switchee

The Smart Thermostat for
Affordable Housing

Currently 16°
24°
In 10 mins

switchee

Welcome to
your new Switchee

Switchee User Guide

switchee Privacy Policy

This Switchee Smart Thermostat is being installed as part of an agreement between Switchee Limited and your landlord. This product and any associated connected devices collect information and Switchee Limited will process this information on behalf of your landlord as defined in the Switchee Privacy Notice.

The latest version of the Switchee Privacy Notice may be accessed online by visiting **https://www.switchee.co/privacy/**. Please review this document prior to using the product to help you understand what data is collected in connection with the Switchee Thermostat, how it is used, and what your rights are in relation to it.

Should you have any questions related to this Privacy Notice, please contact us by emailing **info@switchee.co**

Contents

What is switchee ?

The smart thermostat...

Switchee is a **smart, internet-connected thermostat** for your heating/hot water that doesn't require WiFi.

Better manage your hot water/heating...

Switchee is a simple, easy-to-use device that gives you **greater control** – so you can set your heating/hot water to suit your individual needs.

Save money and reduce your carbon footprint...

Switchee helps you optimise energy use, **lowering bills** and reducing **energy consumption** – making it good for you and the environment!
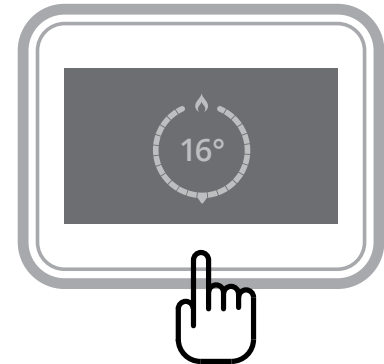
The Switchee Thermostat

The Thermostat Display

The touch-screen **display** on your **Switchee thermostat** is made up of a **central temperature display** surrounded by a number of 'tool' buttons. The functions of these buttons are shown on the page opposite.

Standby Mode

In **Standby Mode** your **Switchee thermostat** displays the **current temperature** of your home. Pressing the **display** wakes up your **Switchee thermostat**.

Switchee Thermostat

Display Button functions

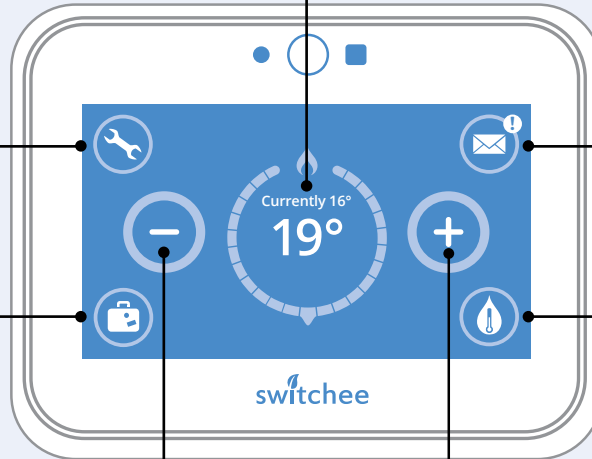## Settings
Tap to access the **settings** menu.

Central Temperature Display
Shows the **current** and **desired temperatures**.

Messages
Tap to access the messages sent to your **Switchee thermostat**.

Currently 16°
19°

switchee

Holiday Mode
Tap to activate. Enter the date you're going away and the date you're coming back: the heating will go OFF and come back ON accordingly. The heating will only come on in periods of very cold weather to prevent frost damage.
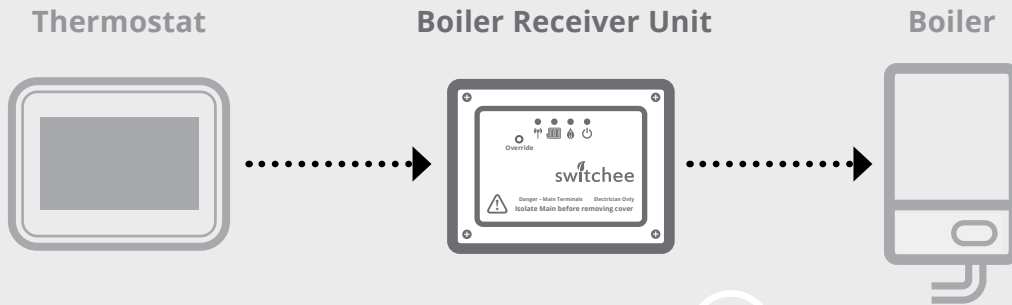
Decrease temperature

Increase temperature

Hot Water
Tap to turn your hot water ON/OFF (if your **Switchee thermostat** controls your hot water).

The Switchee Boiler Receiver Unit

The **Switchee Boiler Receiver Unit** passes on heating/hot water commands from the **Switchee thermostat** to your boiler.
It is connected to your boiler and is usually located near your boiler or hot water tank.

Thermostat   **Boiler Receiver Unit**   **Boiler**

Override

switchee

Danger – Main Terminals   Electrician Only
Isolate Main before removing cover

On the **Switchee Boiler Receiver Unit** there are four icons with lights above them...

Wireless
If your **Switchee thermostat** is installed wirelessly there will be a green light when connected.
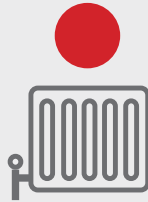
Heating
When you put the **temperature up** the red light will come ON. It will turn OFF when the **desired temperature** is reached and/or the heating is turned OFF

Hot Water
If your **Switchee thermostat** controls your hot water, the red light will come on when the **hot water** is turned ON.
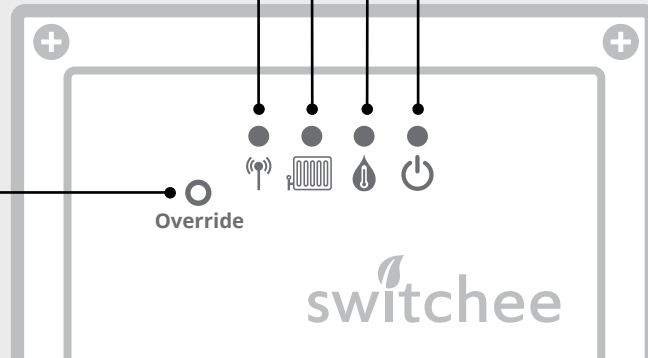
Power
When power to the **Switchee Boiler Receiver Unit** is ON, a green light will light up above the icon.
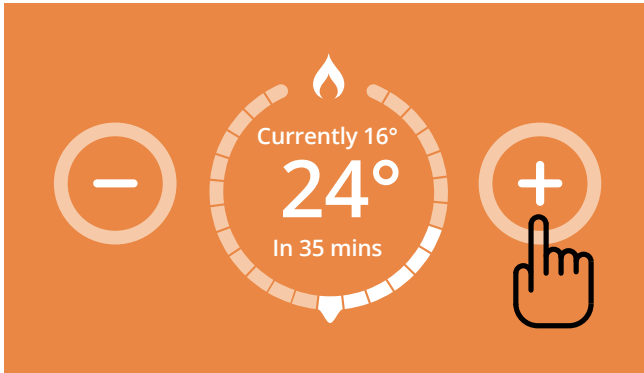
Override Button
Should your **Switchee thermostat** become unresponsive, you have the back-up of turning your heating (and if applicable hot water) ON/OFF by pressing this button the appropriate number of times.

