



Wiser™

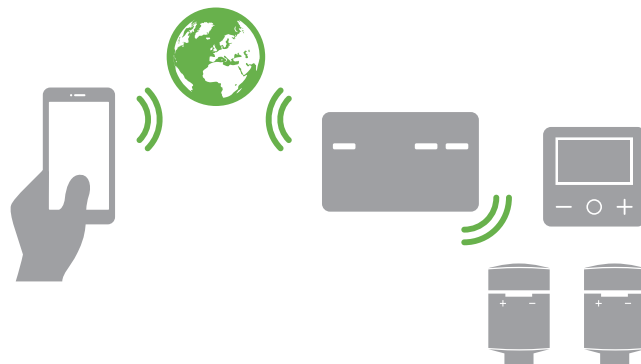
Life Is On

Drayton

by Schneider Electric

The easier, smarter heating system

Multi-zone heating made easy



User guide

Set-up and control

Smart heating for your home

Wiser is designed to be simple to install and simple to use from **Wiser Heat app** to thermostat.

The Wiser Heating System (heating system or simply “system”) can be personalised to suit your home and requirements to maximise comfort and energy savings.

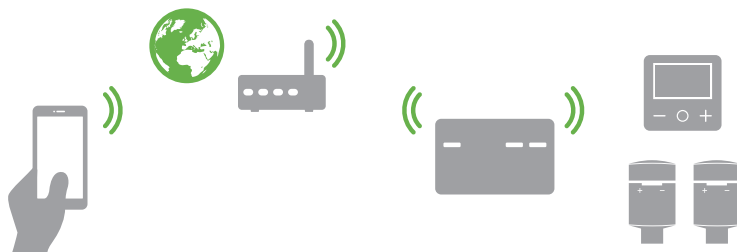
Start with a Wiser Room Thermostat (room thermostat) and then build your system by adding Wiser Radiator Thermostats (radiator thermostats) and Wiser Plugs (smart plugs) to individual rooms.

Three Wiser kits designed to get you started:

- Wiser Thermostat Kit 1 – for combi boilers
- Wiser Thermostat Kit 2 – for conventional boilers with a separate hot water cylinder
- Wiser Thermostat Kit 3 – for large properties with dual heating circuits

Choose one of two kits which include two radiator thermostats if you want to control the heating in each room individually:

- Multi-zone Kit 1 – for combi boilers
- Multi-zone Kit 2 – for conventional boilers with a separate hot water cylinder



Top features

- Easy to install
- Wireless room thermostat can be positioned anywhere in the room
- Up to 16 heating zones with hot water
- Auto Mode / Manual Mode / Away Mode
- Daily schedules with ‘copy day’ function
- Eight ON/OFF periods per day
- Quick boost function
- Automatic frost protection
- OpenTherm® Technology
- Automatic software upgrades

User guide

This guide provides an overview of the Wiser system, guides you through the set-up process and offers information about Wiser products.

Installation guide

To ensure correct and safe installation, always refer to the installation guide.

Three steps are required to allow you to set-up and control your heating system from wherever you are.

The Wiser Heat Hub[®] (Heat Hub[®]) should be installed by a qualified electrician or heating engineer before these steps are performed. Have on hand your heating devices (room thermostats and radiator thermostats) and your smart plugs.

Connect your mobile device to the Heat Hub[®]

Download the *Wiser Heat app* onto your mobile device. Run it and follow its step-by-step directions to connect your mobile device to the Heat Hub[®]. [Have a look at Connect your mobile device -> page 8.](#)

Join devices to the Heat Hub[®]

With your mobile device connected to the Heat Hub[®], add heating devices to the heating system and define the rooms in which they are or will be located.

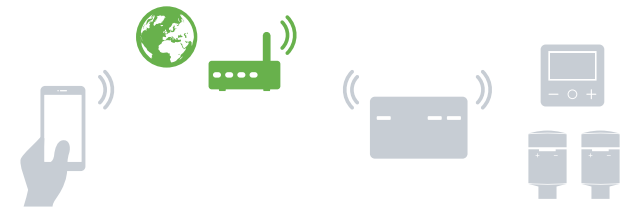
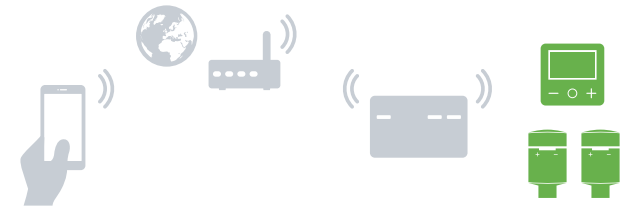
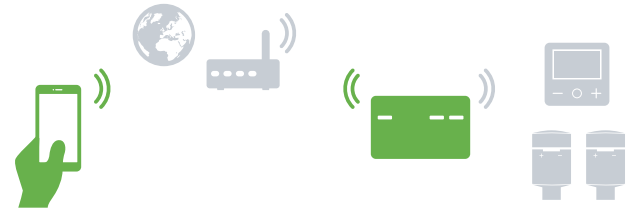
If you are a professional installer, upon completing this step, you can hand over the system to your customer for the last step, connection to the internet.

[Have a look at Join devices to the Heat Hub -> page 9.](#)

Connect it all to the internet

Once all the heating devices have been joined to the heating system and their location identified, you will be prompted to leave Join Mode and create and register an account. This will allow you to control your heating and hot water from anywhere in the world through the cloud. [Have a look at Connect it all to the internet -> page 14.](#)

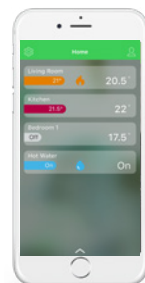
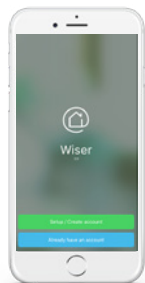
Note that with the account registration, you will be prompted for your email and residential address. The residential address is required for features such as Eco Mode to work correctly.



I need to know how to ...

Wiser system

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Wiser Radiator Thermostat



Wiser Room Thermostat



Wiser Plug



Wiser Heat Hub^R



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Wiser Radiator Thermostat



Wiser Room Thermostat



Wiser Plug



Wiser Heat Hub[®]



Please Note

*Screens shown in this guide may vary from those displayed in different **Wisier Heat app** versions*

Step 1: Download the Wisier Heat app

Download the **Wisier Heat app** for your mobile device from the App Store[®] or Google Play[™].

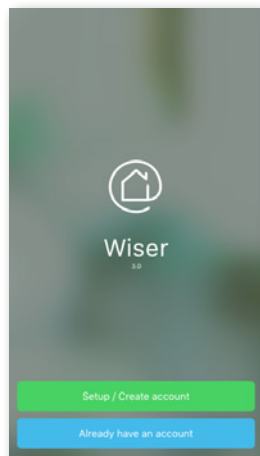


- ➡ Search for **Wisier Heat**
- ➡ Download the **Wisier Heat app**

✎ Your Heat Hub^R must be installed by a qualified electrician or heating engineer according to the Installation Guide. Upon successful installation of the Heat Hub^R the Set-up LED will show a solid green light.

Now you must establish and configure a new system. Start by connecting your mobile device with the Heat Hub^R.

- ➡ Open the **Wisier Heat app**
- ➡ Tap **Set-up / Create Account**



Wisier Heat app

The **Wisier Heat app** guides you through the whole set-up process. This guide can also provide information about specific steps.

System requirements

The **Wisier Heat app** is available for Apple[®] iOS and Android[™] mobile devices. Due to the large number of mobile devices available on the market, compatibility cannot be guaranteed with every model. The mobile device must fulfil the following minimum technical requirements:

Android[™] Version 4.2 or higher

Apple[®] iOS 9 or higher

The **Wisier Heat app** for tablets will be available at a later date.

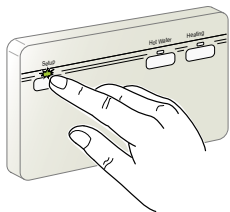


Step 2: Connect your mobile device to the Heat Hub^R

The following instructions show you how to connect your mobile device to the Heat Hub^R via a temporary Wi-Fi network set-up by the Heat Hub^R.

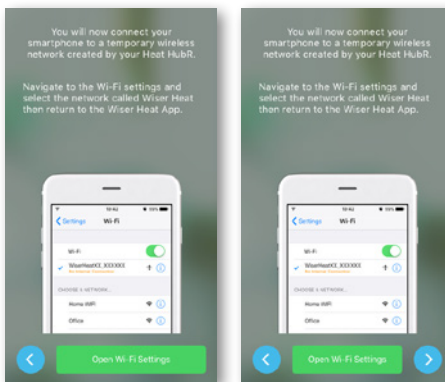
First select the Heat Hub^R you wish to set up. Do the following to activate set-up Mode:

- ➡ Press the **Set-up** button.



The LED will flash green when Set-up Mode is active.

- ➡ Return to the **Wiser Heat app**
- ➡ Tap **Next**



iOS

Android

- ➡ Open the Wi-Fi settings on your mobile device (for Android users the **Wiser Heat app** will take you to the Wi-Fi settings automatically)
- ➡ Select the network called **WiserHeat XX_XXXXXX** and connect to it
- ➡ Switch back to the **Wiser Heat app** (not necessary for Android users)
- ➡ Tap **Next**

The mobile device and the Heat Hub^R are now connected.




Heat Hub^R Set-up Mode

The Heat Hub^R Set-up Mode stays active for 15 minutes. After 15 minutes of no activity, the Heat Hub^R goes back to the normal operating mode.

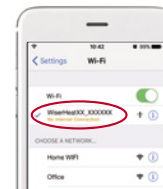
If you are still setting up your system when this happens, go through the set-up steps again. You can activate the Heat Hub^R Set-up Mode at any time.

Do you need to change your Wi-Fi network? Do you have a new broadband provider? Have a look here: [How to change the Wi-Fi network -> page 55](#)

Navigate to the Wi-Fi settings

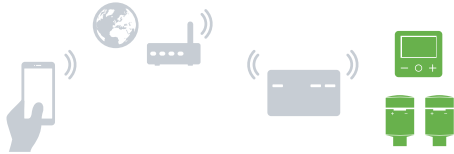
In most cases, you will find the Wi-Fi settings as a sub-menu in the settings of your mobile device .

Apple[®]



Android[™]

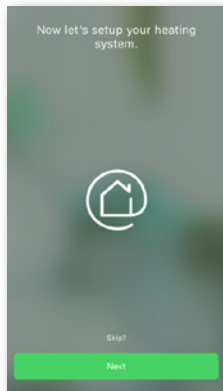




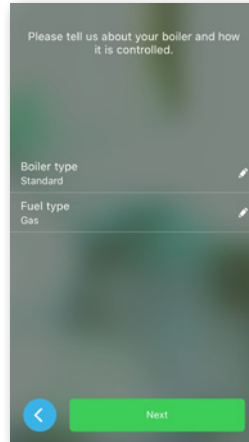
Step 3: Join devices to the Heat Hub^R

The following instructions show you how to join devices to the Heat Hub^R in order to set up your heating system. Do this by adding room thermostats and radiator thermostats, assigning them to rooms, and adding smart plugs.

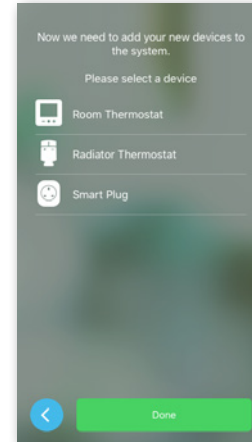
- ➡ To start joining from the screen below, tap **Continue (or Next)**



- ➡ Choose your boiler type and fuel type then tap **Next**



- ➡ Tap **ON** the device you wish to add
- ➡ Follow the on-screen instructions



Have a look at:

- [Add a room thermostat -> page 10](#) and follow the on-screen instructions
- [Add a radiator thermostat -> page 11](#) and follow the on-screen instructions,
- and [Add a smart plug -> page 12](#) and follow the on-screen instructions


+ _____
 Not sure where to place the radiator thermostats? Have a look here: [Installing your Wiser Multi-zone Kit -> page 49..](#)

Add a Room Thermostat

The room thermostat must be joined to the Heat Hub^R as follows:

Insert the batteries and join the network

- ➡ Insert the batteries into the room thermostat.

 Ensure the batteries are correctly orientated. The polarity (+ and -) is indicated on the device and the batteries.



- ➡ Close the battery compartments.

- ➡ Follow the messages on the room thermostat's display to join the network.
- ➡ Press **O** to initiate the connection.



No network found? The Heat Hub^R has timed out

If the Heat Hub^R Set-up Mode has timed out (the Setup LED shows a solid green), repeat the set-up step.

No network found? The Heat Hub^R is still in Set-up Mode

If the Heat Hub^R is still in Set-up Mode (the Setup LED is flashing green), then the room thermostat is too far away from the Heat Hub^R. In this case, choose another location for the room thermostat or install a smart plug as a RF signal range extender. Have a look at: [Getting to know the smart plug -> page 47](#)

Place/Mount the Room Thermostat

The *Wiser Heat app* assigns this room thermostat to the named room.

Place this room thermostat in the room, either on the wall or on the provided desk stand.



Do you want to move the room thermostat to another room?

