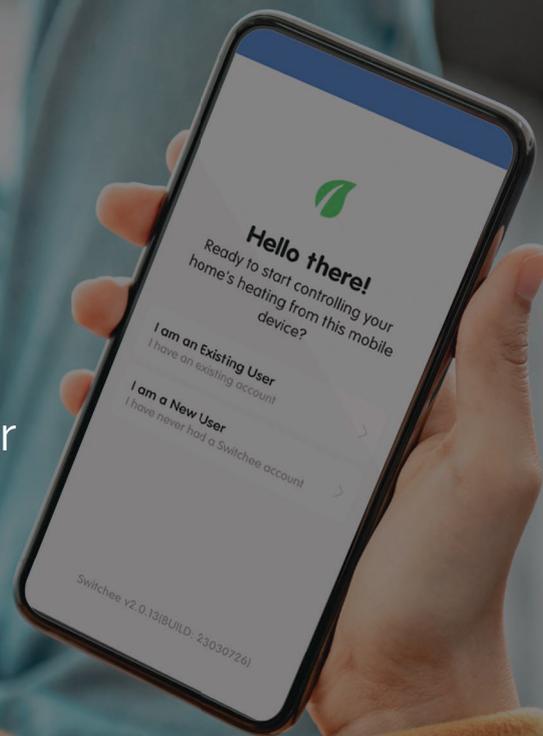




Welcome to your new Switchchee Resident App

Controlling your heating and hot water





← Welcome



What's New in Switchee Version 2.0



Scheduling

You can now create, edit and view your heating and hot water schedules within the app



Feature Accessibility

Full TalkBack support enabled for new features



Theme Update

We've freshened up the app's appearance



To access your previously paired Switchee devices, please **RESET PASSWORD** first and then **SIGN IN** to your account.

CONTINUE

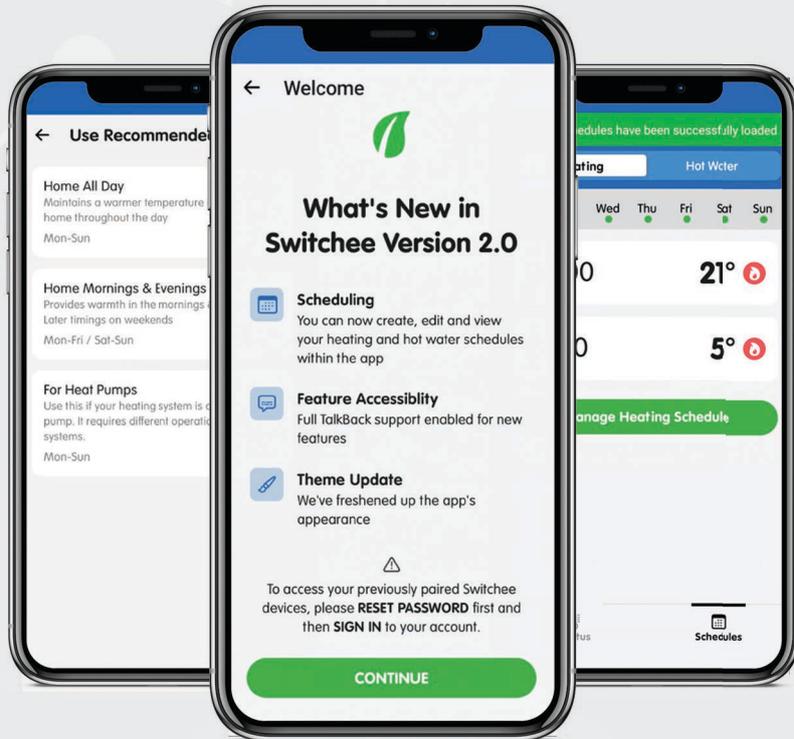
Table of contents

Registration

Existing app user registration	3
New user app registration	8

User guide

Why you should set a schedule	12
Applying a recommended heating schedule	15
Creating your own heating schedule	18
Applying a recommended hot water schedule	21
Creating your own hot water schedule	24
How to view applied schedules	27
Edit heating schedules	28
Edit hot water schedules	30
How to delete a schedule	32
Manual heating and hot water control	33



Existing app user registration

We're thrilled to introduce the enhanced Switchee Resident App, now featuring security and performance updates. To enjoy these advancements, it is essential to update your app to version 2.0 through the **Apple App Store** or **Google Play Store**.

