Hymer Connect App

1. Availability

Which operating systems does the Hymer Connect App be available?

The software will be soon available free of charge onwards in the Google Play Store and App Store. At the same time, both semi-integrated and integrated Hymer B-Class MasterLine models from the 2020 model year onwards (produced from September 2019 onwards) can be retrofitted with the corresponding control unit and hardware components from the 2nd quarter of 2021.

When and where will the Hymer Connect App support, and from which version?

The Hymer Connect App will be available for both iOS and Android. iOS devices will need version 12 or higher, while Android products must have version 9 or above.

2. Operation & controls

What are the USPs of the Hymer system compared to the solutions offered by other companies?

The other apps and tools available on the market at present only provide partial solutions to connecting and operating individual components, which means that customers currently need lots of different apps and control panels to operate various features. The Hymer Connect App is taking a unique approach and focusing on maximum integration: Hymer GmbH & Co. KG is combining many of the vehicle's components in a single, smart ecosystem and enabling them to be controlled with ease using a smartphone. Thanks to its long-standing strategic partnership with Mercedes-Benz, Hymer is the first ever bodywork manufacturer to be granted access to the vehicle information for the Sprinter chassis cowl.

Which components can be controlled using the Hymer Connect App?

The Hymer Connect App allows you to control the lighting, refrigerator, satellite system and heating, amongst other things. Data from the solar panel, the water tank filling level, battery status and even the fuel level can be displayed at the same time. The user can also see whether the central locking system is unlocked or locked using the app. What's more, the system can be controlled from any location – when close to the motorhome, the app connects via Bluetooth, and when further away, the system uses the mobile phone network. This service will be available from April 2021 onwards in 30 European countries.

HYMER CONNECT APP FAQS
BY HYMER GMBH & CO. KG

Will there only be the Hymer Connect App from now on and no more controls?

Hymer has developed the app with the aim of providing customers with a complementary connectivity solution. The Hymer Connect App won't replace the traditional controls for individual functions, such as buttons or control panels. This means that the motorhome can still be operated in the usual way – if, for example, your smartphone battery is dead.

3. Technical details

How have you managed to combine the various onboard systems in such a way that they can now be displayed and controlled together in an app?

First, all the components were upgraded from an electrical onboard power supply (old system with wired components) to an electronic onboard power supply (new connected system). Next, Hymer developed a piece of hardware, a physical control unit (which can be retrofitted), into which all of the data from the components is fed. Finally, Hymer programmed the software and the interface for displaying the data and controlling the components – the Hymer Connect App.

4. Retrofitting

With which models can the Hymer Connect App be used as standard, and can older models be retrofitted accordingly?

The Hymer Connect App will come as standard in B-Class MasterLine models from the 2022 model year onwards, and will already be included in the purchase price. From the 2nd quarter of 2021 onwards, the hardware can also be retrofitted in B-Class MasterLine models from the 2020 model year onwards (produced from September 2019 onwards). This applies to both integrated and semi-integrated models in the range. The price of the retrofit solution is 799.00 euros (price is valid for the German market and include the currently valid value added tax (status: 10 / 2020).

Which components can be subsequently integrated into the ecosystem?

In principle, the following components are compatible, which can be factory-installed by Hymer: solar panel, air conditioning, satellite dish. Any retrofitting work can be carried out by our dealers. Integrating the equipment into the app is then incredibly easy – the app performs a search every time it's used and will automatically incorporate new components. Needless to say, the ability to retrofit and integrate future components, e.g. from Hymer Original Parts, into the ecosystem will be factored in during development. In this way, Hymer will gradually expand its range of upgrade options, and the smart ecosystem will become even bigger in the coming years.