Have a look here: [Moving the room thermostats ->page 55](#)

Join devices to the Heat Hub^R

Add a Radiator Thermostat

The radiator thermostat must be joined to the Heat Hub^R as follows:

Insert the batteries and join the network

- ➔ Insert the batteries in the radiator thermostat.
- ✎ Ensure the batteries are correctly orientated. The polarity (+ and -) is indicated on the device and the batteries.



The device is ready for joining when:

- left/right LEDs flash red/blue
 - central LED shows a solid orange
- ➔ Twist and hold the cap in the + direction until the central LED flashes green.

Install the Radiator Thermostat

The radiator thermostat comes with two valve adapters:

- Valves with a M30x1.5 threaded connection
 - Danfoss RA valves
- ➔ Install the radiator thermostat on the radiator using a valve adapter.



- ➔ Twist the cap in the - direction and hold for 2 seconds until the blue LED lights up.

Note: The radiator thermostat now calibrates the radiator valve. If you forget this step, the radiator thermostat will automatically calibrate the radiator valve after 5 minutes. Calibration takes only a few seconds.

No network found? The Heat Hub^R has timed out

If the Heat Hub^R Set-up Mode has timed out (the Setup LED shows a solid green), repeat the set-up step.

No network found? The Heat Hub^R is still in Set-up Mode

If the Heat Hub^R is still in Set-up Mode (the Setup LED is flashing green), then the radiator thermostat is too far away from the Heat Hub^R. In this case, install a smart plug as an RF signal range extender. Have a look at: [Getting to know the smart plug -> page 47](#) For other options, contact Drayton Customer Service.

Valve adapter

The two included valve adapters work with the vast majority of radiator valves.

If however, neither work with your radiator valves, consult the [Valve Adapter Guide](#) on the Drayton website. After reviewing this guide, if you still need assistance please contact Customer Services at the number indicated on the last page of this guide.

Installation guide

To ensure correct and safe installation, always refer to the installation guide.

Add a Wiser Plug

Please note that a smart plug is not assigned to any particular room and will work in any wall socket it is plugged into.

WARNING

Ensure that the appliance being controlled does not exceed the capacity of the smart plug. Refer to the information on the back of the smart plug and the printed documentation supplied with it.



- ➡ Insert the smart plug into the wall socket where it is to be used.

The device LED will flash blue three times indicating the device has not yet joined the Heat Hub^R.

- ➡ Press and hold the ON/OFF button for two seconds until the LED flashes blue.
- ➡ When prompted by the *Wiser Heat app*, enter a descriptive name for the smart plug such as "Table lamp".

No network found? The Heat Hub^R has timed out

If the Heat Hub^R Set-up Mode has timed out (the Setup LED shows a solid green), repeat the set-up step.

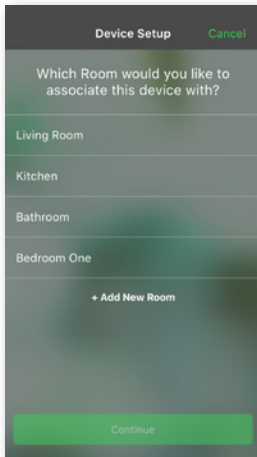
No network found? The Heat Hub^R is still in Set-up Mode

If the Heat Hub^R is still in Set-up Mode (the Setup LED is flashing green), then the smart plug is too far away from the Heat Hub^R. In this case, choose another location for the smart plug. Have a look at: [Getting to know the smart plug -> page 47](#)
For other options, contact Drayton Customer Service.

Select a channel of a three-channel Heat Hub^R

If you are using a **Heat Hub^R Three Channel**, you must assign the room thermostats to the appropriate channels. Channel one and three are used for the heating circuits. Channel two is used for the hot water circuit.

To ensure the system works correctly, you must know which rooms are on which heating circuit. Ask your installer if you are unsure of this information.



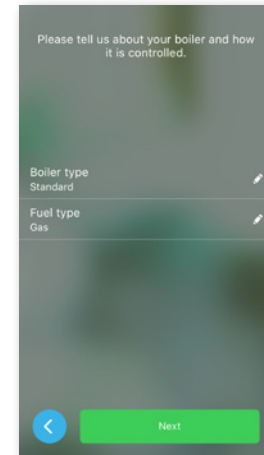
Do you have an OpenTherm[®] boiler?

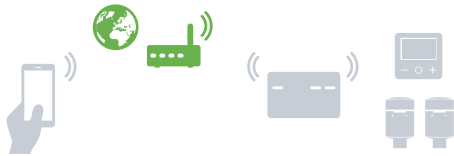
You must first adapt or rewire the OpenTherm installation to the Heat Hub^R for Wiser to detect the OpenTherm connection.

For further information and help for installation, have a look here: [How to connect Open Therm](#) -> page 56

Gas, oil or electric?

To control your room temperature properly, it is necessary to know if the heating system is gas, oil or electric. If you are uncertain, keep the default settings. You can change this parameter later in **Settings**.





Step 4: Join the Heat Hub^R to your home Wi-Fi

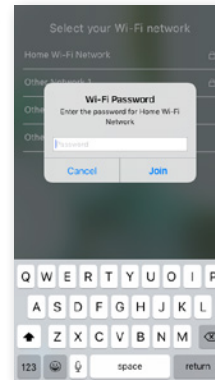
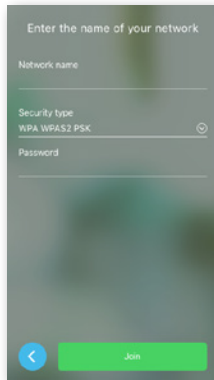
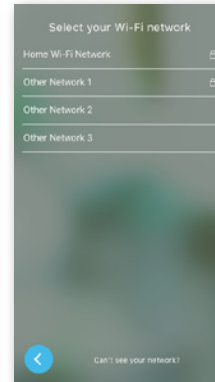
This step connects the Heat Hub^R to your home Wi-Fi network so the heating system can be controlled from any mobile device over the internet.

Note: All information entered on the following screens is required to enable remote control from your mobile device.

- ➡ Select your home Wi-Fi network and enter the password.
- ➡ Tap *Join*.

If your Wi-Fi network is not displayed:

- ➡ Tap *Can't see your network?*
- ➡ Type your network-related information on the displayed screen.
- ➡ Tap *Join*



Change the home Wi-Fi

If you change broadband providers, you can switch to another Wi-Fi network at any time. When the Wiser system detects an existing connection, you are asked if you want to change the Wi-Fi network.

Have a look here: [How to change the Wi-Fi network -> page 55](#)

Account registration

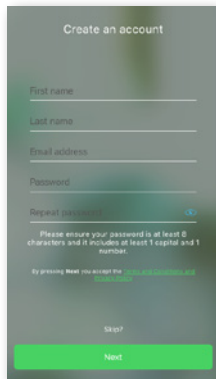
You must create and register your account to control your Wiser system via the internet.

Create your account

➡ Enter your name, email address and a password.

✎ Only a secure password will be accepted and must have at least:

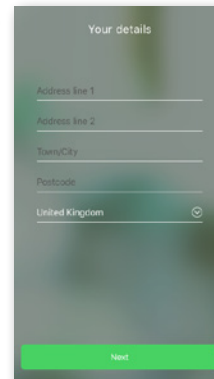
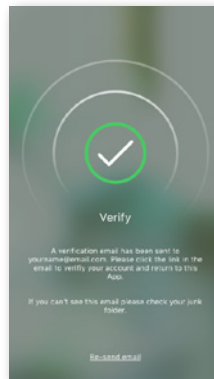
- Eight characters
- One upper-case letter and
- One number



Verify your data

A verification email with our Terms & Conditions as well as a link will be sent to the email address you have provided. Follow the request to confirm your email address by clicking on the link.

After the home details have been input on the following screen, you will be able to control your heating system (and hot water) from any location.



Enter your home details

Enter your residential address so the Eco Mode feature can work properly.

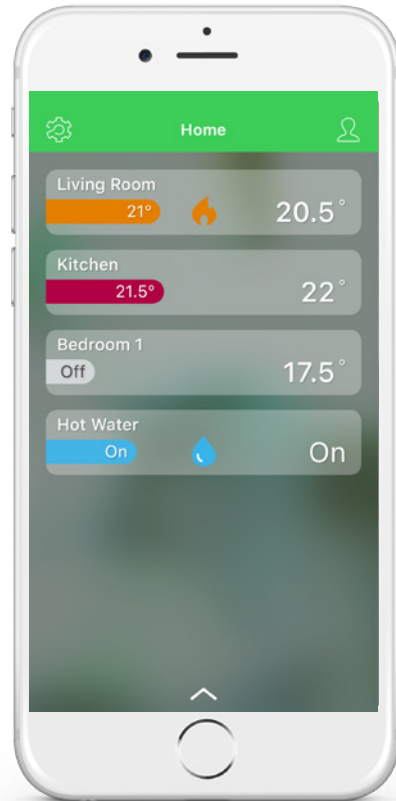
No verification email received?

- Check your spam folder
- You may have entered your email address incorrectly. In this case, create and register your account again. All other settings remain.

More than one mobile device

To control your heating system from additional mobile devices, download and install the *Wiser Heat app* and log in using the same email address and password.

I need to know how to ...

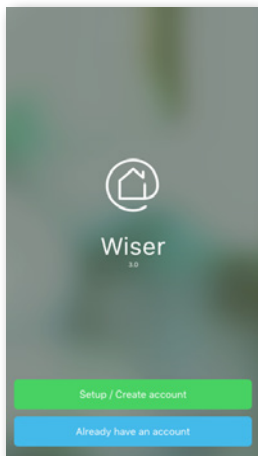


First access - Good to know

Customise your set-up with the *Wiser Heat app* so you can:

- Change the set-point temperatures
- Set the schedules
- Boost a room temperature and more

- ➔ Open the *Wiser Heat app*
- ➔ Set up an account as described on [page 15](#) or tap Already have an account
- ➔ Enter your email address and password
- ➔ Tap *Login*



Auto Mode, Manual Mode and Away Mode

The heating system and hot water can run in three different modes.

Auto Mode: The heating system is fully controlled and triggered by your schedule. Once the schedule is set, Auto Mode will manage your system daily. You can create or modify new events at any time. When you access the *Wiser Heat app* for the first time, Auto Mode is active by default.

Manual Mode: Switch to Manual Mode to control your heating system manually over a period of time (e.g. during a party). During this time, only manual changes will be accepted and the schedule will be ignored. You can return to Auto Mode at any time.

Away Mode: When active, all rooms fall back to the Away temperature (default 16°C). If you have a two or three channel Heat Hub[®], the hot water will be turned OFF. Away Mode overrides Auto and Manual Modes, however for Manual Mode the set-point temperature will only go to the Away temperature if it is higher than the Manually set temperature. When Away Mode is active, it is still possible to manually change the set-point temperature and boost individual rooms. It is also possible to boost or manually turn the hot water ON.

The defaults

When you access the *Wiser Heat app* for the first time, it is running in Auto Mode, and all scheduled events are pre-programmed for every room. If you want to make changes to the default schedule, change the times and/or temperatures so that the schedule fits accordingly.

Monday – Friday		Saturday – Sunday	
Time	Temp	Time	Temp
6:30 am	20.0°C	7:00 am	20.0°C
8:30 am	16.0°C	9:00 am	18.0°C
4:30 pm	21.0°C	4:00 pm	21.0°C
10:30 pm	Off*	11:00 pm	Off*

Pre-programmed schedule

* Only frost protection is active

Do you want to change the schedule? Have a look at: [Two ways to access the schedule -> page 27](#)

Home view and what it displays

Overview of rooms, set-point temperatures and heating status.

Meaning of the colours:

Red	Warm	21.5 – 30 °C
Orange	Comfort	17.5 – 21 °C
Yellow	Cool	5 – 17 °C
Grey	Heating Off	

The screenshot shows the 'Home' view of a heating control app. At the top is a green header with a settings gear icon on the left, the word 'Home' in the center, and an account icon on the right. Below the header are four room cards: 'Living Room' (orange bar, 21° setpoint, 20.5° current), 'Kitchen' (red bar, 21.5° setpoint, 22° current), 'Bedroom 1' (grey bar, 'Off' status, 17.5° current), and 'Hot Water' (blue bar, 'On' status, 'On' current). A hand icon points to the 'Bedroom 1' card. At the bottom is a white arrow icon pointing up.

- Settings
- Account
- Current room temperature
- Tap anywhere in this area to switch to the related Room view. In the Room view, you can change the room schedule or boost the room temperature, etc.
- Status of hot water
- Tap here to pull up smart plug menu

Room view and what it displays

Go back to previous screen (only on iOS devices)

Room/Area to control. Swipe to the left/right to switch between rooms.

Current room temperature

Tap to open the boost menu. With the boost feature you can temporarily increase the room temperature by 2°C. Choose between 30 minutes, 1 hour, 2 hours or 3 hours. Boost can be stopped at any time by tapping the time icon again.

Boost = OFF

Boost = ON

Current set-point temperature

Go to Home screen

If the room temperature is lower than the desired set-point temperature, the heating is ON.

Depending on the room temperature and the heating status, the circle line will change its colour.

Meaning of the colours:

Red	Warm	21.5 – 30 °C
Orange	Comfort	17.5 – 21 °C
Yellow	Cool	5 – 17°C
Grey	Heating Off	

Tap to open the schedule or to toggle between Auto and Manual Mode.

