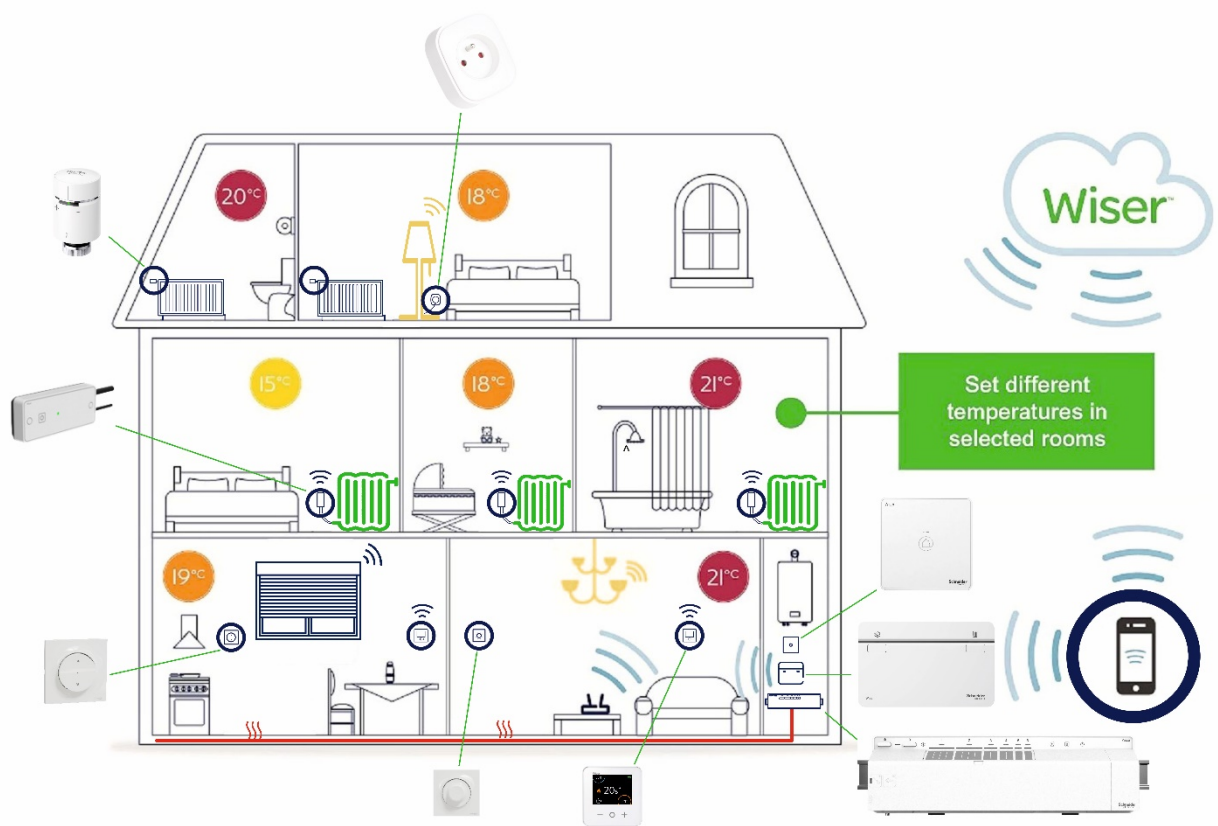


# Wiser™

## Home System User Guide

Commissioning and operating instructions for the Wiser Home system, devices and app.



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## Legal Information

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## Cybersecurity principles.

Following these cybersecurity principles may help to reduce the risk of cyber threats to the network where your system is installed.

- Keep your phone up to date and install the latest security updates
- Only connect to secure Wi-Fi networks.
- Only download apps from Google Play or the Apple store.
- Use all your mobile phone's security settings:

-long passcodes

-two-factor authentication (2FA)

-facial recognition

-block unknown apps

- Use strong phone and account passwords:

-Do not reuse a password from any other account.

-Passwords should be 12-16 characters long. (A passphrase is best and easier to remember).

-The password must be a combination of uppercase letters, lowercase letters, numbers, punctuation and symbols

- Do not use a password with easily guessed or commonly known personal information. For example, avoid using hometown, favorite pet or high school mascot.

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 defense 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 Home app and all software are continually updated to stay ahead of any potential threats to security.

## Decommissioning a device

If you remove a device from your system to gift, resell or otherwise dispose of, firstly remove any personally identifiable information from the device by performing a factory reset. This is especially important when decommissioning a system gateway. Refer to the device instructions for information on how to perform the factory reset.

## 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.

## Safety Information

Important Information:

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, service or maintain it. The following special messages may appear throughout the manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure:



The addition of either symbol to a 'Danger' or 'Warning' safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that accompany this symbol to avoid possible injury or death.

<b>⚠️⚠️ DANGER</b>
DANGER indicates a hazardous situation which, if not avoided, will result in death or serious injury. Failure to follow these instructions will result in death or serious injury.
<b>⚠️ WARNING</b>
WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.
<b>⚠️ CAUTION</b>
CAUTION indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
<b>NOTICE</b>
NOTICE is used to address practices not related to physical injury.

## Trademarks

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## Getting to know the system

### System overview

The Wiser Home system provides an easy, convenient and flexible solution for controlling home devices.



The Wiser Home HUB is the center of the system, processes control requests and status reports for connected Wiser devices.

With a personal account and the Wiser Home app on a smartphone, users can control smart home devices in their home from any location where the Internet is available.

## The Hub

The hub is the central controller of your smart home system. It sends commands to the devices received from the app or the voice system.

It connects to devices over an RF mesh network, providing reliable in-home connectivity.

The hub is connected to internet via a home Wi-Fi connection in order to enable remote control from the app outside the home and specific features such as Sunrise/Sunset based scheduling or energy insights etc. Users will also need an account to access the remote control and cloud services like insights and the Google/Alexa features.

## Devices

Choose from a wide range of Wiser devices. Devices are available to control:

- Climate: floor heating/cooling, electrical heating, boiler relay, TRV and Thermostat
- Lighting: switches and dimmers
- Blinds and Shutters
- Appliance: smart plugs and hot water control

## Wiser Kits:

Start your Wiser journey by choosing the right Wiser kit depending on your control wish.

### Wiser Thermostat Kit

If you have central heating and you want to manage your home as a single heating space.



Wiser HubR



Wiser Room Thermostat

### Wiser Multi Zone Kit 1

If you have central heating but you want to optimize your comfort and savings room by room.



Wiser HubR



Wiser Room  
Thermostat



Wiser Radiator  
Thermostats

### Wiser Thermostat Kit for electrical heating.

If you have electrical radiators.



Wiser Hub



Wiser Room  
Thermostat



Wiser 16 Amp Relays

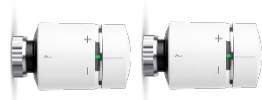
**Note:** 16A Relays must be paired with a room thermostat to operate

### Wiser Radiator Starter Kit

If you cannot manage your heating source, like your boiler, but you can act on your radiators.



Wiser Hub



Wiser Radiator  
Thermostats

## Wiser Lighting Starter Kit

If you would like to control your light not only by turn on & off but also its brightness.



Wiser Hub



Odace Rotary Dimmer

## Wiser Shutters / Blinds Starter Kit

If you would like to control your shutters / blinds not only by open & close but also percentage of opening.



Wiser Hub



Odace Shutter/Blind Switch



Puck Shutter

## The Wiser Home App

The Wiser Home app is the primary tool for setting up the Wiser system. Use the app to commission and control the Wiser Hub and devices and to manage your account.

### Account Management

To manage your Wiser system, an account needs to be created by providing your email address and your location. The location is used for services such as scheduling devices based on sunrise and sunset of the geographic location, and services such as getting local weather information. To add users into the system, simply share the credentials to login and download the app. There's no limit on mobile devices that you can login to from the same account. The only limitation is that you can only have 1 account per system and everyone that uses it will need to login with the same details.

### System Requirements for Wiser Home App



The Wiser Home 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:



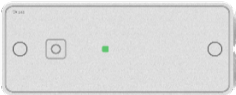

Android™ Version 5.0 or higher Apple® iOS 12 or higher

## Supported devices

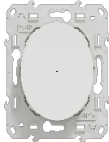

### Hubs




Device	Application	Resources
<p>Wiser Hub (1-Channel)</p> 	<p>The Wiser Hub is used to connect and control all the Wiser devices.</p>	<p><a href="https://download.schneider-electric.com/files?p_Doc_Ref=CTxxxx00_CCTxxxx10_HW">https://download.schneider-electric.com/files?p_Doc_Ref=CTxxxx00_CCTxxxx10_HW</a></p>
<p>Wiser HubR (0-Channel)</p> 	<p>The Wiser HubR is used to connect all the Wiser devices. This version is used where central heating (e.g. boiler or heat pump) is used.</p>	<p><a href="https://download.schneider-electric.com/files?p_Doc_Ref=CTFR63xx_HW">https://download.schneider-electric.com/files?p_Doc_Ref=CTFR63xx_HW</a></p>

## Climate


Devices	Application	Resources
<b>Radiator Thermostat</b> 	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.	<a href="https://download.schneider-electric.com/files?p_Doc_Ref=CCTFR6100_HW">https://download.schneider-electric.com/files?p_Doc_Ref=CCTFR6100_HW</a>
<b>Room Thermostat</b> 	This device is used for all heating types. It is an interface to the end-user to view the current room temperature and change the set point in a room.	<a href="https://download.schneider-electric.com/files?p_Doc_Ref=CCTFR6400_HW">https://download.schneider-electric.com/files?p_Doc_Ref=CCTFR6400_HW</a>
<b>16 Amp Relay</b> 	This device is used to control electrical heaters with On/Off commands or with Fil Pilote commands. <b>Note:</b> Pair with a room thermostat to control electric radiators.	<a href="https://download.schneider-electric.com/files?p_Doc_Ref=CCTFR6700_HW">https://download.schneider-electric.com/files?p_Doc_Ref=CCTFR6700_HW</a>
<b>Underfloor heating/Cooling</b> 	This device is used for controlling the valves for underfloor hydronic heat or cooling <b>Note:</b> Pair with 1 or more room thermostats to control water-based underfloor heating systems	<a href="https://download.schneider-electric.com/files?p_Doc_Ref=CCTFR6600_HW">https://download.schneider-electric.com/files?p_Doc_Ref=CCTFR6600_HW</a>


## Lighting

Devices	Application	Resources
<b>Switch</b> 	Used to control light associated to it manually and remotely via the app	<b>Odace :</b> <a href="https://download.schneider-electric.com/files?p_Doc_Ref=S5x0530W_HW">https://download.schneider-electric.com/files?p_Doc_Ref=S5x0530W_HW</a> <b>Unica :</b> <a href="https://download.schneider-electric.com/files?p_Doc_Ref=NU5538xx_NU3538xx_NU3537xxW_HW">https://download.schneider-electric.com/files?p_Doc_Ref=NU5538xx_NU3538xx_NU3537xxW_HW</a>
<b>Puck Switch</b> 	Used to control lights (On/Off)	<a href="https://download.schneider-electric.com/files?p_Doc_Ref=CCT5xx1-xxx2_2W_HW">https://download.schneider-electric.com/files?p_Doc_Ref=CCT5xx1-xxx2_2W_HW</a>


<p>Push-button Dimmer</p> 	<p>Used to control the On/Off state and brightness of lights.</p>	<p><b>Odace :</b>  <a href="https://download.schneider-electric.com/files?p_Doc_Ref=S5x0522W_HW">https://download.schneider-electric.com/files?p_Doc_Ref=S5x0522W_HW</a>  <b>Unica :</b>  <a href="https://download.schneider-electric.com/files?p_Doc_Ref=NU5517xx_NU3517xx_NU3515xxW_HW">https://download.schneider-electric.com/files?p_Doc_Ref=NU5517xx_NU3517xx_NU3515xxW_HW</a></p>
<p>Rotary Dimmer</p> 	<p>Used to control the On/Off state and brightness of lights.</p>	<p><b>Odace :</b>  <a href="https://download.schneider-electric.com/files?p_Doc_Ref=S5x0513W_HW">https://download.schneider-electric.com/files?p_Doc_Ref=S5x0513W_HW</a>  <b>Unica:</b>  <a href="https://download.schneider-electric.com/files?p_Doc_Ref=NU5518xx_NU3518xx_NU3516xxW_HW">https://download.schneider-electric.com/files?p_Doc_Ref=NU5518xx_NU3518xx_NU3516xxW_HW</a></p>
<p>Puck Dimmer</p> 	<p>Used to control the On/Off state and brightness of lights.</p>	<p><a href="https://download.schneider-electric.com/files?p_Doc_Ref=CCT5xx0-xxx2_2W_HW">https://download.schneider-electric.com/files?p_Doc_Ref=CCT5xx0-xxx2_2W_HW</a></p>

## Shutters

Devices	Application	Resources
<p>Shutter blind control</p> 	<p>Used to control the position of window coverings.</p>	<p><b>Odace:</b>  <a href="https://download.schneider-electric.com/files?p_Doc_Ref=S5x0567W_HW">https://download.schneider-electric.com/files?p_Doc_Ref=S5x0567W_HW</a>  <b>Unica:</b>  <a href="https://download.schneider-electric.com/files?p_Doc_Ref=NU5509xx_NU3509xx_NU3508xxW_HW">https://download.schneider-electric.com/files?p_Doc_Ref=NU5509xx_NU3509xx_NU3508xxW_HW</a></p>

<p>Puck Shutter</p> 	<p>Used to control the position of window shutter remotely via the app.</p>	<p><a href="https://download.schneider-electric.com/files?p_Doc_Ref=CCT5xx5-xxx2_2W_HW">https://download.schneider-electric.com/files?p_Doc_Ref=CCT5xx5-xxx2_2W_HW</a></p>
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## Appliance

<p>Smart Plug</p> 	<p>Turn on and off the powered device of your choice. Also used as a RF repeater to increase signal reach</p>	<p><a href="https://download.schneider-electric.com/files?p_Doc_Ref=CCTFR6500_HW">https://download.schneider-electric.com/files?p_Doc_Ref=CCTFR6500_HW</a></p>
-----------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------

## System limits

Devices	System limits	Room limits
Total limit	63 (32 heating devices, 10 smart plugs, 20 lighting, 16 shutters)	
Hub	1	
Room Thermostat	16	1
16 Amp Relay	16	4
iTRV	32	4 per room
Lighting	20	1
Shutters	16	
Smart plugs	10	
UFH device	3	

## Room

Type	Limits
Rooms	16

## Getting Started

### Overview of commissioning

The commissioning of the system involves these steps:

- ➔ Handover from installer
- ➔ Handover from previous homeowner
- ➔ Install devices and the hub
- ➔ Location of the hub
- ➔ Download the Wiser Home app
- ➔ Set up the Wi-Fi connection
- ➔ Create an account

### Handover from installer

If the system has already been setup by an installer you will still need to follow the workflow, but you can skip the section to add devices.

