confirmation email will be sent to the email address you provided.

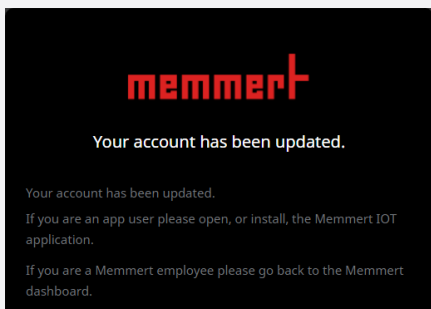
- Check your email inbox (Please also check your spam folder, as automated notifications may be moved there depending on your IT security policy.)



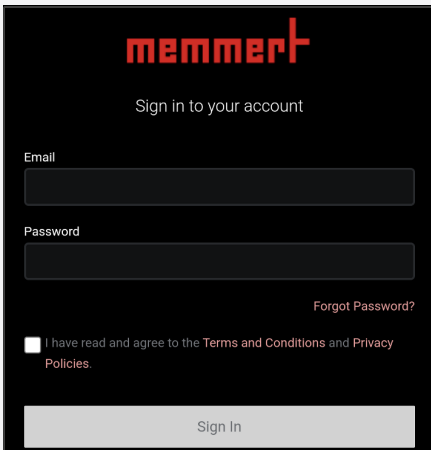
1. Follow the instructions in the email to continue with the registration.
2. Open the registration link in the email.



3. Create a password.



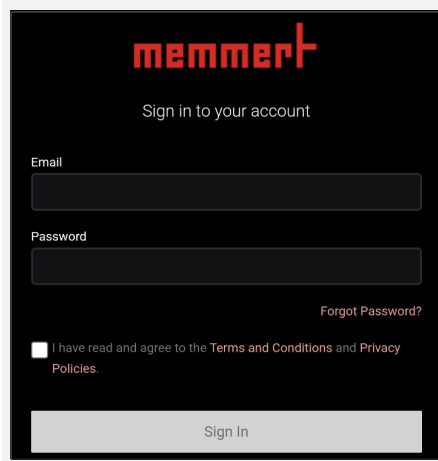
4. Relaunch the myChamber Monitoring app.



5. Sign in to the app using your credentials.

## 5.3 Sign In

A registered user can sign in to the app using their credentials.



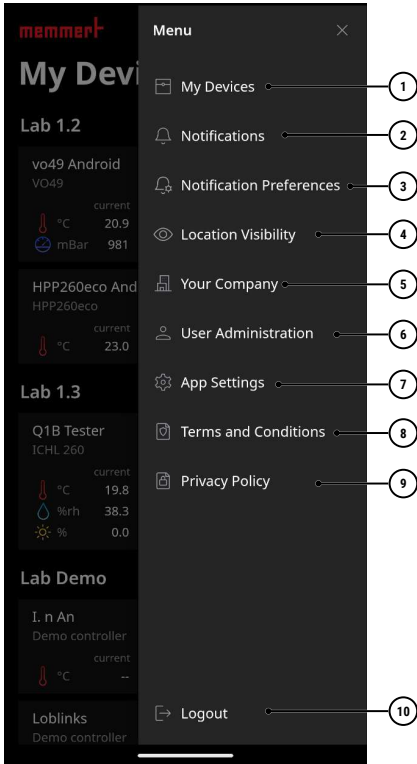
The screenshot shows a dark-themed sign-in interface for the memmert app. At the top, the memmert logo is displayed in red. Below it, the text "Sign in to your account" is centered. There are two input fields: "Email" and "Password". To the right of the password field is a link for "Forgot Password?". Below the input fields is a checkbox with the text "I have read and agree to the Terms and Conditions and Privacy Policies.". At the bottom, there is a "Sign In" button.

1. Sign in to the app using your credentials.

## 6. App Guide

This section describes the user interface of the app. It explains the main controls, their functions and the navigation within the application.

### Menu



1 My devices [▶ 19]	2 Notifications [▶ 33]
3 Notification settings [▶ 36]	4 Location visibility [▶ 39]
5 Your company [▶ 43]	6 User Management [▶ 40]
7 App Settings [▶ 43]	8 Terms of Use [▶ 44]
9 Privacy Policy [▶ 45]	10 Log out

### 6.1 Icons

#### General Icons

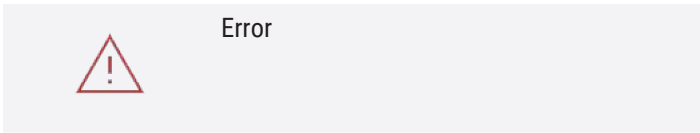
	Menu		Add
	Edit		

#### Device Status

	Device is online		Device has no connection
--	------------------	--	--------------------------

#### Event Types

	Information		Warning
--	-------------	--	---------



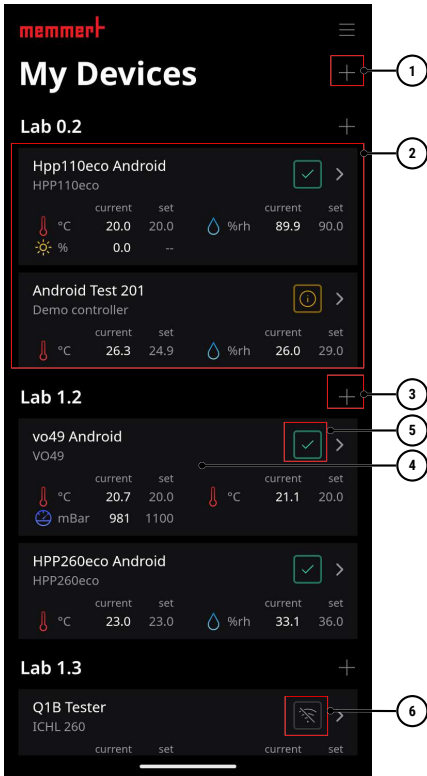
## 6.2 My devices

The "My Devices" section displays all connected devices. Here, you can manage devices, view details, and adjust settings.

For detailed information on the features and functions, see the chapter:

■ ▶7 My Devices

1 Add a new device	2 Device group
3 Add a new device to an existing device group	4 Device Details
5 Device status online	6 Device status: offline



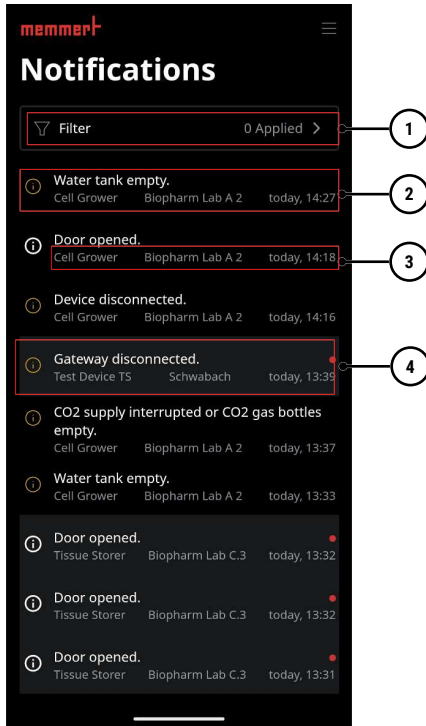
### 6.3 Overview of Notifications

This area displays all notifications from the connected devices which can be filtered and listed using filters.

For detailed information on the features and functions, see the section:

■ ▶8 Notifications

1 Filter settings	2 Notification (read)
3 Details (device name, device group, timestamp)	4 Notification (unread)

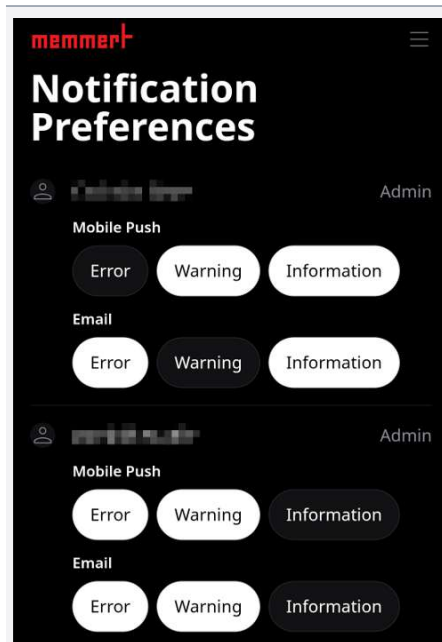


### 6.4 Notification Settings

In this section, you can configure your notification settings.

As an administrator, you can configure these settings for all users.

As a user, you can customize your personal settings.



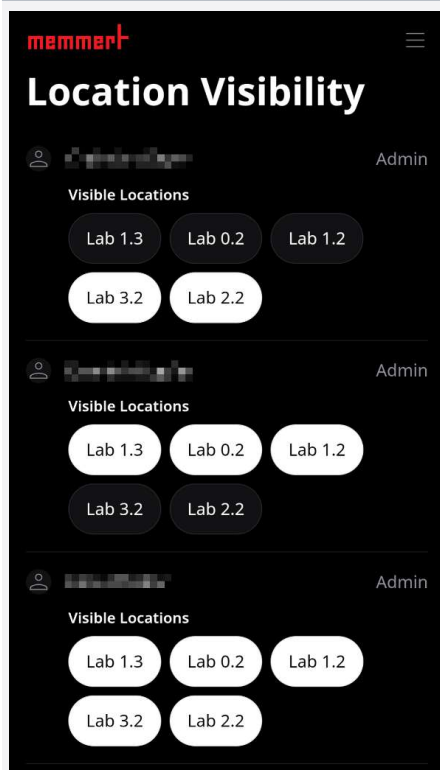
- ▶ Select the notification channel through which you would like to receive the notification.
  - Email and/or mobile push notifications on a smartphone.
- ▶ Specify the event types for which a notification should be sent.

## 6.5 Location Visibility

In this section, you can manage the visibility of locations.

As an administrator, you can control the visibility of device locations for all users.

As a user, you can customize your personal settings.