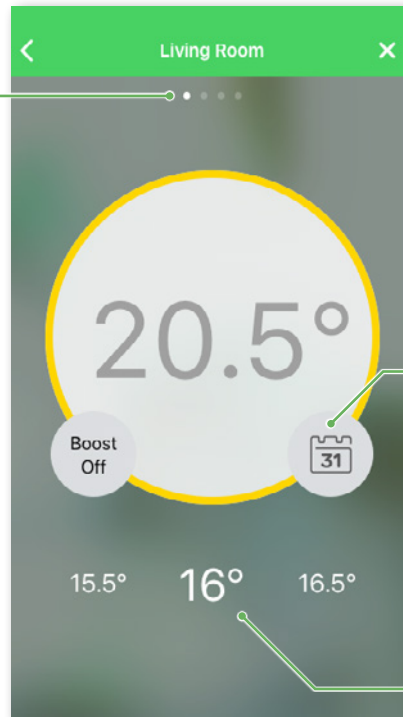
Heating = Auto Mode

Heating = Manual Mode

Note: As long as Away Mode is active, you cannot select Auto or Manual Mode. Tap on the X to go back to the *Home view* to de-activate *Away Mode*.

Set the room temperature

Select the room in which you want to set a new room temperature.



- Man Edit
- Edit your schedule
- Switch to Manual Mode

- Auto Edit
- Edit your schedule
- Switch to Auto Mode

What will happen if your system is in:



Auto Mode

The new set-point will continue to be active until the next scheduled event.



Manual Mode

Any set-point changes made with the slider will continue to be active until the next time the slider is used.



Away Mode

The new set-point will continue to be active until Away Mode is deactivated. Afterwards it goes back to its Auto or Manual status depending on which one was active when Away Mode was activated.



Slide to the left/right to manually increase/decrease the current set-point temperature.

Boost the room temperature

Select the room in which you want to set a new room temperature.



Tap to open the boost menu.

With the boost feature you can temporarily increase the room temperature by 2°C. Choose between 30 minutes, 1 hour, 2 hours or 3 hours.

Boost can be stopped at any time by tapping the time icon again.



Boost = OFF

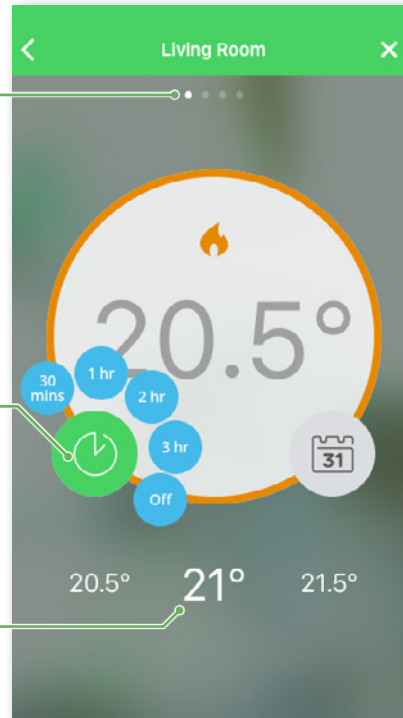


Boost = ON

If the boost is active, you can adjust the set-point temperature at any time.



Slide to the left/right to manually increase/decrease the current set-point temperature.



There are three ways to change the room temperature:

From your Room Thermostat

- By setting a new set-point temperature
- By boosting you can increase the temperature and choose the time

From your radiator Thermostat

- By boosting you can increase or decrease the temperature. The boost time is always 1 hour.

Overview of boosts

	Temperature	Time
Wiser Heat app	+ 2°C	Selectable
Room Thermostat	+ 2°C	Selectable
Radiator Thermostat	+ / - 2°C	Fixed, 1 hour

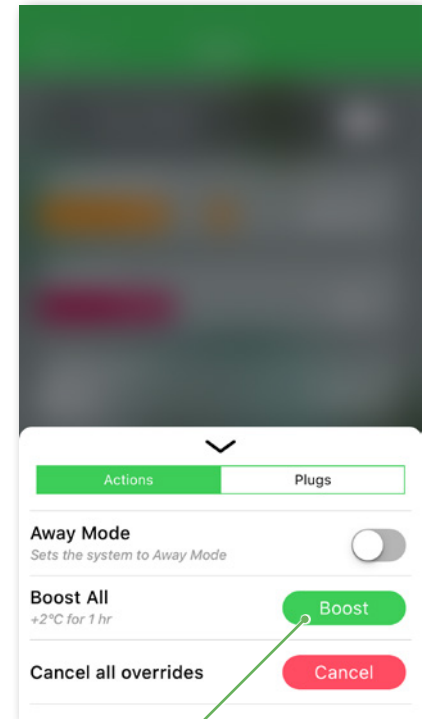
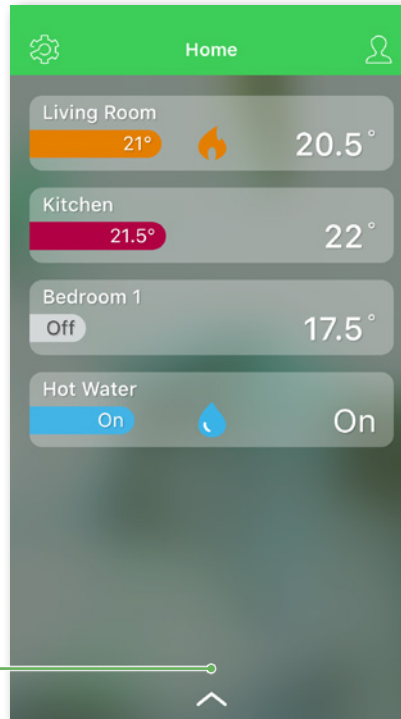
Boost All room temperatures

Boost All

Boost All will apply a boost of +2°C for 1 hour to every room in the system. It won't affect hot water in any way. As a 'Global' feature this has been added to a new tab in the pull up sheet .

Boost All doesn't boost Hot Water. Boost all doesn't boost Smart Plugs

Go on the pull up sheet & then select Boost All

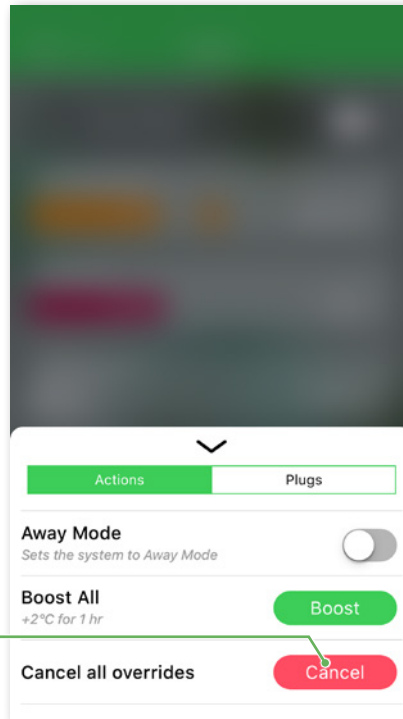


Cancel All Overrides

Cancel All overrides will put all heating back under 'system control' meaning that if you've selected Boost All, or even if you've boosted or manually overridden a room setpoint individually, this will cancel the override and put all rooms back to their scheduled setpoints.

Cancel All overrides won't impact hot water overrides.

The Cancel All overrides option won't be displayed if there are no active overrides.



Away mode

Away Mode

The default temperature and hot water status for Away Mode can be modified under **Settings/Away Mode**.

Once activated, all rooms return to the Away temperature (default 16°C), the Away Mode toggle will change from grey to green and the rooms and hot water will display their Away mode values. If you have a two or three-channel Heat HubR, the hot water will be turned OFF if you have activated this option on the Away Mode screen.

When Away mode is active, only rooms that have set-point temperatures higher than the Away mode temperature will be affected. For example, if a given room is set to 5°C, Away Mode will not force it to the Away temperature.

While Away Mode overrides Boost, Auto and Manual Mode, it is still possible to manually change the set-point temperature and boost individual rooms after activating Away Mode. It is also possible to boost or manually turn the hot water ON.

If one or more rooms have an active Boost at the time Away Mode is activated, the Boost will still remain active but Away Mode will limit the temperature of these rooms to the Away Mode value if Boost temperatures are higher than the Away Mode temperatures. Upon deactivating Away Mode, if any given Boost is still active, each respective room will resume observing the Boost temperature until expiry.

Note: The default Away temperature can be changed under [Settings -> page 30](#)

From here you can also select whether or not hot water should be turned OFF when Away mode is active.

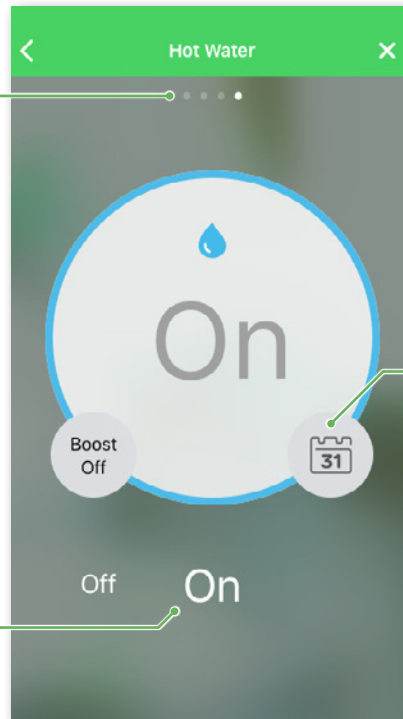
Tap at the bottom of the Home screen to bring up the smart plug menu. To couple a smart plug to Away Mode, have a look at [Operate smart plug -> page 47](#)

Account

Tap on the Account icon to access the [Account menu -> page 33](#)

Controlling hot water

Select screen for Hot Water



What will happen if your system is in:



Auto Mode

The set status will continue to be active until the next scheduled event.



Manual Mode

The set status will continue to be active until the next time the slider is used.



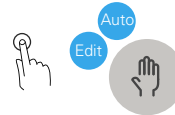
Away Mode

The set status will continue to be active until Away Mode is deactivated. Afterwards it goes back to Auto or Manual status depending on which one was active when Away Mode was activated.

You can manually switch the hot water ON or OFF by swiping left or right.



- Edit your schedule
- Switch to Manual Mode



- Edit your schedule
- Switch to Auto Mode



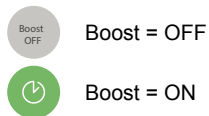
The Hot Water screen is only visible if you use either the two-channel *Heat Hub*[®] or the three-channel *Heat Hub*[®].

Boost hot water

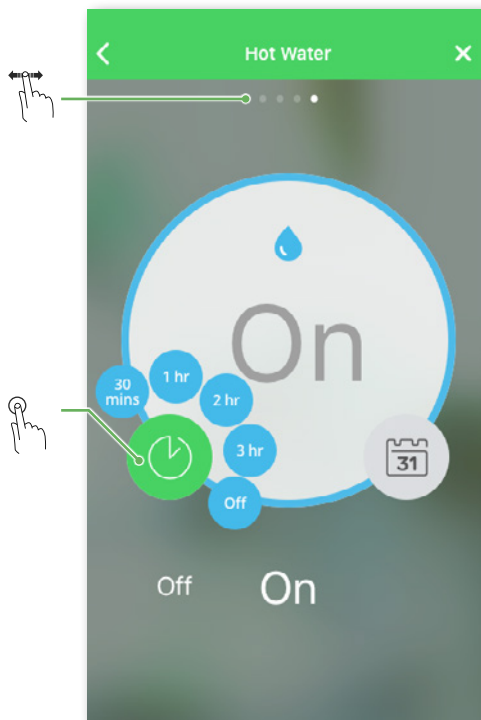
Boost lets you temporarily switch ON hot water outside of scheduled events.

Tap to choose the boost duration. You can select either 30 minutes, 1 hour, 2 hours or 3 hours.

