

switchee

The Smart Thermostat for
Affordable Housing



Welcome to
your new Switchee

Switchee User Guide

What is switchee ?

The smart thermostat...

Switchee is a smart, 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

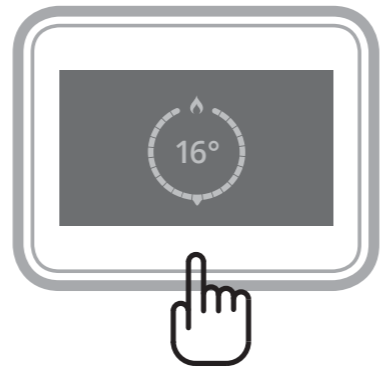


The Thermostat Display

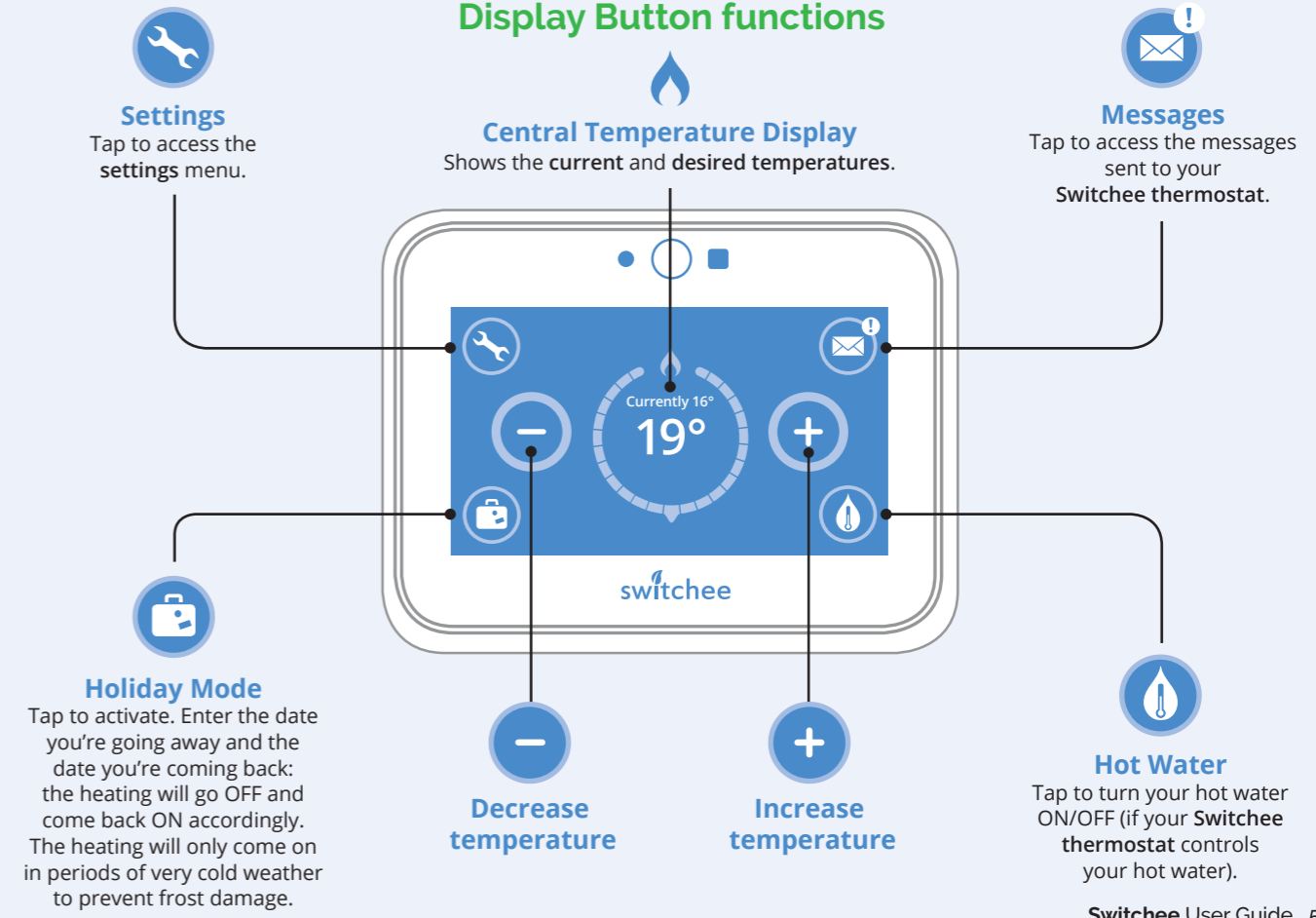
The touch-screen display on your Switchee thermostat is made up of a central temperature display surrounded by a number of 'tool' buttons. The functions of these buttons are shown on the page opposite.