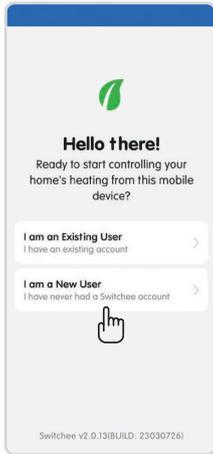
To identify your app version, check the **Sign In** page or the bottom of other screens if signed-in.

For existing users who have used older versions, please opt for **I am an Existing User** after updating. Follow the provided guidance to reset your password and successfully log in to access your paired devices. Resetting your password keeps your account safer and lets you use new and improved features.

If you are new to the Switchee app or haven't signed in for 12 months, select **I am a New User**. Follow the instructions to sign up for a Switchee account, ensuring a seamless pairing experience with your in-home device.



Existing app user registration



Step 1: Open new app

Select I am an Existing User

Step 2: Select Continue





Step 3: Setting a new password

You will now need to reset your Switchee password.

Enter the email you have previously used to create a Switchee account and then press **Request Code**.

Note: Account not found

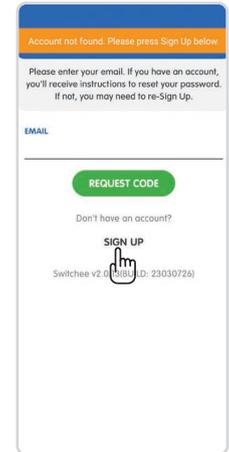
If you receive this error message it means either:

You have incorrectly typed or input the wrong email for your Switchee account.

Due to 12 + months of inactivity on your Switchee device your account has been deactivated.

You never had a Switchee account.

If it is either of the last two points above, please select **Sign Up** below and follow the **New User app** registration instructions on page 8 for creating a new account and pairing your device.





Step 4: Valid user account found

Enter the confirmation code sent to your email.

Create a new password that matches the criteria in the small print.

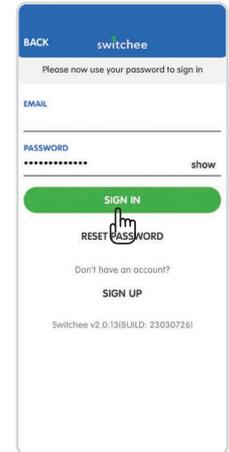
Confirm the password again before selecting **Set New Password**.

The **New password created** pop up window will now appear. Press **OK**.

Step 5: Sign In

To sign in, enter you email and new password. Then select **Sign In**.

The **Loading Switchchee status** message will now appear.

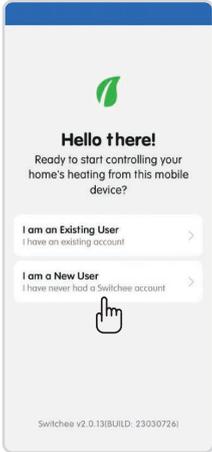




Step 6: Registration complete

The app will now display your paired Switchee device's status.

New User app registration

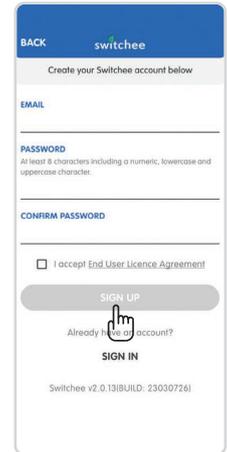


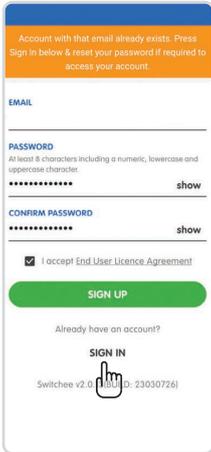
Step 1: Open new app

Select I am a New User

Step 2: Create your Switchee account

Enter your **Email** and **Password**, tick the the **License Agreement** box and select **Sign Up**.





Note: Account already exists

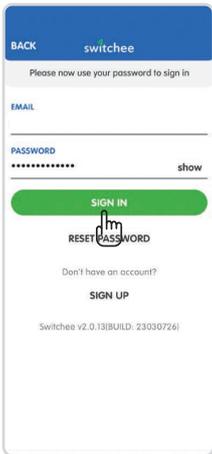
If you receive this error message it means that you already have a Switchchee account.