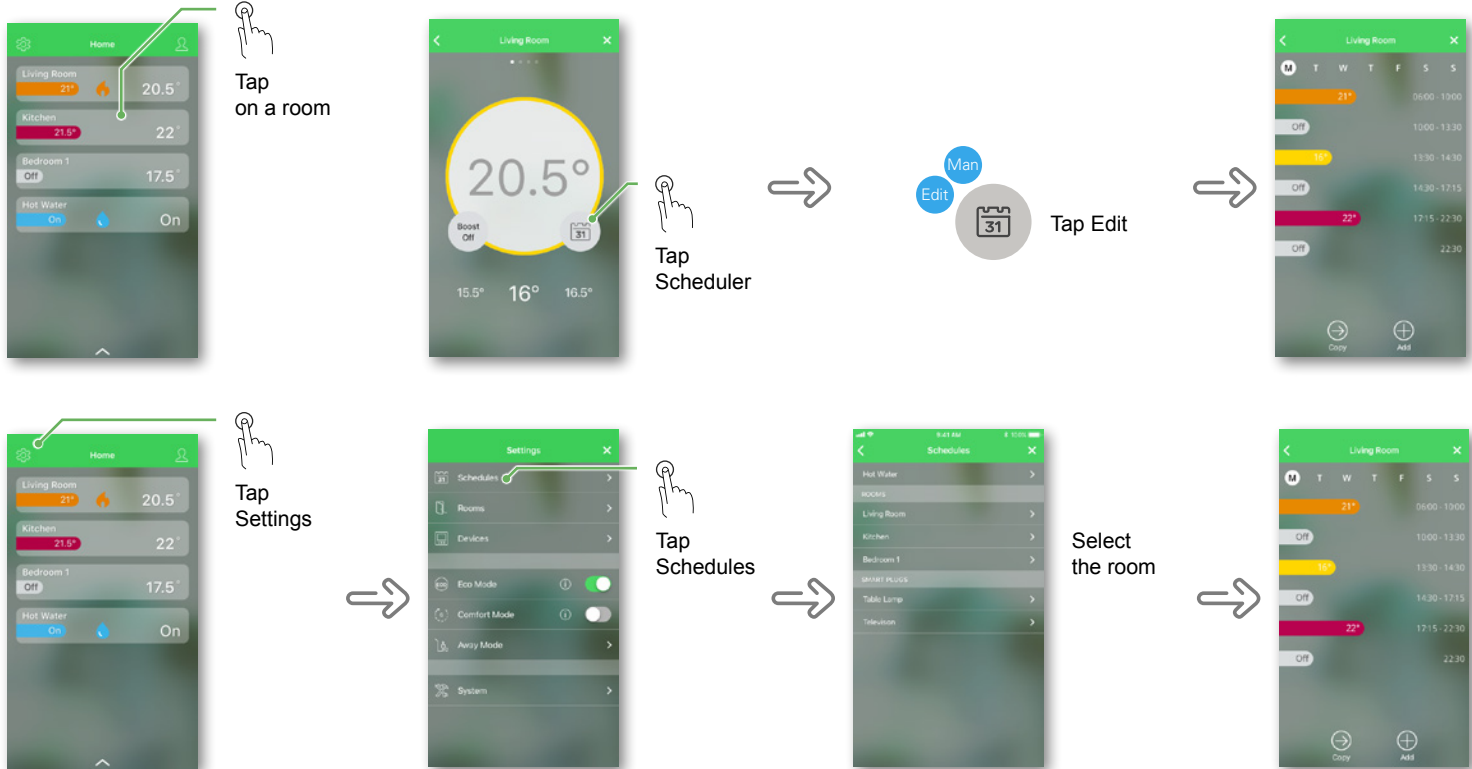
Boost can be stopped at any time by tapping the time icon again.



Select screen for Hot Water



Two ways to access the schedule



How to edit the schedules

As part of the set-up process, you added rooms and assigned devices to them. Each room has its own schedule, which is independent of the other rooms. If your daily routine is similar throughout the week, you can set the schedule for the room for the whole day then use the **Copy** function to copy the schedule to each day you select for this room. Alternatively a different schedule can be defined for each day.

Set an event

An event is a set change to the room temperature for a specified amount of time. An event consists of a start time and the desired temperature. One day can have up to eight events.

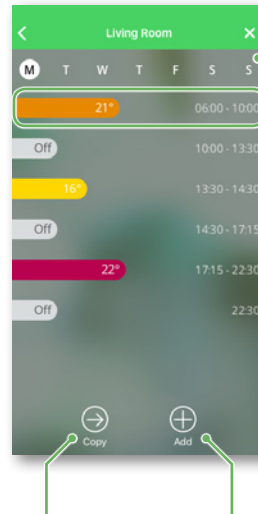
Smart plug schedules

Smart plug schedules are slightly different than the other schedules. Have a look at: [Scheduling the smart plug -> page 48](#)



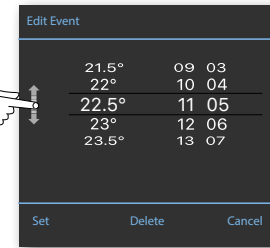
Defaults

With your first access to the **Wiser Heat app**, you will find pre-defined events in all schedules. If the events match your daily routines, you do not need to change the schedule. Have a look at: [The defaults -> page 17](#)



Select the day

Tap anywhere in this area



You define the start time. The end time will be set to the start time of the next schedule event.

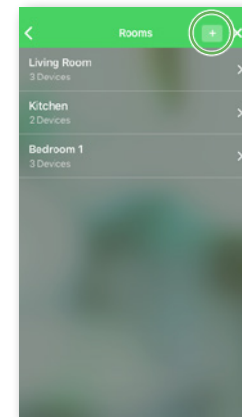
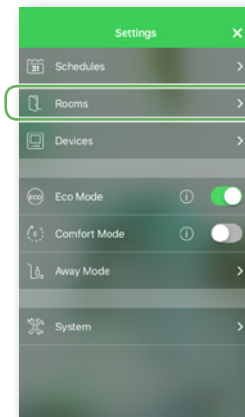
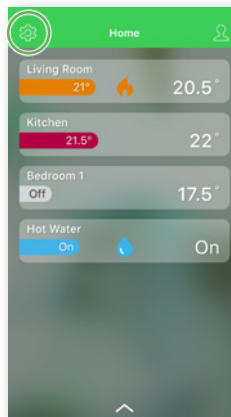
Copy the schedule of a day

Add an event

- Select the days to which you would like to apply the same schedule and **Save**.
- Edit your desired room temperature and set the start time.

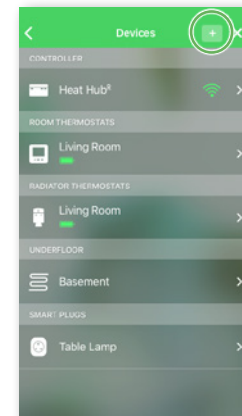
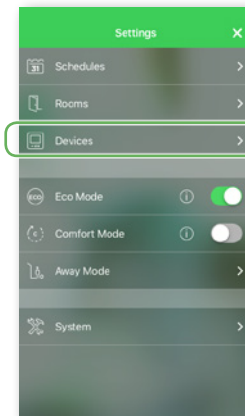
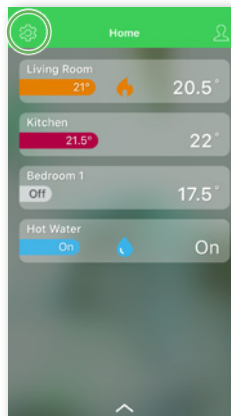
How to add a new room

- ➡ From the Home screen Select the **Settings cog wheel icon**
- ➡ Tap **Rooms**
- ➡ Tap '+' located in the top right corner of the **Rooms screen**
- ➡ Follow the on-screen instructions



How to add a new device

- ➡ From the Home screen Select the **Settings cog wheel icon**
- ➡ Tap **Devices**
- ➡ Tap '+' located in the top right corner of the **Devices screen**
- ➡ Follow the on-screen instructions



What can I do in settings?

Schedule

View and edit the heating, hot water and smart plug schedules. Take a look at: [How to edit the schedules ->page 28](#)

Rooms and devices

The Rooms and Devices sections allow you to view and make changes to rooms and devices respectively. The Room view lists all devices by Room and the Devices view lists devices by device type.

In these two sections you can do the following:

- Rooms: add, remove, rename
- Devices: add, check firmware, identify, move it to another room, remove it from a room, remove it from the system
- General: check if a device has lost the RF signal to the hub

Eco Mode

Eco Mode is designed to save you money and maximise the efficiency of your heating system by automatically adjusting the time the boiler turns OFF. It is based on the outside temperature and the characteristics of your home. Take a look at: [Eco Mode ->page 51](#)

Comfort Mode

Comfort Mode is a smart feature that ensures the set-point temperature is reached by the time the heating is scheduled to come on.

[Comfort Mode ->Page 53](#)

Away Mode

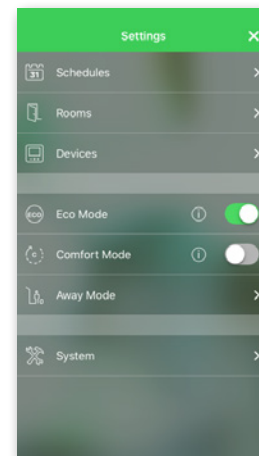
Change the default set-point temperature (OFF ... **16°C** ... 30°C).

Change the default hot water status (**ON/OFF**), this option is available if you are using a 2 channel or 3 channel Heat Hub[®].

If several smart plugs have been installed, individual smart plugs may be selected to switch OFF the electrical appliances connected to them when Away Mode is activated. When so selected, a smart plug will turn OFF the electrical appliance connected to it when Away Mode is activated regardless of if there exists a schedule for it or not. When Away Mode is deactivated, the smart plug will return to its schedule if one exists or to its state immediately before Away Mode was activated.

System

- Find information about system time and date
- Define time zone
- Wi-Fi network to which the Heat Hub[®] is connected
- App version



Frost protection: If the set-point is set to OFF, the heating system will automatically regulate the room temperature to 4°C if required.

Valve protection: To prevent valve sticking, every 14 days from the point of installation, the radiator thermostat will fully open, and then fully close at 11 a.m.

Rooms

This screen shows a list of your rooms and how many devices each room contains. From this screen you can add a new room by tapping on the “+” button in the top right corner.

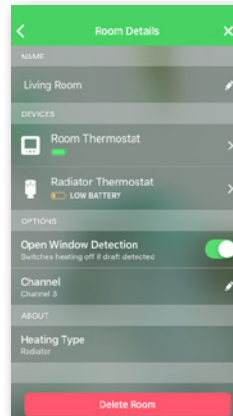
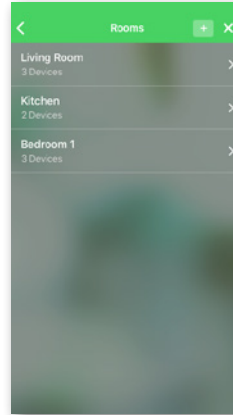
Room Details

Tapping on one of the rooms on the Rooms screen will bring up the Room Details screen.

On this screen you can edit the room name; delete the room; select a device for which to view details (see subsequent page); and activate/deactivate the Open Window Detection feature (see below).

- ➔ Select **Pen** to edit the room name
- ➔ Toggle **Window open detection** to activate the feature
- ➔ Tap **Delete room** to delete the room

Note: If you have a 3-channel heating relay, you can change the channel to which the room is assigned.



Open Window Detection

Open Window Detection is an energy saving feature. When a radiator thermostat detects an open window in a room it will close the radiator valve fully for a period of ten minutes to avoid heating the room unnecessarily. The feature is available only for rooms with a radiator thermostat.

Open window events can be detected after the radiator thermostat has been calling for heat to the room for a period of two minutes. After two minutes of heating, an open window event is triggered if the temperature of the room decreases by a set threshold in one minute.

After 10 minutes the system will reset the Open Window Detection and the radiator thermostat will resume normal operation. A new open window event can be detected again after calling for heat to the room for two minutes.

Activation/deactivation is done on a per-room basis. An open window event is indicated on the room screens in the app by an open window icon with the set-point temperature set to Off as well as the call-for-heat flame being suppressed.

The feature can be deactivated for a specific room, such as when drying clothes or if a room is exceptionally draughty or because of a personal preference.

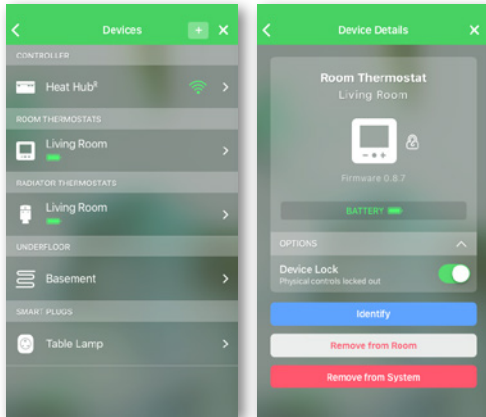
Devices

The Devices screen lists all devices sorted by device type. To add a new device just tap on the + button in the top right corner.

For the Heat Hub[®] the Wi-Fi signal strength is indicated on this screen. A 'no signal' state is indicated by a red exclamation mark over the Wi-Fi signal fan icon.

As for heating devices, if the RF signal to the hub is lost, it will be indicated by a flashing red triangle and the text 'no signal'. As long as this icon is not visible, a device has adequate signal to the hub.

Tap on a device to view its details.



Device Details

The Device Details screen allows you to activate the Device Lock feature, identify a device and remove a device from a room or the system if desired. The example provided is for a room thermostat, but all devices behave in a similar manner.

Device Lock

Applying Device Lock stops unwanted interference with hardware by disabling the physical controls on devices such as room thermostats or radiator thermostats from within the app. This prevents small children from changing the temperatures in your home by playing with the thermostats.

When a room thermostat is locked, the display will wake up when a button is touched so that all information on the display can be read. However, the buttons cannot be used to adjust or boost the temperature. When a radiator thermostat is locked, nothing will happen when the cap is twisted in either the + or – direction.

Device Lock is switched ON and OFF from the app by tapping on the toggle switch on the Device Details screen as shown in the graphic. When active, a pad lock will appear next to the device icon on this screen.

Note: while the Device Lock is active, it is still possible to reset the device to factory settings.

Identify device

This button allows you to identify a particular device from among the others. When you tap this button the LEDs on the radiator thermostat start to blink and the room thermostat shows the word identify. The identify feature is used so you do not mix up radiator thermostats, or if you move the radiator thermostats and need to establish which device is which.

Note: the room and the radiator thermostat polls the Heat Hub[®] approximately once a minute, and therefore it may take this amount of time for the a thermostat to receive a signal from the Heat Hub[®]. This delay is done for battery saving. The optimal way to use the identify feature is to wake up the device first.