### Handover from previous homeowner

You will need to reset the hub to be able to connect erase the memory of the previous account and link your account to the system. You will also need to add the devices to the system again. See reset the hub instructions.

Once you reset the hub, you can start from downloading the Wiser Home app.

### Install devices and the hub

Install and test light switches, dimmers, sensors and other devices before using the Wiser Home app to configure the Wiser Home System.

Follow the instructions in the user manual supplied with each device. (See devices displayed in this user guide.)

To commission the system, first install and wire in any Fixed Wired devices (HubR, 16A, UFH, Light and Shutter devices) and then configure from the App (Battery powered devices are installed as the user goes through the journey).

Choose your Wiser Hub

Both hubs can control Lights & Shutters & Heating, in case of central heating HubR should be selected. Please verify your boiler's compatibility with Schneider Electric Website, before choosing the right Wiser Hub.



Wiser Hub<sup>R</sup>



Wiser Hub

### Step 1 : Install your Wiser Hub<sup>R</sup>

Your Hub<sup>R</sup> must be installed by a qualified electrician or heating engineer according to the Installation Guide.

First fix the back plate on the wall. Do the wiring. And finally install the Hub<sup>R</sup> on back plate. In case of on wall wiring secure wires with plastic conduits.

Power up the Hub<sup>R</sup>. Upon successful installation of the Hub<sup>R</sup> the Set-up LED will show a solid green light.



### Step 1 A: Install your Wiser Hub

Your Hub must be placed in central location of your home with a good Wi-Fi coverage. Fix the back coverage on the wall, plug adapter into the Hub and hook the Hub on the back plate. Insert the adapter into the socket outlet.



### Location of the hub

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

The hub is the central controller of the system and must be within range of all devices for the system to work properly.

The ideal location for the hub is determined by:

- the layout of the building where the system is installed
- the location of other devices that will be used in the system.

You can use the smart plugs as Zigbee repeaters to relay the signal to devices out of reach.

## Download the Wiser Home app

Download the Wiser Home app for your mobile device from the App Store® or Google Play by searching Wiser Home.



When opening the app, tap get started.

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

## Set up the Hub

The following instructions show you how to connect your mobile device to the Hub via a temporary Wi-Fi access point set-up by the Hub.



1. First select the Hub you wish to set up on the Wiser Home app.



2. On the hub itself, press the set-up button to activate set-up Mode:

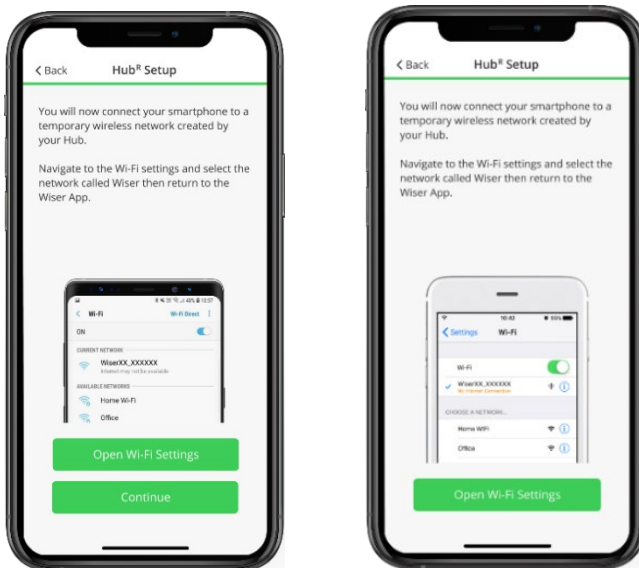
The HubR Set-up Mode stays active while you continue to use it. After 15 minutes of no activity, the HubR goes back to the normal operating mode. If you are still setting up your system when this happens, go through the set-up steps again. You can activate the HubR Set-up Mode at any time.

3. On the Wiser Home app, tap next

4. Wi-Fi network selection differs for iOS and Android users

- a. For Android users:
  - i. Select the network called Wiser XX\_XXXXXX and connect to it.
- b. For iOS users:
  - i. Open the Wi-Fi settings on your mobile device

ii. Switch back to the Wiser Home app



5. Tap Next

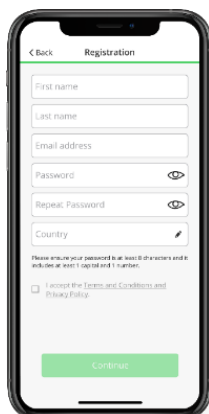
The mobile device and the HubR are now connected.

### Set up the Wi-Fi connection

In order to remotely control your smart home this step or to update your system with the latest software version, you will need to connect the hub to the home Wi-Fi connection.

If you are an installer, do not proceed at this stage unless your customer provides you with the information.

### Create an account

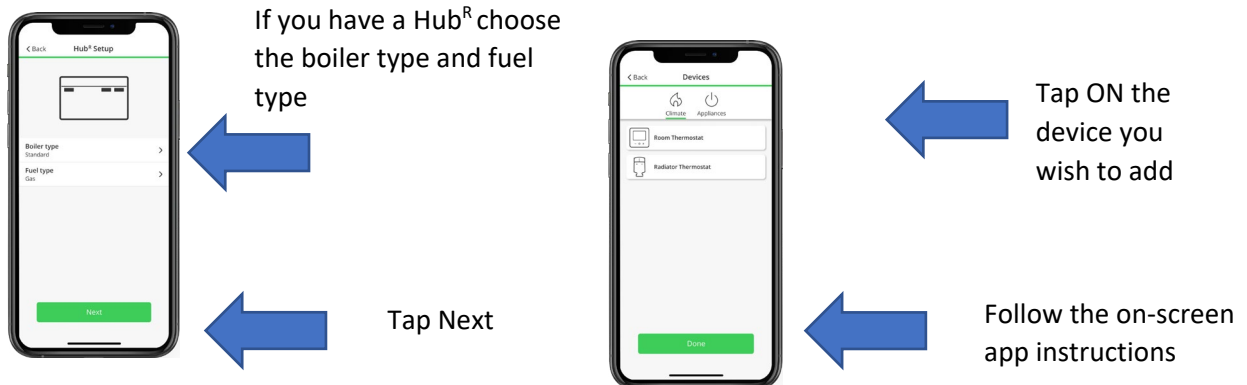


This is the final step to access your system. Fill the information with your email address and the location.

If you are an installer, do not proceed further as the homeowner will create this account.

## Join devices to the hub

The following instructions show you how to join devices to the Wiser Hub in order to set up your smart home system. Do this by adding any of wisers devices and assigning them to rooms.



### Have a look at:

- 1) Add a room thermostat -> [page 28](#) and follow the on-screen instructions
- 2) Add a radiator thermostat -> [page 29](#) and follow the on-screen instructions,
- 3) Add a smart plug-> [page 51](#) and follow the on-screen instructions
- 4) Add a 16A Relay-> [page 31](#) and follow the on-screen instructions
- 5) Add a Wiser Relay Switch/Puck Dimmer > [page 59](#) And follow the on-screen instructions
- 6) Add a Push Button/Rotary/Puck Dimmer switch-> [page 60](#) And follow the on-screen instructions
- 7) Add a Blind switch -> [page 68](#) and follow the on-screen instructions

## Operate the system

### Home screen and navigation

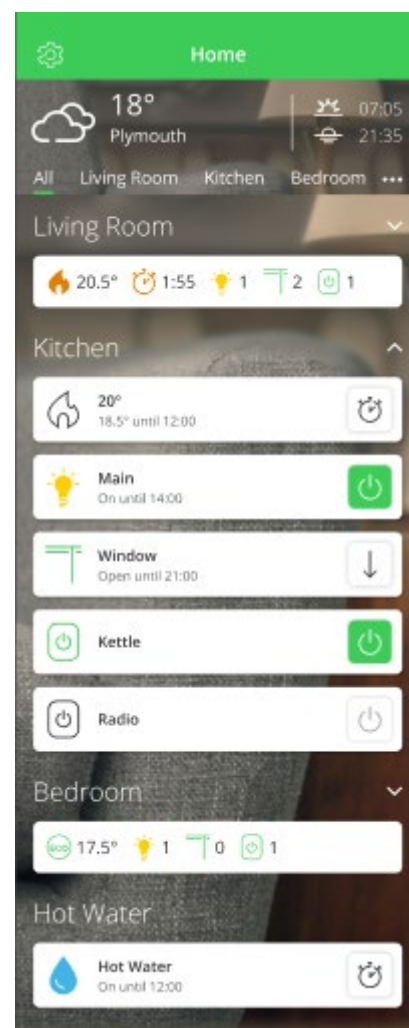
#### Device control

#### Room Reordering

Your rooms will appear on the home screen and navigation bar in the order that they were added to your system. If you are not happy with this order, you can change it at any time by clicking the three dots on the right hand side of the navigation bar and selecting “re-order rooms”. This will take you to an editing screen; once here, simply press and hold and drag into the desired order. Select “done” in the top right of the screen to save your new order.

#### View Devices per room

#### Collapse a room



## Automation

Actions	Away mode
Scheduling	Climate Scheduling
	Light Scheduling
	Shutter Scheduling
	Appliance scheduling

### Away Mode

By default, applied to heating but not lights, shutters and plugs.

Can be updated in settings

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 HubR.

## Scheduling

### Create a schedule

1. Tap on the automation icon
2. Tap on the '+' button on the schedule screen
3. Tap the plus button on tab Schedule
4. Select the type of schedule: climate, hot water or appliance (smart plug)
5. Apply to all relevant rooms/appliances
6. You will then see the schedule details screen where you can create the schedule you require.

### Edit a schedule

You can change the schedule that a Room follows from the schedule edit screen by selecting the Rooms you want to follow the schedule from the Schedule details list.

To edit a schedule, you need to edit the events within that schedule. An event is a set change that lasts until the next event in the schedule. An event consists of a start time and the desired action or temperature. One day can have up to eight events. To do this, go into the schedule screen and click the pen, from here you can add, amend or delete an event. You can then copy the schedule across days or rooms using the copy button in the bottom right if desired.

## Settings

### Account

You can update personal information, the location and the account password. You can also log out from the account.

### Away mode

You can modify the default settings when activating the away mode:

Climate	All rooms fall back to the Away temperature (default 16° C) If you have HubR, the hot water will be turned OFF
Lighting	Lights will be OFF
Appliance	Default: no smart plug, can be added from settings, away mode screen
Shutter	Default: no shutters, can be added from the settings, away mode screen

### Smart Modes (for Climate devices only)

You can enable or disable Comfort mode and Eco mode.

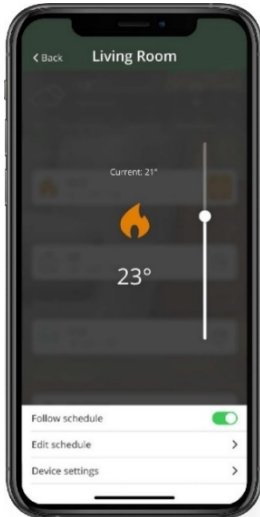
More information for these modes in operates climate section

## Device settings

## Room settings

## Operate Climate

### Set the room temperature



Use the scroll bar on the right side to adjust the temperature up or down.

The flame shows that the room temperature is lower than the desired temperature (set point) and so the heating is ON.

The bottom of this screen shows if the room is following a schedule or not.

What will happen if your system is:

#### **Following a schedule**

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

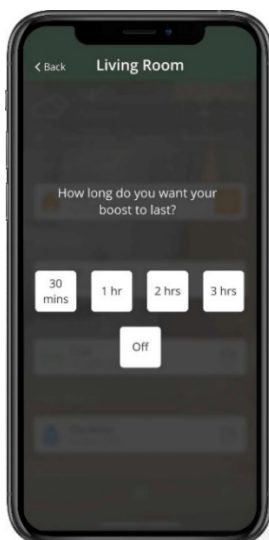
#### **Not following a schedule**

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

#### **In Away Mode**

The new set-point will continue to be active until Away Mode is deactivated. Afterwards, it goes back to following or not following a schedule, depending which state it was in when Away Mode was activated

### Boost the room temperature



#### **Boost the room**

Tap the boost icon on the home screen in the room in which you'd like to boost.

Select the time period you would like to boost for.

Once selected, this will temporarily increase your room temperature by 2 degrees

Boost can be stopped at any time by tapping the boost icon on the home screen and selecting "off"

## 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.

Boost the room temperature and cancel all overrides

#### **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 this is a "one-time action" you can find it in the "Automation" menu by clicking the "Automation" tab at the bottom of the home screen.

### Cancel all heating 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 set points.

Cancel All Overrides won't impact hot water overrides.

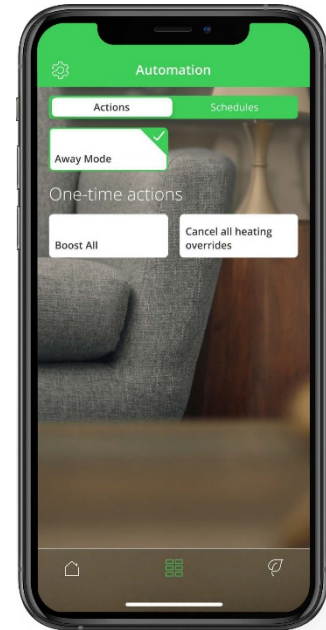
The Cancel All overrides option won't be displayed if there are no active overrides.

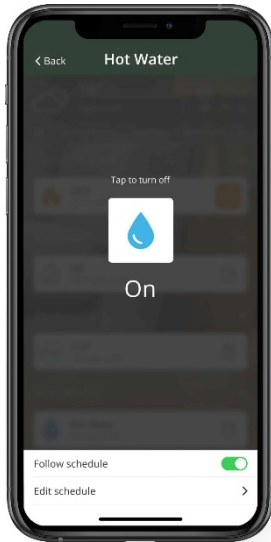
### Controlling Hot Water

If the water droplet is blue, the hot water is ON. If it is off, only an outline of a droplet will appear.

To turn the water on/off tap the center of the hot water bar on the home screen. Then tap the hot water on/off.

Once in this screen you can also see if the hot water is following a schedule or not.





## Boost the hot water

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

Tap the boost icon on the hot water bar on the home screen.

Select the time period you would like to boost for.

Boost can be stopped again at any time by tapping the boost icon and selecting off.

## Climate modes

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)

Away Mode overrides all schedules, however if the system is being manually controlled and not following a schedule, the set-point temperature will 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 status of your devices.

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 and rooms that are and aren't following a schedule, 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.

## Smart modes

### Eco mode

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

### 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.

When a room is in an Eco period, an ECO icon will appear in the room on the home screen. The ECO icon will also be visible on the control screen and 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 optimizing the times the boiler comes on compared with a schedule that has permanently set early start times.