Override

Controlling your heating

Increase your temperature

To INCREASE the **current temperature**, repeatedly press the **+** button on the **Switchee thermostat** until your **desired temperature** is displayed centrally.

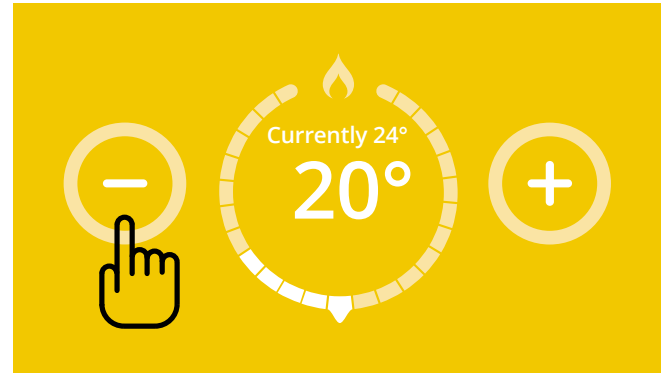The **flame** icon/symbol will be highlighted when the heating is turned ON.

Decrease your temperature

To DECREASE the **current temperature**, repeatedly press the **−** button on the **Switchee thermostat** until your **desired temperature** is displayed centrally.
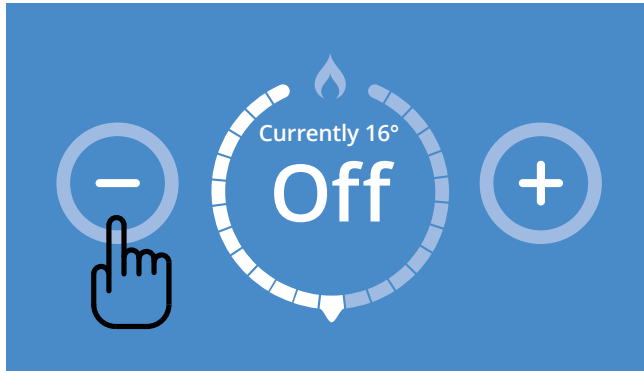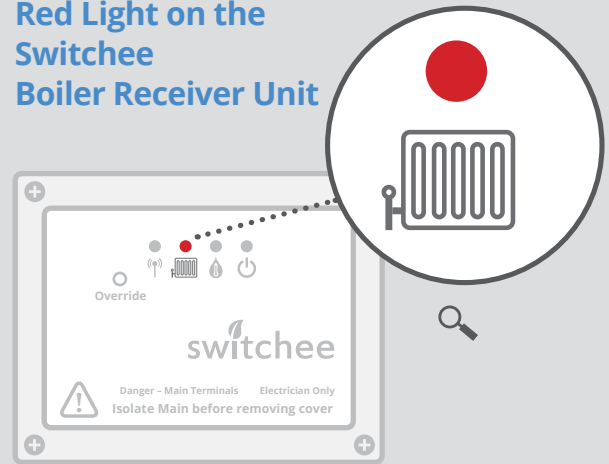
Turn your heating OFF

Repeatedly press the ➖ **button**
on the **Switchee thermostat** until
the **desired temperature** displayed centrally
is lower than the **current temperature**.

To completely turn the heating OFF
and to prevent the heating following any set timer,
press the ➖ **button** repeatedly
until 'OFF' is displayed.

Red Light on the Switchee Boiler Receiver Unit

Heating is ON
When the heating is turned ON,
a red light above the **Heating**
(radiator) icon will come ON,
indicating the boiler should be
providing heat.
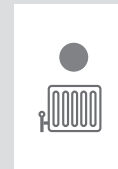
Heating is OFF
When the heating is OFF,
the red light above the **Heating**
(radiator) icon is OFF.

Controlling your hot water

The Hot Water Button
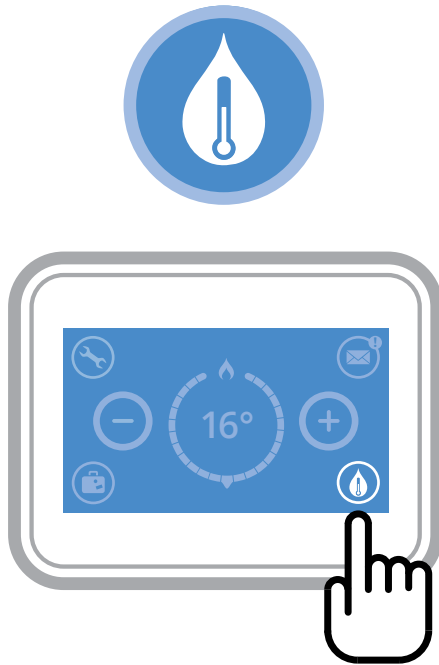
If your **Switchee thermostat** controls your hot water...

Turning Hot Water ON
On your **Switchee thermostat** press the **Hot Water button**. The **display** will then show 'Hot Water ON'.

Hot water
ON

Turning Hot Water OFF
On your **Switchee thermostat** press the **Hot Water button** again. The **display** will then show 'Hot Water OFF'.

16°

Hot water
OFF

Red Light on the
Switchee Boiler Receiver Unit

Boiler Receiver Unit

Override

switchee

Danger – Main Terminals   Electrician Only
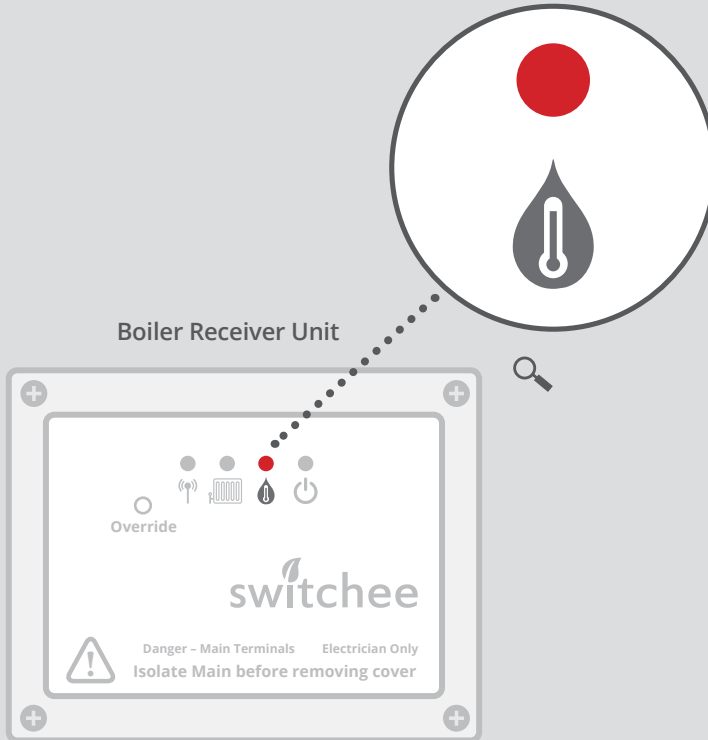Isolate Main before removing cover