Remove from room

Tap this icon to remove a thermostat from a room. Once you remove the device (thermostat) from the room, you can see it under unallocated on the Devices screen.

Remove from system

Tap this icon to remove a thermostat from the system.

Firmware

This screen allows you to view the current firmware version running on the device is visible right below the device image. The firmware version of a device may be required when calling customer service.

What can I do in Account?

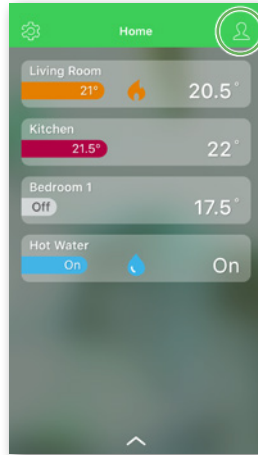
From the Account screen you can access the [Heat Report](#) -> [page 34](#) as well as change your password and log out completely from the app.

Logout

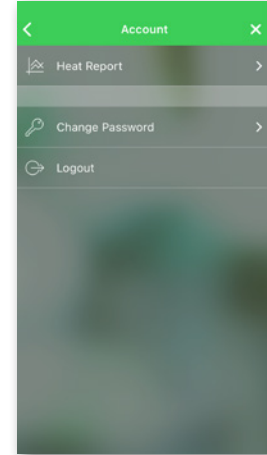
- Logout

Change password

- Change password



Tap account icon



Heat Report

The performance of your heating system can be monitored with the Heat Report. It enables the viewing of historical room, set (target), outdoor temperatures and allows for room-by-room comparison over time, to ensure that the system performs according to scheduled and manual operations.

Wiser records room, set and outdoor temperatures on a continual basis and makes the data available in the Heat Report. The report is updated daily and a given day's temperature data is available the next day. It is possible to view the report both on the basis of day, week and month.

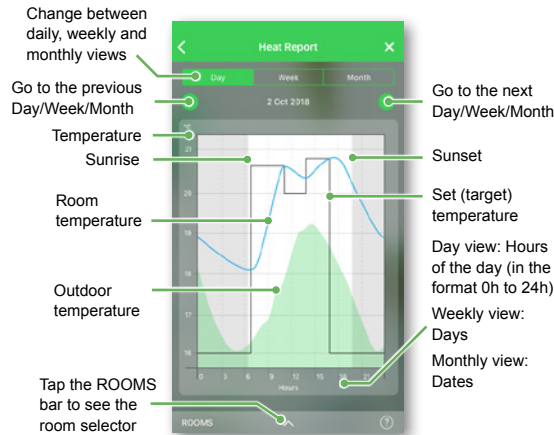
The Heat Report can be accessed from the [Account menu](#) -> [page 33](#)

Single-room view

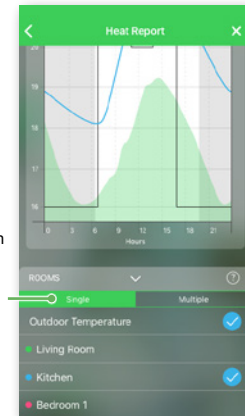
When accessed for the first time, the report opens from the single-room view. This view defaults to displaying yesterday's room temperature for the first room as it appears in the Home screen of the app. It also displays the set temperature for the room (always illustrated by a black line). Different rooms can be selected in the room selector, which is accessed by tapping at the centre of the ROOMS bar. The outdoor temperature is not shown by default but can also be selected from the room selector.

When viewing a single room, it is possible to see how long it takes for the room to heat up or cool down to the set temperature; the black line shows the set (target) temperature, i.e. Wiser's heating schedule for the room (if in Auto mode) or the manually selected set temperature (if in Manual mode). This line indicates the room temperature that Wiser is regulating to at all times.

Note: The Single room view always displays the set (target) temperature line for a given room. Temporary changes to the set temperature like manual boosts and temperature overrides are also visible on this line. Moreover, the line factors in how Comfort Mode impacts set temperatures, though comparison views with Comfort Mode turned ON/OFF respectively will be provided in a future app release.



Tap to switch between single and multi-room views

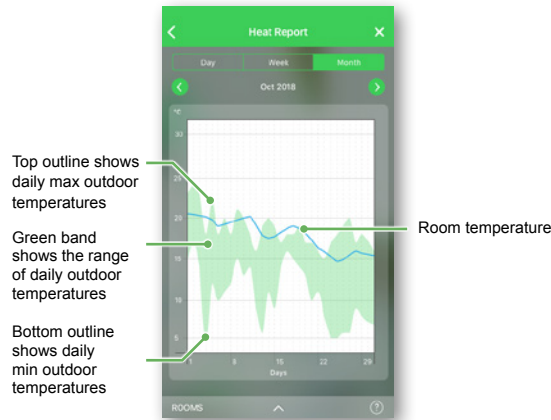


Heat Report (continued)

Monthly view.

The monthly view provides a summary of room temperature fluctuations during a given calendar month. All daily temperatures in this view are averaged out due to the screen size.

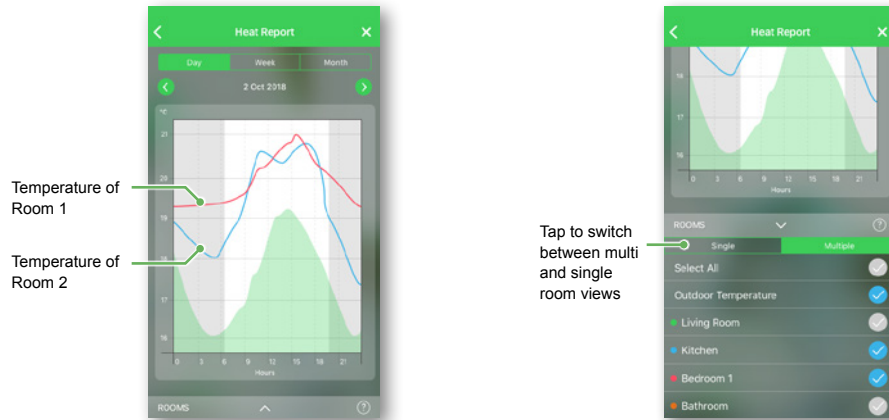
The outdoor temperature in this view is displayed as a green band indicating the daily min/max temperatures and the range in which the daily temperatures have swung during the course of the month.



Multi-room view

The multi-room view allows for simultaneous viewing and comparing of up to 16 rooms. The outdoor temperature can also be selected/deselected in this view.

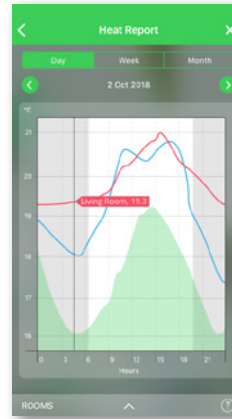
Note: If only one room is selected in the multi-room view, the black line denoting the set temperature will appear.



Heat Report (continued)

Temperature Display

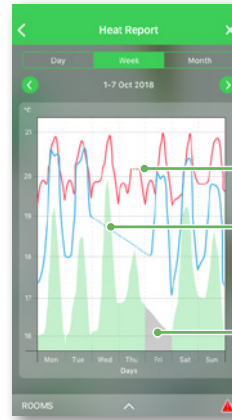
The room name and temperature will appear when a temperature line is tapped. Any area outside the line can be tapped to make them disappear again. It is possible to tap on any point of a temperature line, including the outline of the green outdoor temperature area. Temperature lines can be tapped in all three views (Day/Week/Month).



Missing Temperature Data

Temperature data may be missing from the system at times. This could be due to power failures, no internet connectivity, flat device batteries or poor RF signal. Missing data is denoted by a dotted line connecting the two points between which data is unavailable.

If data is missing for a given date or date range, the question mark on the ROOMS bar is replaced by a red triangle. If data for the date/range becomes available at a later time, or if the view is changed to another date/range, with no missing data, the question mark will reappear.



No temperature measurements could be obtained.

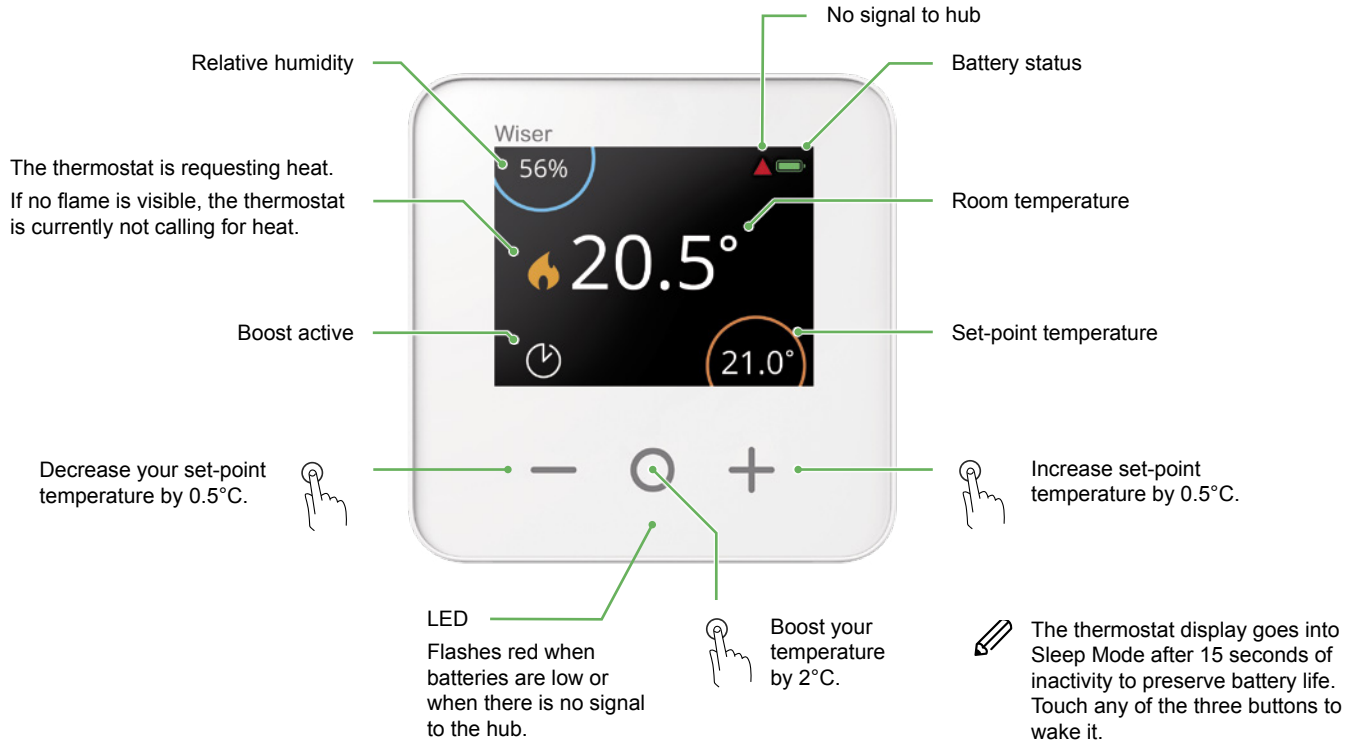
No outdoor temperature data could be obtained

Data missing from this date/range

I need to know how to ...



Getting to know the Room Thermostat



Set a room temperature

Decrease set-point temperature by 0.5°C.

In Auto Mode, the setting will be valid until the next scheduled event.



Increase the set-point temperature by 0.5°C.

In Auto Mode, the setting will be valid until the next scheduled event.

Temporarily boost set-point temperature by 2°C.

In Auto Mode, the boost stays valid until the boost time expires.

The amount of time the boost remains active depends on how many times you press O as follows:

- Press 1 time = 30 minutes
- Press 2 times = 1 hour
- Press 3 times = 2 hours
- Press 4 times = 3 hours
- Press 5 times = Cancel



There are three ways to change the room temperature:

From your Wiser Heat app

- By setting a new set-point temperature
- By boosting (you can increase the temperature and choose the duration of the boost)

From your radiator Thermostat

- By boosting (you can increase or decrease your temperature; the time is always 1 hour)



Overview of boosts


	Temperature	Time
Wiser Heat app	+ 2°C	Selectable
Room Thermostat	+ 2°C	Selectable
Radiator Thermostat	+ / - 2°C	Fixed, 1 hour

Replace the batteries


The room thermostat always informs you of battery status. It can also be viewed in the *Wiser Heat app* under *Settings* -> *Devices*.

When the thermostat display is in Sleep Mode, a flashing red light below the Boost button signals the batteries are near depletion.

Symbols	Meaning
	Full
	Batteries are low – change them in the near future


 Replace the batteries with 2 x 1.5V IEC LR6 (AA) alkaline cells. Ensure the batteries (+ and - ends) are correctly orientated. The polarity is indicated on the device's terminals.



 Batteries should be disposed of according to statutory regulations. They must be recycled properly to protect the environment and reduce the waste of precious resources.

Wake up the Room Thermostat

If there has been no interaction for 15 seconds, the room thermostat goes into Sleep Mode and the display fades out.

 Wake up the room thermostat by touching any button.

Reset the Room Thermostat

Have a look at: [Removing devices and factory reset -> page 57](#)

I need to know how to ...