Standby Mode

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

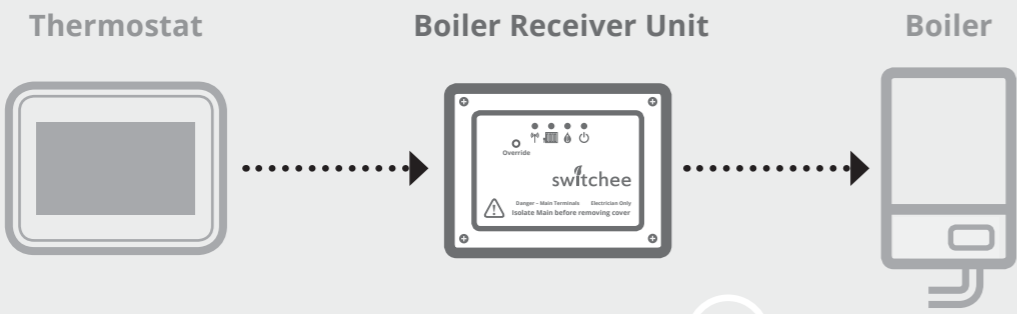


Display Button functions



The Switchee Boiler Receiver Unit

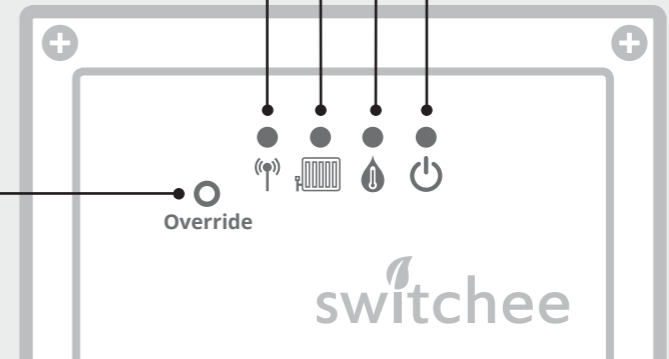
The **Switchee Boiler Receiver Unit** passes on heating/hot water commands from the **Switchee thermostat** to your boiler. It is connected to your boiler and is usually located near your boiler or hot water tank.



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

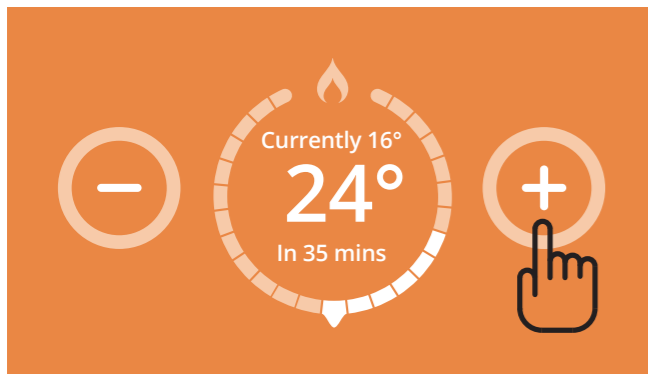
Wireless	Heating	Hot Water	Power
If your Switchee thermostat is installed wirelessly there will be a green light when connected.	When you put the temperature up the red light will come ON. It will turn OFF when the desired temperature is reached and/or the heating is turned OFF	If your Switchee thermostat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



