

IMPORTANT NOTICE

The Swedish version of this document is the legally binding version. In case of any discrepancy between the English and Swedish versions, the Swedish version shall prevail for all transactions and purchases made within Sweden.

Support · Effective from 2026-08-27

Pytronic AB, Registration Number 559104-1107 · pytronic.com/legal/support

Support

Contact Information

Email: info@pytronic.com

Telephone: +46 8 735 3325

Response Time:

Normally 1–2 business days for general support inquiries. For formal complaints and claims, we respond within 5 business days.

Address:

Pytronic AB, Speditionsvägen 36, 142 50 Skogås

Manage Your Subscription

Terminate Homecore Optimization after the Binding Period Ends:

Email info@pytronic.com with the subject line "Terminate subscription". Your subscription will expire at the end of the current billing period.

Withdraw Using Your 14-Day Right of Withdrawal:

Use the withdrawal function at pytronic.com/angra.

Request Deletion of Personal Data:

See pytronic.com/konto/radera.

Withdraw Consent:

Go to Settings → Privacy → Withdraw Consent in the Homecore App, or contact info@pytronic.com.

Frequently Asked Questions

How is Homecore connected to my property?

The Homecore Gateway is connected via network cable to your router. A separate Homecore Energy Meter is installed on your electricity meter and communicates wirelessly with the Gateway — the energy meter connects to your electricity meter's HAN/P1 port. Both components are installed by a certified installer. You may need to request activation of the HAN port from your grid operator.

Why does the app ask for access to my local network?

This allows the app to communicate directly with your Homecore Gateway when you are at home. This provides faster updates than routing everything through our servers. If you deny permission, the Homecore App will still work as long as you have an active Homecore Optimization subscription — data will be retrieved via the internet instead. You can change your mind at any time in your phone's settings.

The app cannot find my Homecore hardware.

When you are at home, the Homecore App searches for your Gateway on your home network. With an active Homecore Optimization subscription, you can also access your system from anywhere — data is retrieved via the internet and the app works on mobile data as well. Without an active subscription, the app can only reach the hardware when your phone is connected to your home network.

If the app cannot find the hardware when you are at home, check the following in order:

- That your phone is connected to your regular home network and not to a guest network. Guest networks isolate connected devices, preventing the app from reaching them.
- That the Homecore App has been granted access to the local network. On iPhone: Settings → Homecore → Local Network. On Android: Settings → Apps → Homecore → Permissions.
- That your Homecore Gateway is powered on and the network cable between the Gateway and router is properly connected.

Contact info@pytronic.com if the problem persists.

What happens if I cancel my subscription?

Automatic optimization will stop and you will no longer be able to access your system from outside your home network. You will keep the hardware, can see your energy consumption, and can manually control your connected devices through the Homecore App when your phone is connected to your home network.

Software updates to the hardware will continue to be provided for at least three years — you will receive an email when a new version is available and can install it yourself. See the next question.

How do I update my hardware?

With an active Homecore Optimization subscription, software updates are installed automatically — you do not need to do anything.

Without a subscription, you will receive an email when a new version is available, and you can install it yourself through the Homecore App when your phone is connected to your home network. Current version information, update contents, and installation instructions are available at pytronic.com/homecore/firmware.

Updates are provided for at least three years from the date of installation, regardless of whether you have an active subscription or not. See §8.3 in the Purchase Terms.

What happens to my data if I cancel?

Please refer to the Privacy Policy at pytronic.com/integritetspolicy. You can request data deletion at pytronic.com/konto/radera.

How do I withdraw my consent?

Go to Settings → Privacy → Withdraw Consent in the Homecore App, or contact info@pytronic.com.