When Hot Water is ON

When hot water is turned ON at the **Switchee thermostat**, this turns a red light ON above the **Hot Water** (water droplet) icon on the **Switchee Boiler Receiver Unit (BRU)**.
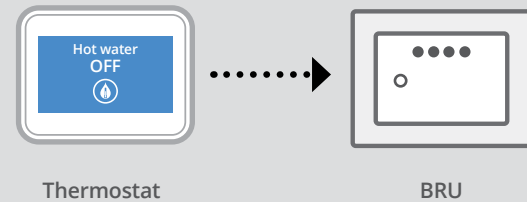
Hot water
ON

Thermostat

BRU
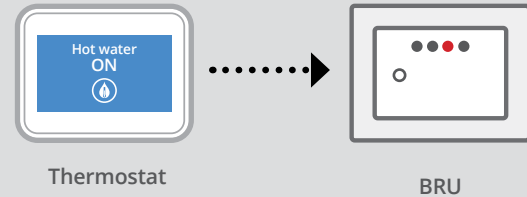
When Hot Water is OFF

When hot water is turned OFF at the **Switchee thermostat**, this turns a red light OFF above the **Hot Water** (water droplet) icon on the **Switchee Boiler Receiver Unit (BRU)**.

Hot water
OFF

Thermostat

BRU

Introduction to the Switchee Programmer

You can set up two time periods per day to program your heating and hot water. Alternatively, you can use **Switchee**'s pre-set profiles which are based on common times you might want your heating and hot water to be turned ON and OFF.

If the **Switchee** does not control your hot water, you don't have to worry
about the hot water-related controls
and instructions.

Accessing the Programmer

To programme your Heating and/or Hot Water first you need to touch your **Switchee Screen**. Then press the **Settings (spanner)** icon.
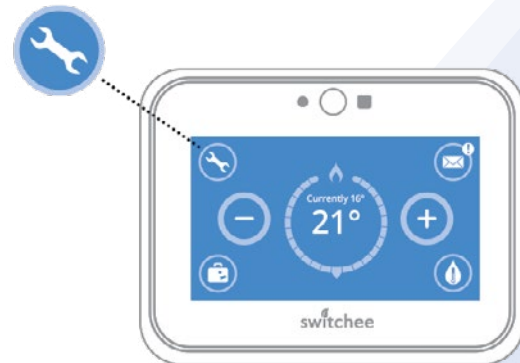
Programming your Heating
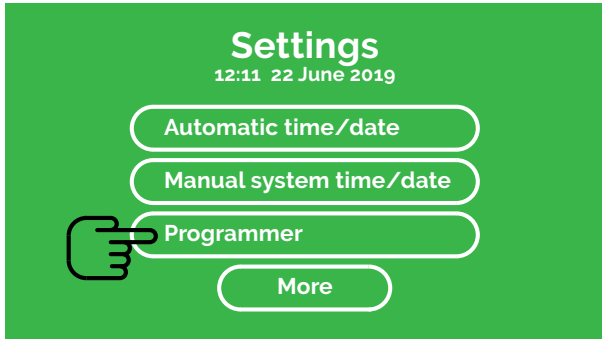
①

In the **Settings** menu select **Programmer**. This will take you to the
Profiles menu.
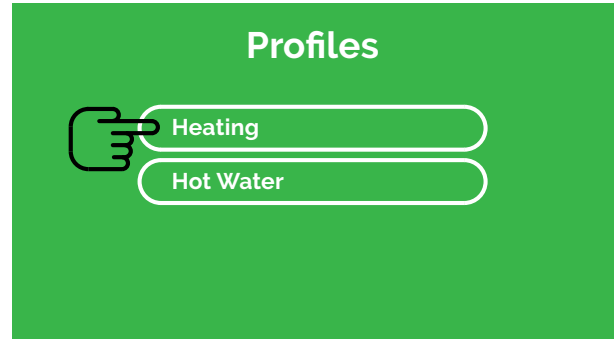
②

There you will see two options (if your hot water is controlled by **Switchee**).

Press **Heating**.
This takes you to the **Heating Profile** menu.

Heating Profile

Go to…

Set/Edit Heating Profile ●————————————● page 16

Delete Heating Profile ●————————————● page 20

View Heating Profile ●————————————● page 21

More ●————————————● page 22
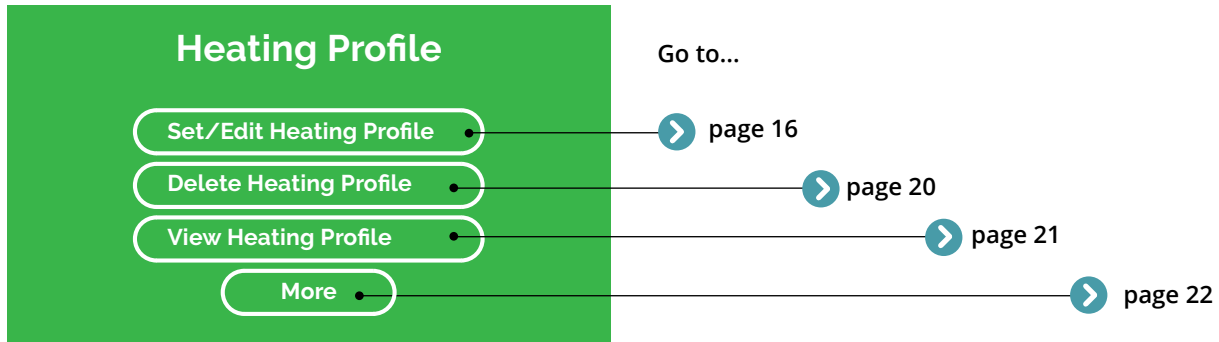
③

Here you can **Set/Edit**, **Delete** or **View** your own **Heating Profiles.** You can also find our **Pre-set Profiles** by selecting **More.**

Instructions for each action can be found on the pages shown.

