

# switchee

Better Lives  
With Intelligent Homes



## Welcome to your new Switchee Frequently Asked Questions & Troubleshooting

Switchee User Guide

# Frequently Asked Questions

## “I am used to having a timer control my Heating / Hot Water, does the Switchee have one?”

Yes it is possible to set up a timer for Heating/ Hot Water.

1. Press the spanner on the top left of the screen.

Please refer to page 14 to 19 to set up a Heating profile.

Please refer to page 24 to 29 to set up a Hot Water profile.

## “I have a timer set up, what happens if I change the temperature manually?”

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

## “What is inside my Switchee?”

Your **Switchee** contains five sensors - temperature, light, humidity, motion and air pressure which are used to optimise your Heating and/or Hot Water.

## “What happens when I go away, do I need to switch everything OFF?”

Please DO NOT turn off your boiler when you are away, but use the **Switchee Holiday Mode** to turn your Heating off.

1. Press the spanner on the top left of your screen, then press **More**.

2. Press **Holiday mode**.

3. Enter the date you are returning from your holiday.

It will ensure the Heating goes OFF and comes ON again as required.

This mode will help you prevent frost damage by putting the Heating ON if the temperature inside your home falls below 5 degrees.

Alternatively, you can turn the target temperature down to OFF, see page 9. This will ensure the Heating remains OFF and will prevent any timer settings being followed.”

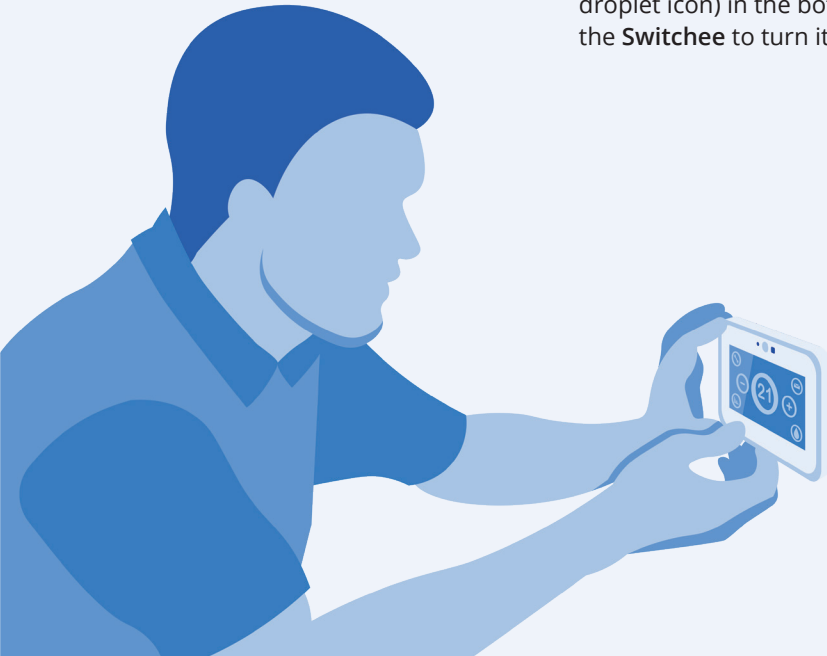
### “Does the Switchee use my internet connection?”

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

### “Does the thermostat control my hot water?”

In some installations, the **Switchee** controls the Hot Water as well as the Heating.

Press the Hot Water button (water droplet icon) in the bottom right of the **Switchee** to turn it ON and OFF.



# Troubleshooting

## “My Heating is not working”

1. Check that the **target temperature** is higher than the room temperature.
2. Check that the **Switchee Receiver Unit** is correctly displaying the red light above the radiator icon.

Please refer to page 8.

## If it is, but your boiler is not firing up...

This could indicate an issue with your Heating system.

1. Check that you have enough credit on your gas meter.
2. If you have credit, report the fault to your **Housing association**. The **Switchee** is working correctly if the Heating is turned ON and the red light above the Heating icon on the **Switchee Receiver Unit** is ON.

## If the red light has not come on...

Use the **Override button** on the **Switchee receiver unit** as explained on page 8. Does this cause the red light to come on and your boiler to fire up? If it DOES, the override button will give you back-up Heating but will need to be used to turn it OFF again. Contact our Switchee resident support and report this issue for further assistance.

## “My Heating does not seem to be following my timer profile.”

It is important to verify that the schedule you have created is correct.

1. Press the **Spanner** on the top left of the screen, then press **programmer**.
2. Press **Heating**, then press **view Heating profile**.
3. Touch a day that you put the timer on (it should flash).

A typical schedule looks like this:

ON 1 (when you want your Heating ON) 22 degrees at 7:00

OFF 1 (when you want your Heating OFF) 10 degrees at 14:00

ON 2 (when you want your Heating ON) 22 degrees at 19:00

OFF 2 (when you want your Heating OFF) 10 degrees at 23:00

**When you want your Heating OFF, you have to ask for a lower degree than your room temperature. This is why we recommend you to put 10 degrees.**

1. If the Heating does not follow your timer still, after doing those steps, please call our resident support.

## “There appears to be no power to my Switchee display screen”

If there is nothing showing on your Switchee Display and it does not “Wake Up” when you touch it.

1. Check the power socket is plugged in (if it is installed with a plug).
2. If it is not, check that there is power to your Heating system - as the Switchee runs off the Heating system’s power supply. Any issues with your electricity or Heating system supply will need to be dealt with by your Housing Association.
3. If you have electricity and your Heating system has power, contact Switchee support.

## “My Hot Water isn’t Heating up

1. Manually press the Hot Water button on your Switchee and ensure it displays the “Hot Water ON” message.
2. Check that the Switchee Receiver Unit is correctly displaying the red light above the Hot Water (water droplet) icon.

### If it is, but your boiler is not firing up...

This could indicate an issue with your Heating system.

1. Check that you have enough credit on your gas meter.
2. If you have credit, report the fault to your **Housing association**.

The Switchee is working correctly if the Heating is turned ON and the red light above the Heating icon on the Switchee Receiver Unit is ON.

### If the red light has not come on...

Use the **Override button** on the Switchee receiver unit as explained on page 8. Does this cause the red light to come on and your boiler to fire up? If it DOES, the override button will give you back-up Hot Water but will need to be used to turn it OFF again. Contact our Switchee resident support and report this issue for further assistance.

## “My Switchee thermostat screen is frozen”

### If it is plugged into a wall socket...

1. Turn it off for 2 minutes and turn it back on again. After a few seconds, the device will reboot and should restore functionality.
2. If it does not, use the Switchee receiver unit to control your

Heating and Hot Water (see page 8).

3. Contact our Switchee resident support and report this issue”.

### If it is not plugged into a wall socket

1. Locate your Heating system power switch, often called isolation switch, and turn the boiler’s power OFF for 2 minutes.
2. If this doesn’t work please use the Receiver Unit and the override button to use your Heating and if applicable, Hot Water. (as explained on page 8)
3. Contact our Switchee resident support and report this issue”.

Contact us:

by email: [support@switchee.co.uk](mailto:support@switchee.co.uk)

by web: [www.switchee.co.uk/residents](http://www.switchee.co.uk/residents)

by telephone: 0800 133 7957

**Monday to Friday 09:00 to 18:00**

If you have an issue and it is out of hours, contact the out of hours emergency repair number of your housing association.

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 [www.switchee.co.uk/residents](http://www.switchee.co.uk/residents)

 [support@switchee.co.uk](mailto:support@switchee.co.uk)

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