### 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 sometime after the scheduled start time.

### Comfort Mode activated

With Comfort Mode activated a room will start to heat up for 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.

When a room is in a Comfort period, a 'C' icon with an encircling arrow will appear on the control screen 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 Wiser 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.

## Room Thermostat

### Add a Room Thermostat



The room thermostat must be joined to the Hub 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.

No network found? the Hub has timed out

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

No network found? the Hub is still in Set-up Mode

If the Hub is still in Set-up Mode (the Setup LED is flashing green), then the room thermostat is too far away from the Hub<sup>R</sup>. 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 51

Place/Mount the Room Thermostat

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



## Radiator Thermostat

### Add a Radiator Thermostat to a room

The radiator thermostat must be joined to the Hub<sup>R</sup> 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 Hub<sup>R</sup> has timed out

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

No Network found? The Hub<sup>R</sup> is still in Set-up Mode

WARNING

IMPORTANT- Do not attempt to install this product if you are not familiar with how to install mains powered electrical appliances.

IMPORTANT- Not SELV- Fixed wiring only, to comply with current local regulations.

CAUTION- Before installation, make sure the mains supply is switched off.

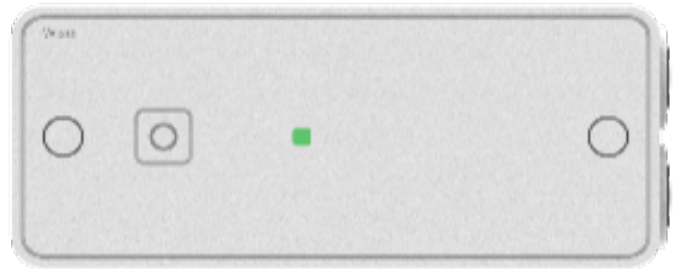
NOTE-When inserting the conductors into the connector blocks make sure they are securely screwed down.

## 16 Amp Relay

### Add 16 Amp Relay

#### Workflow for 16A

- ➔ Wire the device
- ➔ Join to the system
- ➔ Add to a room
- ➔ Configure type (relay/FIP)



#### WARNING

IMPORTANT- Do not attempt to install this product if you are not familiar with how to install mains powered electrical appliances.

IMPORTANT- Not SELV- Fixed wiring only, to comply with current local regulations.

CAUTION- Before installation, make sure the mains supply is switched off.

NOTE-When inserting the conductors into the connector blocks make sure they are securely screwed down.

#### INSTALLATION

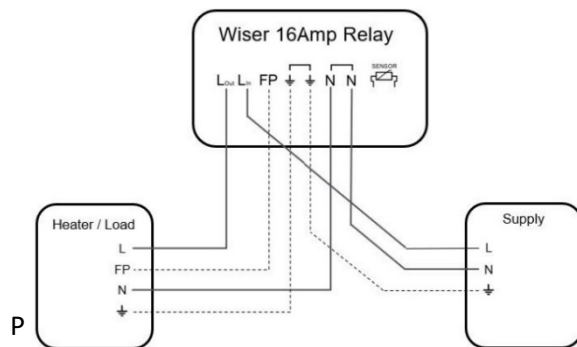
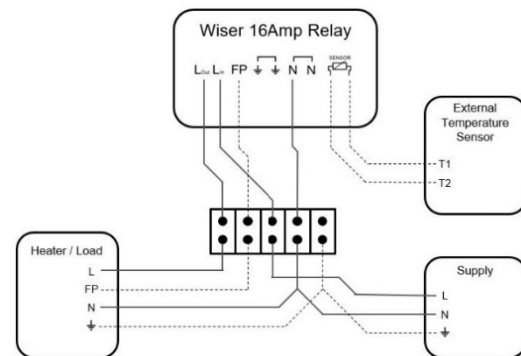
1. The 16 Amp Relay must be installed below or to the side of any heat source. The 16 Amp Relay must not be installed behind a wall-mounted heater.
2. Prepare mounting surface. NOTE: Breakout tabs can be removed to provide 4x extra mounting holes and 2x larger holes for rear cover cable entry.
3. Securely attach the black rear cover to the mounting surface.
4. Prepare cable for wiring. Insulation should be stripped back 6.5mm. Note: for installations with loads of 16A a minimum of 1.5mm<sup>2</sup> conductor should be used.
5. Pierce the rubber grommets with a small screwdriver and thread through the cable. To ensure IP44 ingress protection a tight seal must exist between the rubber grommets and the cable sheath.
6. Push down the cables into the front cover receptacles as shown in the image below
7. Make the wiring connections, for the appropriate system. For surface wiring ensure rubber grommets are fitted to cable before wiring into connector blocks. For in-wall wiring remove the rear cover break out tabs and feed cables through prior to wiring into connector blocks.
8. Secure the cable with the cable clamps and screws provided in your fixing kit. Note: cable clamps can be placed in high or low receptacles and can also be flipped to better compress the chosen cable.

9. Position Front Cover over the Rear Cover mounted on wall, push together and ensure Rubber Grommets sit neatly in their receptacles.
10. Fix together via two screws located on the front surface.
11. To finish off pop the two blanking plug components over the screw heads.

**WARNING:**

If the heater is equipped with an electronic thermostat, it is highly recommended to control the heater using the

“Fil Pilote” option. The fil pilote wire is always black and it needs to be wired on the FP terminal. If the heater with electronic thermostat is not equipped with fill pilote input, check with the supplier if it can cope with On/Off commands. For Fil pilote heaters, set the heater on PROG or AUTO Mode and then select a high set point.



When prompted on the app, for joining the device, press button for more than 2s until the LED flashes amber. Then select the right output in case the 16A relay output is Relay (On/Off) or Fil Pilote

(Show 2 app screen shots with those options selected)

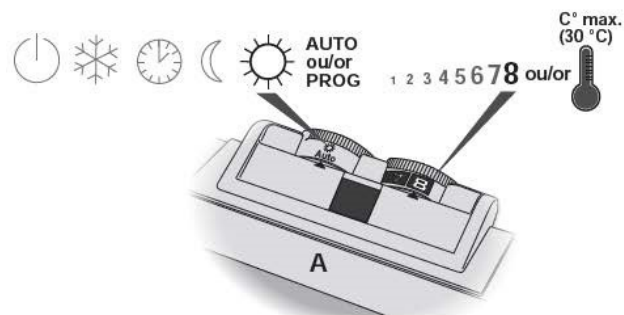
The 16A relay LED flashes red after joining the system until it is associated to a room thermostat. That indicates that the device cannot accomplish a right temperature control.

No network found? the Wiser Hub has timed out. If the Wiser Hub Set-up Mode has timed out (The Setup LED shows a solid green), repeat the set-up step.

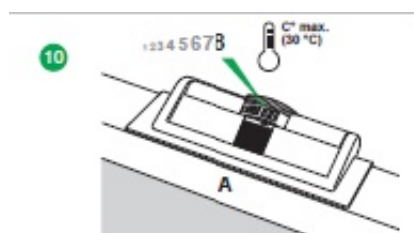
No network found? the Wiser Hub is still in Set-up Mode (The Setup LED is flashing green), then the 16A Relay is too far away from the Hub. In this case, choose another location for the 16A Relay or install a smart plug between the Hub and the 16A Relay. Have a look at: [Getting to know contact the system.](#) -> [page 9](#) for other options, contact SE Customer Service.

Setting the thermostat on the electrical heaters

In case of fill pilote set the radiator on AUTO or PROG mode and then select high set point.



If the heater is equipped with its own local thermostat, set it to a high temperature. So, it doesn't stop heating when you increase the temperature through the Wiser app.



IMPORTANT: Add a room thermostat to the same zone so you can control your temperature.

## Wiser Multi-zone Kit for central heating and water-based radiators



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.

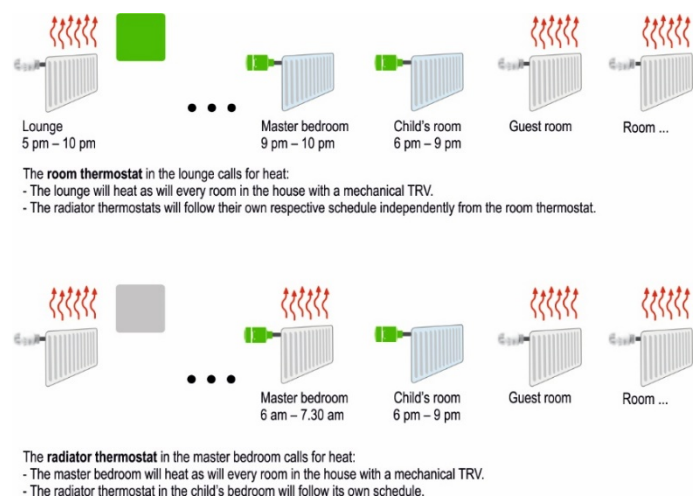
## Installing your Wiser Multi-zone Kit (cont.)

### 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.



## Installing your Wiser Multi-zone Kit for electrical radiators

Your Wiser Electrical Heating Multi-Zone Kit contains one room thermostat and two 16A relays. This kit allows controlling a large room equipped with 2 electrical radiators. In a second step you can equip smaller rooms for with additional 16A Relays and thermostats for optimizing your energy consumption while keeping the same comfort level.

**1st Step Controlling the temperature of the main room:** Wiser will help you in controlling the right temperature in the main living area of you home. You can adjust your comfort level according to your occupancy and let the room cool down when you are away.

The other rooms are set to a minimum temperature level because they are rarely occupied.

### **2nd Step extend your control to the other rooms:**

If your bedrooms are longer occupied with persons with different needs, like grownups vs babies, you can simply extend your system by controlling the heaters in your bedrooms. For each room a Room thermostat is required. For each electrical radiator a 16A Relay is required. You can now secure a good comfort in all your home and avoid wasting energy when room are unoccupied. For each room you can also tune your comfort according to the moment in the day, for example for a bedroom:

- 14°C during daytime
- 20°C before going to sleep
- 17°C during nighttime
- 19°C for wake up

Furthermore, when you leave your home for a work or some holidays, you just need to turn the AWAY mode on to lower heating in all your home until you come back.

## OpenTherm (HubR only)

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 HubR
3. Set the OpenTherm cables into the OpenTherm module. Cables can be wired any way.
4. Replace the OpenTherm module into the HubR
5. Mount the HubR on the backplate.

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

### Re-wiring to OpenTherm from standard installation

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

### How your OpenTherm heating system operate with Wiser

We've recently updated Wiser Home to support OpenTherm modulation. So, if you have an OpenTherm boiler connected to your Wiser 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.

If you are fitting a new system or require rewiring, contact an installer. 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 maximizing 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).

## Underfloor Heating System (UFH)

The Wiser Underfloor Heating (UFH) Connection Strip works as the control interface for thermal actuators. It can also be used to control a heat pump or a boiler. The minimum and maximum internal floor temperature can be monitored by an optional floor sensor. Another optional dew sensor can be added to prevent condensation in case of cooling.

In each room a Wiser Room Thermostat provides the temperature and the set point to the Wiser Hub. This device generates the ON-OFF commands of each UFH Channel and sends them to the Wiser UFH Connection Strip.

The control of the thermal actuators is electrically ensured by the Wiser UFH Connection Link.

The device also ensures the ON/OFF control of the heat pump or boiler.

The Heat/Cool status of the heat pump is monitored by the UFH connection strip in order to ensure a positive or negative logic of control of the electro-thermic actuators.

The Wiser UFH Connection link can manage up to 6 channels/zones. A room can be served by one or several channels. The split connection block allows up to 14 thermal actuators to be connected in parallel with the following arrangement:

- up to 4 actuators for 2 channels/zones,
- up to 2 actuators for 2 channels/ zones
- 1 single actuator for 2 channels/zones.

Note that the heat pump can be replaced by a boiler. In such a case the Hot/Cold input will not be wired

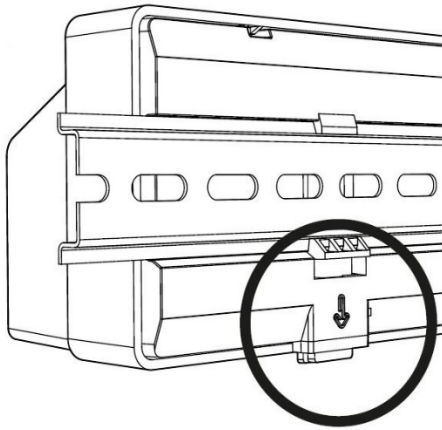
### Installation

The Wiser UFH Connection strip may only be used for water-carried underfloor heating systems. The device is part of the Wiser system. It works in conjunction with the Wiser Hub and Wiser Room Thermostats, and it regulates the temperature in individual rooms / zones. Wiser radiator thermostats can be added to mixed systems (underfloor heating with radiator heating). Thus, a complete water-powered heating system can be controlled. The system is easy to expand; 2 further connection strips (optional radiator thermostats) can be added.

- 1 connection strip: max 6 zones
- 2 connection strips: max 12 zones
- 3 connection strips: max 16 zones

## Assembly

The Wiser UFH connection strip is attached to the supplied DIN rail. You can use the green clips on the back to attach or remove it. To attach it push inwards with the screwdriver until it clicks in place. For removal push outwards with the screwdriver until it clicks into place.



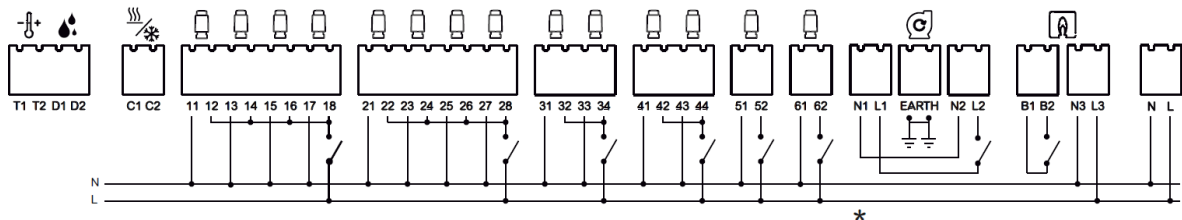
## Electrical wiring

Up to three distribution strips can be used in one Wiser System. In each distribution strip Channels 1 and 2 can manage up to 4 actuators. Channels 3 and 4 up to 2 actuators. And Channels 5 and 6 up to one 1 actuator.

A room thermostat can be used to various channels of the same UFH device. e.g. A room thermostat can be connected to channels 1, 4 and 5.