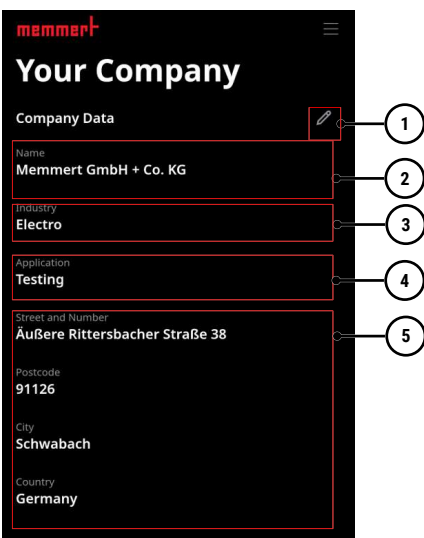
► Set the location visibility settings for each user.

## 6.6 Your company

This area is where company information can be viewed and edited.

For detailed information on the features and functions, see the section:

■ ►9 Your company

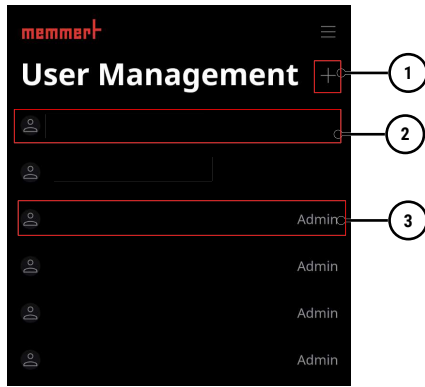


1 Edit mode	2 Company Name
3 Company industry (drop-down menu)	4 Field of application
5 Company address	

## 6.7 User Management

This section displays all users and their respective roles.

For detailed information on the features and functions, see the chapter:



- ▶11 User Management

1 Add a user	2 User
3 User - Admin	

## 6.8 App Settings

This area will redirect you to the smartphone settings, where you can view and adjust information and app-specific settings.

For detailed information on the features and functions, see the section:

- ▶12 App Settings – Smartphone

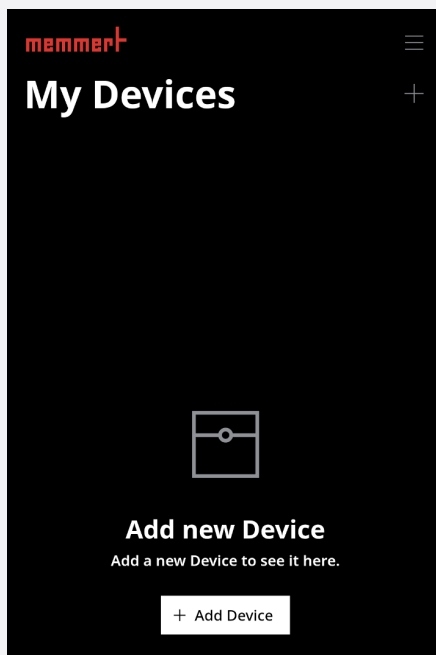
## 7. My Devices

### 7.1 Add Devices

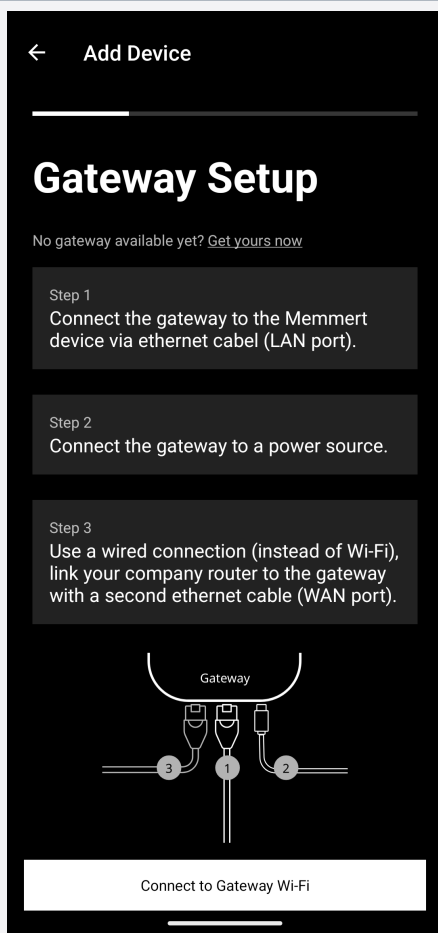
The following section explains how to add a new device in the app.

- The gateway has been set up.
- The app is fully set up
- You have admin privileges
- The "Memmert IOT Setup" Wi-Fi network is available.

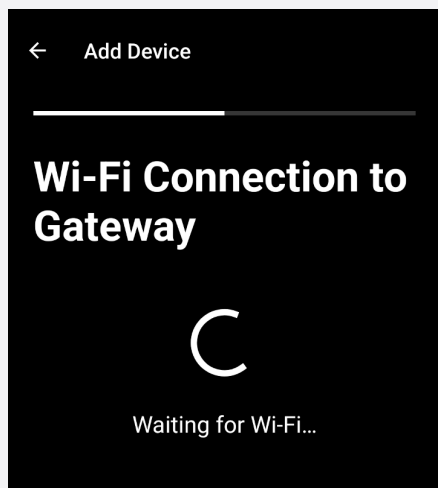
Follow these steps to set up a device.



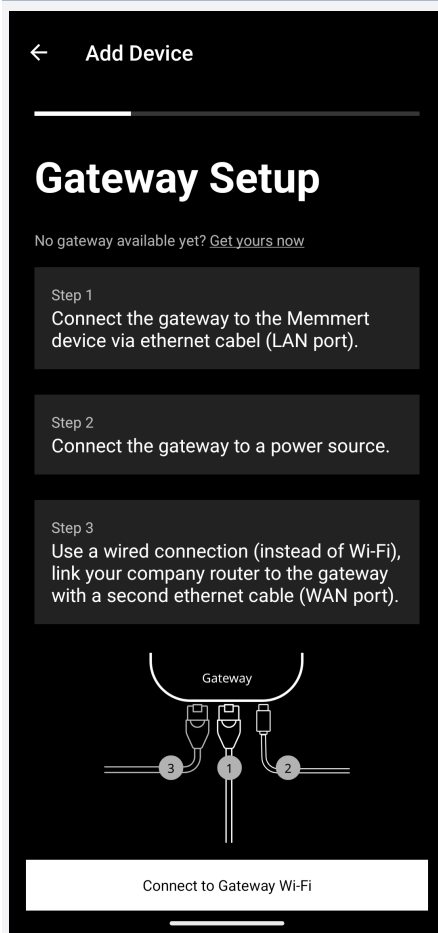
1. Select Add Device to start the process.



2. Check the connections on the Gateway.



3. Select "Connect to Gateway Wi-Fi."



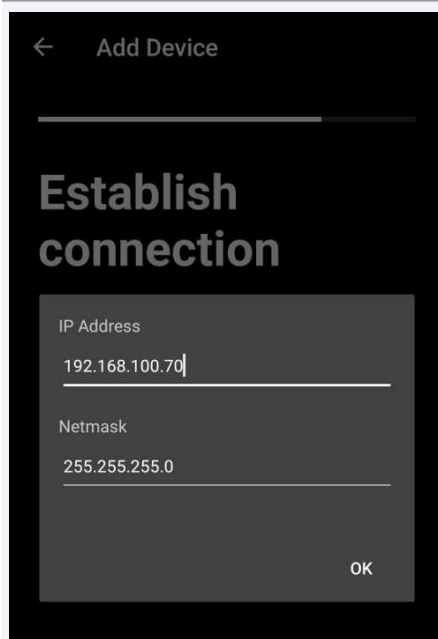
4. Wait for the connection between the device and the Gateway to be established.



The device has a default IP address.

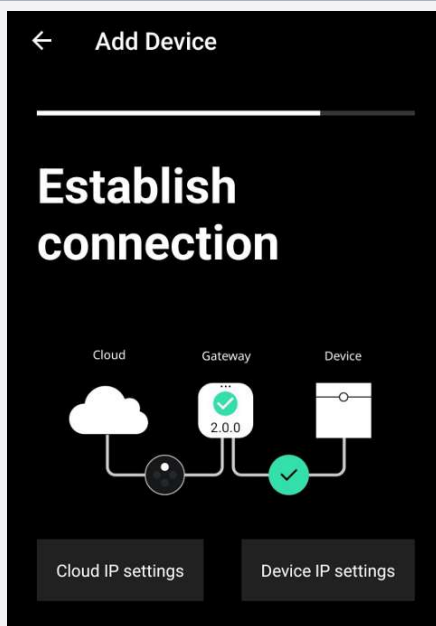
If you have made changes to the IP address on the device, enter the IP address of your device under **IP Settings**.

If no changes have been made, you can skip these steps.

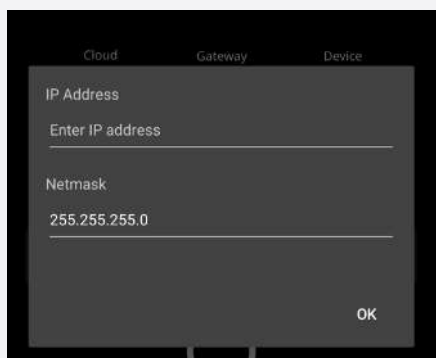


5. Select the IP settings of the device.

6. Enter the IP address and netmask of the device here. The information can be viewed in the setup menu of the device.

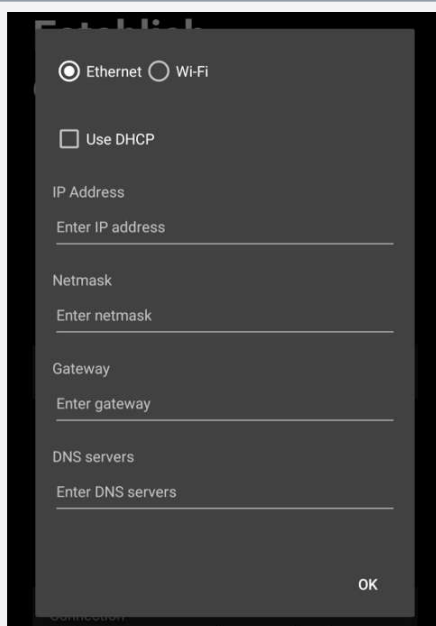


7. Select the IP settings for the cloud.
8. Enter the required data here depending on the type of connection.



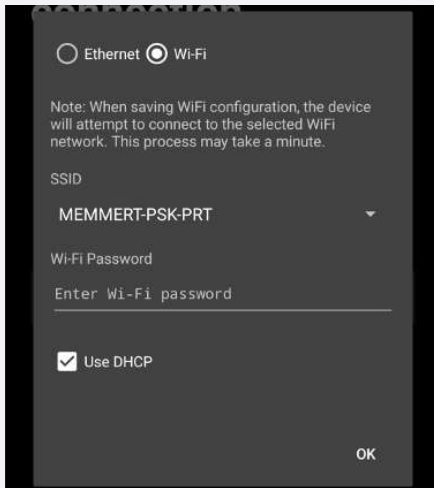
- The gateway's default IP address is: 192.168.53.1
9. Press and hold the gateway icon to open the window for entering the IP address and subnet mask.
  10. If you need to change your address, you can enter a new address here.