Heat Hub[®] One Channel



Heat Hub[®] Two Channel Heat Hub[®] Three Channel



Getting to know the Heat Hub^R

The Heat Hub^R is the central control unit of the Wiser system. All incoming requests from heating devices ("Boost the temperature in the Living Room") are processed by the Heat Hub^R. It also switches the boiler ON when required.

The Heat Hub^R is available in three variants and depends on your heating system.

- **Heat Hub^R One Channel**
1x Heating -> for combi boilers
- **Heat Hub^R Two Channel**
1x Heating and 1x Hot Water -> for conventional boilers with a separate hot water cylinder
- **Heat Hub^R Three Channel**
2x Heating and 1x Hot Water -> for large properties with dual heating circuits

Reset the Heat Hub^R

Have a look at: [Removing devices and factory reset -> page 57](#)

What do the buttons do?

Set-up button

Within the initial installation of the system, enter set-up Mode and activate the temporary Wi-Fi network.

Hot water override button

To turn ON the Hot Water for 1 hour, press and hold the button for >3 s.

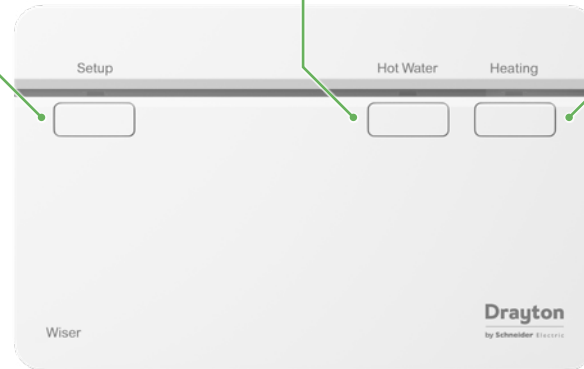
To turn OFF the override, press the Hot Water button again.

Heating override button

To turn ON all heating for 2 hours, press and hold the button for > 3 s.

To turn OFF the override, press the Heating button again.

Note: While this switch turns ON or OFF the boiler, it does not open or close any radiator thermostats.



The override states for the Heating and Hot Water buttons are not shown in the *Wiser Heat app*. These act as a fall-back state in the event that other controls are unavailable.

I need to know how to ...



Getting to know the Radiator Thermostat

The radiator thermostat is an electronic thermostatic head which opens and closes the radiator valve to control the amount of hot water that flows through the radiator.

In normal use, temperatures will be set through the *Wiser Heat app*. It is also possible to directly induce a time-limited up or down boost of the temperature from the radiator thermostat by twisting the cap.

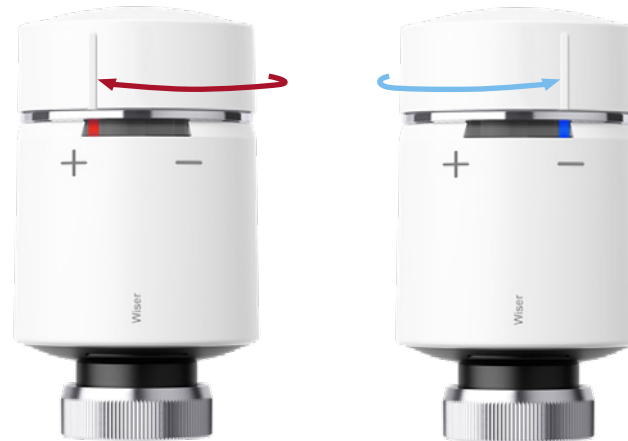


How to boost the room temperature

Twist the cap:

- In the + direction to increase the temperature. The red LED will light up for 5 seconds.
- In the - direction to lower the temperature. The blue LED will light up for 5 seconds.

When the cap is twisted, the set-point temperature is increased/decreased by 2°C from the current room temperature. The boost is active for 1 hour.



Note: If the set-point temperature is already more than 2°C above or below the room temperature, a boost will not change the set-point temperature.

Replace the batteries


The centre LED will signal when the batteries need to be replaced.

LED			Meaning
Left	Centre	Right	
Off	Solid RED, for 1s, once per hour	Off	Battery low. Replace.
Off	Flashes RED, for 5s, once per minute	Off	Batteries critically low. Replace immediately.

Replace the batteries with 2 x 1.5V IEC LR6 (AA) alkaline batteries.

Ensure the batteries (+ and - ends) are correctly orientated. The polarity is indicated on the device's terminals.



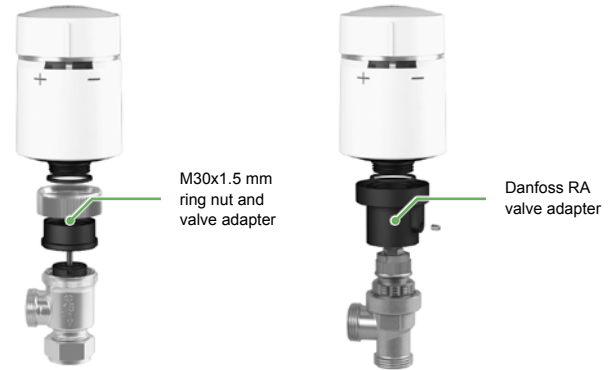
 Batteries should be disposed of according to statutory regulations. They must be recycled properly to protect the environment and reduce the waste of precious resources.

Reset the Radiator Thermostat

Have a look at: [Removing devices and factory reset -> page 57](#)

Install a valve adapter

There are various types of radiator valve bodies, and each radiator thermostat is provided with two valve adapters: M30x1.5mm and Danfoss RA.



Valve adapter

The two included valve adapters work with the vast majority of radiator valves. If however, neither work with your radiator valves, consult the [Valve Adapter Guide](#) on the Drayton website. After reviewing this guide, if you still need assistance please contact Customer Services at the number indicated on the last page of this guide.

Installation guide

To ensure correct and safe installation, always refer to the installation guide.

I need to know how to ...



Getting to know the Wiser Plug

Enabling you to set schedules for electrical appliances from the *Wiser Heat app*, the smart plug can be controlled from your mobile device or by using voice activation with the Google Assistant and Amazon Alexa.

The smart plug may be toggled ON and OFF from the smart plug pull-up menu of the *Wiser Heat app* Home screen. When toggled ON, the switch or its background in the *Wiser Heat app* will be green and the smart plug will provide power to the electrical appliance connected to it. When toggled OFF, the switch or its background in the *Wiser Heat app* will be grey and the smart plug will not provide power to the electrical appliance connected to it. When supplying power to the electrical appliance connected to it, the smart plug will illuminate its blue LED, and when not supplying power to the electrical appliance connected to it, the smart plug LED will be OFF. Have a look at: [Scheduling the smart plug -> page 48](#)

Smart plugs can be run in Auto Mode where they are controlled by a user-defined schedule. The schedule is accessible via the Settings screen at the top the *Wiser Heat app* Home screen or by tapping on the clock icon of a smart plug visible in the smart plug pull-up menu on the Home screen. Have a look at: [Scheduling the smart plug -> page 48](#)



Selected smart plugs can be coupled to Away Mode to turn OFF the electrical appliance connected to them when Away Mode becomes active. This is configured on the 'Away Mode' screen using a toggle switch for each smart plug individually. The 'Away Mode' screen is accessible from the 'Settings' screen. Settings are accessed at the top of the Home screen of the *Wiser Heat app*. Have a look at: [Away Mode -> page 30](#)

IFTTT

Each individual smart plug can be used in applets created with the IFTTT service. In this case, another device/service/app is used as the trigger of the applet and the smart plug can be turned ON/OFF as the action. Have a look at the [IFTTT section -> page 63](#)

RANGE EXTENDER

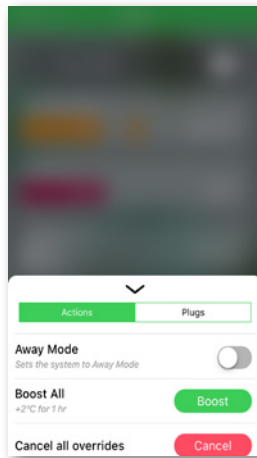
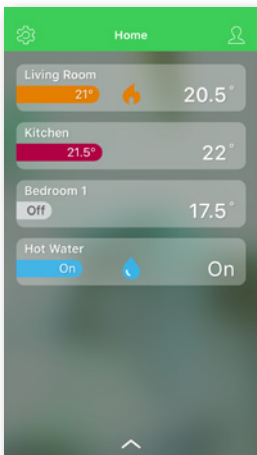
As well as being able to control your electrical appliances remotely, the smart plug also has a built in RF signal range extender to enable connectivity to devices further away from the *Heat Hub*[®].

Detailed instructions for how to add the smart plug as an RF signal range extender are included in the installation guide that accompanies the product.

Scheduling the smart plug

From the Home screen of the *Wiser Heat app*, tap the arrow at the bottom (shown below) to display the menu (shown right) which contains the status of all the smart plugs installed on the system.

The Table lamp (shown right) shows a clock icon and the toggle set to ON. The clock icon is grey which indicates that the Table lamp is in Manual Mode, i.e. it is not following a schedule.

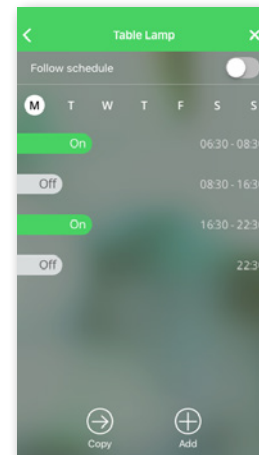


The Coffee machine (shown above) shows a clock icon and the toggle set to OFF. The clock icon is grey which indicates that the Coffee machine is in Manual Mode, i.e. it is not following a schedule.

The Bedside lamp (shown above) shows a clock icon and the toggle set to OFF. The clock icon is green which indicates that the Bedside lamp is in Auto Mode. i.e. it is following a schedule and that despite the toggle being set to OFF, the schedule is being respected. It will stay OFF until the next scheduled event.

The Night light (shown left) shows a clock icon with a small x on its face and the toggle set to ON. The clock icon with the small x is green which indicates that the Night light is in Auto Mode, i.e. it is following a schedule, but that it has been temporarily overridden by manually setting the toggle switch to ON. It will stay ON until the next scheduled event at which point the device will start following the schedule again.

Touching the clock icon (shown left) brings up the schedule screen (shown below). Events are time events that turn the smart plug either ON or OFF. Up to eight events per day may be set.



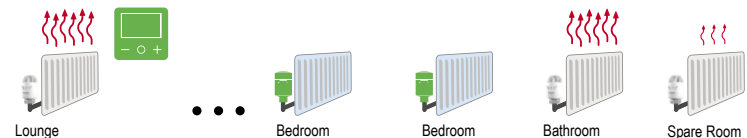
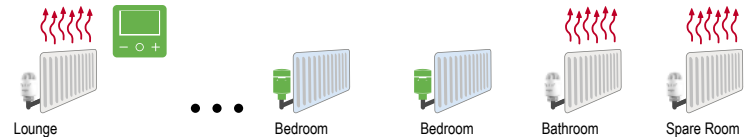
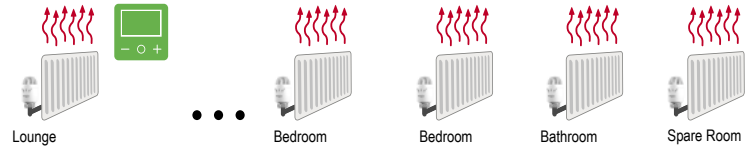
Installing your Wiser Multi-zone Kit

Your Wiser Multi-zone Kit contains one room thermostat and two radiator thermostats. This kit allows zoning in your home to save money on fuel bills and manage heating room by room.



Best results come from having Wiser Radiator Thermostats on all radiators. It is recommended to use your Multi-zone Kit as follows:

- ① Install the Wiser Room Thermostat in the room most often occupied and set your temperature schedule around this room. The room thermostat will control your heating so any mechanical thermostatic radiator valves (TRVs) in this room should be turned in accordance with step ③ below.
- ② Install the two radiator thermostats in rooms less often occupied. The heating schedule in these rooms can be set around the times these rooms are occupied, so that they are only heated when needed.
- ③ Adjust all remaining mechanical TRVs in your home according to room use. The following is an approximate guideline:
 - Position 4 (approx. 24°C) for a bathroom
 - Position 3 (approx. 21°C) for a living room
 - Position 2 (approx. 18°C) for a bedroom
 - Position 1 (approx. 15°C) for unused rooms



Note the radiators will get warm whenever the boiler is running. It is important to set the mechanical TRVs to prevent overheating these rooms.

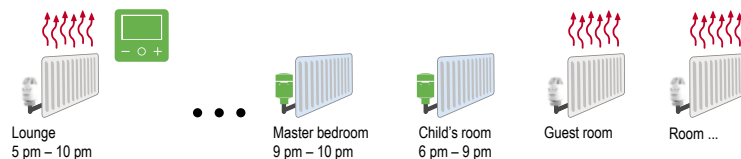
Installing your Wiser Multi-zone Kit (cont.)

Example

Schedule the room thermostat to run in the lounge at 21°C from 5 pm to 10 pm. Place radiator thermostats in the master bedroom requiring heat from 9 pm to 10 pm, and a child's room requiring heat from 6 pm and 9 pm. This scenario saves 4 heating hours and 2 hours in the master bedroom and the child's room respectively each evening. This scenario saves 4 heating hours in the master bedroom and 2 hours in the child's room each evening.