Set/Edit your own Heating Profile

Day buttons

Heating Profile

Set/Edit Heating Profile

Delete Heating Profile

View Heating Profile

More
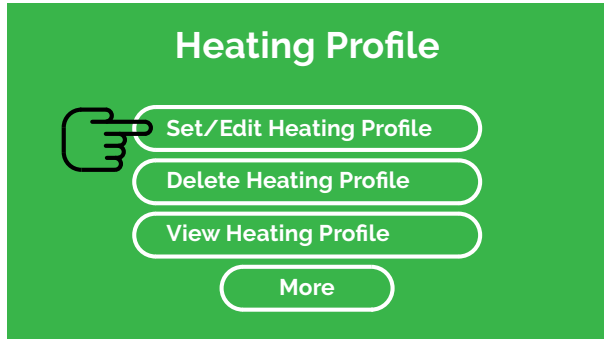
①

Go to the **Heating Profile** menu.
Select **Set/Edit Heating Profile**.

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |

ON 1   OFF 1   ON 2   OFF 2

Off
00:00

HELP   CLEAR   SAVE   BACK

②
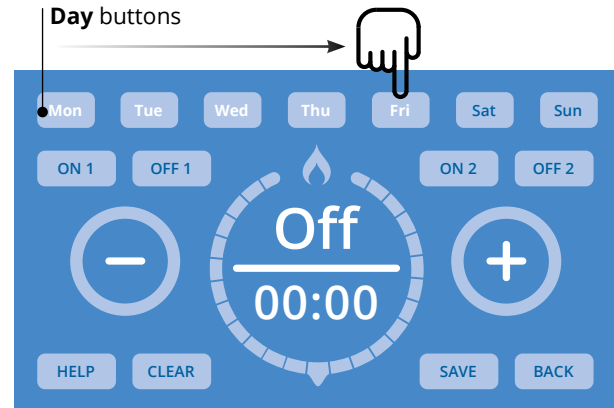
Press the **Day** button/s you would like to set
a **Heating Profile** for. Select multiple **Days** to set
a **Profile** for them all at once. The **Day(s)** you select
will flash white.

Period 1 area
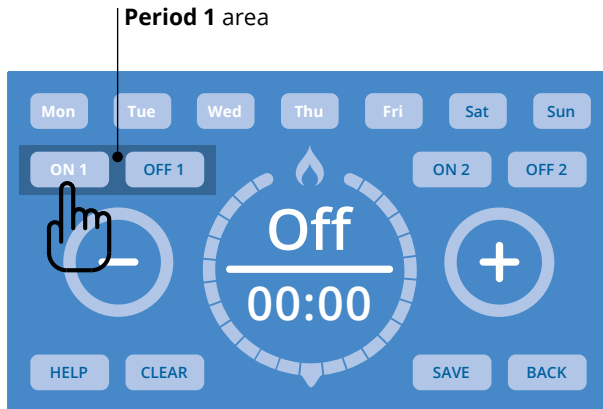
Temperature area

③

To program when you want your first heating period of the day to come on, press the **ON 1** button in the **Period 1** area.
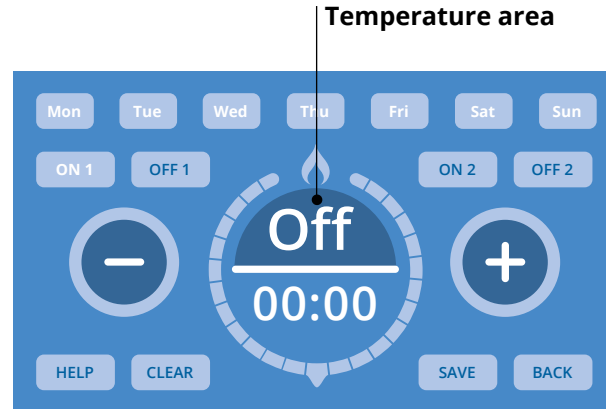
④

Press the **Temperature** area (shows **Off** as factory setting) inside the **Circle**. Use the ➕ / ➖ buttons to set your desired **Temperature**.

Time area

Period 1 area

⑤

Press the **Time** area and use the ➕ / ➖ buttons to set the **Time** (in 5 minute increments) – this is the time your heating will come ON.

Press **SAVE** to set these **Time** and **Temperature** settings.
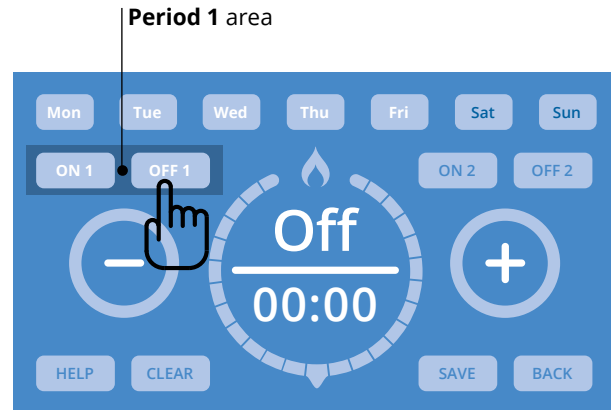
⑥

Now press **OFF 1** .

OFF 1 covers the settings for when you want your hot water OFF in the first period of the day.

Set the **Time** and **Temperature** settings you want for this period as you did in steps ④ and ⑤.

Period 2 area

⑦

To set a second period when your heating turns ON and OFF, use the **ON 2** and **OFF 2** buttons in the **Period 2 area.** Set these in the same way you did previously with the **ON 1 / ON 2 / Time / Temperature** buttons – as shown in steps ③④⑤⑥.

Then **Save** as before.

Function buttons

HELP

HELP button
Press to view **Switchee**'s contact information if you have any questions.

CLEAR

CLEAR button
Press to clear **TIME** currently shown.
Note: This will NOT clear all of your set **TIME/S**. To clear all of your set **TIME/S** return to the **Hot Water Profile** menu and press **Delete Hot Water Profile**.

SAVE

SAVE button
Press to save the **Profile** currently shown on your screen. If multiple **Days** are selected, the **Profile** will be saved for all selected **Days**. To view saved **Profile** follow instructions on page 17.

BACK

BACK button
Press to return to the **Profiles menu** without saving the **Profile**.

How to delete an existing Heating Profile

Heating Profile

Set/Edit Heating Profile

Delete Heating Profile

View Heating Profile

More

Do you want to clear all Heating settings?
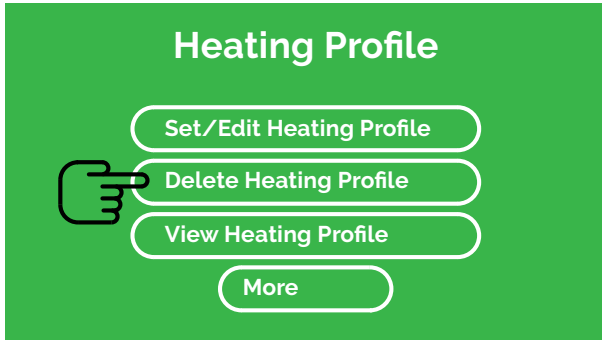
①

Go to the **Heating** menu.