### Ethernet connection

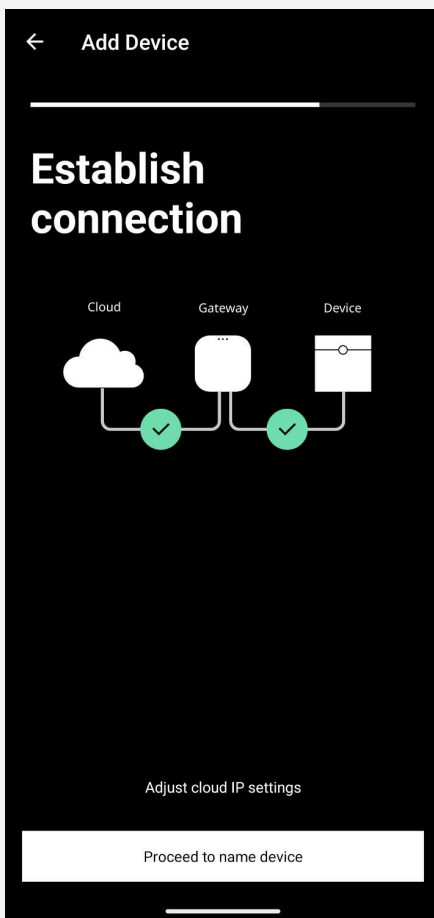


1. Ethernet: IP address, subnet mask, gateway, DNS servers
  - DHCP enabled: Network settings are automatically configured by the server.
  - DHCP is disabled: You must enter the network settings manually. All fields are required.

## Wi-Fi connection



1. Wi-Fi: SSID and Wi-Fi Password (enter the Wi-Fi here that provides internet access for the Gateway)
  - DHCP enabled: Network data will be automatically obtained from the server.
  - DHCP disabled: Network data must be entered manually. All fields are mandatory.



2. Wait for the connection to the cloud to be fully established.
3. Select "Proceed to name device".

4. Enter a device name.
5. Enter the location to which the device should be added.
6. Information about the device type and serial number is entered automatically.



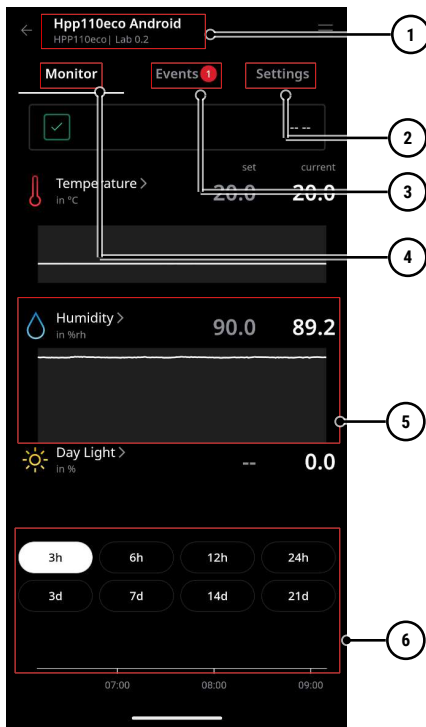
If you want to add a device to an existing location, enter the name of the group here. Enter a new name to create another location.

- Once created, new locations are initially intended for **all users** visible.
- To restrict visibility, adjust the permissions in the **Location Settings** manually.

7. Complete the device setup.
8. The device now appears in the device overview.
9. The device data will be available after a short loading time.

## 7.2 Manage Devices

This area is used to manage devices and to display and edit detailed device parameters, events and device details.

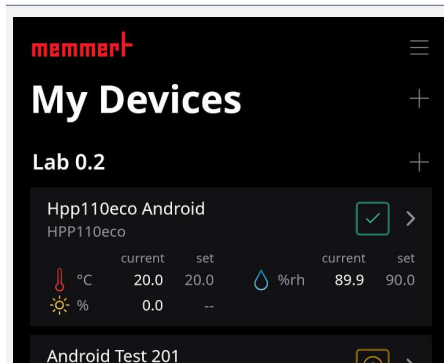


1 Device Information	2 Settings
3 Events	4 Monitoring
5 Parameter Details	6 Event display on the timeline

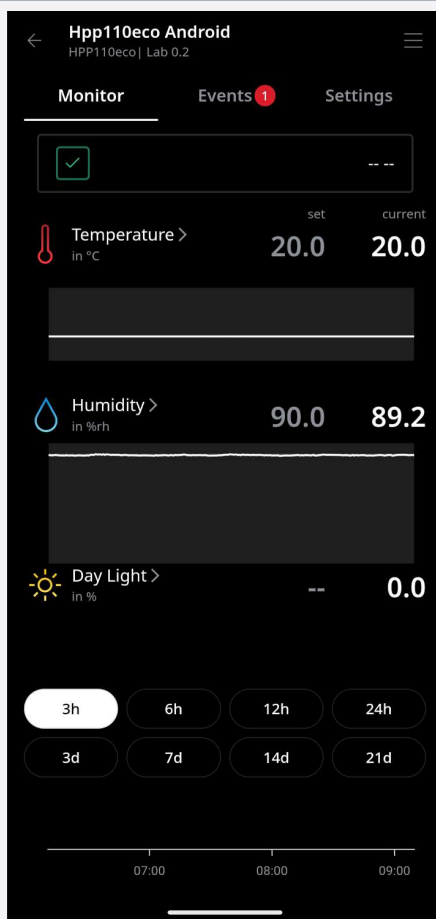
### 7.2.1 Device Details

The device details page clearly displays all information regarding the device parameters, including a detailed view of individual values.

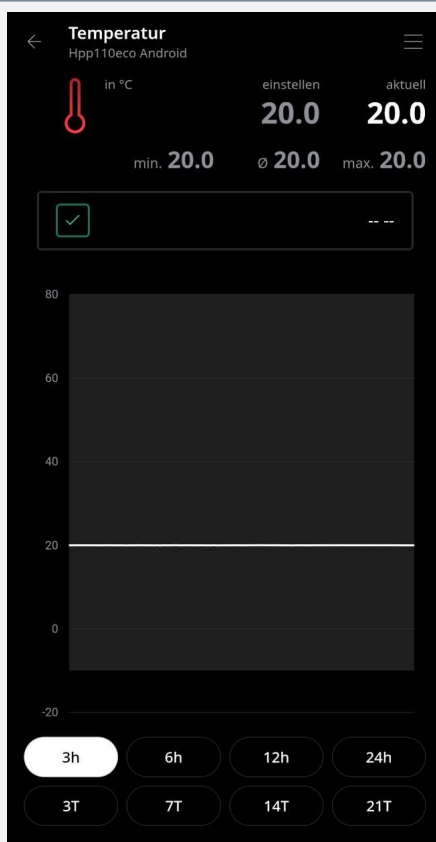
Generally, the gateway sends data to the app approximately every 30 seconds, ensuring that the information is always up to date.



1. Select a device to view its details.



2. Select the tab **Monitoring**.
3. Swipe your finger across the time display to view detailed date and time information.






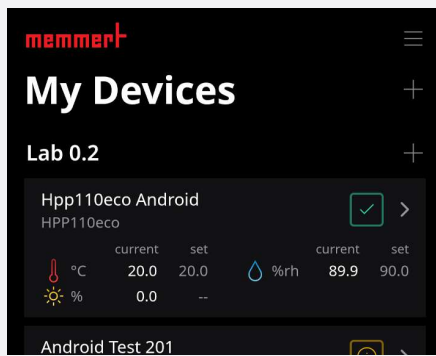
4. Select a parameter for more information.
5. All information regarding the selected parameter will be displayed.

## 7.2.2 Events

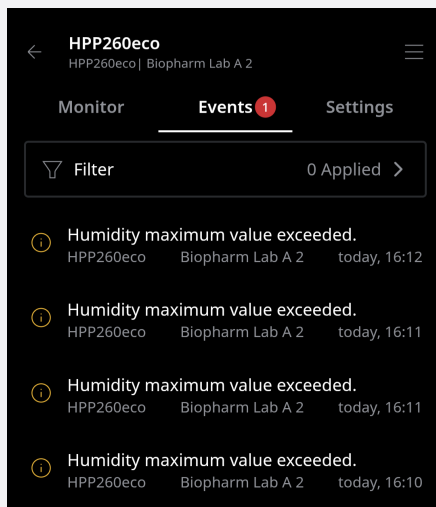
In the area of **Events** All messages sent by the device are displayed, including information, warnings, and other notifications.