Your UFH connection strip has further connections for:

- Floor temperature sensor input (optional)
- Dew sensor input (optional)
- Heating / cooling change-over input (for heat pumps)
- Pump contact output in case the UFH manifold has its own circulating pump
- Boiler contact output in case the heat generator can be controlled with On/Off



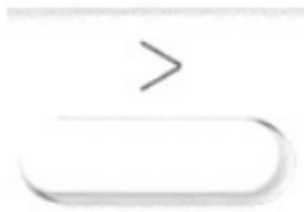
## The external antenna

The supplied antenna must be installed. This is the only way to ensure a secure communication with the Wiser system. Screw on the antenna on the UFH connection strip at the bottom left. To optimize the signal strength, the antenna should be placed outside the distribution cabinet.

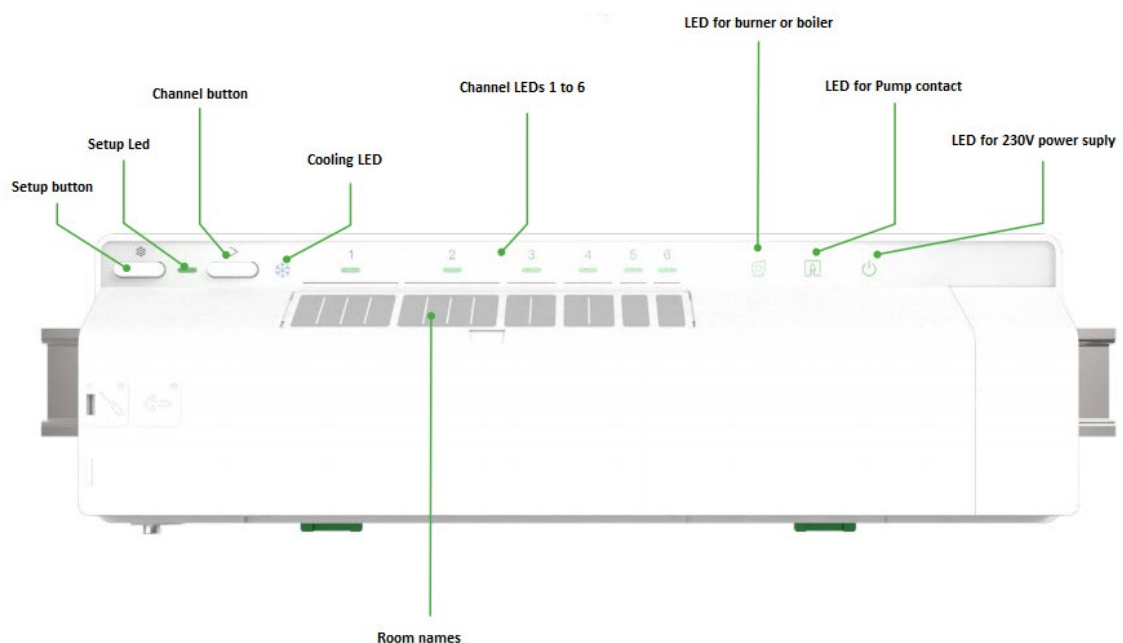


## System test

Before pairing the UFH connection strip to your Wiser system, you can test the channels and the actuators. With the channel button you can select an actuator and open it or close it for commissioning your underfloor heating installation.



## UFH connection strip details



## User actions and LED behavior/overview

User action	Led	LED Status	Behavior
	LED	Green	Mains Power supplied
	Channel 1-6 LED	Off	Relay open (no call for heat)
	Channel 1-6 LED	Green	Relay closed (call for heat)
	Channel 1-6 LED	Green, dimly lit	Delay on relay activation
	Channel 1-6 LED	Green, flashing	System test/emergency operation
	Setup LED	Green	Connected to the Hub
	Setup LED	Amber, flashing	Attempting to pair with the Hub
	Setup LED	Amber	Not connected to the Hub.
	Setup LED	LED flashing red	Floor temperature exceeded
	Selected LEDs	Green, flashing slowly	Channels activated
Connect the UFH with the Hub. Press Setup Button and hold it for >2 sec.	Setup LED	Flashing amber/green	The Wiser UFH attempting to pair with the Hub. Follow the instruction in the app.
Reset the UFH connection strip. Press Setup Button and hold it for >20 sec	Setup LED	Red until all LEDs flash	Reset; the Wiser UFH will be removed from the system
Identify device from the app	All LEDs	All LEDs flash	To identify the Wiser UFH
	Heating/Cooling LED	Solid blue LED	In cooling mode
	Heating/Cooling LED	Flashing blue LED	Dew sensor activated
	Pump LED	Solid green LED	Pump activated
	Boiler ED	Solid green LED	Boiler activated

## Connection details for UFH

### Heat Pump Principles

Heat Pump moves calories between outdoor and indoor. Most of heat pumps compatible with Wiser are air to water. Their typical efficiency equals 3 to 5 equals Produced Heat/Consumed Electricity. Heat Pump can work reverse which means it can provide coolness. Heat Pump manage domestic hot water.

### Heat Pump with Radiators

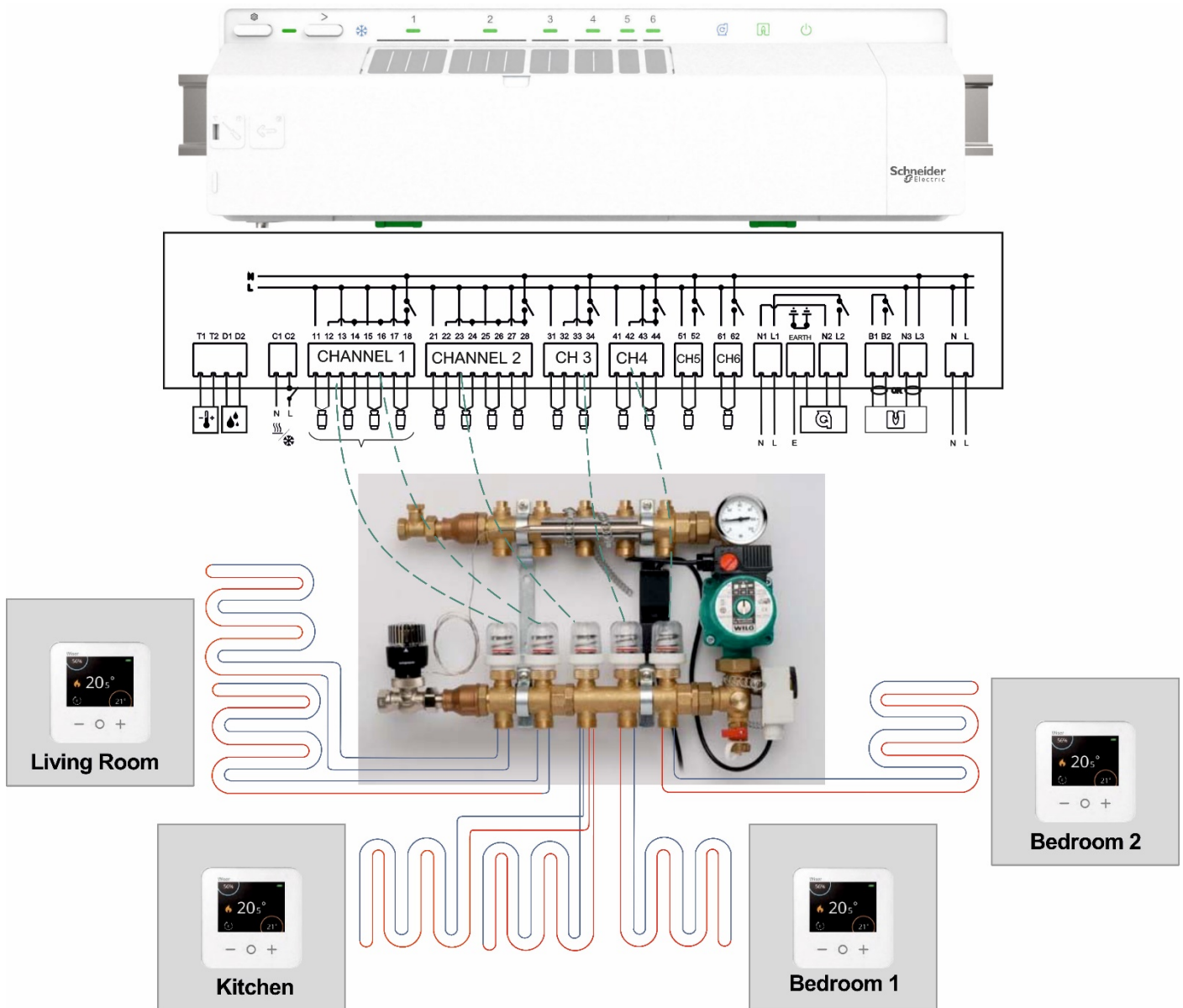
Wiser Control is very similar to a Boiler. The main difference is in the HubR settings: choose heat pump as a fuel type. The typical maximum water output temperature is 40-50 °C. Cooling cannot be provided by radiators, but only with underfloor pipes. Wiser doesn't manage the domestic hot water when it is automatically produced by the heat pump.

### Heat Pump with Underfloor Heating (UFH)

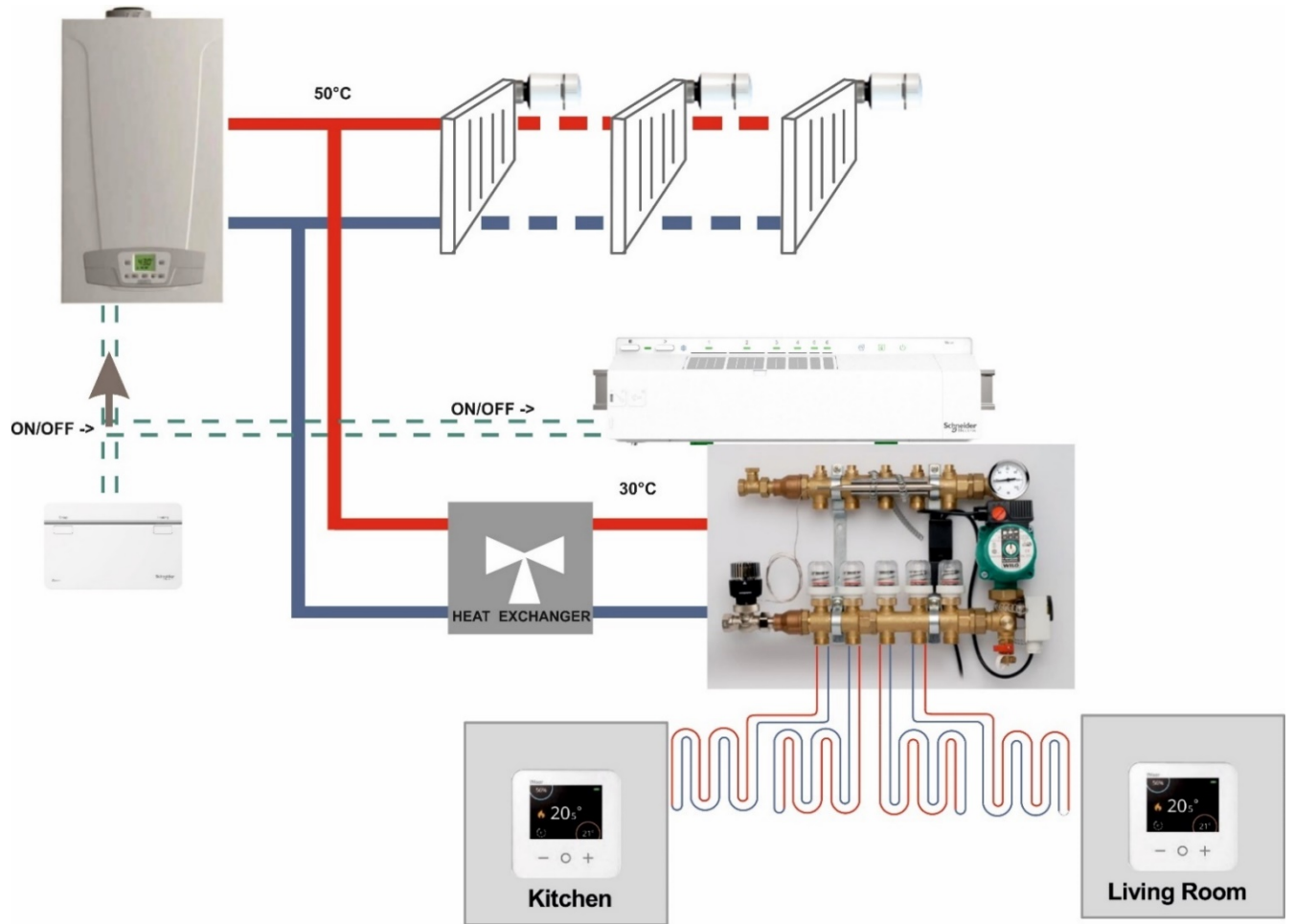
When heat pumps are associated with UFH, it is possible to provide heat in wintertime and coolness in summertime. The heating or cooling mode is set on the heat pump and then it is notified to the UFH connection strip on the C1 and C2 terminals.