Press **Delete Heating Profile**.

②
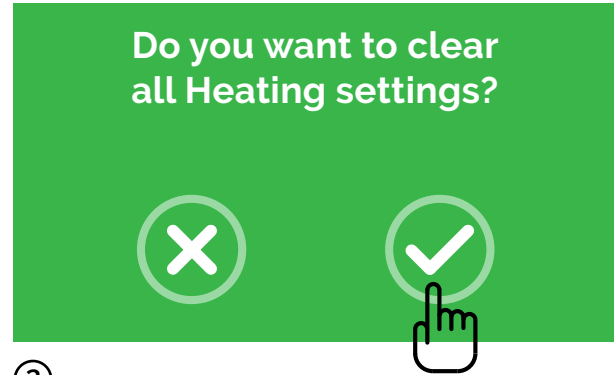
To delete all of your existing **Heating Profiles** press the **Tick** button.

Note: You will not be able to undo this action once it is completed.

How to view your Heating Profile

Heating Profile

Set/Edit Heating Profile

Delete Heating Profile

View Heating Profile

More

Mon | Tue | Wed | Thu | Fri | Sat | Sun

Tap on a day to view Profile timings/settings

Done

①
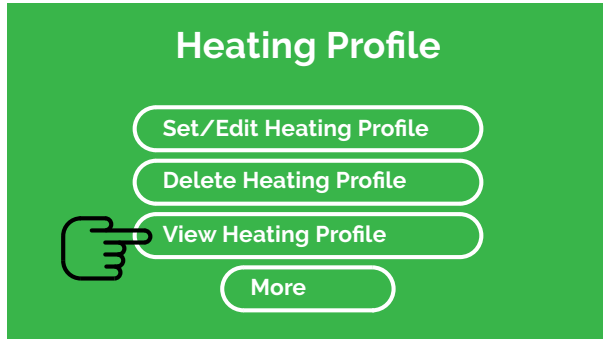
To view a **Profile** you have already set, go to the **Heating Profile** menu. Press **View Heating Profile.**
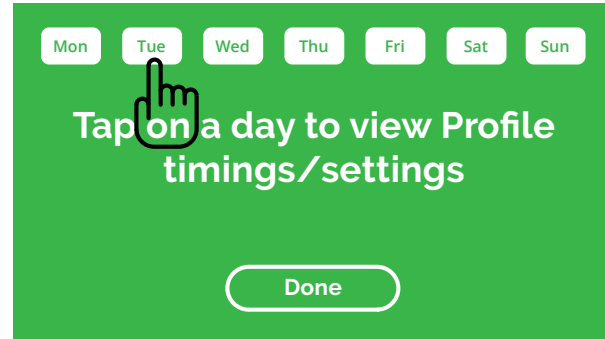
②

To view the **Profile** for each day, press the relevant **Day** button/s. To finish, press **Done**.

Using Switchee's Pre-set Heating Profiles

If you don't want to set and use your own heating profiles,
you can use **Switchee**'s **Pre-set Heating Profiles**.

Heating Profile

Set/Edit Heating Profile

Delete Heating Profile

View Heating Profile

More

Pre-set Heating Profiles

Home All Day

At Work
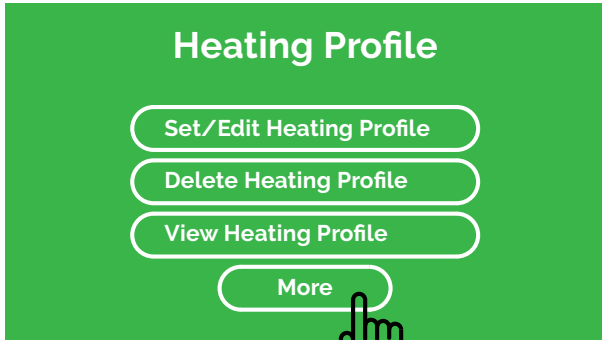
①

To access the **Pre-set Heating Profiles**
go to the **Heating Profile** menu**.** Press **More**.
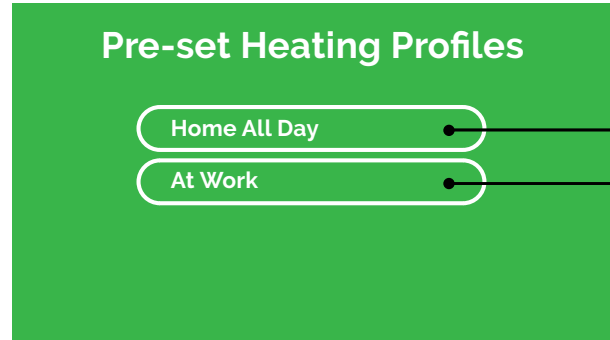
②

Select your preferred **Profile**. Profile details are
shown on the next page.

Warning: If you select a **Pre-set Heating Profile**
it will overwrite your existing **Profile**.

Home All Day

Monday – Sunday

☀	ON 09.00 21°C	
🌙		OFF 21.00 5°C

At Work

Monday – Friday

☀	ON 06.00 21°C	OFF 08.00 5°C
🌙	ON 17.00 21°C	OFF 21.00 5°C
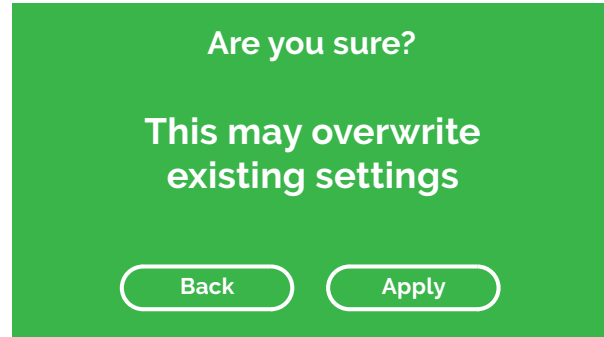
Are you sure?

This may overwrite existing settings

Back   Apply

③

A menu will appear with a warning:
– select **Apply** to proceed with the **Profile** you have chosen, or
– select **Back** to go back to the previous menu.

Programming your Hot Water

IMPORTANT
If the **Switchee** does <u>not</u> control your hot water,
ignore this section.