Controlling your heating

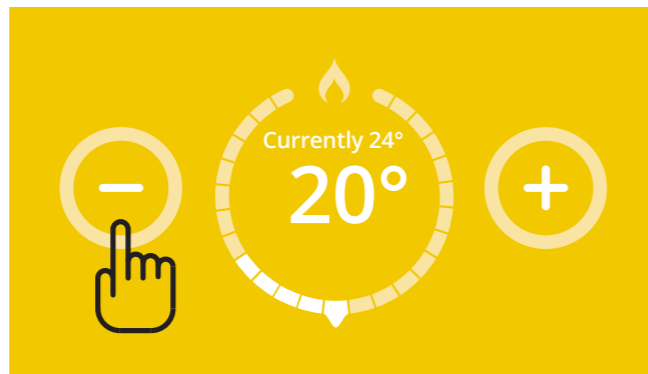
Increase your temperature



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

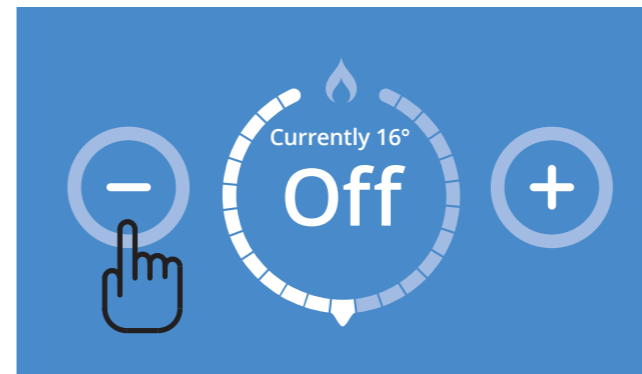
You will see the screen colour warm up as you raise the temperature. The display will also show how long it will take for your house to reach the new, higher temperature.

Decrease your temperature



To DECREASE the current temperature, repeatedly press the **-** button on the Switchchee thermostat until your desired temperature is displayed centrally.

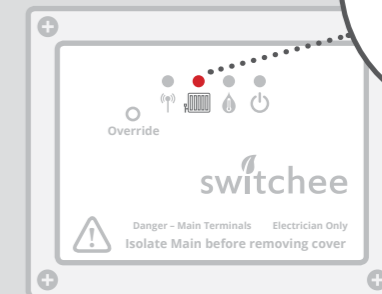
Turn your heating OFF



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

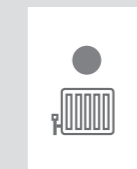
To completely turn the heating OFF and to prevent the heating following any set timer, press the **-** button repeatedly until 'OFF' is displayed.

Red Light on the Switchchee Boiler Receiver Unit



Heating 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.

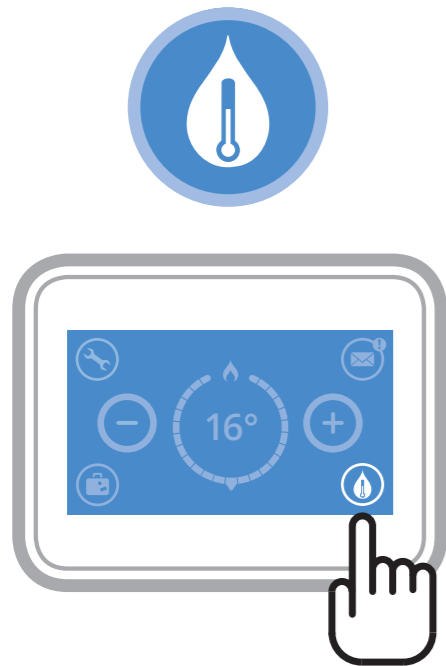


Heating OFF

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 Switchchee thermostat controls your hot water...