## Connecting the Underfloor Heating (UFH) connection strip to the valve actuators

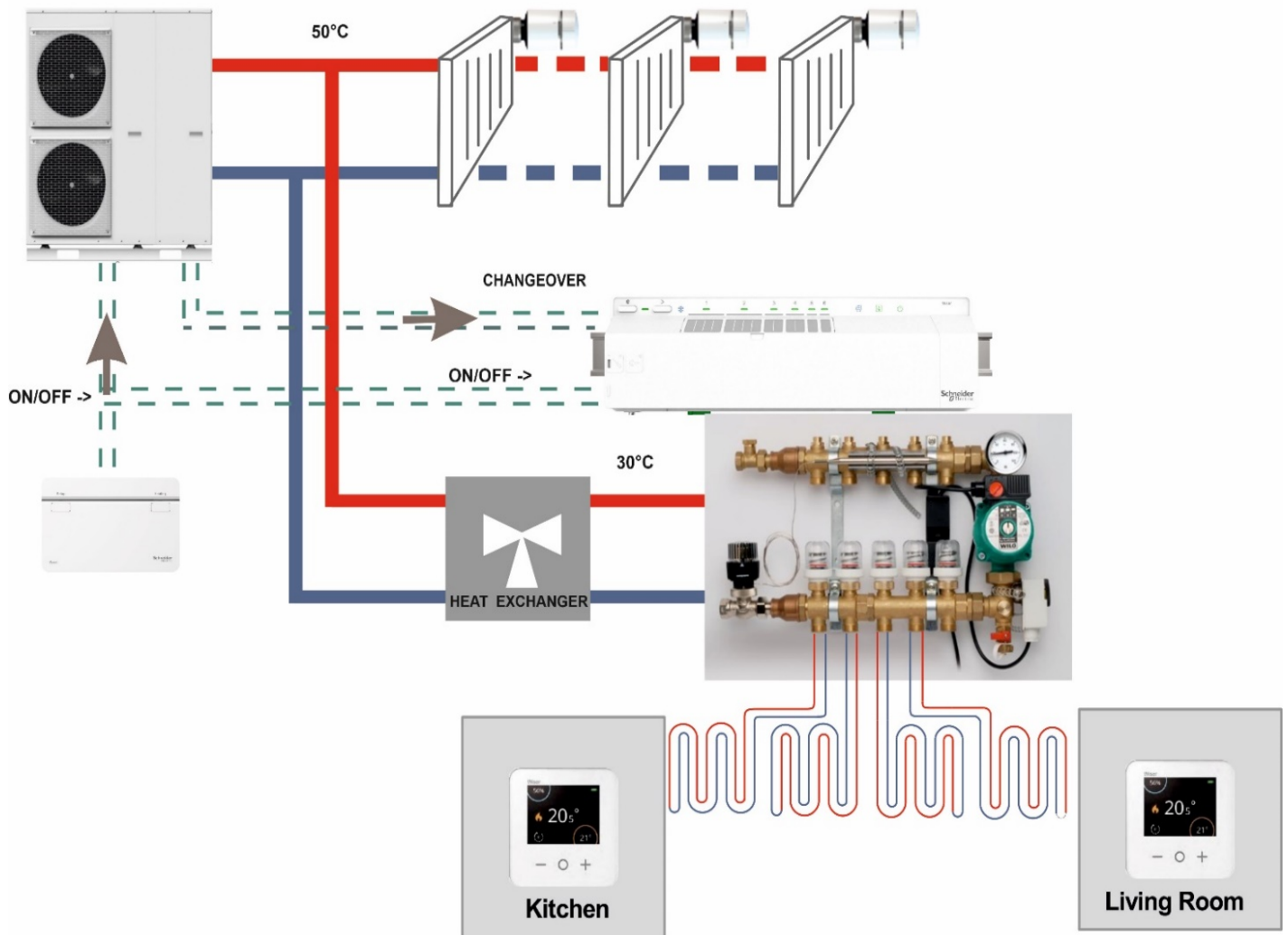
The Wiser UFH is compatible with 230V AC normally closed actuators.



The HubR calls for heat in case any radiator thermostat is open. The UFH connection strip does the same anytime a UFH zone valve is open.

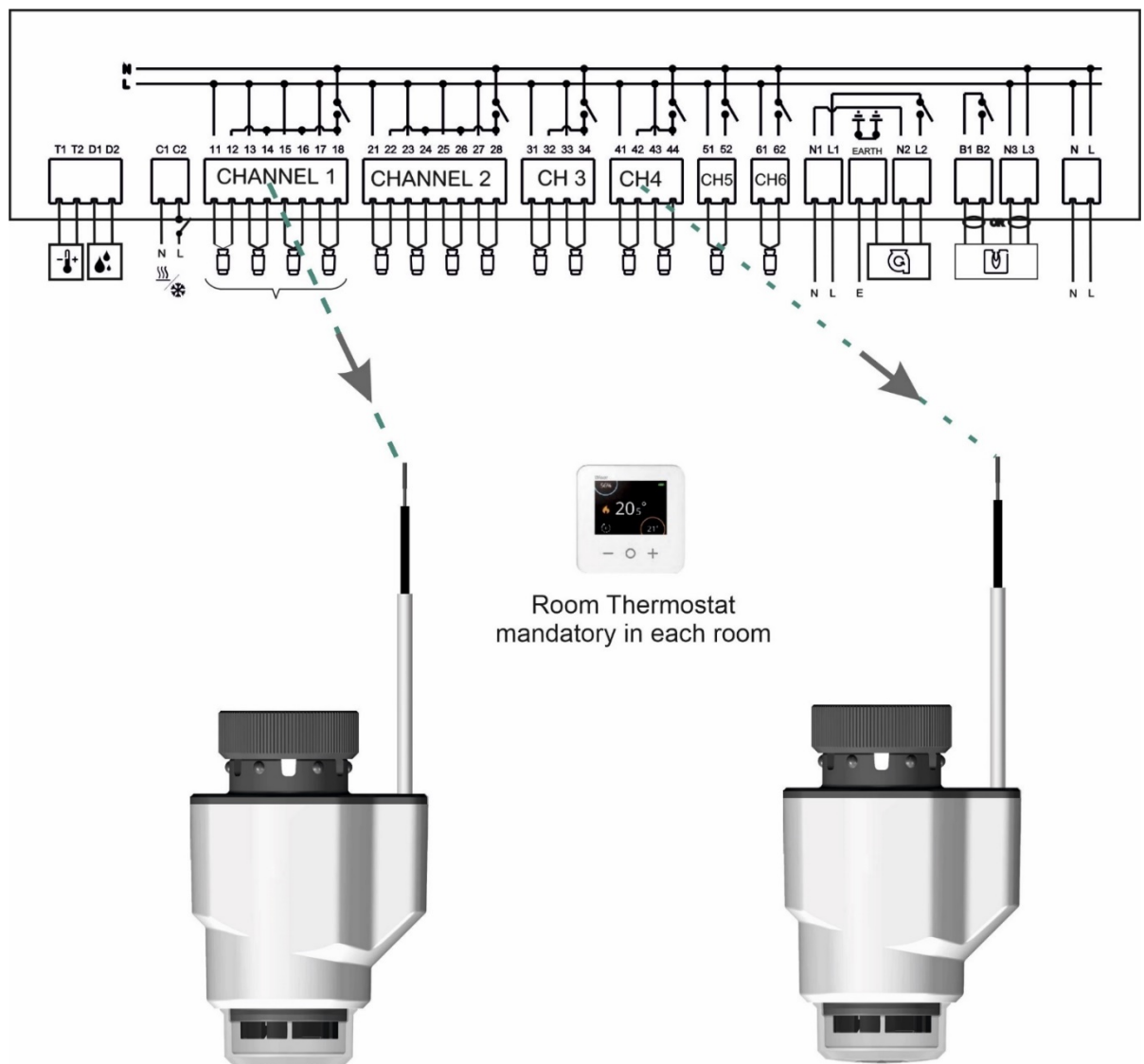


Cooling is possible only in the UFH zones and when the generator is a heat pump.



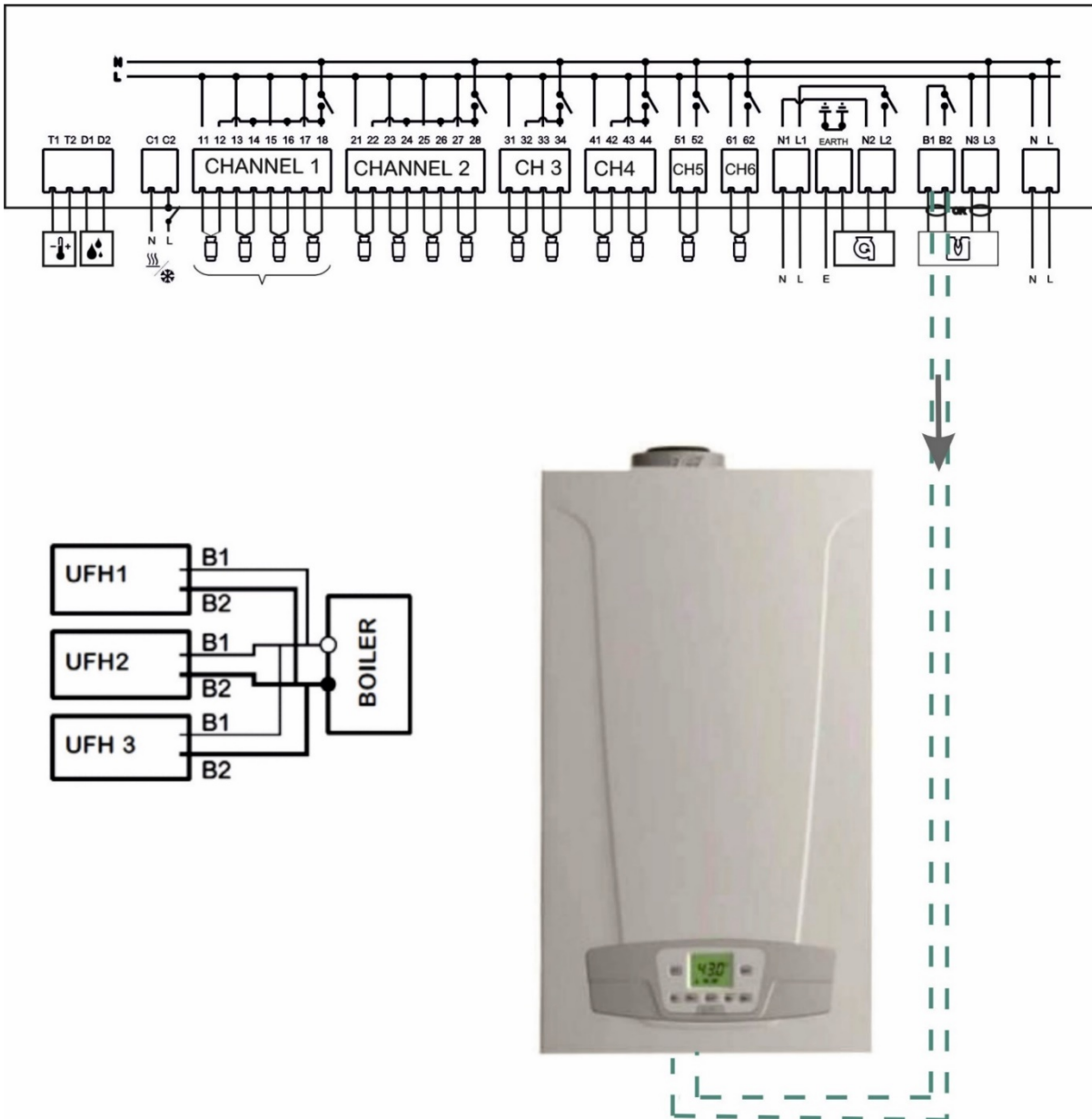
## How to control temperature

The Wiser UFH is compatible with 230VAC electro-thermic valve actuators which are normally closed. Check that actuators are compatible with the UFH manifold and refer to the manifold's installer. One room can be served by one or several water loops. In case several loops for a room put all actuators on the same channel. Several channels can be linked to a single room like CH1 and CH5. A room thermostat is mandatory for each room. There can be up to 3 UFH connection strips configured in the same system. Up to 16 rooms can be configured in the same system



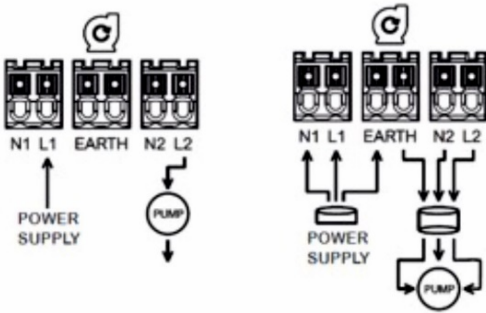
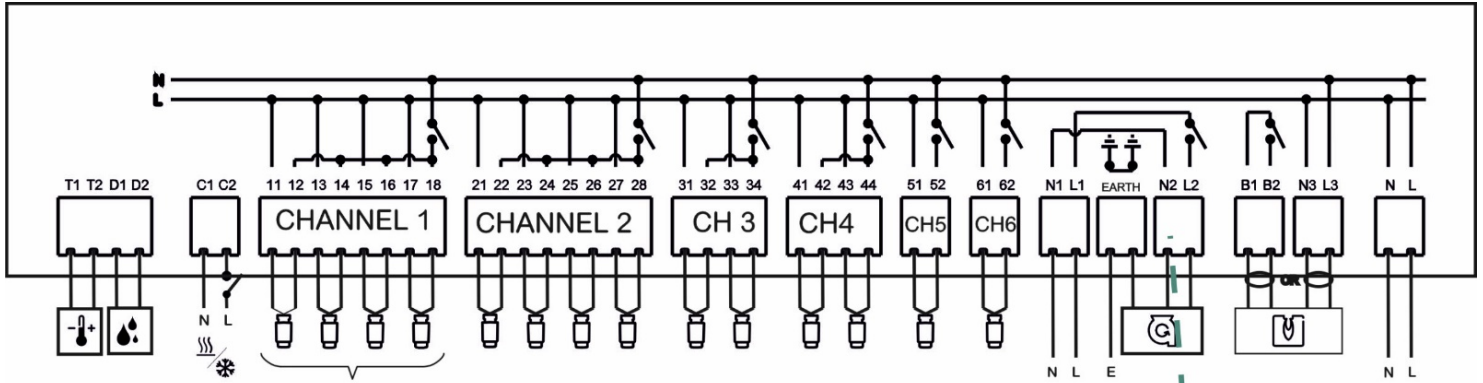
## How to control the boiler

To control the boiler, you need to check the boiler/ heat pump compatibility with ON/OFF. The boiler's/ heat pump's input is typically used for connecting an external On/Off thermostat. If the boiler/heat pump requires a powered control, please use L3 and N3 terminals. For example, a 230 VAC motorized valve providing hot water for the whole dwelling can be considered as a boiler. Link L3 to B1 and Link B2 and N3 to the valve. There is no OpenTherm<sup>output</sup> available. If more than one UFH is required connect all of them to the boiler.



## How to control the pump

Some UFH manifolds have their own circulating pump. The Wiser UFH connection strip can control that pump. The pump is on anytime a valve is open. When all valves are about to close, the pump remains ON for a while after the call for heat on the boiler stops. The UFH can simply control the Line to the pump or connect all other wires.