Settings
12:11 22 June 2019

- Automatic time/date
- Manual system time/date
- Programmer
- More

Profiles

- Heating
- Hot Water
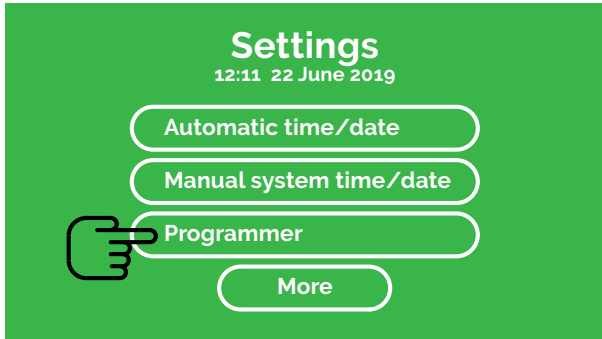
①

Activate your **Switchee** by pressing the **Screen**.
Press the **Settings (spanner** icon) button located at
the top-left of the **Screen**. In the **Settings** menu
select **Programmer** which will take you to the
Profiles menu.
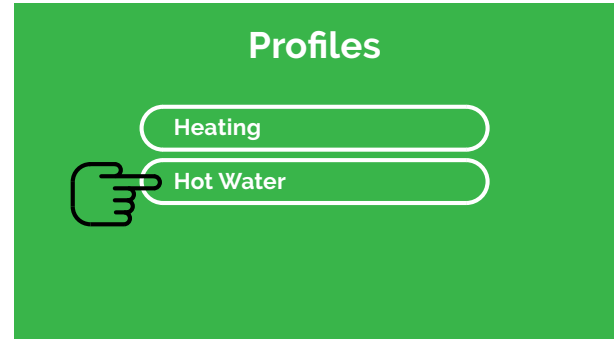
②

You will see two options (if your hot water
is controlled by **Switchee**).

Press **Hot Water**.
This takes you to the **Hot Water Profile** menu.

Hot Water Profile

Go to...

Set/Edit Hot Water Profile ———————— page 26

Delete Hot Water Profile ———————— page 30

View Hot Water Profile ———————— page 31

More ———————— page 32
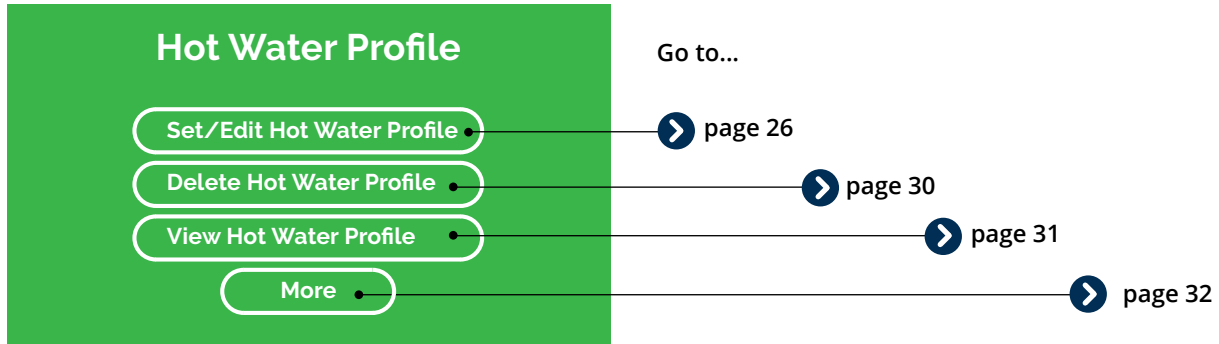
③

Here you can create/edit, delete or view your own **Hot Water Profiles.** To find our **Pre-set Profiles** select **More**.

Instructions for each action can be found on the pages shown.

Set/Edit your own Hot Water Profile

Day buttons

Hot Water Profile

Set/Edit Hot Water Profile

Delete Hot Water Profile

View Hot Water Profile

More

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |

| ON 1 | OFF 1 | | | | ON 2 | OFF 2 |

Off

00:00

| HELP | CLEAR | | | | SAVE | BACK |

①

Go to the **Hot Water Profile** menu.
Select **Set/Edit Hot Water Profile**.

②
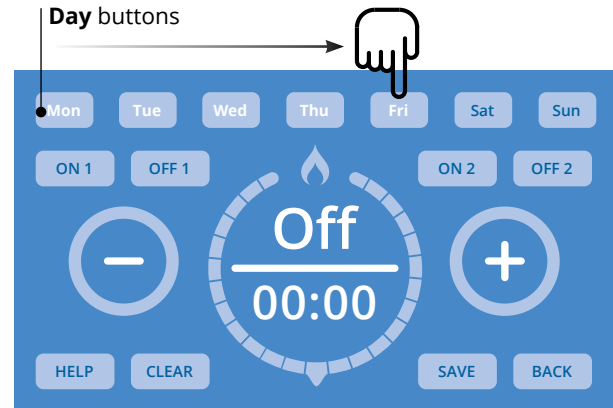
Press the **Day** button/s you would like to set
a **Hot Water Profile** for. Select multiple **Days** to set
a **Profile** for them all at once. The **Day(s)** you select
will flash white.

Period 1 area
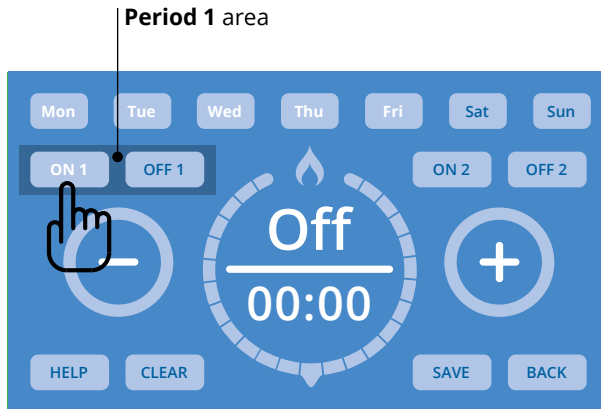
On / Off Area

③

Press the **ON 1** button to program when you want your first hot water period to turn ON.

④

Press the **On / Off Area** area (shows **Off** as factory setting) inside the **Circle**. Use the ➕ / ➖ buttons to set whether you would like the boiler On or OFF at that time.

Time area

Period 1 area

⑤

Press the **Time** area and use the ➕ / ➖ buttons to set the **Time** (in 5 minute increments) – this is the time your hot water will come ON.

Press **SAVE** to set these **Time** and **On / Off** settings.
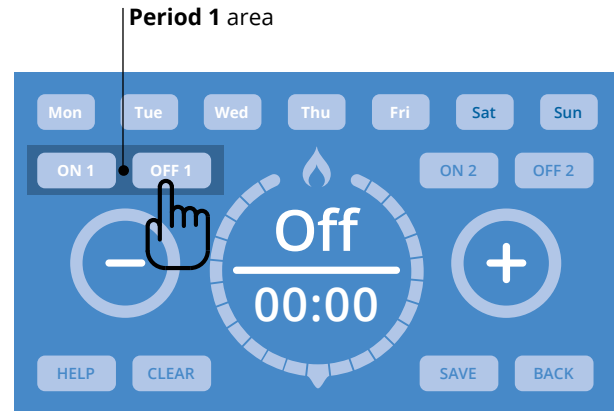
⑥

Now press **OFF 1** .