Please follow the instructions and select **Sign In**.

Step 3: Account confirmation

Please enter the Confirmation Code that has been sent to your email address and select **Confirm**.





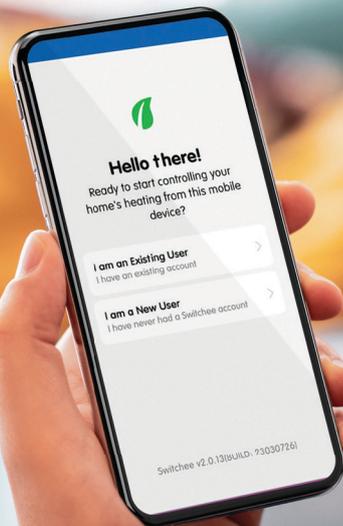
Step 4: Sign In

Now sign in with your email and new password and select **Sign In**.

The **Loading Switchchee Status message** will now appear.

Please then follow the instructions to pair to your Switchchee device.

Following this you will be able to control your Switchchee via your mobile app.



Hello there!

Ready to start controlling your home's heating from this mobile device?

I am an Existing User
I have an existing account >

I am a New User
I have never had a Switchee account >

Switchee v2.0.13(BUILD: 93030726)



Why you should set a schedule

Your heating and hot water accounts for over half of what you spend on your energy bills. Therefore, being able to manage your energy usage and thus your spend is important.

Setting schedules for your heating system allows you to align your energy usage with your actual needs, providing a balance between comfort and energy efficiency. This can lead to a more comfortable living environment, cost savings, and a positive impact on the environment.

Heating schedules can be tailored to your unique lifestyle and preferences, giving you ultimate control.

The key benefits of setting schedules are:

Cost savings: By optimising your heating schedule, you can potentially save a significant amount of money on your energy bills. Since you're not keeping your home at a constant temperature all the time, you're using less energy to maintain a comfortable environment.

Energy efficiency: By having your heating on or off at specific times, tailored to your needs you reduce excess energy usage and avoid overheating your home when it isn't needed, saving you money on your bills.

Convenience: Programming your heating schedule can add convenience to your daily routine. You won't have to manually adjust the thermostat every time you leave or come back home.

Comfort: Schedules ensure that your home is at a comfortable temperature when you need it to be. You won't have to wait for the temperature to adjust when you wake up or return home, as it will already be set to your desired level.

Customisation: The Switchee resident app enables you to customise recommended schedules or create your own from scratch.

Consistency: Schedules mean your home can maintain a more consistent temperature, rather than fluctuate between large varying temperatures. This is better for your health and the overall health of your home.

Remote control: As the Switchee Resident App enables you to control your schedules via your phone, you can adjust your heating whilst you are out and about, ensuring your home is warm and comfortable when you return home.

Environmental impact: Reducing energy consumption through optimised heating schedules can contribute to a lower carbon footprint. Less energy usage means fewer greenhouse gas emissions, which is beneficial for the environment.

Note: It is important to note that your heating may take a little longer to reach the desired temperature on colder days. Turning up your room thermostat won't make your home heat any faster.

Switchee has designed the following options for your schedules:

- Home All Day schedule
- Home Mornings & Evenings schedule
- Schedule For Heat Pumps
- Create your own schedule

Further details of the above schedules and their specific timings are as follows:

Home All Day schedule

Heating

Daily settings are as follows:

- 06.00 - 21 degrees
- 21.00 - 5 degrees

Hot Water:

Daily settings are as follows:

- 08.00 - ON / 10.00 - OFF
- 16.00 - ON / 18.30 - OFF

Home Mornings & Evenings schedule

Heating

Daily settings are as follows:

Mon-Fri

- 06.00 - 21 degrees / 08.00 - 5 degrees
- 17.00 - 21 degrees / 21.00 - 5 degrees

Sat-Sun

- 08.00 - 21 degrees / 10.00 - 10 degrees
- 17.00 - 21 degrees / 20.00 - 10 degrees

Hot Water

Daily settings are as follows:

Mon-Fri

- 06.30 - ON / 07.30 - OFF
- 16.30 - ON / 18.30 - OFF

Sat-Sun

- 08.00 - ON / 10.00 - OFF
- 16.00 - ON / 19.00 - OFF

For Heat Pumps schedule

Heating

Daily settings are as follows:

- 06.30 - 21 degrees
- 22.30 - 18 degrees

Hot Water

Daily settings are as follows:

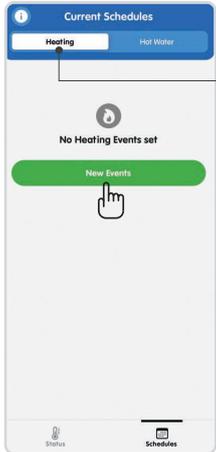
- 14.30 - ON / 16.00 - OFF
- 22.00 - ON / 23.00 - OFF

The recommended schedules also offer you the functionality to edit these to further suit your lifestyle.

For the purpose of this guide we will take you through how to set a schedule using the **Home all Day** example. Please apply this same method if you wish to set a different schedule.

Applying a recommended heating schedule

For the purpose of this guide we will take you through how to set a schedule using the Home all Day example. Please apply this same method if you wish to set a different schedule.



Step 1: Current Schedules screen

Select the **Heating** tab on the Current Schedules page.

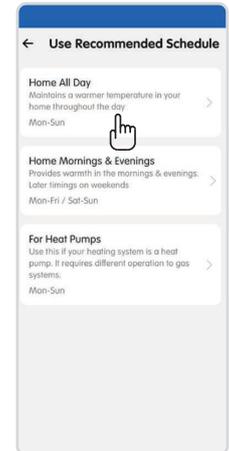
Select the **New Events** button, then **Use Recommended** from the pop-up window.

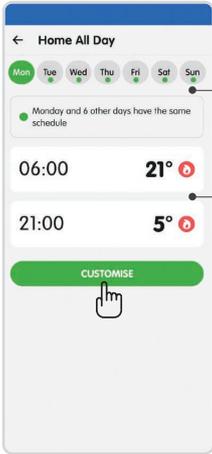
Note: If you currently have a heating schedule applied, select the **Manage Heating Schedule** button at the bottom of the **Current Schedules** screen. Then, press **Replace with New Schedule**.

Step 2: Choose Home All Day

Next are the 3 recommended heating schedule options.

Select **Home All Day** to view what the settings are for this recommended schedule.





Step 3: Viewing the Home All Day recommended schedule

Select the day buttons at the top to view the recommended settings for each day of the week.

The green dot indicates when another day has exactly the same schedule as the current day you have selected.

Daily settings are as follows:

- 06.00 - 21 degrees
- 21.00 - 5 degrees

Select **Customise** to confirm you are happy to use this recommended schedule.

Click **Continue** on the **Customise Schedule** pop up window.

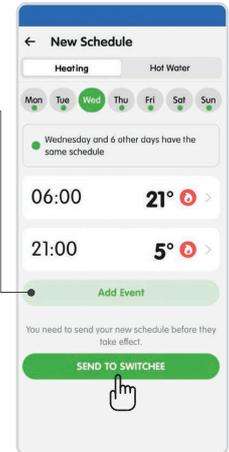
Step 4: Setting the Home All Day recommended schedule

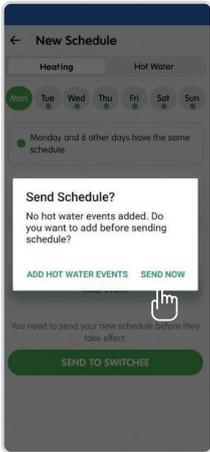
You can add up to 6 events on each day of the week by pressing the **Add Event** button.

To delete an event from occurring on one day, you can simply swipe left on the event and it will allow you to delete it from this view.

To delete an event from occurring on every day it is currently set up for, tap the event and select **Delete Event** at the bottom of the screen.

On the **New Schedule** screen press **Send to Switchchee** to confirm your selection.





Step 5: Option to Add Hot Water Events

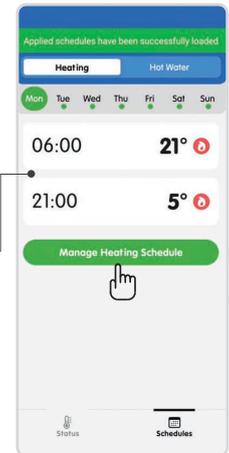
If your Switchchee controls your hot water and you don't have any hot water schedules set up, this pop-up will ask you if you wish to do so before sending the schedule.