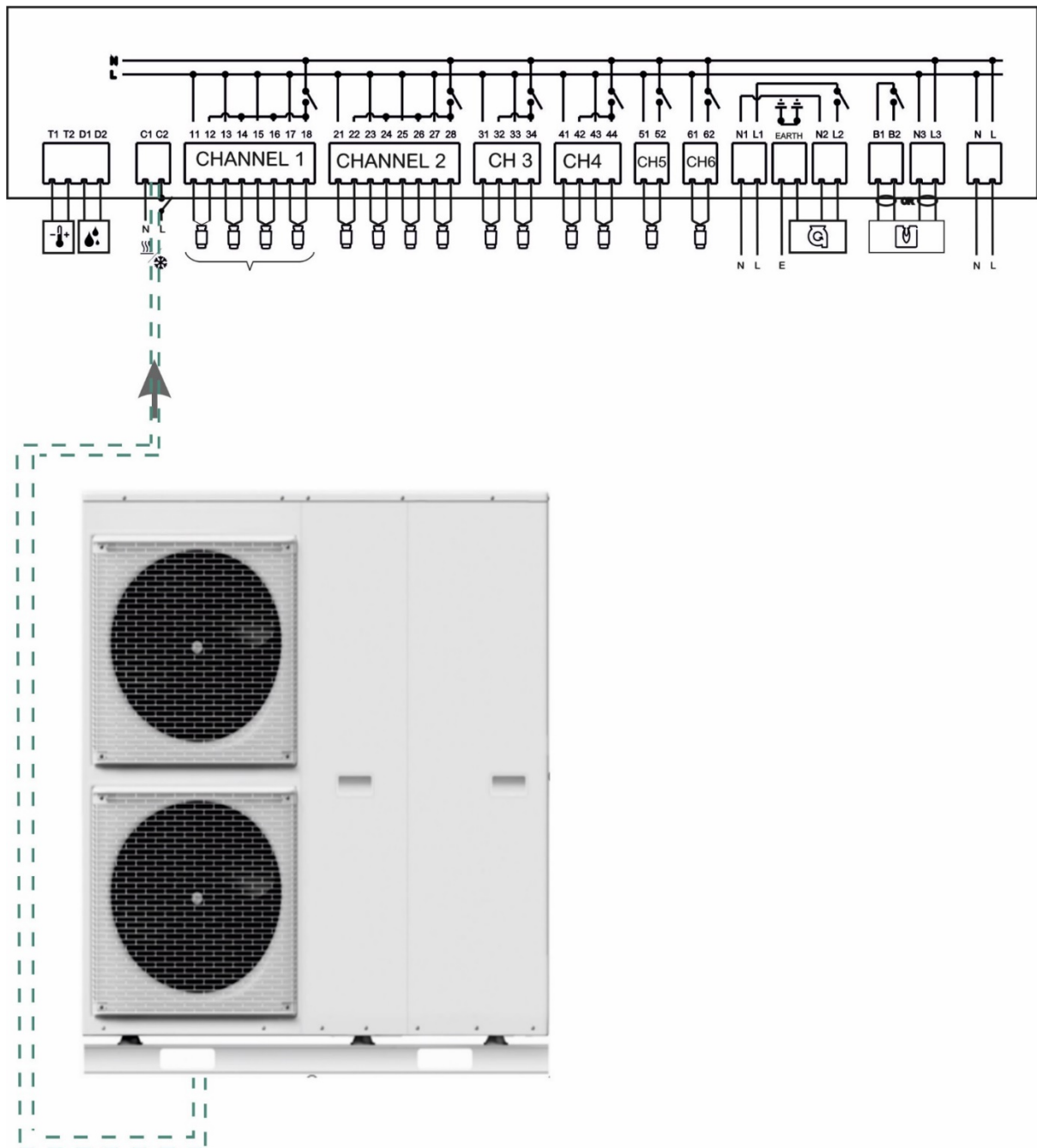


## How to change over

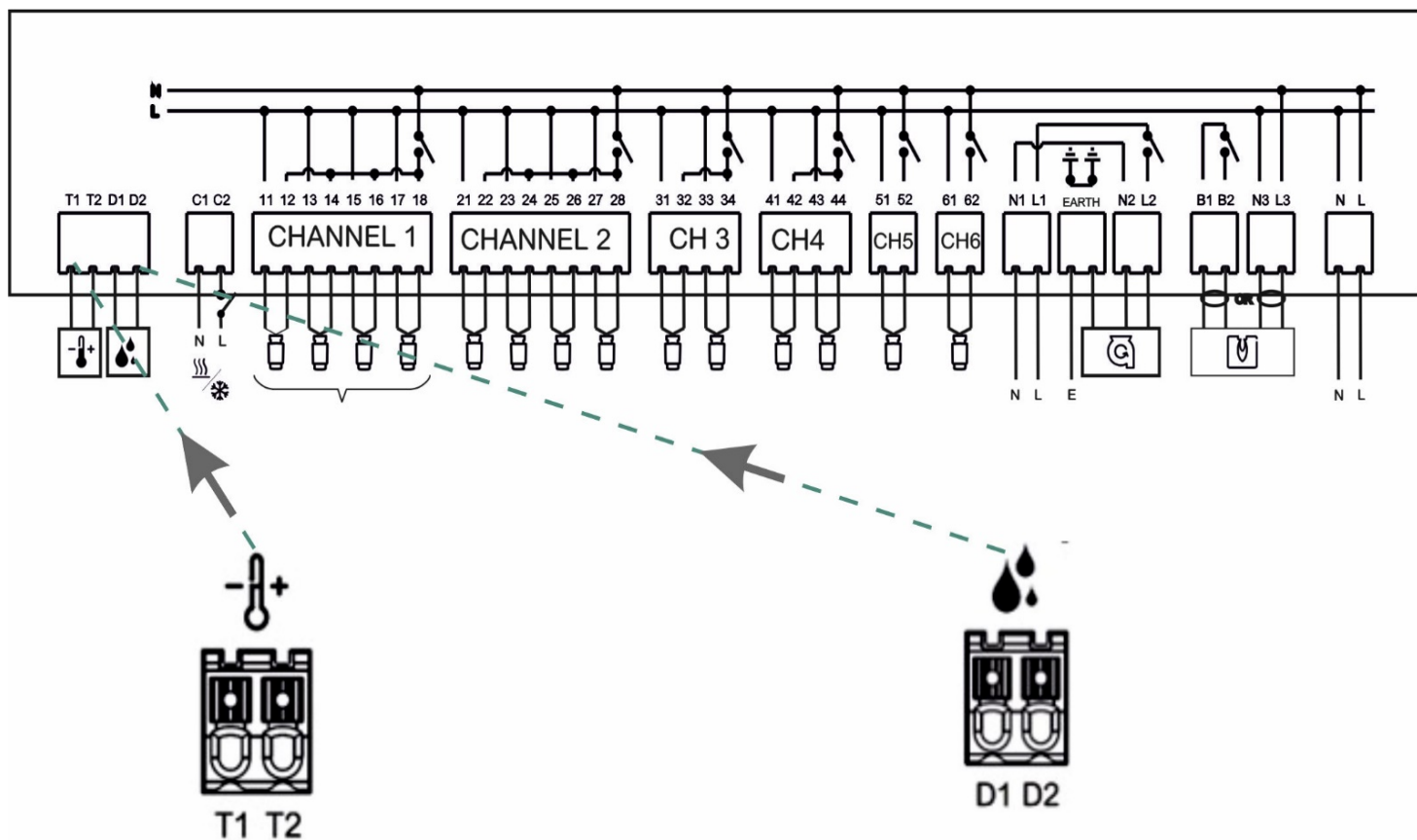
When the UFH is used with heat pumps the system can be used for cooling in summertime. When the end-user sets heat pump in cooling mode, heat pumps usually set an output to inform other devices

When the UFH receives a 230VAC signal on C2 and C1 the UFH reverts its control logic: valves will open when the set point is lower than the current temperature.

If several UFH connection strips are used in the same system, only one of them needs to have its C1, C2 connected to the heat pump



## Floor Temperature sensor & Dew Sensor



**Floor Temperature sensor** is an optional device which allows to define a max and min value of the floor temperature. Max value is used to prevent high temperature which could damage the floor (like for wooden parquets). Min value is used to keep a nice feeling when walking on the floor with bare feet.



**Dew Sensor** is an optional device which in cooling mode prevents humidity condensation when fresh water is pushed in the pipes.

## Operate Appliances

### Wiser Smart Plug

#### Getting to know the Wiser Plug



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

You can access your smart plugs via the home screen. They will appear on whichever rooms you assigned them to during set up. In order to switch them on/off simply tap the on/ off button to the right of the plug. When the plug is ON, the on/off button will be displayed in green beside the plug and the smart plug will provide power to the electrical appliance connected to it.

When the plug is off, the on/off button will be light 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 it's blue LED and when not supplying power, the LED will be off.

You can choose for your smart plug to follow a schedule or control it manually. The schedule is accessible via the "Automation" screen and within the plug screen itself.

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 Home app. Have a look at: [Away Mode -> page 23](#)

#### 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 70](#)

#### 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

#### HubR

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.

## Zigbee 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 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.

### Add a Wiser smart plug

Please note that a smart plug will work in any wall socket it is plugged into. The wall socket needs to stay switched on for it to function.

#### 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 Hub<sup>R</sup>.

- ➔ Press and hold the ON/OFF button for two seconds until the LED lashes blue.
- ➔ When prompted by the *Wiser Home app*, enter a descriptive name for the smart plug such as "Table lamp".
- ➔ Set the device 'Location' so it appears in the correct place in the App.

No network found? the Hub<sup>R</sup> has timed out.

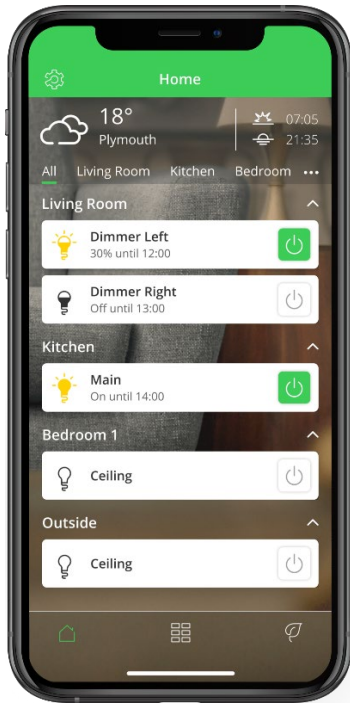
If the Hub<sup>R</sup> Set-up Mode has timed out (the Setup LED shows a solid green), repeat the set-up step.

No network found? the Hub<sup>R</sup> is still in Set-up Mode (The Setup LED is lashing green), then the smart plug is too far away from the Hub<sup>R</sup>. In this case, choose another location for the smart plug. Have a look at: [Getting to know the smart plug-> page51](#). For other options, contact SE Customer Service.

## Operate Lighting

### Open and start

Control your lights



### Advanced settings

Every Wisernet device comes with *Advanced settings* that can be used to set special functions.

To access the special functions, proceed as follows:

1. Open the Wisernet Home app.
2. Open the settings menu
3. Select devices and choose the device to manage.

### Set min./max. brightness (dimmer module)

By setting the minimum and maximum brightness, you can limit the dimming range of the dimmer. This can be useful when connected lamps (particularly LED lamps) start to flicker at low dimming values.

Limiting the maximum brightness can be useful if you wish to reduce your energy consumption, for example.

### Converting to RL LED mode (dimmer module)

Most LED lamps are capacitive loads. They are automatically detected by the dimmer and controlled in RC mode.

Particularly with dimmable LED lamps, which can vary greatly in terms of the electronics used in them, the dimmer may not always recognize an inductive LED load correctly. If explicitly recommended or prescribed by the lamp manufacturer, you can activate RL LED mode in such cases.

In RL LED load mode, LED lamps can only be connected at up to 10% of the maximum permissible dimmer load.

## Away mode



Lights are not included by default in the Away mode but can be added.

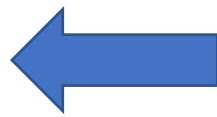
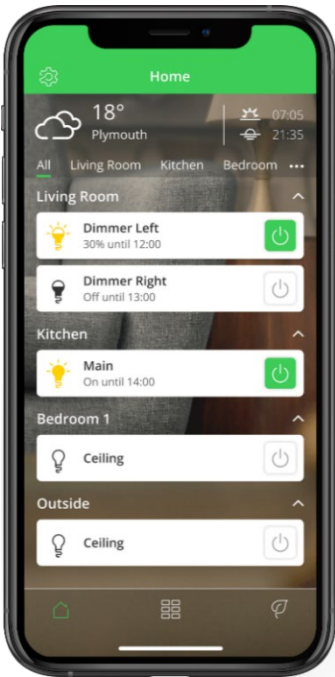
Lights can be included in Away mode from settings menu.

Lights that aren't included in Away mode will continue to follow their current schedule

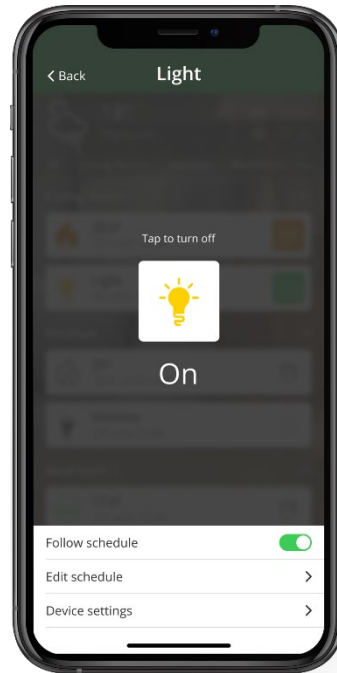
Note: The default Away for lighting can be changed under settings -> [page 23](#)

## Two ways to access the schedule for all devices:

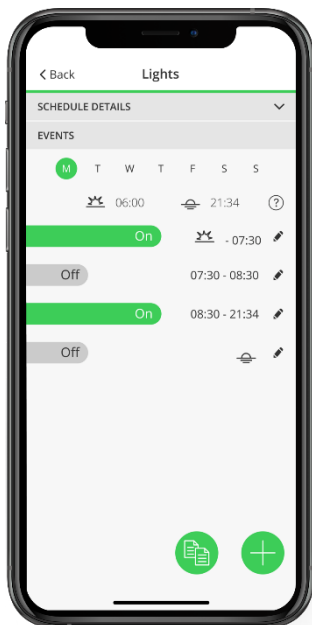
1.



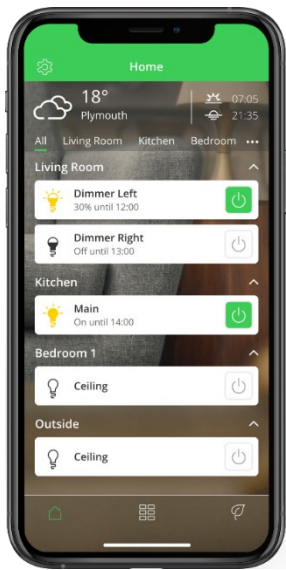
Tap on the "room" or "device" you would like to schedule.



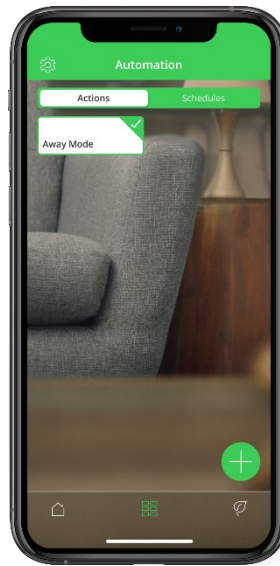
Tap edit schedule



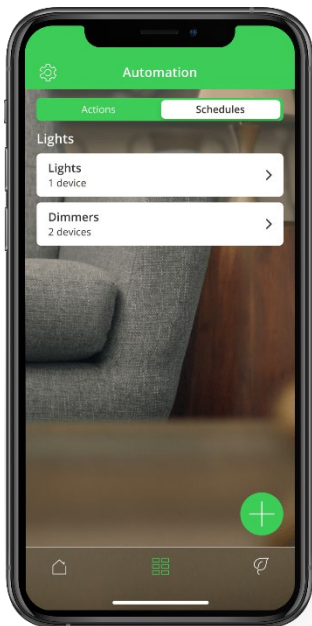
2.