The following symbols are used in the event overview:

	Information		Warning
	Error		

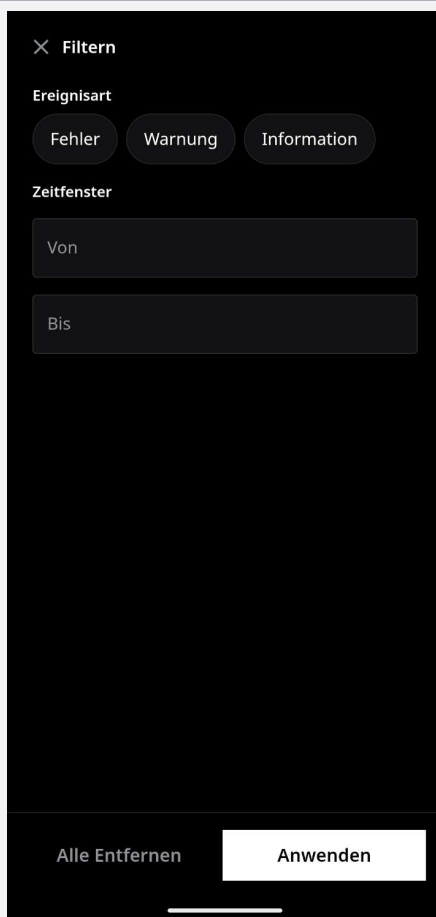


1. Select a device to view its details.



2. Select the **Events** tab.

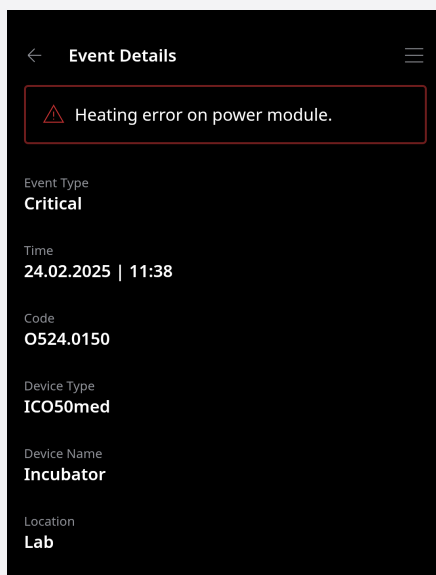
- Unread messages are highlighted in colour.
- All messages transmitted by the device will be displayed. The type of information is indicated by the icons.



3. Filter messages to narrow down the overview to the information you need. The following filter criteria are available for this purpose:

- Event type
- time slot

4. Select the filter criteria and confirm your selection.

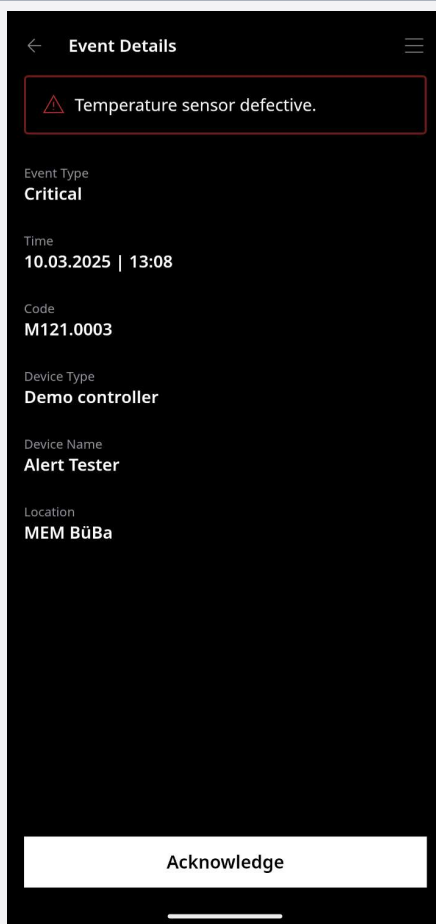


5. Select a message for further details.

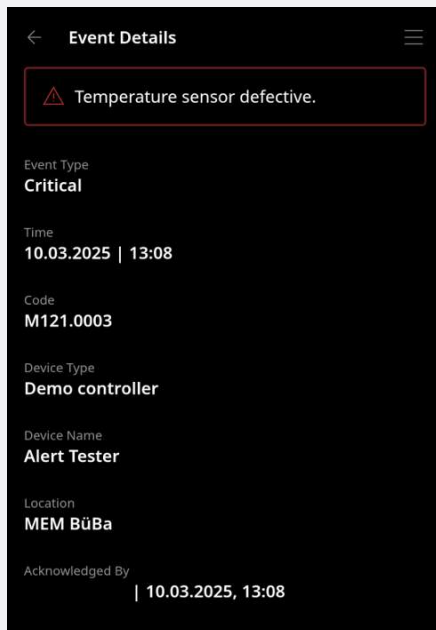
- All information regarding the selected message will be displayed.

## Error message

Messages of the "Error" event type must be explicitly acknowledged:



1. Open an unread "Error" message
2. Fix the problem with the device.
3. Acknowledge the error message. If the message has already been acknowledged on the device or in the myChamber Control software, no action is required.

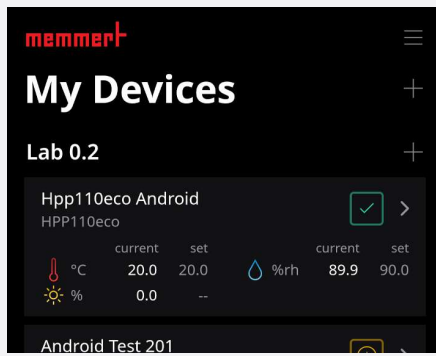


- After confirmation, the entry "Acknowledged by" will be added to the event details, along with the username and timestamp.

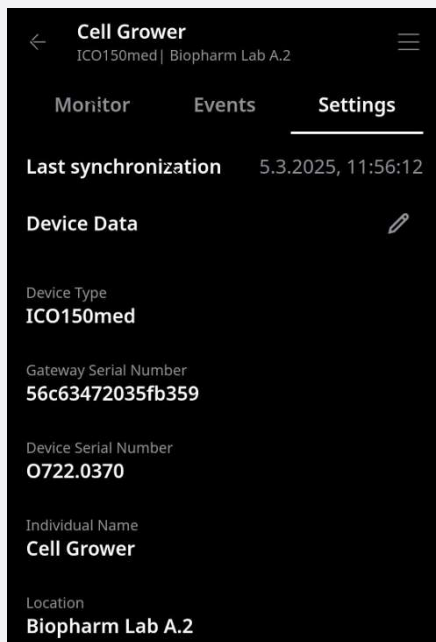
### 7.2.3 Settings

You can view all information about the device in the settings. Most of this information is automatically retrieved from the device.

## Overview



1. Select a device to view its details.



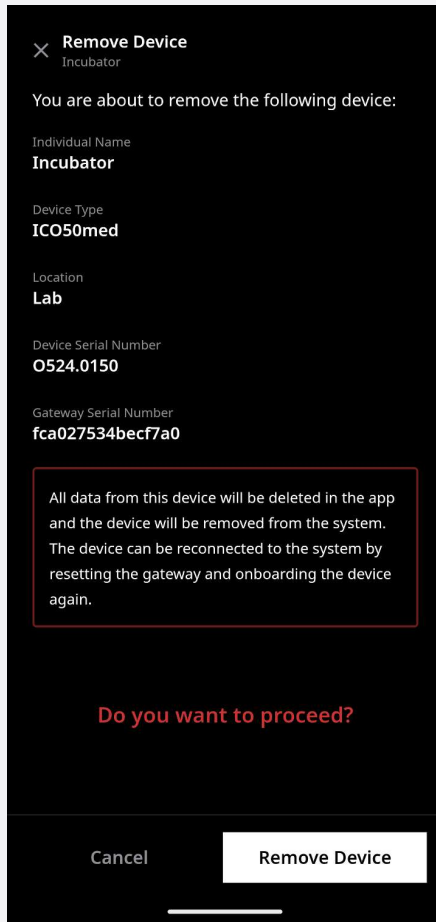
2. Select the tab **Settings**, for the device specifications .

- Editable device data:
  - Device name
  - Location
- Other device data that cannot be edited:
  - Device type
  - Device serial number
  - Device firmware version
  - Device time
  - Summer time
  - Time zone
  - Remote Control Permissions
  - Gateway serial number
  - LAN IP address
  - WAN IP address
  - WiFi IP address

Edit Device Data

1. Select **Edit** to adjust the information.
2. Save the changed data.

## Remove Device

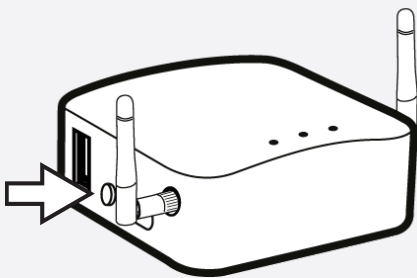


1. Select **Remove Device** to remove a device.
2. After removing a device, the device data will no longer be available in the app.
3. Confirm the removal of the device.



The gateway should be reset after removing a device to ensure that all connections and settings are properly disconnected. This step prevents potential malfunctions or connection issues with a new device.

Make sure that all active connections are safely disconnected before resetting the gateway.






4. Press and hold the reset button on the Gateway for 10 seconds.
5. Wait for the Gateway to restart.
6. You can then connect a device to the Gateway again.

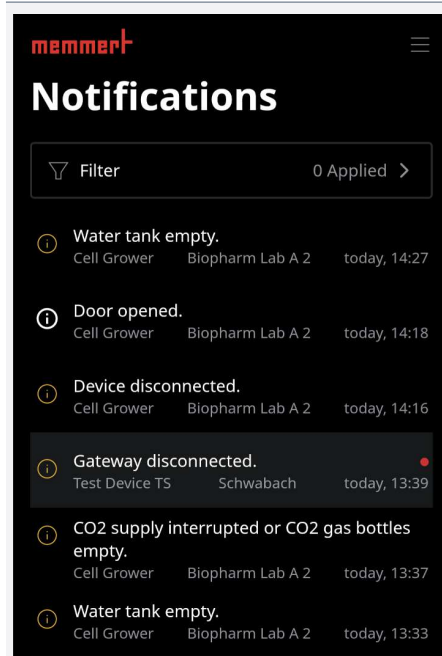
## 8. Notifications

### 8.1 Notifications

This area displays all notifications from the connected devices which can be filtered and listed using filters.