Select **Add Hot Water Events** if you wish to or if you're ready to send the schedule, press **Send now**.

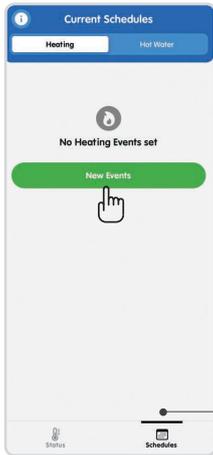
The **Sending schedules** pop up will now load for 10-15 seconds whilst your schedule is set.

The new schedule will then be displayed under the **Heating** tab on the main **Current Schedules** screen.

Step 6: Complete



Creating your own heating schedule



Step 1: New Heating Events

Select the **Heating** tab on the **Current Schedules** page.

Select the **New Events** button, then **Create My Own** from the pop-up window.

Note: If you currently have a heating schedule applied, select the **Manage Heating Schedule** button at the bottom of the **Current Schedules** screen. Then, press the **Replace with New Schedule** from the pop up window.

Step 2: Defining a New Heating Event

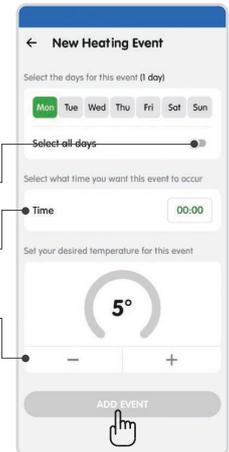
On the **New Heating Event** screen, tap the day buttons at the top of the screen to select which days of the week you want this event to occur on.

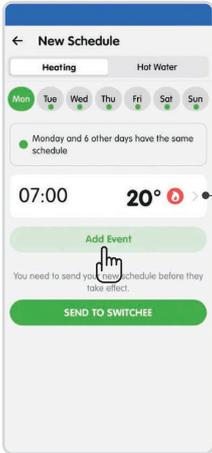
You can also use the **Select all days** toggle to add the event to every day of the week.

Next, tap on the **Time** edit box. Set what time you want this event to occur at. It is in 24hr format.

Finally, use the - and + buttons to set what desired temperature you wish your Switchchee device to maintain in your home at this events time.

Once you are happy select **Add Event** to confirm your schedule.





Step 3: Adding more heating events before sending

You will then be taken to the **New Schedule** screen where you can add more heating events to your heating schedule before sending it to your Switchee.

Follow the same instructions as in Steps 1-2 above by pressing **Add Event** to add up to 6 heating events per day.

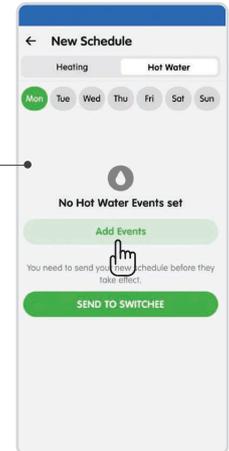
To delete an event from occurring on one day, you can simply swipe left on the event and it will allow you to delete it from this view.

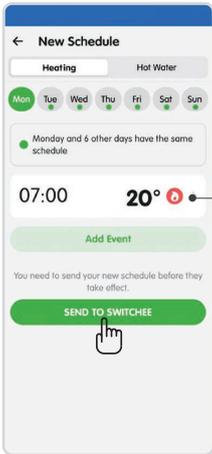
Step 4: Option to Add Hot Water Events

If your Switchee controls your hot water and you don't have any hot water schedules set up, a pop-up will ask you if you wish to do so before sending the schedule.

Select **Add Events** if you wish to or if you're ready to send the schedule, press **Send Now**.

The **Sending schedules** pop up will now load for 10-15 seconds whilst your schedule is set.



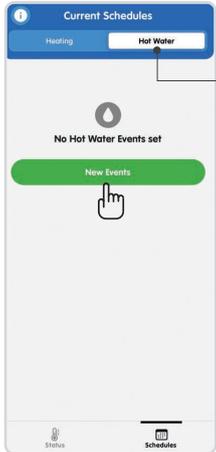


Step 5: Complete

The new schedule will then be displayed under the Heating tab on the main **Current Schedules** screen.