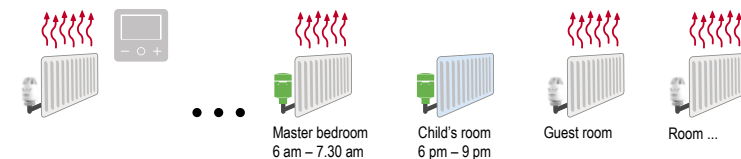
If comfort is paramount, you can program another temperature in the master bedroom outside the 5 pm to 10 pm schedule, such as 21°C between 6 am and 7:30 am. Note that not only will the master bedroom heat, but all rooms with mechanical TRVs.

To save energy in homes that do not have Wiser Radiator Thermostats in every room, ensure the room thermostat is used as the main controller of the home with the longest heating time intervals running. If you have two radiator thermostats in a home with eight radiators, you may want to time the heating of these rooms during shorter intervals when the room thermostat is already calling for heat. Adding more radiator thermostats allows to control all rooms independently to ensure maximum heat benefit when occupied.



The **room thermostat** in the lounge calls for heat:

- The lounge will heat as will every room in the house with a mechanical TRV.
- The radiator thermostats will follow their own respective schedule independently from the room thermostat.



The **radiator thermostat** in the master bedroom calls for heat:

- The master bedroom will heat as will every room in the house with a mechanical TRV.
- The radiator thermostat in the child's bedroom will follow its own schedule.

Eco Mode

Eco Mode automatically optimises the stop time of a heating phase, to maximise the efficiency of your heating system, each time the set temperature changes from a higher temperature (e.g. 21C) to a lower one (e.g. 16C).

Ⓐ Eco Mode deactivated

Wiser switches the set-point temperature at 10 pm according to the schedule. Depending on the weather and how well-insulated the home is, the room temperature drops proportionally starting at 10 pm.

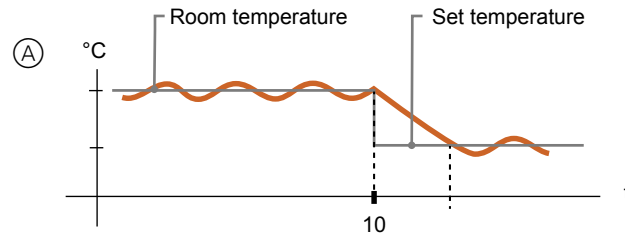
Ⓑ Eco Mode activated

When Eco Mode is activated, Wiser establishes how well your home retains heat in relation to the current and predicted outdoor temperatures. Based on this, the system switches to the next scheduled set-point temperature before 10 pm without any noticeable loss of comfort.

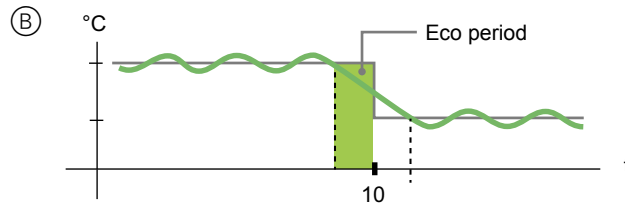
The period between the time that Eco Mode switches the set-point and 10 pm represents the eco period, and savings occur as a result of the boiler not being switched ON.

Note: Eco Mode is a system feature that is either activated or deactivated for all rooms.

The boiler keeps cycling until 10PM

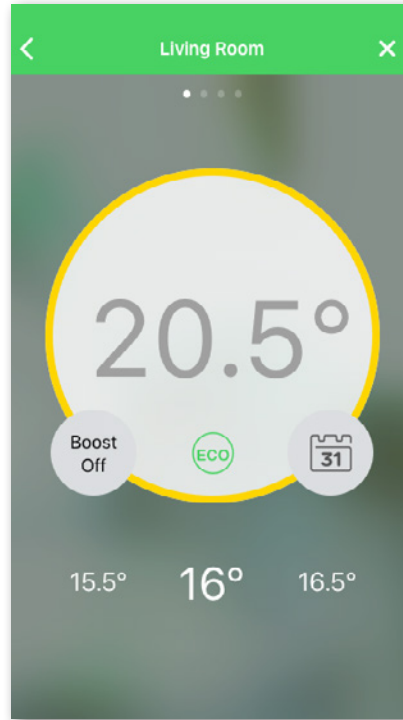


The boiler stops firing before 10PM



Eco Mode (continued)

When a room is in an Eco period, an ECO icon will appear in the Room view of the app. The ECO icon will also be visible on the room thermostat.



Comfort Mode

Comfort Mode is a smart feature that ensures the set-point temperature is reached by the time the heating is scheduled to come on. It takes the guesswork out of scheduling and can save energy by optimising the times the boiler comes on compared with a schedule that has permanently set early start times.

(A) Comfort Mode deactivated

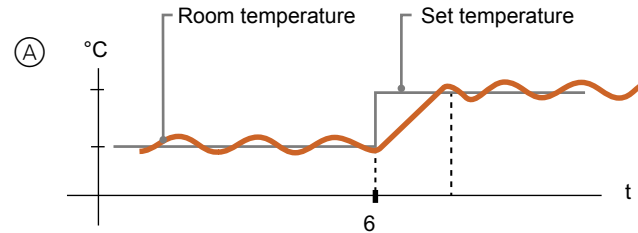
When Comfort Mode is deactivated, a given room will start calling for heat when the heating is scheduled to start. The room will reach the set-point temperature some time after the scheduled start time.

(B) Comfort Mode activated

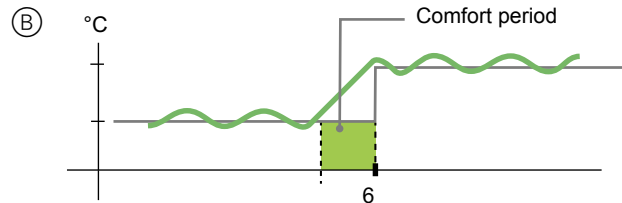
With Comfort Mode activated a room will start to heat up to 3 hours ahead of a scheduled temperature change. The specific time needed to pre-heat the room is calculated by Wiser and may vary.

Note: Comfort Mode as a feature applies to all rooms, and cannot be activated for individual rooms. If you have scheduled certain heating intervals to start requesting heat early, they will need to be re-programmed when Comfort Mode is activated.

Boiler starts firing at 6am at the time the schedule requests a temperature change



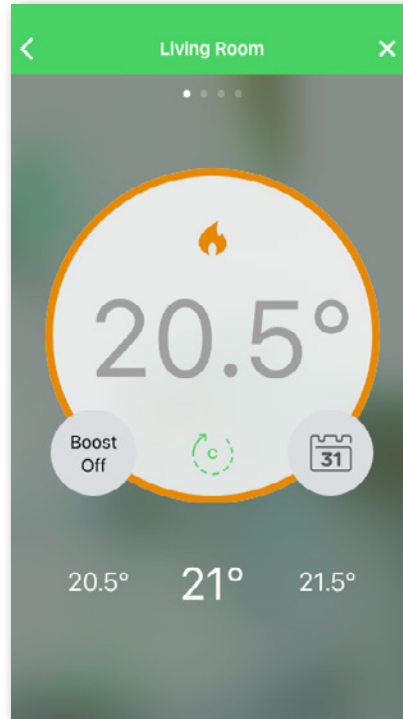
Boiler starts firing before 6am in order to reach the requested temperature on time for the scheduled change



Comfort Mode (continued)

When a room is in a Comfort period, a 'C' icon with an encircling arrow will appear in the Room view of the app. This icon will also appear on the display of the room thermostat.

During a Comfort period, the app and room thermostat will display the upcoming set temperature that Wisir is controlling the heating to. For example, if the schedule calls for 16°C overnight and then 21°C from 6am, the app and room thermostat will display the encircled 'C' and 21°C as the set temperature during the Comfort period.



Moving the Room Thermostat

Move the Room Thermostat to another room

If your system only has a single room thermostat, it can be moved around the house.

If your system has two room thermostats controlling one heating circuit respectively (e.g. one circuit downstairs and one upstairs), ensure each room thermostat stays in a room within the circuit to which it was originally assigned. This avoids conflicts between the two room thermostats. Each room thermostat can only call for heat from the heating circuit it has been originally assigned.

If your system has a combination of room thermostats and radiator thermostats, then each room has its own schedule which is independent of other rooms. Placing your room thermostat in rooms other than those originally assigned to will cause conflicts as each heating device follows its own schedule.

How to change the Wi-Fi network

If you need to change the Wi-Fi network follow the steps below:

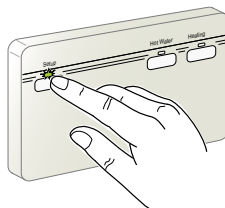
➡ Launch the *Wiser Heat app*.

If you are logged in, make sure to log off first. After logging off, tap the back button on the login screen of the *Wiser Heat app* to go to the start screen.

➡ Tap *Set-up / Create Account* (even though your system has already been set up).

➡ Select your Heat Hub^R type.

➡ Press the *Set-up* button on the Heat Hub^R



➡ Follow the on-screen instructions to connect your mobile device to the Heat Hub^R.


➡ Tap *Skip* when prompted to set-up your heating system.

➡ Follow the on-screen instructions to connect your Heat Hub^R to the internet by selecting the correct Wi-Fi network.

➡ Tap *Skip* when prompted to register an account.

This creates a new Wi-Fi network and you will see the home screen and can proceed to control your heating as normal.


How to connect OpenTherm

-  The Wiser system currently supports OpenTherm only in conjunction with a combi boiler.

If your boiler supports OpenTherm, follow the instructions below.

Existing OpenTherm Installation

- ① Remove the OpenTherm cables from the existing controller or thermostat.
- ② Remove the OpenTherm module from the rear of the Heat Hub^R
- ③ Set the OpenTherm cables into the OpenTherm module. Cables can be wired any way.
- ④ Replace the OpenTherm module into the Heat Hub^R
- ⑤ Mount the Heat Hub^R on the backplate.

-  When OpenTherm connection is detected, Wiser Heat app will automatically set-up OpenTherm modulation as control type without asking any configuration.

Re-wiring to OpenTherm from standard installation

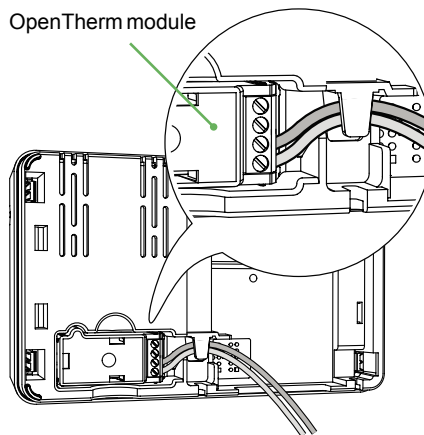
Any motorised valves must be disconnected and set to open. Then follow steps ② – ⑤ above to wire in the OpenTherm module.

If you are fitting a new system or require re-wiring, contact an installer.

How your OpenTherm heating system operated with Wiser

We've recently updated Wiser Heat to support OpenTherm modulation. So if you have an OpenTherm boiler connected to your Wiser Heat HubR you'll automatically benefit from this update with no need to make any changes.

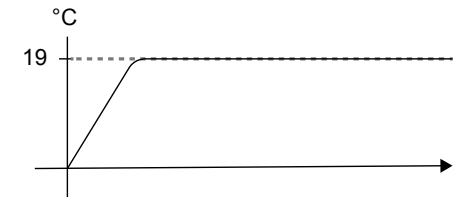
Wiser now uses OpenTherm modulation to control your OpenTherm boiler. This operates on a similar principle than On/off but is achieved more directly by setting the desired water temperature from the boiler rather than by cycling it On and Off.



For 'high load' conditions a high water setpoint can be requested from the boiler. The water temperature being requested will then reduce over time as the room temperature approaches its target. The important difference here is that the boiler will run for longer periods but producing water at lower temperatures resulting in less gas being used and maximising the time spent in the higher efficiency condensing mode.

One of the main benefits of full modulation is more stable and accurate control of the room temperature, even when compared with On/Off load compensation controls.

See graph below.



Note: May or may not overshoot but will have a stable control (Very minor fluctuations – but better than On/Off load compensation).

Removing devices and factory reset

Devices can be removed from the heating system using the *Wiser Heat app*. Go to 'Home' then 'Settings' then '**Rooms**', tap on the device then tap on the 'Remove from System' button on the 'Device Details' menu screen.

Note: If a device has been removed from the system, it will no longer be visible in the app. However, if a device is out of range, or is switched OFF when the request is made it will need to be factory reset separately (see Device Factory Reset below). Where a radiator thermostat has to be taken off a radiator valve following removal from the system, follow steps below:

- ➔ Open the valve as indicated in the table "Head calibration" on [page 58](#)
- ➔ Unscrew the radiator thermostat from the radiator valve.

Smart plug factory reset

To remove the smart plug from a heating system, allowing it to be joined to another system, follow these steps:

- ➔ Ensure that the smart plug is installed in a wall socket.
- ➔ Press and hold the ON/OFF button.
- ➔ In five seconds the LED will flash blue six times then go out. The device is now reset.