OFF 1 covers the settings for when you want your hot water OFF in the first period of the day.

Set the **Time** and **On / Off** settings you want for this period as you did in steps ④ and ⑤ .

Period 2 area

⑦

To set a second period when your hot water turns ON and OFF, use the **ON 2** and **OFF 2** buttons in the **Period 2 area.** Set these in the same way you did previously with the **ON 1 / ON 2 / Time / On / Off** buttons – as shown in steps ③④⑤⑥.

Then **Save** as before.

Function buttons

HELP

HELP button
Press to view **Switchee**'s contact information if you have any questions.

CLEAR

CLEAR button
Press to clear **TIME** currently shown.
Note: This will NOT clear all of your set **TIME/S**. To clear all of your set **TIME/S** return to the **Hot Water Profile** menu and press **Delete Hot Water Profile**.

SAVE

SAVE button
Press to save the **Profile** currently shown on your screen. If multiple **Days** are selected, the **Profile** will be saved for all selected **Days**. To view saved **Profile** follow instructions on page 31.

BACK

BACK button
Press to return to the **Profiles menu** without saving the **Profile**.

How to delete your Hot Water Profile

Hot Water Profile

Set/Edit Hot Water Profile

Delete Hot Water Profile

View Hot Water Profile

More

①

Go to the **Hot Water Profile** menu.

Press **Delete Hot Water Profile**.

Do you want to clear all Hot Water settings?

②
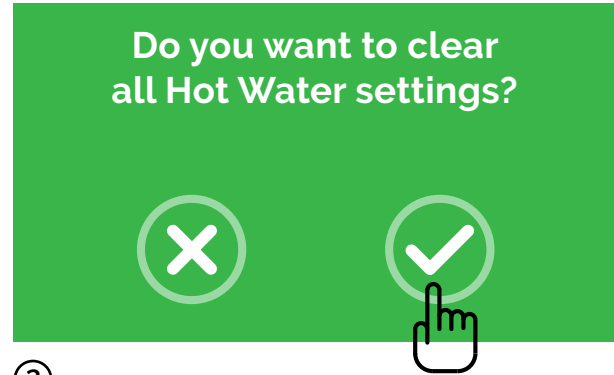
To delete all of your existing **Hot Water Profiles** press the **Tick** button.

Warning: You will not be able to undo this action once it is completed.

How to view your Hot Water Profile

Hot Water Profile

Set/Edit Hot Water Profile

Delete Hot Water Profile

View Hot Water Profile

More

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |

Tap on a day to view Profile timings/settings

Done

①
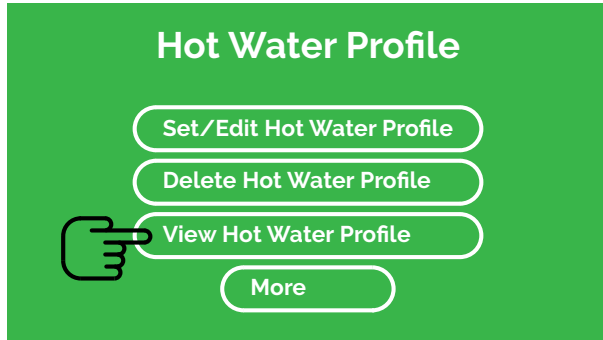
To view a **Profile** you have already set, go to the **Hot Water Profile** menu.

Press **View Hot Water Profile**.
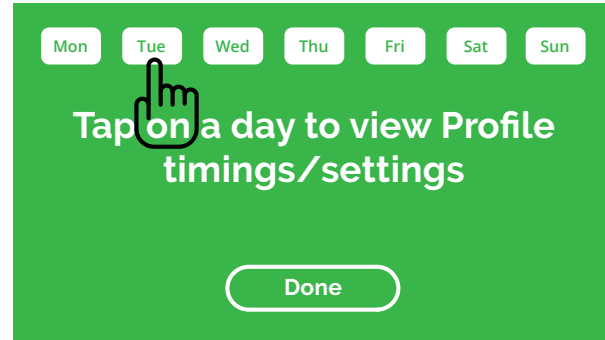
②

To view the **Profile** for each day, press the relevant **Day** button/s.

To finish, press **Done**.

Using Switchee's Pre-set Hot Water Profiles

If you don't want to create and use your own hot water profiles,
you can use **Switchee**'s **Pre-set Hot Water Profiles...**

Hot Water Profile

Set/Edit Hot Water Profile

Delete Hot Water Profile

View Hot Water Profile

More

(1)

Go to the **Hot Water Profile** menu.
Press **More**.

Pre-set Hot Water Profiles

Home All Day

At Work
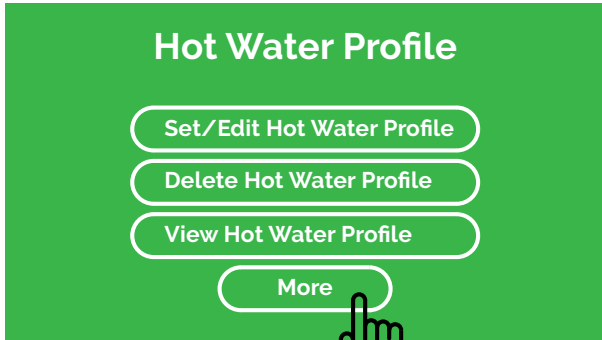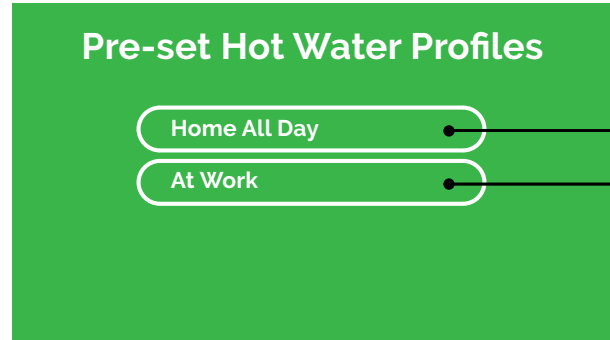
(2)

Then select your preferred **Profile**.

Warning: If you select a **Pre-set Hot Water Profile** it will overwrite your existing **Profile**.