Applying a recommended hot water schedule

For the purpose of this guide we will take you through how to set a schedule using the Home all Day example. Please apply this same method if you wish to set a different schedule.



Step 1: Current Schedules

Select the **Hot Water** tab on the **Current Schedules** page.

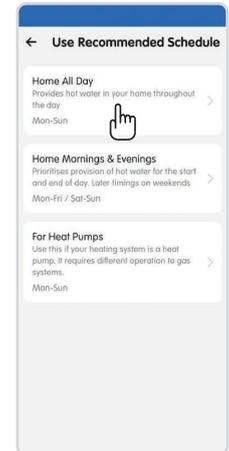
Select the **New Events** button, then **Use Recommended** from the pop-up window.

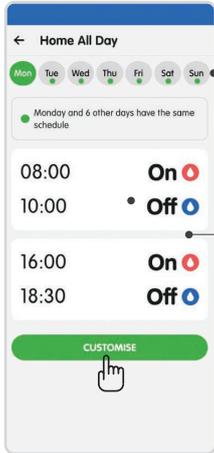
Note: If you currently have a hot water schedule applied, select the **Manage Hot Water Schedule** button at the bottom of the **Current Schedules** screen. Then, press **Replace with New Schedule**.

Step 2: Choose Home All Day

Next are the 3 recommended hot water schedule options.

Select **Home All Day** to view what the settings are for this recommended schedule.





Step 3: Viewing the Home All Day recommended schedule

Select the day buttons at the top to view the recommended settings for each day of the week.

The green dot indicates when another day has exactly the same schedule as the current day you have selected

Daily settings are as follows:

- 08.00 - ON / 10.00 - OFF
- 16.00 - ON / 18.30 - OFF

Select **Customise** to confirm you are happy to use this recommended schedule.

Click **Continue** on the **Customise Schedule** pop up window.

Step 4: Sending the Home All Day recommended schedule

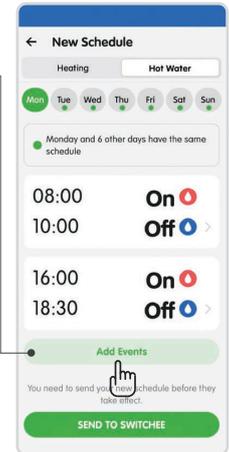
You can add up to 6 events on each day of the week by pressing the **Add Events** button.

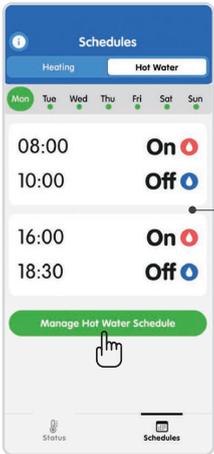
To delete Hot Water events from occurring on one day, you can simply swipe left on the **ON & OFF** events to delete them in one go on this view.

To delete events from occurring on every day they are currently set up for, tap the events and select **Delete Events** at the bottom of the screen.

On the **New Schedule** screen press **Send to Switchee** to confirm your selection.

The **Sending schedules** pop up will now load for 10-15 seconds whilst your schedule is set.

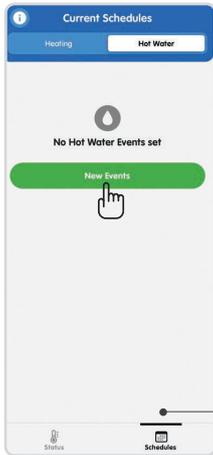




Step 6: Complete

The new schedule will then be displayed under the **Hot Water tab** on the main **Current Schedules** screen.

Creating your own hot water schedule



Step 1: New Hot Water Events

Select the **Hot Water** tab on the **Current Schedules** page.

Select the **New Events** button, then **Create My Own** from the pop-up window.

Note: If you currently have a hot water schedule applied, select the **Manage Hot Water Schedule** button at the bottom of the **Current Schedules** screen. Then, press **Replace with New Schedule** from the pop up window.

Step 2: Defining a New Hot Water Event

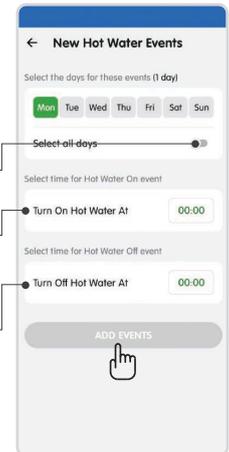
On the **New Hot Water Events** screen, tap the day buttons at the top of the screen to select which days of the week you want this event to occur on.