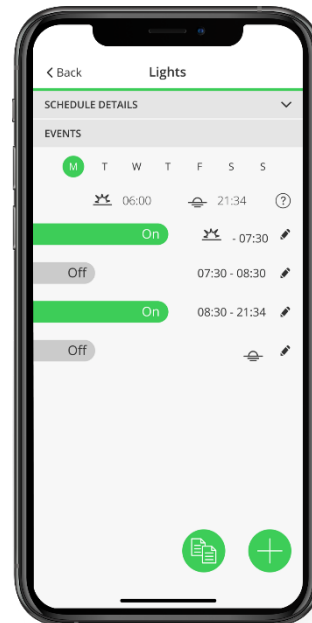
Tap Automation



Tap Schedule



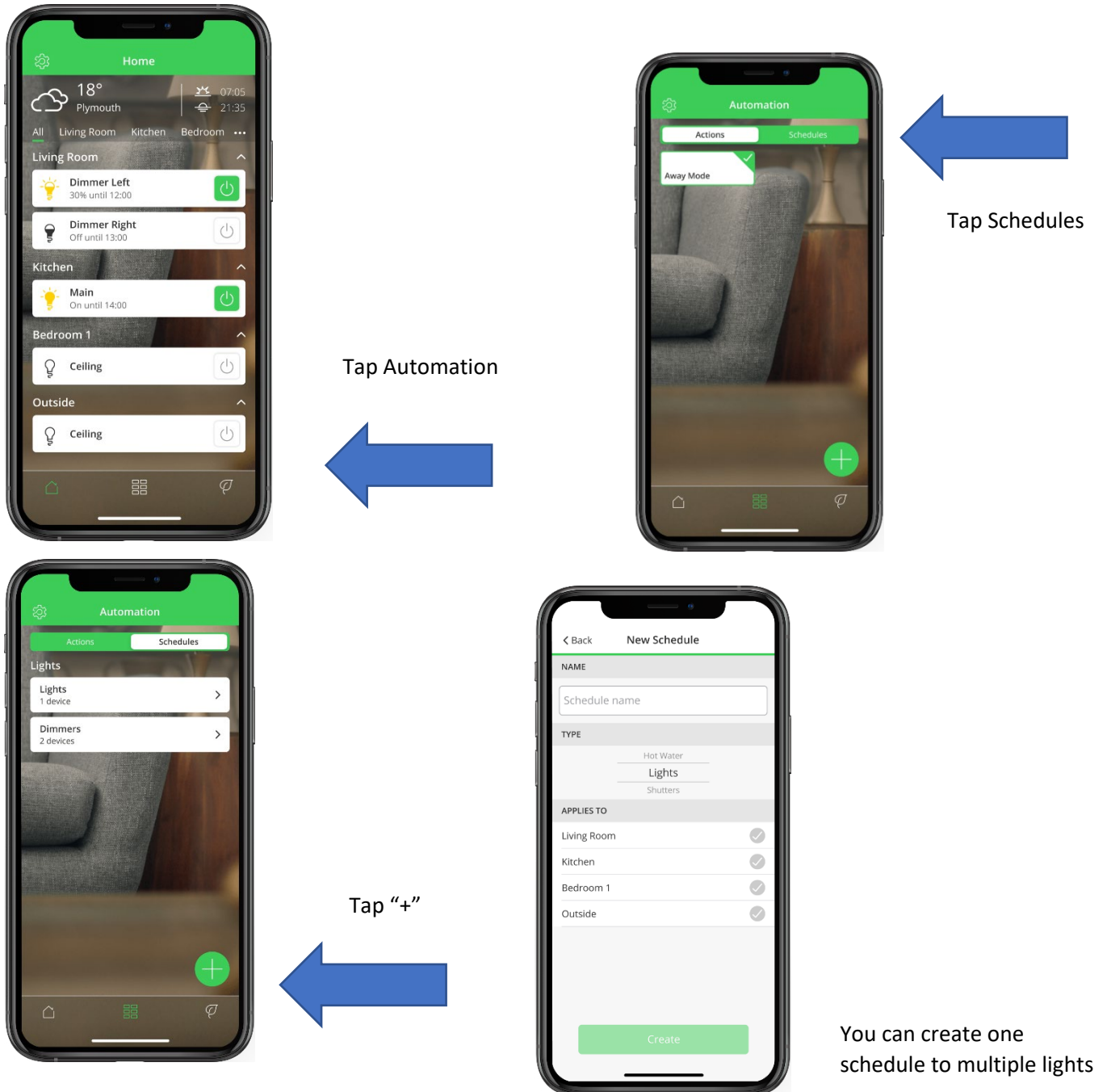
Tap schedules  
you want to view



## Create a schedule for all devices

- Select the type of schedule: climate, hot water or appliance (smart plug).
- Apply to all relevant rooms/appliances

You will then see the schedule details screen where you can create the schedule you require.



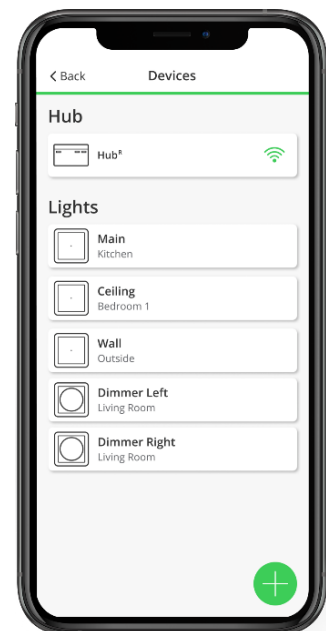
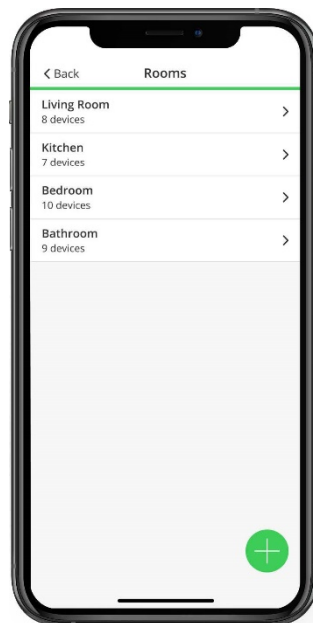
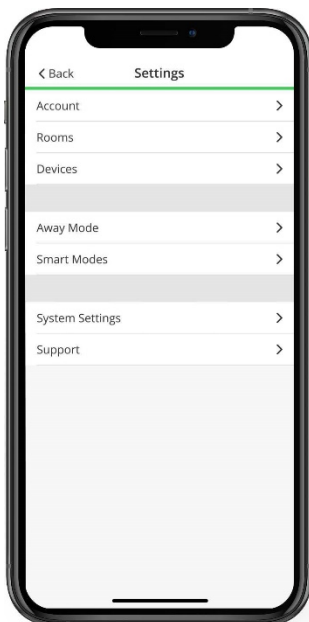
## Settings

### How to add a new room

- From the home screen select the settings cog icon.
- Tap rooms
- Tap the green “+” button in the bottom right hand corner
- Follow the on-screen instructions

### How to add a new device

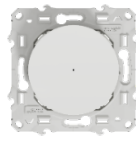
- From the home screen select the settings icon
- Tap devices
- Tap the green “+” button in the bottom right hand corner
- Follow the on-screen instructions



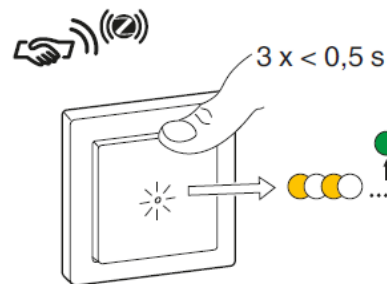
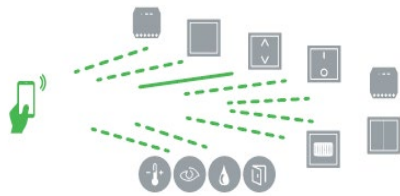
## Add a Wiser Relay Switch/Puck (works with Wiser)

Workflow:

- ➔ Wire the device
- ➔ Join to the system
- ➔ Name the device
- ➔ Add it to a room
- ➔ Configure the advanced settings (can also be done later)



Pairing Wiser devices with the app



### Pairing Wiser devices with the app

1. Open the Wiser Home app.
2. Select the “Add new devices” function.
3. Select the correct device type.
4. Activate pairing mode on the Wiser devices you wish to add
5. Press the pairing button three times

Once pairing has been completed successfully, the LEDs on the devices will flash green four times. The connected loads will be switched briefly as confirmation that the process was successful.

### Pairing failed?

If the pairing attempt fails, the LEDs on the device will flash red four times. The connected loads will not react.

The Wiser app will also inform you that pairing has failed. In this case, you should repeat the pairing procedure.



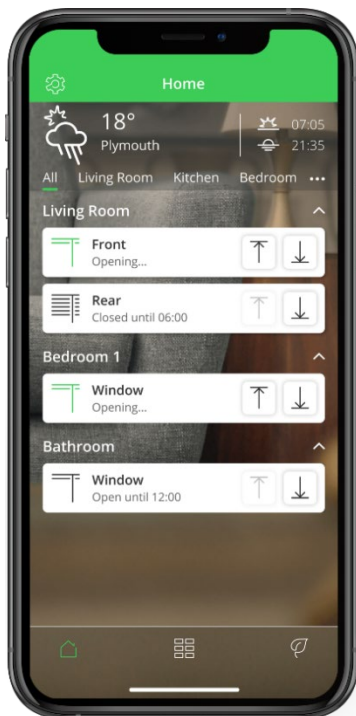
**Pairing failed?**

If the pairing attempt fails, the LEDs on the device will flash red four times. The connected loads will not react. The Wisser Home app will also inform you that pairing has failed. In this case, you should repeat the pairing procedure.

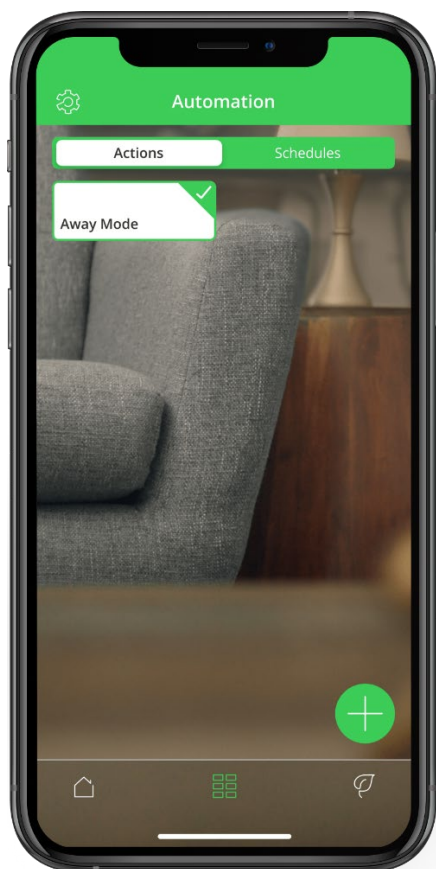
## Operating Shutters

Open and start

Control your Shutters / Blinds



## Away mode



Shutters / blinds are not included by default in the Away mode but can be added.

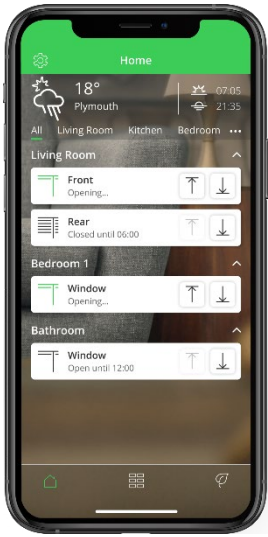
The default shutter status for away mode can be modified under Settings/Away Mode

Once Activated, all selected shutters / blinds will be close.

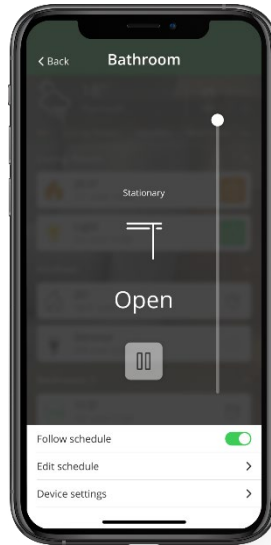
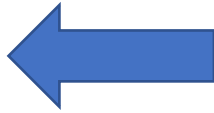
When away mode is active, only rooms which their shutters are open fully or partially will be affected.

## Two ways to access the schedule for all devices

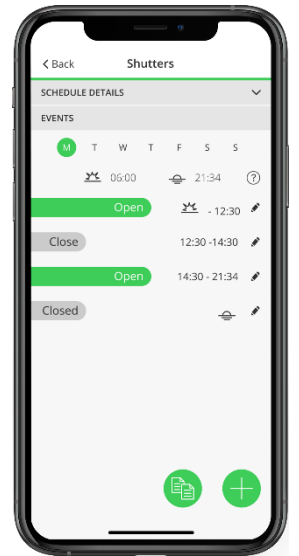
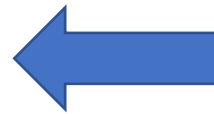
1.



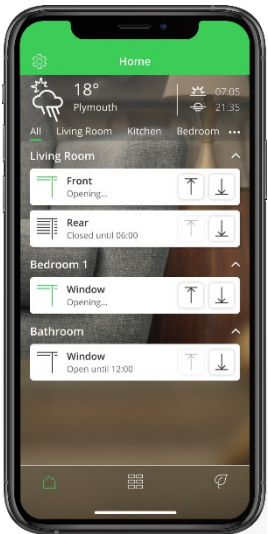
Tap on the “room” or “device” you would like to schedule.



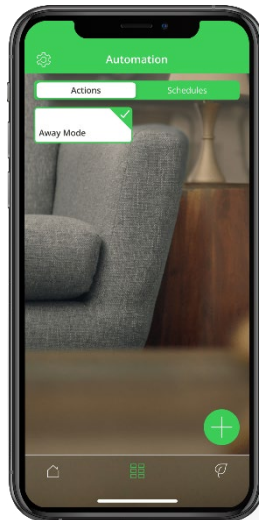
Tap edit schedule



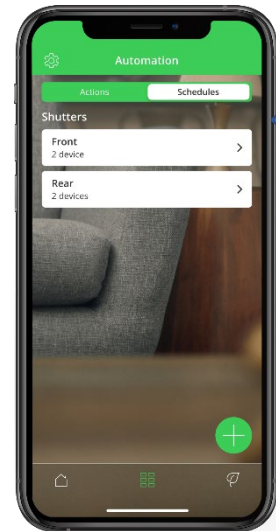
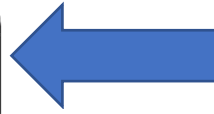
2.