Device factory reset

Devices can be reset manually at any time e.g. if the Heat Hub^R is replaced. To remove the device binding to a heating system allowing it to be joined to another system do the following:

Room thermostat:

- ➔ Remove the batteries and re-insert them
- ➔ When the 'Wiser Thermostat' splash screen is displayed press and hold the + and – buttons for 20 seconds until 'Join a network' is displayed

Radiator thermostat:

- ➔ Twist and hold the cap of the radiator thermostat in the 'L' direction
- ➔ Wait a few seconds until the centre LED begins to flash Red
- ➔ Keep holding the cap in the 'L' direction and wait for 8 red flashes, which may take 20 seconds. Release the cap; all 3 LEDs flash once to indicate that the device is resetting.

Hub factory reset

The Heat Hub^R can be reset to factory settings, which will remove all devices from the system and remove the Wi-Fi connection settings.

Note: This will not remove your Cloud account so you will either need to call customer services to remove your account or register with a different e-mail address.

To factory reset the Heat Hub^R refer below:



- ➔ Press and hold the 'Set-up' button for more than 20 seconds

Note: The LED will go through a few LED sequences, however the reset warning is indicated by solid Red. This is the final LED sequence and upon extinguishing it will implement the reset.













Note: To re-use devices you may also need to perform Device Factory Resets on individual products in accordance with the instructions in this section.

LED behaviour Radiator Thermostat

Normal use






State	User Interaction	Left LED	Centre LED	Right LED	Duration
Boost up	Twist the cap in the + direction				Solid for 5 seconds
Boost down	Twist the cap in the - direction				Solid for 5 seconds

Head calibration

State	User Interaction	Left LED	Centre LED	Right LED	Duration
Start up	Insert the batteries				Single quick flash
Opening the valve	Automatic upon inserting batteries OR Twist and hold the cap in + direction for 8 seconds (for changing batteries)				Solid until the valve is open
Ready to install on the valve	The radiator thermostat is ready to install when the valve is fully open (see above)		 		Red and Blue: flash for up to 5 minutes Orange solid = not joined Green solid = joined
Closing the valve	Twist and hold the cap in the – direction for 2 seconds				Solid until the valve is closed
Joining	Twist and hold the cap in the + direction for 3 seconds				Pulses for up to 2 minutes
Join success					Solid for 5 seconds
Joining failed	If no network is found after 2 minutes				Flashes for 5 seconds

LED behaviour Radiator Thermostat

Error state

State	User Interaction	Left LED	Centre LED	Right LED	Duration
Low battery					Solid for 1 second (Repeated each hour)
Critical battery					Fast flash for 5 seconds (Repeated each minute)
No signal	Twist the cap in the + direction to start a boost				Fast flash for 5 seconds (Repeated)
No signal	Twist the cap in the - direction to start a boost				Fast flash for 5 seconds (Repeated)
No network	Twist the cap in the + or - direction to start a boost				Solid with fade-out after 2 seconds. In this event, the radiator thermostat has not joined the Wiser system and must either join the Heat Hub ^R or be re-installed.







LED behaviour Smart Plug

Normal use



State	User Interaction	LED
-	Plug into wall socket (when not joined to the Heat Hub ^R)	1 red flash followed by 3 purple / red flashes followed by 3 blue flashes
-	Plug into wall socket (when joined to the Heat Hub ^R)	Red flash followed by solid purple for 1 second followed by solid blue for 1 second
Socket ON	Press ON/OFF button	Solid blue
Socket OFF	Press ON/OFF button	Off
Join smart plug to the Heat Hub ^R	Press and hold ON/OFF button for 2 seconds	Quick blue flashes. If the smart plug successfully joins the Heat Hub ^R , the LED stops flashing. If the smart plug fails to join the Heat Hub ^R , after 60 seconds, the quick blue flashes are followed by 6 slow flashes.
Interrupt Join Mode	Press ON/OFF button	Quick blue flashes are interrupted and followed by 6 slow blue flashes.
Reset the smart plug and return to factory settings	Press and hold ON/OFF button for 5 seconds	6 slow blue flashes

LED behaviour of the Heat Hub[®]




Set-up

State	Button Press	LED	Description
Normal			Indicates the Heat Hub [®] is powered ON and operating as normal.
Set-up	Single press		In this mode, it is possible to connect directly to the Heat Hub [®] via Wi-Fi and make changes to the system.
Adding a device	Press and hold for > 3s (or initiate from the app)		Indicates the Heat Hub [®] is open to new devices joining the network.
Wi-Fi Error			The Heat Hub [®] is unable to connect to the Wi-Fi Network. Check the Wi-Fi router is powered ON and connected to the internet. If you have changed your Wi-Fi credentials (password) or if you have a new router, you must connect to your Heat Hub [®] in Set-up Mode and update your Wi-Fi network details.
Firmware upgrade			During a firmware upgrade cycle, the hub disconnects from the internet for a number of minutes to upgrade the firmware
Wiser Cloud connection lost			The Heat Hub [®] is currently unable to contact the Wiser Cloud service. You will still be able to use the Wiser Heat app at home when connected to the same Wi-Fi network as your Heat Hub [®]

Heating and hot water

State	Button Press	LED	Description
Normal			Indicates the respective heating or hot water relay is currently active.
Emergency Heat/Test	Single press		This will manually switch the relay ON. Hot Water: ON for 1 hour Heating: ON for 2 hours

Others

State	Button Press	LED	Description
Adding a RF range extender	Press and Hold 'Set-up' for longer than 3 s		Heat Hub [®] Set-up LED Indicates the Heat Hub [®] is ready to pair a range extender.
Reset	Press and Hold for longer than 20 s		Set-up LED Red followed by all LEDs flashing once  Indicates the Heat Hub [®] has been returned to factory settings. This will remove all devices from the system instantly. To re-use the devices, you must perform a device reset on all products.

Amazon Alexa®

Amazon Alexa® (Alexa) is an intelligent personal assistant developed by Amazon®, and is capable of voice interaction.

Wiser works with Alexa to allow you to regulate the temperature of each room in your system by using a wake-word and an instruction. The wake-work is “Alexa” followed by an instruction such as “increase temperature.” Currently, Amazon has made interaction and communication with Alexa only available in English and German.

Alexa requires explicit instructions. You must inform Alexa of the room to which you wish to address followed by an instruction, such as “increase temperature.” If no specific room is mentioned, Alexa will ask you which room you want to address, and then will increase the setpoint temperature by 1°C only based on the room reply from you. If you want the setpoint temperature to increase by 4°C in the living room, you must explicitly state to Alexa to “increase the temperature in the living room by 4°C.”

Note: If Alexa is asked to increase the temperature by 2°C, then Alexa will add 2°C to your setpoint. If the ambient temperature is already >2°C above the current setpoint then the actual temperature will not change and Wiser will not turn the heating ON.

Example: If the current setpoint is 16°C, the current room temperature is 19°C and you ask Alexa to increase the temperature by 2°C - the current setpoint will change to 18°C but the heating will not start because the room temperature is already higher than 18°C.

Everything you tell Alexa to do related to Wiser Room Thermostats and Radiator Thermostats will last only for one hour, or until the next scheduled setpoint change if that change is to occur in under an hour. After that it goes back to its original setting, and you must tell Alexa to do it again.

If you turned the hot water ON in the **Wiser Heat app** and then tell Alexa to turn it off, it stays OFF only for one hour and then goes back ON. For long term or permanent changes you can change the schedule in the **Wiser Heat app** to avoid repeating the same instruction to Alexa.

If a Wiser Plug is running in Auto Mode, everything you tell Alexa to do related to Wiser Plugs will last until the next event in the Wiser Plug schedule. If the Wiser Plug is running in Manual Mode, everything you tell Alexa to do will remain in place until the next command either from Alexa or from the **Wiser Heat app**.

Common Wiser commands for Alexa

Listed below are common Wiser commands used with Alexa:

- Discover Devices: “Alexa, discover devices”
- Reduce Temperature: “Alexa, decrease the upstairs by 4 degrees”
- Increase Temperature: “Alexa, increase the upstairs by 3 degrees”
- Set Temperature: “Alexa, set the upstairs to 20 degrees”
- Get Temperature: “Alexa, what is the upstairs temperature?”
- Get Set Point: “Alexa, what is the upstairs set to?”
- Turn Off the Hot Water: “Alexa, turn OFF the hot water”
- Turn ON the Hot Water: “Alexa, turn ON the hot water”

Note: Alexa considers the room names and hot water as the devices

Listed below are common Wiser Plug commands used with Alexa:

- Turn ON/Off the Table lamp: “Alexa, turn ON/OFF the Table lamp”

Listed below are suggested when using Alexa:

- Simple room names are recommended, such as “living room.”
- You cannot turn Heating ON or Off using Alexa.
- You cannot increase/decrease the temperature from Off. When a room is set to Off, you can adjust the room to a specific temperature.

Google Home

Google Home is a brand of smart speakers that work similarly to Amazon Echo. Google's intelligent PA, Google Assistant, is equivalent to Amazon's Alexa. Google Home is also available on all Android devices and does not require the use of the 'Smart Speakers'.

The user can speak a profusion of commands to request information, or ask the Google Assistant to perform an action such as play music, video playback, report news, access home automation. All of this can all be controlled from a Google Home device.



Common Wiser commands for Google Home

Listed below are common Wiser commands used with Google Home:

- Inquiry: "OK Google, is the hot water ON?"
- Hot Water Command: "OK Google, turn ON/OFF the hot water"
- Room Temperature: "OK Google, how warm is (room name)?"
- Set Temperature: "OK Google, set (room name) to XX degrees"
- Increase Temperature: "OK Google, increase setpoint by XX degrees"
- Set Temperature: "OK Google, set (room name) to XX degree"

Listed below are common Wiser Plug commands used with Google Home:

- Table lamp command: "OK Google, turn ON/OFF the Table lamp"

Changes made with Google Home

All changes made through a voice command related to room thermostats and radiator thermostats are valid for one hour, or until the next scheduled event. The user cannot change this action. This also applies for boosts initiated from the radiator thermostat.

The reason for not implementing permanent changes to Wiser temperature and hot water settings is that a voice command can easily be forgotten, resulting in the heating accidentally being left ON for long periods of time, such as when users exit their home.

Note: When a command is given to increase/decrease the temperature but no temperature setpoint is given, Google Home defaults the new setpoint temperature to the prior setpoint ± 3 degrees. This value is controlled by Google Home and differs from a normal Wiser boost, which defaults the new setpoint to ± 2 degrees above/below the current ambient temperature.

Note: Commands for turning the heating "ON/OFF" are currently unavailable on Google Home. This is done intentionally as "OFF" cannot be reconciled with the notion of a temporary operation, and conversely, the notion of an "ON" setpoint does not exist on the Wiser system.

Note: If the Wiser Plug is running in Auto Mode, everything you tell Google Home to do related to Wiser Plugs will last until the next event in the Wiser Plug schedule. If the Wiser Plug is running in Manual Mode, everything you tell Google Home to do will remain in place until the next command either from Google Home or from the *Wiser Heat app*.

IFTTT

Wiser integrates with the 'If This Then That' (IFTTT) platform to enable features such as geofencing. IFTTT links smart products and apps by setting up a series of triggers and actions. You can access and make use of the [Wiser Applets](#) or create your own unique recipes by linking Wiser to your other apps – the opportunities are endless.



How do I use IFTTT with Wiser Heat

Connecting could not be easier:

1. Set up a [free account](#) with IFTTT
2. Link your Wiser account with IFTTT
3. Visit the [Wiser Heat channel](#) and you are ready to start using the ready-made Applets, or create your own recipes.



Which services does Wiser currently offer

IFTTT integration is currently focused around 'Away Mode' as an end action. This can be activated by a variety of triggers such as geofencing. Explore the full range of Applets.

Geofencing options:

1. If there is just one mobile device / person in the household, then the Google location feature within the IFTTT app can be used for geofencing, i.e. when the mobile device leaves the house then 'Away Mode' can be activated by IFTTT.
2. When there are two or more people / mobile devices in the household, then you can use a tracking app such as 'Life 360' in combination with IFTTT to achieve geofencing, i.e. when all of the family members have left the house then 'Away Mode' can be activated by IFTTT.

For smart plugs the following actions exist:

1. Turn smart plug ON.
2. Turn smart plug OFF.

When will more IFTTT actions be added

We will continue to add more actions over the coming months. Check back for updates.

Cyber Security

The Wiser solution has been validated by Schneider Electric's Global Security Lab which is an independent entity that ensures vigilance against the latest threats and enables the defence of Wiser systems against cyber-attack. The advanced security systems, which operate between Wiser in-home products, app and cloud services, use the same encryption technology as banks to protect end user data.

The Wiser Heat app and all software are continually updated to stay ahead of any potential threats to security.

Disclaimer for Amazon Alexa

When you connect devices and services to Alexa, anyone speaking to Alexa can operate those products. Follow these recommendations when using connected devices with Alexa:

- Follow all instructions and recommended uses for smart home devices.
- After making a request, confirm the action was completed on the smart home device.
- Take steps to ensure the security of your Alexa supported device and safe operation of your connected products.

The design or manufacture of Alexa is not part of any Wiser development. It's possible that Alexa will not hear you correctly, will incorrectly interpret what you said, or even say something to you different than what you asked it to do.

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- OpenTherm® is a registered trademark of the OpenTherm Association.

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Please Note: Information in this guide is subject to change as these products evolve. Screen graphics and descriptions in this guide may not reflect exactly the latest product configuration.

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*Please note that international call charges may apply to those calling from outside of the UK.

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