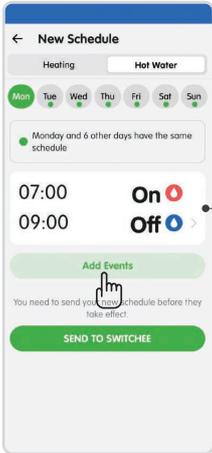
You can also use the **Select all days** toggle to add your schedule to every day of the week.

Next, using the first time entry area, set what time you want the **Hot Water to turn ON** at. It will be set using the 24hr format.

Finally, using the second time entry area, set what time you want the **Hot Water to turn OFF** at.

Once you are happy select **Add Events**.





Step 3: Adding more Hot Water events

You will then be taken to the **New Schedule** screen where you can add more hot water events to your schedule before sending it to your Switchee.

Follow the same instructions as in Steps 1-2 above by pressing **Add Events** to add up to 6 hot water events per day.

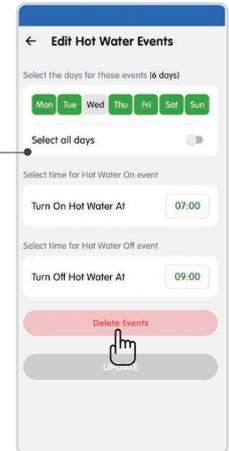
To delete events from occurring on one day, you can simply swipe left on the events and it will allow you to delete them from this view. To delete events from occurring on every day they are set up for, tap on them from this view.

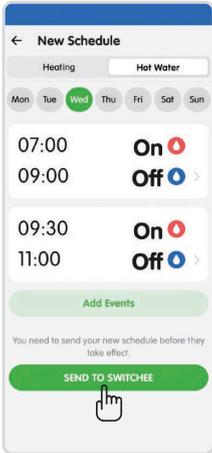
Step 4: Edit/Delete Events

If you have tapped on the events, here you can select **Delete Events** to remove them from all of the days they are set to occur on.

In this example, pressing **Delete Events** will delete the events from occurring on every day aside from Wednesday [green = selected]

A **Delete Event** pop up window will appear. Confirm to delete events from the selected days.





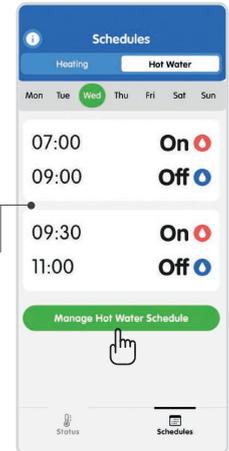
Step 5: Sending a New Schedule

If you're ready to send the schedule, press **Send to Switchchee**.

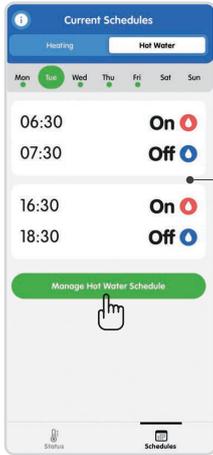
After pressing **Send Now**, the sending schedules pop-up will now load for 10-15 seconds whilst your schedule is set.

The new schedule will then be displayed under the Hot Water tab on the main **Current Schedules** screen.

Step 6: Complete



How to view applied schedules



Step 1: If a schedule has been applied

The **Current Schedules** screen will show you if there has been a successfully applied Heating or Hot Water schedule to a paired Switchee device.

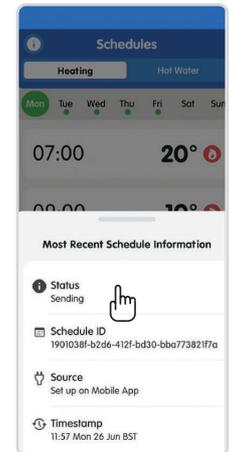
If your latest schedule is one you created on the mobile app, then you will be able to see a newly created schedule even if it does not yet have a **Successfully Applied** status and is still **Sending**.

If your latest schedule is one created on the Switchee thermostat or via the Switchee support team, then you will only see these schedules if **Successfully Applied** to the paired Switchee device.