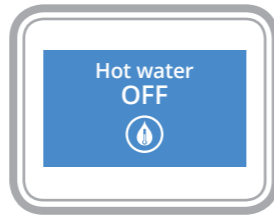
Turning Hot Water ON

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

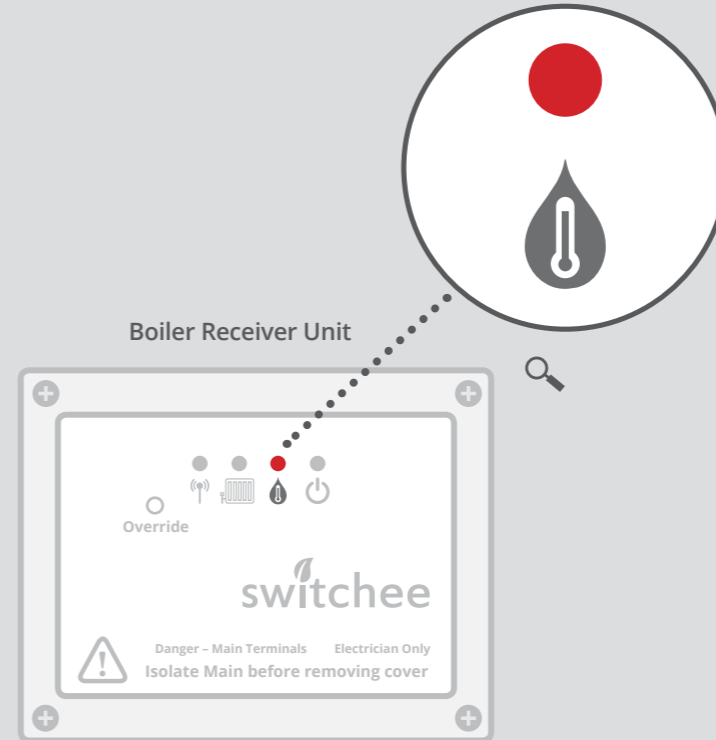


Turning Hot Water OFF

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

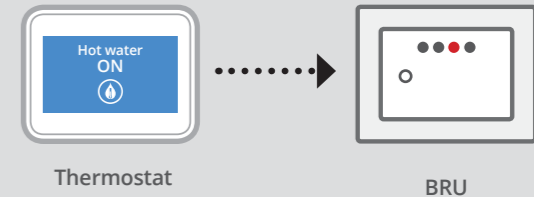


Red Light on the Switchchee Boiler Receiver Unit



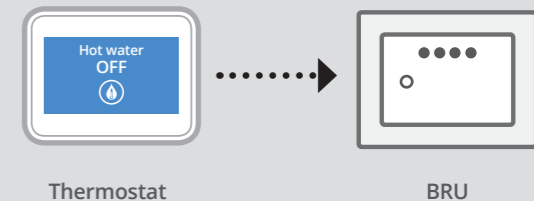
When Hot Water ON

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



When Hot Water OFF

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



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**. Please see separate instructions for this. Otherwise call us on **0800 133 7957** and let us know the timings you want and we can set this up for you.

“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.

“Is there a camera in my Switchee thermostat ?”

NO – each **Switchee thermostat** does have five sensors – for temperature, light, humidity, motion and air pressure.

“What happens when I go away, do I need to switch everything 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, then either: email us at support@switchee.co or submit a request via our webform at www.switchee.co/residents or telephone us on **0800 133 7957**.

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

If you cannot find the information in this booklet or on our website (www.switchee.co), email us at support@switchee.co or call us on **0800 133 7957** and leave us a message with your enquiry, including your address, contact details plus any other relevant information.



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 you have enough credit on your gas, then report the fault to your Housing Association. **With the heating turned ON and a red light ON above the Heating icon on the Switchee Boiler Receiver Unit**, it indicates the **Switchee thermostat** is working correctly.

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. Call **0800 133 7957**. 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, 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 email us at support@switchee.co or use our webform at www.switchee.co/residents or call us on **0800 133 7957**.

“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. First check that you have enough credit on your gas, then report the fault to your Housing Association Fault Line. **If the hot water is turned ON, and there is a red light above the Hot Water icon on the Switchee Boiler Receiver Unit**, it indicates that the **Switchee thermostat** is working correctly.

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. Call **0800 133 7957**.

“My Switchee thermostat screen is frozen”

Your display screen has become unresponsive:

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 by emailing us at support@switchee.co or by using our webform at www.switchee.co/residents, alternatively telephone us on **0800 133 7957**. 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 by emailing support@switchee.co using our webform at www.switchee.co/residents or calling **0800 133 7957**. If you restore functionality but the problem arises again, contact us.

switchee

 www.switchee.co/residents

 support@switchee.co

 Switchee Ltd, Base KX 103c Camley Street, London N1C 4PF

 0800 133 7957



ico.org.uk/yourdatamatters