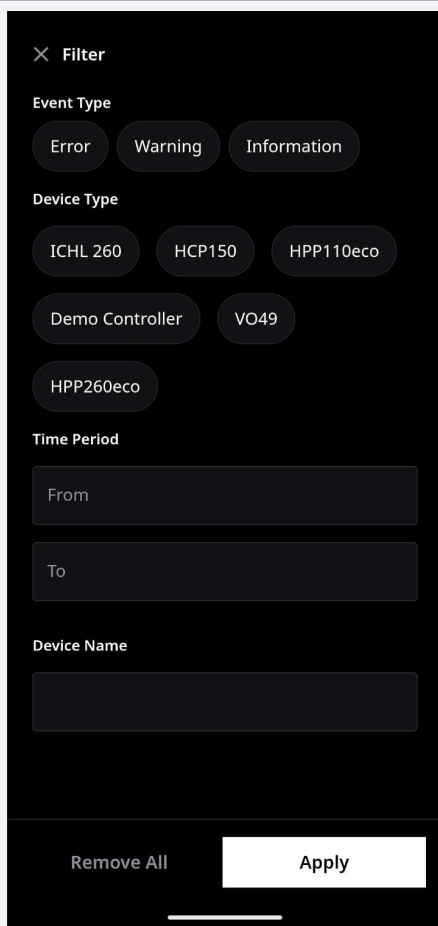
The following icons are used in the event overview:

 <p>Information</p>	 <p>Warning</p>
 <p>Error</p>	



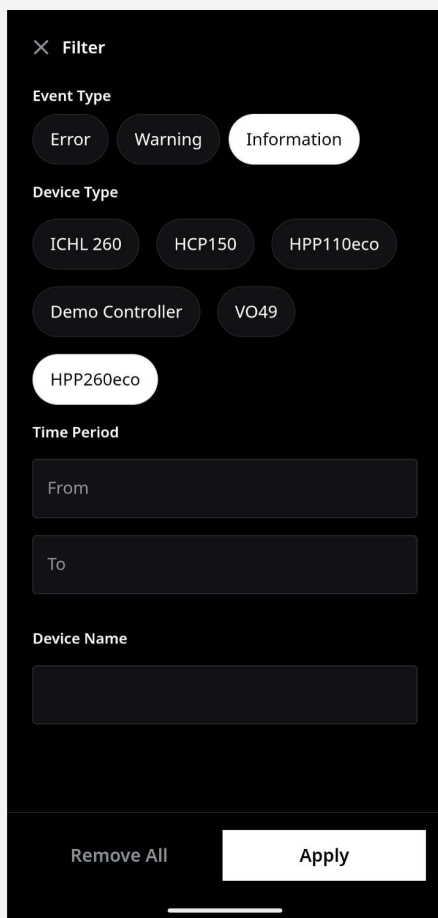
1. Navigate to the **8 Notifications** area in the app.

- All messages transmitted by all registered devices will be displayed. The type of information is indicated by the icons. **6.1 Icons**
- Unread messages are highlighted in colour.

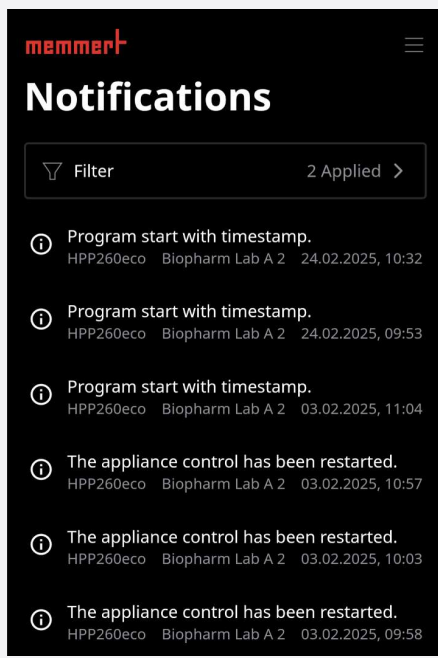


2. Filter messages to narrow down the overview to the relevant information. The following filter criteria are available:

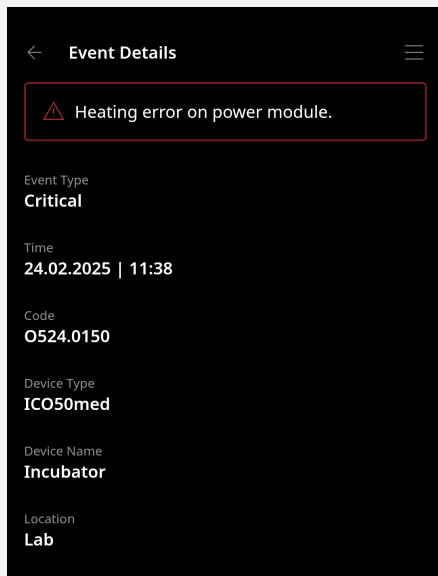
- Type of message
- Device type
- Time period
- Device name



3. Select the filter criteria and confirm your input.
4. Confirm your input to receive a filtered overview.



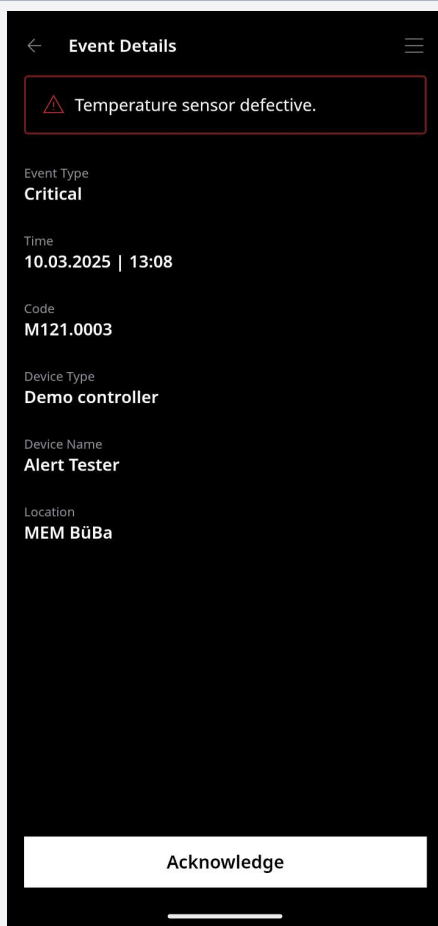
- The messages will be displayed according to the applied filters.



5. Select a message for further details.
  - All information regarding the selected message will be displayed.

Error Message

Messages belonging to the “Error” event type must be actively acknowledged.



1. Open an unread "Error" message
2. Fix the problem with the device.
3. Acknowledge the error message. If the message has already been acknowledged on the device or in the myChamber Control software, no action is required.



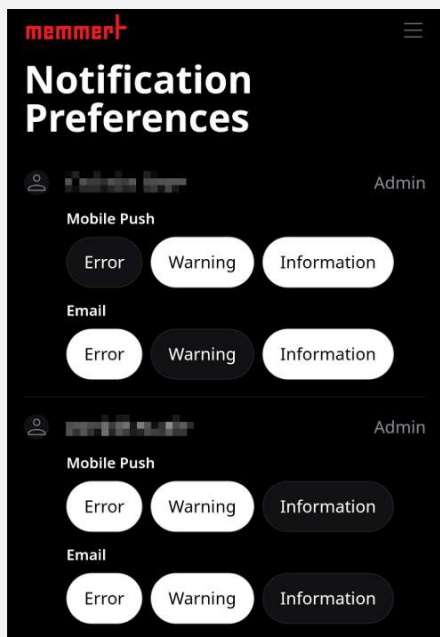
- After confirmation, the entry "Acknowledged by" will be added to the event details, along with the username and timestamp.

**See also**

- 📄 [Notifications \[▶ 33\]](#)
- 📄 [Icons \[▶ 14\]](#)

## 8.2 Notification Settings

Go to the menu item ▶ [6.4 Notification Settings](#).

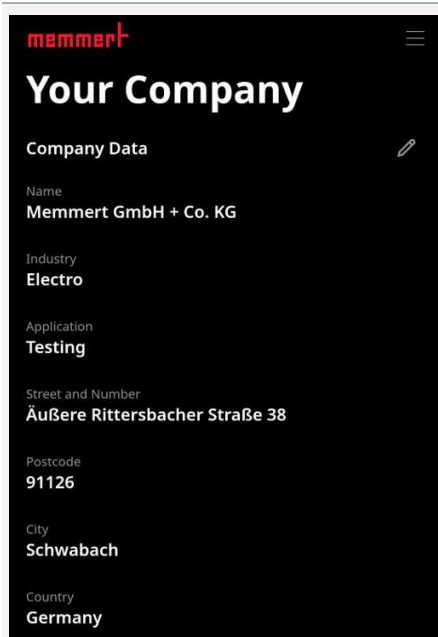


1. Select the notification channel through which you would like to receive the notification.
  - Email and/or mobile push notifications on a smartphone.
2. Specify the event types for which a notification should be sent.

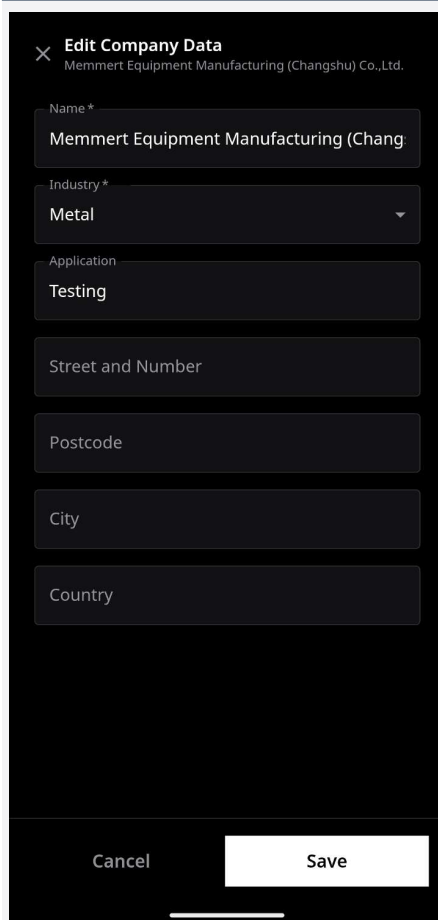
## 9. Your company

Your company

This is where information about your company is displayed and can be edited.