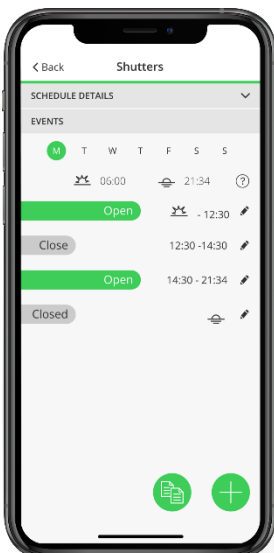
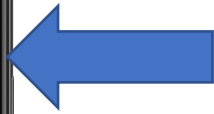
Tap Automation



Tap Schedules



Tap schedules you want to view

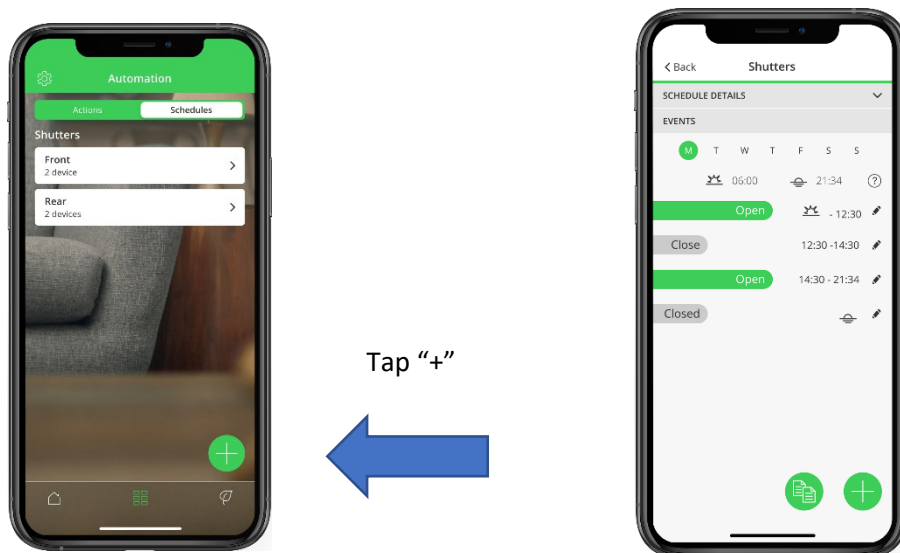
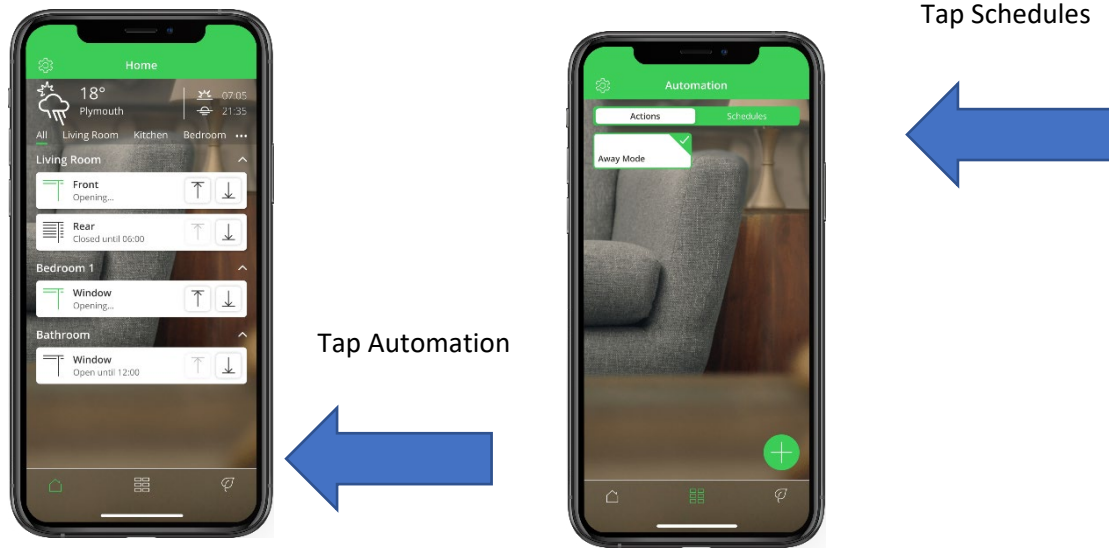


## Create a schedule for all devices

You can create schedule events which will follow sunrise and sunset times.

You can copy one schedule to another device.

You can create one schedule for multiple shutter devices.



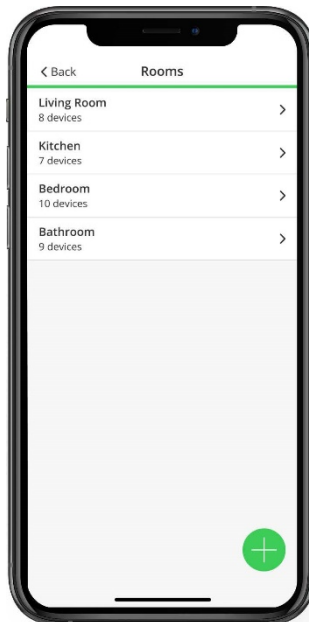
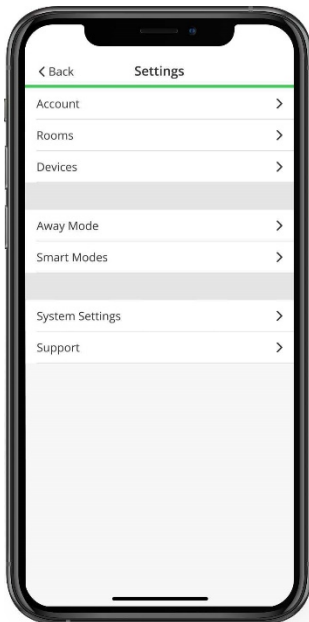
## Settings

### How to add a new room

- From the home screen select the settings cog icon
- Tap rooms
- Tap the green “+” button in the bottom right hand corner.
- Follow the on-screen instructions

### How to add a new device

- From the home screen select the settings cog icon
- Tap devices
- Tap the green “+” button in the bottom right hand corner
- Follow the on-screen instructions



### **Under away mode:**

If several shutters/blinds devices have been installed, individual shutter/blind device may be selected to close the shutter/blind connected to them when the Away Mode is activated. When so selected, a shutter/blind device will close the shutter/blind 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 shutter/blind device will return to its schedule if one exists or to its state immediately before Away Mode was activated.

### **Account**

From the account menu you can change your address, change your password and logout completely from the app.

### **Advanced settings**

Every Wiser device comes with *Advanced settings* that can be used to set special functions.

To access the special functions, proceed as follows:

1. Open the Wiser Home app
2. Open the settings menu
3. Select devices and choose the device to manage

### **Setting the blind running time (blind module)**

The Wiser blind module has a pre-set blind running time of 2 minutes. This means that the blind outputs (Up/Down) are switched for 2 minutes when actuated for a long period of time. The blind cannot be run back in the opposite direction until this time has elapsed.

In the settings, you can adjust this running time to the running time your blind motor needs. This will allow you to run the blind back in the opposite direction as soon as it reaches its end position.

### **Voice Control**

Open Shutters/Blinds (will go to the last level of brightness)

Close the Shutters / Blinds

Open the shutters / blinds to a certain level (%)

## Add a Wiser Shutter/Blind Switch/Puck (Works with Wiser)

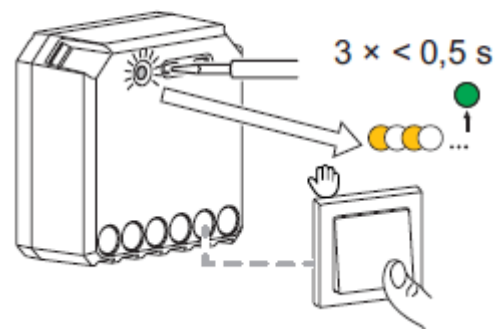
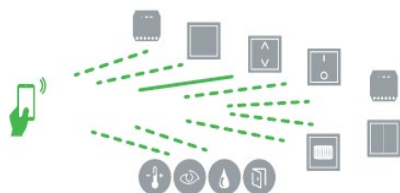


### Workflow:

- ➔ Wire the device
- ➔ Join to the system
- ➔ Name the device
- ➔ Add it to a room
- ➔ Configure the advanced settings (can also be done later)



### Pairing Wiser devices with the app



### Pairing Wiser devices with the app

1. Open the Wiser Home app.
2. Select the “Ad new devices” function.
3. Select the correct device type.
4. Activate pairing mode on the Wiser devices you wish to add
5. Press the pairing button three times

### Pairing failed?

If the pairing attempt fails, the LEDs on the device will flash red four times. The connected loads will not react.

The Wiser app will also inform you that pairing has failed. In this case, you should repeat the pairing procedure.

## Voice Control

### 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-word is “Alexa” followed by an instruction such as “increase temperature.” Currently, Amazon has made interaction and communication with Alexa available in English, French, German, Spanish, Hindi, Italian, Japanese and Portuguese.

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.”

### 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.

### 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.

Turn of the Light (will go to the last level of brightness)

Turn off the Light

Turn on the Light on a certain brightness (%)

Reduce/increase the brightness to certain level (%)

## IFTTT

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 Home Connecting could not be easier?

1. Set up a free account with IFTTT
2. Link your Wiser account with IFTTT
3. Visit the Wiser Home 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.

## Update your Wi-Fi network information

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

1. Launch the Wiser Heat app. If you are logged in, make sure to log off first.
2. After logging off, tap the back button on the login screen of the Wiser Home app to go to the start screen.
3. Tap Set-up / Create Account (even though your system has already been set up).
4. Select your Hub type. Press the Set-up button on the Hub
5. Follow the on-screen instructions to connect your mobile device to the Hub
6. Tap Skip when prompted to set-up your heating system.
7. Follow the on-screen instructions to connect your HubR to the internet by selecting the correct Wi-Fi network.
8. 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.

# Device Led Behavior

## LED behaviour of the Hub<sup>R</sup>

### Set-up

State	Button Press	LED	Description
Normal			Indicates the Hub <sup>R</sup> is powered ON and operating as normal.
Set-up	Single press		In this mode, it is possible to connect directly to the Hub <sup>R</sup> via Wi-Fi and make changes to the system.
Adding a device	Press and hold for > 3s (or initiate from the app)		Indicates the Hub <sup>R</sup> is open to new devices joining the network.
Wi-Fi Error			The Hub <sup>R</sup> 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 Hub <sup>R</sup> 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 Hub <sup>R</sup> is currently unable to contact the Wiser Cloud service. You will still be able to use the <i>Wiser Heat app</i> at home when connected to the same Wi-Fi network as your Hub <sup>R</sup>

### 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. <b>Hot Water:</b> ON for 1 hour <b>Heating:</b> 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		Hub <sup>R</sup> Set-up LED Indicates the Hub <sup>R</sup> 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 Hub <sup>R</sup> 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.

## LED behaviour Smart Plug

### Normal use

State	User Interaction	LED
-	Plug into wall socket (when not joined to the Hub <sup>R</sup> )	1 red flash followed by 3 purple / red flashes followed by 3 blue flashes
-	Plug into wall socket (when joined to the Hub <sup>R</sup> )	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 Hub <sup>R</sup>	Press and hold ON/OFF button for 2 seconds	Quick blue flashes. If the smart plug successfully joins the Hub <sup>R</sup> , the LED stops flashing. If the smart plug fails to join the Hub <sup>R</sup> , 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 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

## 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 Hub <sup>®</sup> or be re-installed.

## LED behaviour of the 16Amp Relay

Action / Etat	LED
Mise sous Tension	
Connecté au système-état normal	quand la sortie est à Arrêt,  quand la sortie est à l'état Marche
Appairage en cours	clignote entre ambre et vert
Non appairé	quand la sortie est à Arrêt,  quand la sortie est à l'état Marche
Mode Dégradé (pas de thermostat ou pas de passerelle)	quand la sortie est à Arrêt,  quand la sortie est à l'état Marche
Test / Forçage Manuel	quand la sortie est à l'état Marche à cause du forçage

## Light and Shutter

### Pairing (see "Pairing Wiser devices")

Status	User action	LED	Description
Home control	Press push-button 3x		The Wiser device is in pairing mode for a home control system (with Wiser Home Touch). Pairing mode will remain active for 30 seconds.
Home control			Pairing for home control was not successful. Try again.

### Error mode

Status	User action	LED	Description
Device defective			The device is defective and must be replaced. Please contact your Customer Service representative.

### Relay switch

Status	User action	LED	Description
Normal	Push-button or extension unit: Press 1x briefly Smartphone: Use the Wiser app		The load is switched on.
			The load is switched off.





### Push-button dimmer

Status	User action	LED	Description
Normal	Push-button or extension unit: Press 1x briefly Smartphone: Use the Wiser app		The load is switched on.
			The load is switched off.
	Push-button or extension unit: Press and hold down Smartphone: Use the Wiser app		The load is dimmed up / down.
	Press the lower push-button 14x	3x	The device has changed operating mode and is now in RL LED mode.
		1x	The device has changed operating mode and is now in automatic load detection mode.

### Rotary dimmer

Status	User action	LED	Description
Normal	Rotary knob or extension unit: Press 1x briefly Smartphone: Use the Wiser app		The load is switched on / off.
	Rotary knob or extension unit: Press and hold down Smartphone: Use the Wiser app		The load is dimmed up / down.
	Turn the rotary knob clockwise		The load is dimmed up.
	Turn the rotary knob counterclockwise		The load is dimmed down.
	Press the rotary knob 14x	3x	The device has changed operating mode and is now in RL LED mode.
		1x	The device has changed operating mode and is now in automatic load detection mode.

### Blind control switch

Status	User action	LED	Description
Normal	Blind stationary: Lower push-button or lower extension unit: Press 1x briefly Smartphone: Use the Wiser app	 1x	The blind moves one step downwards.
	Blind is moving: Push-button or extension unit: Press 1x briefly Smartphone: Use the Wiser app		The blind stops.
	Upper push-button or upper extension unit: Press and hold down Smartphone: Use the Wiser app	 during blind motion	The blind moves upwards for the preset running time. If the push-button is pressed while the blind is moving downwards, the motion is stopped and the blind moves upwards.
	Lower push-button or lower extension unit: Press and hold down Smartphone: Use the Wiser app	 during blind motion	The blind moves downwards for the preset running time. If the push-button is pressed while the blind is moving upwards, the motion is stopped and the blind moves downwards.

## Troubleshooting

Can I move my Room thermostat in the house?

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.

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