Home All Day

Monday – Sunday

| ☀ | **ON** 0.800 | **OFF** 10.00 |
| 🌙 | **ON** 16.00 | **OFF** 18.30 |

At Work

Monday – Friday

| ☀ | **ON** 06.30 | **OFF** 07.30 |
| 🌙 | **ON** 16.30 | **OFF** 18.30 |
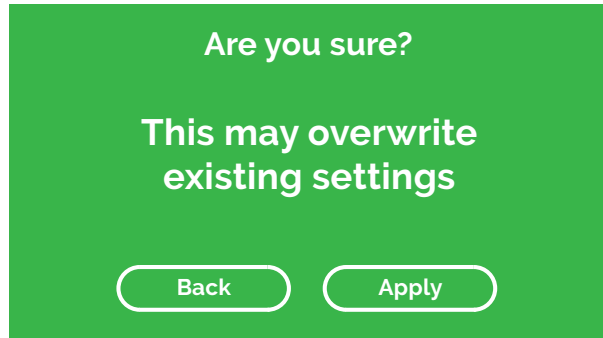
Are you sure?

This may overwrite existing settings

(Back) (Apply)

③

...a menu will appear with a warning:
– select **Apply** to proceed with the **Profile** you
  have chosen, or
– select **Back** to go back to the previous menu.

Frequently Asked Questions

"I'm used to having a timer control my heating/hot water, does the Switchee thermostat have one?"

Yes it is possible to set-up your timings for heating/hot water (should your device control this). This is accessed by the **Settings button** on the top-left of the **Switchee thermostat display**. Once you are in the Settings menu, please press the button called 'Programmer' and use the instructions in this pack to set a timer for your heating and hot water (if applicable).

"I have a timer set up, what happens if I change the temperature manually?"

Even if you have a timer programmed in, you still have manual control – should you require this. If your timer is ON and you change the temperature manually, **Switchee thermostat** will revert to your timer settings after approximately 3 hours.

"What is inside my Switchee thermostat ?"

Your Switchee thermostat contains five sensors – temperature, light, humidity, motion and air pressure which we use to optimise your heating and/or hot water.

"What happens when I go away, do I need to switch everything off?"

Please DO NOT turn off your boiler when you are away, but use the Switchee **Holiday Mode** to turn your heating off. Before you go away simply tap the **Holiday Mode button** on your **Switchee thermostat**. Enter the date you are leaving and the date you're returning. It will ensure the heating goes OFF and comes ON again accordingly. While you are away, the heating will only come ON if the temperature falls very low – in order to prevent frost damage. Alternatively, you can turn the **desired temperature** down to OFF using the ⊖ **button**. This ensures the heating remains OFF and will prevent any timer settings being followed.

"Does the Switchee thermostat use my internet connection?"

Switchee thermostat does NOT use your internet connection.
It has its own internet connection independent of your own personal connection.

"Does the thermostat control my hot water?"

In some installations, the **Switchee thermostat** controls the hot water as well as the heating. Press the **Hot Water button** (water droplet icon) in the bottom right of the **Switchee thermostat display** to turn this ON and OFF if this is the case.

"I have an issue with my Switchee, what should I do?"

First, check out our trouble shooting tips on the next page. If you are still having issues contact us.

"I have a question, who can answer it for me?"

If you cannot find the information in this booklet or on our website email us or call us and leave a message with your enquiry, including your address, contact details plus any other relevant information.

Contact us:
by email: **support@switchee.co**
by web: **www.switchee.co/residents**
by telephone: **0800 133 7957**

Troubleshooting

"My heating is not working"

If you have increased the **desired temperature** above that of the **current temperature**, check the **Switchee Boiler Receiver Unit** to ensure the red light above the **Heating** (radiator) icon is lighting up...

If it IS, but your boiler is NOT firing up...
this could indicate an issue with your boiler. Check that you have enough credit on your gas meter, then report the fault to your Housing Association. The **Switchee thermostat** is working correctly if the heating is turned ON and the red light above the **Heating** icon the **Switchee Boiler Receiver Unit** is ON.

If the red light has NOT come on...
press the **Override button** on the **Switchee Boiler Receiver Unit**. Does this cause the red light to come ON and your boiler to fire up? If it DOES, the override will give you back-up heating, but will need to be used to turn it OFF again. Telephone us and report it. If the **Override button** has NO effect, there could be an issue with your boiler or wiring. Call your Housing Association Fault Line and report this.

"My heating does not seem to be following my timer profile"

If you have a timer profile set-up, but your heating has NOT come on at the programmed time, check that the **desired temperature** on the **Switchee thermostat** has NOT been set to 'OFF'. If it has been set to 'OFF', this will override the profile. Press the ➕ **button** on your **Switchee thermostat** until you reach your **desired temperature**.

"There appears to be no power to my Switchee thermostat display screen"

If there is nothing showing on your **Switchee thermostat display** and it does NOT 'wake up' when you press it, check the power socket it is plugged into (if it is installed with a plug). If it is NOT, check that there is power to your boiler – as the **Switchee thermostat** runs off the boiler's power supply. Any other issues with your electricity or boiler supply will need to be dealt with by your landlord. If everything appears OK elsewhere, please contact us.

"My hot water doesn't come on"

If you manually pressed the **Hot Water button** on your **Switchee thermostat** and it displayed the 'HOT WATER ON' message, check the **Switchee Boiler Receiver Unit** to ensure the red light above the **Hot Water** (water droplet) icon is showing:

If it IS – and your water is NOT heating up...
this could indicate an issue with your boiler or hot water cylinder. Check that you have enough credit on your gas meter, then report the fault to your Housing Association. The **Switchee thermostat** is working correctly if the hot water is turned ON and the red light above the **Hot Water** icon on the **Switchee Boiler Receiver Unit** is ON.

If the red light has NOT come on...
press the **Override button** on the **Switchee Boiler Receiver Unit** a number of times until you see a red light above the **Hot Water** icon**.** Does this cause your boiler to fire up? If it DOES, the override will give you back-up hot water, but you will need to be used to turn it OFF again. You will need to contact us at Switchee to report this issue.

"My Switchee thermostat screen is frozen"

If it IS plugged into a wall socket...
turn the power OFF. Leave it for around 20 seconds and then turn it back ON again. After a few seconds, the device will reboot and should restore functionality. If it does NOT, press the back-up of the **Override button** on the **Switchee Boiler Receiver Unit** to operate your heating and, **if applicable**, hot water. Report the issue to us. If you restore functionality but the problem arises again, contact us.

If it is NOT plugged into a wall socket...
locate your boiler's power supply. Often called the 'Boiler Isolator' switch – it usually looks like a light-switch and is located near your boiler. Turn the boiler's power OFF for around 20 seconds then turn it back ON again. Alternatively, if you have a **Boiler Receiver Unit** press the the back-up of the **Override button** to operate your heating and, **if applicable**, hot water. Report the issue to us. If you restore functionality but the problem arises again, contact us.

Contact us:
by email: **support@switchee.co**
by web: **www.switchee.co/residents**
by telephone: **0800 133 7957**

switchee

🌐 www.switchee.co/residents

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YOUR DATA MATTERS

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