1. Navigate to the ▶6.6 Your company area in the app.
  - Information about your company will be shown.



2. Select Edit to adjust the information.
3. Save the changed data.

**See also**

 [Your company \[▶ 17\]](#)

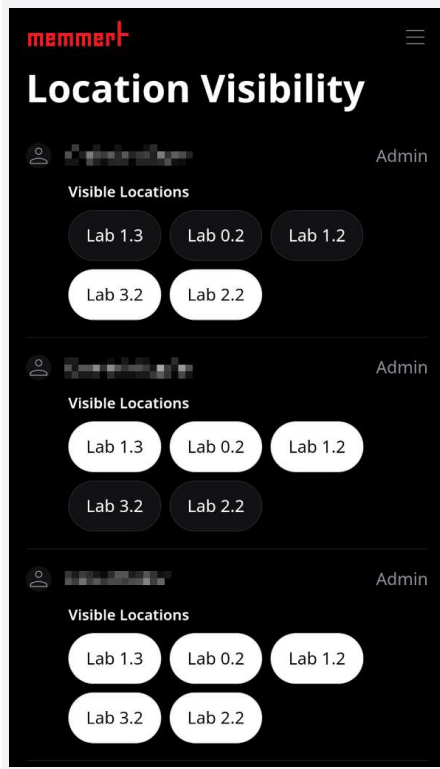
# 10. Location Visibility

## Location Visibility

In this section, you can manage the visibility of locations.

As an administrator, you can control the visibility of device locations for all users.

As a user, you can customize your personal settings.



► Set the location visibility settings for each user.

## 11. User Management

### 11.1 Permissions

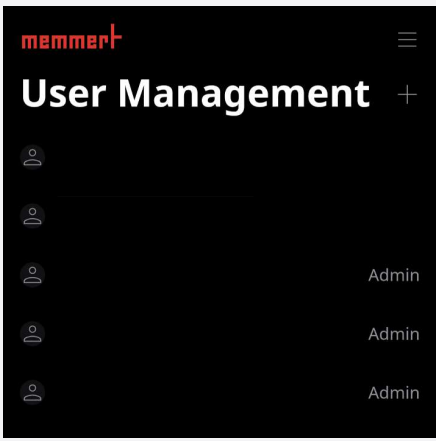
This chapter describes the permissions associated with the various roles. It explains which rights are assigned to each role and what actions they can perform within the application.

#### Overview

Area	Promotion	Admin	User
My devices	Add a new device	✓	-
	Remove device	✓	-
	Edit device information	✓	-
	Read device parameters	✓	✓
Notifications	Read notifications	✓	✓
Notification Settings	Turn off notifications for all users	✓	-
	Set up notifications for your own user	✓	✓
Location Visibility	Set site visibility for all users	✓	-
	Set site visibility for your own users	✓	✓
Your company	Read company information	✓	✓
	Edit company information	✓	-
User Management	View user	✓	✓
	Add a user	✓	-
	Edit user	✓	-
	Remove user	✓	-

### 11.2 Create User

This section describes the process of creating new users. It outlines the necessary steps for setting up a user account, assigning roles and managing existing users.



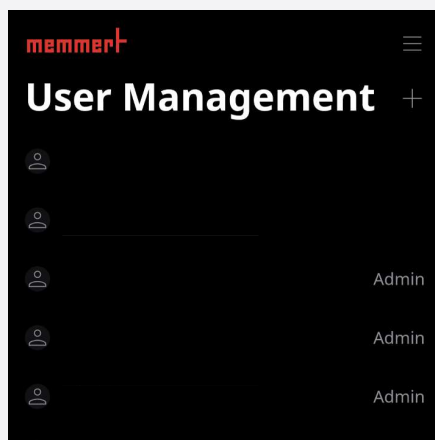
1. Navigate to ▶11.2 User Management in the app.
2. Add a new user by pressing the “+” key.

3. Enter your name and email address.
4. Define the role that the user should be assigned (see:▶11.1 Permissions
  - User
  - Admin
5. Add the user.
6. A registration email will be sent to the email address you provided.
7. Follow the instructions below:▶5.1 Registration – Company
  - ⇒ The user has access to the app and can access the company.

### 11.3 Manage Account

This chapter describes how to manage existing users. It explains how to modify user information, assign roles, and delete user accounts.

To edit users, the role is **Admin** required.



1. Navigate to User Management in the app.
2. Select the user you wish to edit.

**Manage Account**  
Felix Weisler

Name\*  
Felix Weisler

Role\*  
Admin

Admin

User

Cancel Save

3. Change the username or role.
4. Click Save to apply the changes.

**Manage Account**  
Felix We

Name\*  
|

Role\*  
User

Delete Account

5. Remove a user by clicking on Delete Account.

## 12. App Settings – Smartphone

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You must grant as many permissions as possible to ensure that you receive push notifications reliably. Additionally, some mobile phones restrict push notifications when in power-saving mode. Please keep this in mind and make sure that push notifications are allowed even in this mode.

To ensure you receive push notifications reliably, do not close the app completely. Keep the app running in the background to receive notifications.

## 13. General Information

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### 13.1 Terms and Conditions

Welcome to the Memmert – myChamber Monitoring App (the “App”)!

We take the protection of your personal data and privacy very seriously. To better protect your personal rights and interests, please carefully read the Privacy Policy and the Terms and Conditions before using our products, particularly the provisions regarding disclaimers or limitations of liability. By selecting the “Agree” option during the registration process, you voluntarily enter into an agreement with the application, agree to all terms of this agreement, are willing to assume the corresponding user obligations, and become our user. If you do not agree to this agreement or any of its terms, you should immediately cancel the registration and cease using the services offered by the application. Please note in particular that Memmert reserves the right to:

#### Changes to the Terms of Use

In accordance with national laws and regulations, operational requirements, or for the purpose of improving service quality, we may amend this agreement as necessary and will publicly announce such changes on this platform. If you do not accept the amended terms, please cease using our services immediately.

#### Application Updates

To improve the user experience and service content, we will occasionally provide updates to the website or software. These updates may include, but are not limited to, page replacements, modifications, feature enhancements, feature restrictions, version upgrades, etc. To ensure the security and usability of our services, we reserve the right to implement updates without providing you with specific notice. After the new version is released, the old version of the website or software may no longer function properly. Please check for updates and download the latest version to use it.

#### Service fees

Memmert reserves the right to charge fees for cloud services and other services offered. You will be notified of any such fees in advance, and your continued use of the services following such notification shall constitute your agreement to pay these fees.

#### Account closures

Memmert reserves the right to suspend users and accounts that violate the terms of use of the application or generate an unusually high volume of data traffic that may impair the performance or security of the application.

#### Compatibility

This app supports a wide range of mobile phones. However, due to differences in software versions and device models, Memmert cannot guarantee compatibility with all mobile devices.

#### Privacy and Access

The user acknowledges and agrees that the information collected during the registration process may be accessed by service personnel responsible for managing the backend user management platform in order to resolve issues related to the service. Memmert is committed to protecting the user’s privacy and processes personal data in accordance with our Privacy Policy.

## 13.2 Privacy Policy – myChamber Monitoring App

Memmert GmbH + Co. KG (“Memmert”) takes the protection of your personal data very seriously. This Privacy Policy explains how we process data when you use the myChamber Monitoring App (“App”).

### Data Controller

Memmert, Inc.  
 Äußere Rittersbacher Straße 38  
 91126 Schwabach, Deutschland  
 Telefon: +49 9122 925-0  
 E-Mail: [info@memmert.com](mailto:info@memmert.com)

### Data Protection Officer

The following person has been appointed as Data Protection Officer:

Mr. Stephan Hartinger  
 Coseco, LLC  
 Phone: +49 08232 80988-70  
 Email: [datenschutz@coseco.de](mailto:datenschutz@coseco.de)

You can find the contact information for our Data Protection Officer on our website at: [www.memmert.com/de/impressum/datenschutzerklaerung](http://www.memmert.com/de/impressum/datenschutzerklaerung)

### Data we collect

When using the app, the following data may be processed:

- Account information:
  - Username, email address, and company name for the system to authenticate and distinguish between users and companies. Performance of a contract (Art. 6(1)(b) GDPR)
  - Memmert collects company address, application, and industry for analysis.
- Product details:
  - Product model, serial number, (product) location, software version, error logs, system updates, product name assigned by the user, sensor data, program data, Memmert chamber device settings, and gateway authentication token. This data is collected to the extent necessary for the provision and maintenance of the app service, as well as for connecting to the gateway and the cloud. Contract fulfillment
- Device and network data:
  - Smartphone region, language, time zone, gateway IP address, gateway connection type (Wi-Fi, Ethernet, mobile data), error logs, parameter values. This data is processed in accordance with Article 6(1)(b) of the GDPR to ensure the app’s functionality and to comply with local regulations. Performance of a contract (Art. 6(1)(b) GDPR)
- Third-party data:
  - Information from partner platforms and cookies. The app integrates third-party services (KeyCloak, Google Firebase, Apple APNs, Tencent Cloud Push (TPNS), SMTP email servers), which may independently collect data in accordance with their own privacy policies. Details about the third-party tools used in the app can be found below under “Third-Party Services.” Performance of a contract (Art. 6(1)(b) GDPR)

### Purpose of data processing and legal basis

The following table lists the specific purposes for which your data is processed, the categories of data involved, and the applicable legal basis under the GDPR:

Purpose	Data categories	Legal basis
Provision of the "myChamber Monitoring App" service and management of user accounts	Account information, device and product information	Performance of a contract (Art. 6(1)(b) GDPR)
Enforcement of the law and protection of Memmert's rights	All relevant data categories, as necessary	Legal obligation (Art. 6(1)(c) GDPR) / Legitimate interest (Art. 6(1)(f) GDPR)
Automatic adjustment of settings to comply with local regulations	Smartphone Market	Legal obligation (Art. 6(1)(c) GDPR) / Legitimate interest (Art. 6(1)(f) GDPR)

Information on legitimate interests: When we rely on a legitimate interest (Art. 6(1)(f) GDPR), our interest lies in ensuring the security, stability, and continuous improvement of the app. You have the right to object to processing based on a legitimate interest at any time (see "Your Rights" below).

## Third-party services

The app may use the following third-party services. Each service may collect data independently in accordance with its own privacy policy:

### 1. Authentication – Keycloak

#### 1.1 Description and Scope of Data Processing

We use the open-source software Keycloak for user account management, authentication, and session management. We operate Keycloak on our own servers or on servers we have contracted.

Provider / Operator	Memmert, Inc.
Server location	EU
Processed data	Email address, username, password (as a cryptographic hash), session token, IP address, login timestamp, assigned roles and permissions
Purpose	User authentication, session management, access control
Legal basis	Art. 6(1)(b) of the GDPR (performance of a contract) and Art. 6(1)(f) of the GDPR (legitimate interest in the security of our systems)
Retention period	Account information is stored for the duration of the contractual relationship. Session data is deleted once the session ends.
Transfer to third countries	No – data processing takes place exclusively within the EU/EEA.

To the extent that we use an external hosting provider to operate Keycloak, we have entered into a data processing agreement (DPA) with that provider in accordance with Article 28 of the GDPR.

### 2. Push notifications (Android) – Google Firebase Cloud Messaging

#### 2.1 Description and Scope of Data Processing

To send push notifications to Android devices and web browsers, we use Firebase Cloud Messaging (FCM), a service provided by Google.

Provider	Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (Parent company: Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA)
Processed data	Device token (FCM registration token), instance ID, message metadata (timestamp, delivery status), operating system, and app version
Purpose	Delivery of push notifications (e.g., for new messages, status updates, or security alerts)

Legal basis	Art. 6(1)(a) GDPR (Consent) – You can disable push notifications at any time in your device settings. Alternatively: Art. 6(1)(f) GDPR (Legitimate Interest), provided that notifications are necessary for the use of the service.
Retention period	FCM tokens are stored for as long as the app remains installed on the device or until consent is revoked. Google deletes instance IDs once their validity period expires.
Transfer to third countries	Yes – United States. The transfer is based on the EU-U.S. Privacy Shield Framework (European Commission’s adequacy decision pursuant to Article 45 of the GDPR) and, in addition, on Standard Contractual Clauses (SCCs) pursuant to Article 46(2)(c) of the GDPR.

We have entered into a data processing agreement (Data Processing Terms) with Google. For more information about Google’s privacy practices, please visit: <https://policies.google.com/privacy>

## 2.2 Objection and Deactivation

You can disable push notifications at any time through your device’s system settings or in the app settings. Consent that has already been given can be revoked at any time, effective immediately.

## 3. Push notifications (iOS) – Apple Push Notification Service (APNs)

### 3.1 Description and Scope of Data Processing

We use Apple’s Apple Push Notification Service (APNs) to send push notifications to iOS devices.

Provider	Apple Inc., One Apple Park Way, Cupertino, CA 95014, USA (EU Representative: Apple Distribution International Ltd., Hollyhill Industrial Estate, Cork, Ireland)
Processed data	Device token (APN device token), message metadata (timestamp, delivery status, priority), app bundle identifier
Purpose	Delivery of push notifications to iOS devices (e.g., regarding new messages, status updates, or security alerts)
Legal basis	Art. 6(1)(a) GDPR (Consent) – iOS requires the user’s explicit consent before sending push notifications. Alternatively: Art. 6(1)(f) GDPR (Legitimate Interest).
Retention period	Device tokens are stored for as long as the app remains installed on the device or until consent is withdrawn.
Transfer to third countries	Yes – United States. The transfer is based on the EU-U.S. Privacy Shield Framework (adequacy decision pursuant to Article 45 of the GDPR) and, in addition, on Standard Contractual Clauses (SCCs) pursuant to Article 46(2)(c) of the GDPR.

For more information about Apple’s privacy practices, visit: <https://www.apple.com/legal/privacy/>

## 3.2 Objection and Deactivation

You can disable push notifications for our app at any time via the iOS system settings (Settings > Notifications).

## 4. Push notifications (Android, China) – Tencent Cloud Push

### 4.1 Description and Scope of Data Processing

To send push notifications to devices in the Chinese market, where Google services are not available, we use the push notification service provided by Tencent Cloud.

Provider	Tencent Cloud Europe B.V., Buitenveldertselaan 1-5, 1082 VA Amsterdam, Netherlands (Parent company: Tencent Holdings Ltd., Cayman Islands / Shenzhen, China)
Processed data	Device tokens, device identifiers, message metadata (timestamps, delivery status), operating system, and app version
Purpose	Delivering push notifications to users in regions where Google FCM is not available
Legal basis	Art. 6(1)(a) of the GDPR (explicit consent)
Retention period	Device tokens are stored for as long as the app remains installed on the device or until consent is withdrawn.
Transfer to third countries	Yes – People’s Republic of China. There is no adequacy decision by the European Commission for China. The transfer is based on Standard Contractual Clauses (SCCs) in accordance with Article 46(2)(c) of the GDPR. In addition, a data transfer impact assessment (TIA) was conducted in accordance with the recommendations of the European Data Protection Board (EDPB).

We have entered into a Data Processing Agreement (DPA) with Tencent in accordance with Article 28 of the GDPR.

#### 4.2 Special Notes on Data Transfer to China

The People’s Republic of China grants the government broad legal powers of access (particularly under the Cybersecurity Law and the National Security Law). As part of our data transfer impact assessment, we have implemented the following additional safeguards:

- Limiting the transmitted data to what is technically essential (only device tokens and message metadata—no content data)
- Data encryption during transmission (TLS)
- Tencent’s contractual obligation to disclose government requests for access and to limit such requests to the minimum required by law
- Regular review of protective measures

#### 4.3 Consent and Withdrawal

The use of Tencent Cloud Push is based solely on your explicit consent in accordance with Article 49(1)(a) of the GDPR. Before giving your consent, you will be informed of the risks associated with the transfer of data to China. You may withdraw your consent at any time with future effect.

### 5. Email Communication – SMTP Server

#### 5.1 Description and Scope of Data Processing

We use an SMTP email server to send transactional emails (e.g., confirmation emails, password resets, notifications).

Provider	Memmert, Inc.
Server location	EU
Processed data	Recipient’s email address, name (if available), message content, send time stamp, delivery status, mail server IP address
Purpose	Sending transactional emails related to the use of our service (e.g., account creation, email verification, password reset, notifications)
Legal basis	Article 6(1)(b) of the GDPR (performance of a contract) for transactional emails required for the use of the service. Article 6(1)(a) of the GDPR (consent) for optional notification emails.
Retention period	Shipping logs are stored and then deleted.
Transfer of data to third countries	No – data processing takes place exclusively within the EU/EEA.

To the extent that we use an external email service provider, we have entered into a data processing agreement (DPA) with that provider in accordance with Article 28 of the GDPR.

#### Disclosure of Data

Your data will not be sold to third parties. Data may be shared with the following categories of recipients:

Recipient / Category	Purpose	Legal basis
Companies of the Memmert Group	Internal administration, service delivery, support, app improvement, usage analysis, bug tracking	Legitimate interest (Art. 6(1)(f) GDPR)
Azure, a cloud hosting and IT infrastructure provider with servers in Europe.	Data storage, server infrastructure, app operations	Performance of a contract (Art. 6(1)(b) GDPR), Data Processing Agreement pursuant to Art. 28 GDPR
Additional assurances: The provider is certified to ISO 27001 and ISO 27018.		

All service providers acting as data processors are contractually bound by data processing agreements in accordance with Article 28 of the GDPR. Appropriate safeguards are in place for data transfers to countries outside the EU/EEA (e.g., EU Standard Contractual Clauses pursuant to Article 46(2)(c) of the GDPR or an adequacy decision pursuant to Article 45 of the GDPR).

#### Retention periods

Personal data is stored only for as long as is necessary for the specified purposes or as required by law. Specifically:

- Account information: This information is stored for the duration of your use of the app and is deleted when you delete your account, unless a longer retention period is required by law.
- Log data (e.g., IP addresses, access logs): are generally anonymized.
- Product/software data: is stored when the product is registered in your account. Statutory retention periods (e.g., under tax or commercial law) remain unaffected.

#### Your rights

Under the GDPR, you have the following rights regarding your personal data:

- Right of access (Art. 15 GDPR)
- Right to rectification (Art. 16 GDPR)
- Right to erasure (Art. 17 GDPR)
- Right to restriction of processing (Art. 18 GDPR)
- Right to data portability (Art. 20 GDPR)
- Right to object (Art. 21 GDPR)
- Right to withdraw consent (Art. 7(3) GDPR)
- Right to lodge a complaint (Art. 77 GDPR in conjunction with § 19 BDSG)

To exercise any of your rights, please contact us using the contact information provided above.

#### Updates

This Privacy Policy may be updated from time to time to reflect changes in our data processing practices or legal requirements. Significant changes will be communicated to you via the app before they take effect. Your continued use of the app following such notification constitutes your acceptance of the updated Privacy Policy.

#### Legal Basis for Automated Decision-Making (including Profiling)

As a responsible company, we do not use automated decision-making or profiling in our business relationships.

Effective Date: April 1, 2026

### 13.3 End User License Agreement (EULA)

ATTENTION – PLEASE READ THE FOLLOWING AGREEMENT CAREFULLY

This End User License Agreement (“EULA”) constitutes a legally binding agreement between you, whether an individual or a legal entity (“Licensee”), and Memmert GmbH + Co. KG (“Memmert” or “Licensor”).

This License Agreement governs the use of the mobile application “myChamber Monitoring App” (hereinafter referred to as the “App” or “Software License”) as well as the associated cloud services, interfaces, and accompanying materials (in printed, online, or electronic form). This also includes all updates, upgrades, and additions to the originally provided App. These are also covered by this License Agreement without the need for a separate agreement.

The app is available through the official app stores (Google Play Store, Apple App Store) or through other distribution channels authorized by Memmert. The app’s paid features are activated exclusively in conjunction with a hardware component provided and authorized by Memmert (hereinafter “Gateway”).

By installing, downloading, copying, activating, or otherwise using or accessing the App, you legally agree to the terms of this License Agreement and are bound by them. If you do not agree to the terms of this License Agreement, you are not authorized to install or otherwise use the App.

The app is protected by copyright laws, international copyright treaties, and other intellectual property laws and agreements.

#### § 1 – RETENTION OF TITLE

The app is licensed, not sold. All ownership and usage rights remain with Memmert GmbH + Co. KG. The licensee is authorized to use the app solely within the scope of this agreement and for the duration of its term.

Ownership and copyright in the app, all associated cloud services, interfaces, printed and electronic accompanying materials, and any copies of the app are and remain with Memmert GmbH + Co. KG. If the app includes documentation provided solely in electronic form, you may print a copy of this electronic documentation for internal purposes. However, you are not authorized to reproduce the accompanying material for the app or distribute it to third parties.

#### § 2 – DATA OWNERSHIP

(1) All measurement, operating, and configuration data generated through the use of the app, the gateway, and the connected Memmert devices (hereinafter “usage data”) remain the property of the licensee.

(2) The licensor is entitled to process and store this usage data solely for the purpose of providing the app in accordance with the terms of the agreement, for maintenance, error analysis, and support services, as well as to ensure proper operation.

(3) Furthermore, the Licensor may use usage data only in anonymized and aggregated form for statistical analysis, product improvements, and internal development and quality assurance purposes. It is not possible to identify the Licensee or any individual persons based on this data.

(4) The storage of usage data in the licensor’s cloud systems or its subcontractors does not confer any ownership rights to such data on the licensor.

#### § 3 – GRANT OF LICENSE AND HARDWARE BINDING

The app is licensed as follows:

(1) The license is granted for an indefinite period, unless it is terminated in accordance with § 9.

(2) Memmert GmbH + Co. KG grants you a non-exclusive, non-transferable right to install and use the app on a reasonable number of mobile devices (smartphones, tablets) within your area of responsibility, to the extent necessary for the intended monitoring of the connected Memmert devices.

(3) The app's paid features are linked to a gateway provided by Memmert. The license is activated using the device identification stored in the gateway and is limited to that specific gateway. A separate license must be purchased for each gateway.

(4) The license may not be split up or used on multiple gateways at the same time.

(5) Under an activated license, multiple users within the licensee's organization may use the app to monitor Memmert devices connected to the gateways.

(6) You are not authorized to rent, lease, lend, sublicense, or otherwise make the app or any part thereof commercially available to third parties. You are also not authorized to modify, reverse engineer, decompile, or disassemble the app, unless this has been expressly approved in writing by Memmert GmbH + Co. KG.

(7) In particular, it is prohibited to circumvent or disable the app's or gateway's technical protection measures, license checks, or activation mechanisms, or to provide third parties with the means to do so.

#### § 4 – WARRANTY

Given the current state of technology, errors in apps can never be completely ruled out. The user hereby acknowledges that they are aware of this situation.

All warranties are void if the user modifies the app or any part thereof, or if such modifications or enhancements are made by third parties. The same applies to any tampering with the gateway or to the use of the app in conjunction with unauthorized hardware.

Memmert GmbH + Co. KG assumes no liability for errors, malfunctions, or damage resulting from improper operation, the use of unsuitable end devices or network components, unstable or interrupted Internet connections, disruptions in mobile network services, or unusual operating conditions.

Unless otherwise expressly agreed, the user may use the app only for personal purposes.

The user must immediately notify Memmert GmbH + Co. KG of any malfunctions that occur, providing a brief description of the malfunction along with the version of the app and the gateway.

#### § 5 – LIMITED WARRANTY AND AVAILABILITY

The app was developed and tested with care by Memmert GmbH + Co. KG. However, there is no guarantee that the app's functions will meet all expectations, that they will be compatible with every combination of device and operating system used by the licensee, or that the app will run completely without interruption.

To the extent that the app includes cloud or online features (e.g., push notifications, remote access, synchronization), we strive to ensure reasonable availability. However, uninterrupted or constant availability of these services is not guaranteed. Maintenance work, disruptions at third-party providers, or impairments beyond the control of Memmert GmbH + Co. KG may lead to temporary restrictions.

There is no entitlement to support, specific response times, or service levels unless these have been expressly agreed upon separately.

Memmert GmbH + Co. KG shall not be liable for damages, lost profits, loss of confidential or other information, loss or corruption of measurement data or sample material, business interruptions, personal injury, loss of privacy, breaches of duty, including breaches of good faith and the duty of care, property damage, or other damages that may arise from the use of this app or the inability to use this app.

This also applies even if Memmert GmbH + Co. KG was made aware of the possibility of such damage.

This disclaimer does not apply to damages caused by Memmert GmbH + Co. KG through willful misconduct or gross negligence, nor does it apply to damages resulting from injury to life, limb, or health, claims under the Product Liability Act, or in cases where an express warranty has been provided.

## § 6 – UPDATES, UPGRADES, AND APP STORES

Memmert GmbH + Co. KG may continue to develop the app through updates and patches as part of its standard maintenance. Security-related updates will be provided as appropriate. The app and its updates are generally available through the respective app stores; in this regard, the terms of use of the relevant app store provider also apply.

Memmert may offer additional features, new module packages, or premium features for a separate fee (“Upgrades”). The Licensee is not obligated to purchase such upgrades; however, failure to do so may result in certain features or compatibility no longer being available in future versions of the app.

Memmert GmbH + Co. KG reserves the right to modify or discontinue individual features for technical, security-related, or regulatory reasons, provided that this is reasonable for the licensee and the essential functionality remains intact.

## Section 7 – Cloud Services and Third-Party Providers

To provide the app and its features, Memmert GmbH + Co. KG uses selected third-party providers and cloud services, for example for authentication, push notifications, data transmission, and the operation of necessary backend components. An overview of the third-party providers used and the respective purposes of processing is included in the app’s privacy policy.

The Licensee acknowledges that use of the app may require the transfer of data to these third-party providers, including—where necessary and as described in the Privacy Policy—a transfer to third countries outside the European Union, subject to appropriate safeguards (e.g., EU Standard Contractual Clauses).

## § 8 – DATA PROCESSING AND DATA PROTECTION

The processing of personal data in connection with the app is governed by the currently valid privacy policy of the myChamber Monitoring App, which is available in the App Store listing and within the app. This privacy policy is not part of this EULA but must be observed in addition to it.

To the extent that Memmert GmbH + Co. KG processes personal data on behalf of the licensee, the parties shall additionally enter into a separate agreement on data processing in accordance with Article 28 of the GDPR.

## Section 9 – Open-Source Components and Third-Party Software

The app contains third-party components, including open-source software. These components are governed exclusively by the respective license terms of the rights holders. An overview of these components and their associated license terms can be found in the app under “License Information” or “Open-Source Information.”

In the event of a conflict between the terms of this EULA and an open-source license, the terms of the applicable open-source license shall prevail with respect to the relevant component.

## § 10 – TERMINATION

Notwithstanding any other rights, Memmert GmbH + Co. KG is entitled to terminate this License Agreement for cause if the Licensee violates the terms of this License Agreement in any way.

The licensor is entitled to verify, to a reasonable extent, that the app is being used in accordance with the license, provided that this does not jeopardize the licensee’s trade or business secrets.

In the event of a valid termination, the Licensee's right to use the app shall expire. The Licensee is obligated to uninstall the app from all end devices and to delete any associated activation data or license keys, or to return them to Memmert GmbH + Co. KG. Upon request, the Licensee must provide written confirmation of the proper uninstallation and deletion.

License or service fees already paid will not be refunded in the event of extraordinary termination attributable to the licensee, to the extent permitted by law.

#### § 11 – Duty to Mitigate Damages

(1) The Licensee is expressly advised that they must regularly create backup copies of essential data at appropriate intervals, unless such data is already stored by the app or the associated cloud services. Failure to do so constitutes a breach of the duty to mitigate damages. The Licensor shall not be liable for any damages resulting from such a breach.

(2) The licensee is expressly advised that the app must not be used in hazardous environments where fault-free operation is essential (high-risk activities such as the operation of nuclear facilities, weapons systems, aircraft navigation, communication systems, or life-support machines). In particular, the app is not suitable as the sole monitoring or alerting system for safety-critical or life-supporting applications. If it is used for such purposes nonetheless, this constitutes a breach of the duty to mitigate damages. The Licensor shall not be liable for any damages resulting from such a breach.

(3) The licensee is required to ensure that the gateway has a sufficiently stable network and power supply and to ensure that any updates provided are installed promptly—particularly security updates.

#### § 12 – EXPORT CONTROL

The Licensee agrees to comply with all applicable export and re-export regulations, in particular those of the European Union, the Federal Republic of Germany, and the United States of America. The App and the associated gateway may not be transferred to any persons, organizations, or countries subject to national, European, or international embargoes or sanctions.

#### § 13 – AMENDMENTS TO THE AGREEMENT AND SEVERABILITY CLAUSE

This agreement is entered into exclusively on the basis of the General Terms and Conditions of Memmert GmbH + Co. KG. No other agreements shall apply, even if certain provisions are not included in the General Terms and Conditions of Memmert GmbH + Co. KG.

Memmert GmbH + Co. KG reserves the right to amend this EULA with future effect to the extent necessary due to regulatory requirements, technical advancements, changes involving third-party providers, or to address security vulnerabilities. The licensee will be notified of any material changes in an appropriate manner.

#### § 14 – GOVERNING LAW AND JURISDICTION

All legal relationships between the parties, including matters of tort law, are governed by the laws of the Federal Republic of Germany. The place of jurisdiction is—to the extent permitted by law—the licensor's place of business.

#### § 15 – FINAL PROVISION

(1) Any attachments to this agreement, including this clause, must be in writing.

(2) If one or more of the above provisions is or are found to be invalid or becomes or become invalid, this shall not affect the validity of the remaining provisions. The invalid provision shall be replaced by a valid provision that most closely approximates the intended economic purpose. This also applies in the event of a gap in the agreement.

(3) This Agreement is governed by the laws of the Federal Republic of Germany. The place of jurisdiction is—to the extent permitted by law—the Licensor’s place of business. All matters concerning the validity, interpretation, and enforcement of the terms of this Agreement shall be resolved at the place of jurisdiction of the Licensor’s place of business—to the extent permitted by law.

(4) In the event of any conflict between a translated version of this EULA and the German version, the German version shall prevail.



Mobile app for monitoring Memmert  
products

Software manual  
D53506 Effective 04/2026  
English