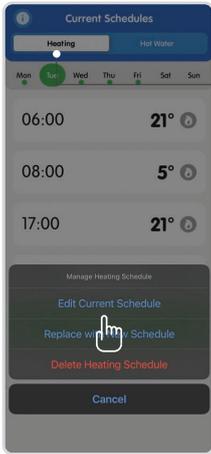
Step 2: View download status

View the download status of the schedule created behind the cloud icon in the top left of the **Current Schedules** screen.

If this stays in **Sending** for a long time, it is likely due to the Switchee struggling to download the schedule. If this occurs please contact Switchee for support.



Editing Heating Schedules



Step 1: Current Schedules screen

Select the **Heating** tab on the **Current Schedules** screen.

If you currently have a heating schedule applied, select the **Manage Heating Schedule** button at the bottom of the **Current Schedules** screen.

Then, press **Edit Current Schedule**.

Note: You can also press **Replace with New Schedule** if you wish to completely start from scratch on your Heating Schedule.

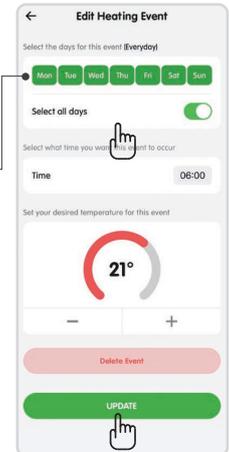
Step 2: Creating a New Schedule

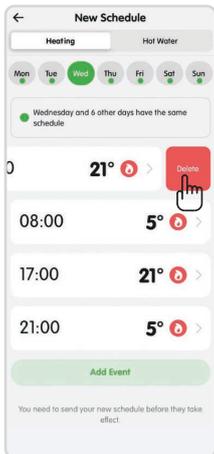
You will then be taken to the **New Schedule** screen where you'll be able to make your desired changes.

You can choose what day you wish to edit by clicking on the days at the top.

To add a new event to a certain day, select the **Add Event** button. Remember, you can have up to 6 events per day for your Heating Schedule.

To change the time or target temperature of an already-existing event in your heating schedule, tap on the event you would like to change when on the **Edit Heating Event** screen, make your changes for the days you wish to apply it to and then press **Update** when you are finished.





Step 3: Deleting events in your schedule

You can either:

Swipe left on an event from the **New Schedule** screen and click **Delete**. If this is a recurring event then this method will only delete the event for the day you have selected at the top of the screen.

Or:

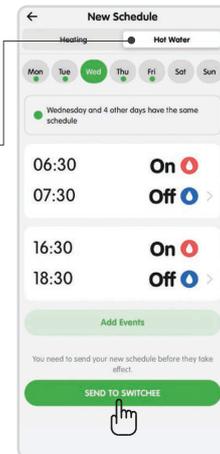
Tap on an event like you would to edit it as mentioned on previous page. Then, press **Delete Event** at the bottom of the **Edit Heating Event** screen. This will delete the event for the days selected at the top of the screen.

Once you are happy with the updated schedule, you can press **Send to Switchchee** and confirm.

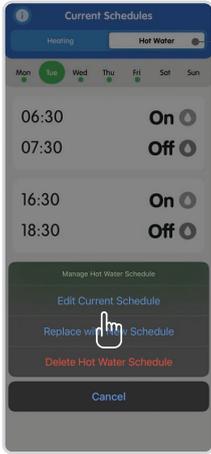
If you had a hot water schedule before editing the heating schedule, that will still be saved on the app and paired with the Switchchee device. If you wanted to edit this as well before sending the new schedule to the paired Switchchee, you could click on the **Hot Water** tab of the **New Schedule** screen before sending.

If you go to press **Send to Switchchee** and there are no hot water events set up, there will be a prompt to ask you if you would like to add those events to your schedule before sending.

Note: Hot Water



Editing your Hot Water Schedule



Step 1: Current Schedules screen

Select the **Hot Water** tab on the **Current Schedules** page.

If you currently have a hot water schedule applied, select the **Manage Hot Water Schedule** button at the bottom of the **Current Schedules** screen.

Then, press **Edit Current Schedule**.

Note: You can also press **Replace with New Schedule** if you wish to completely start from scratch on your Hot Water Schedule.

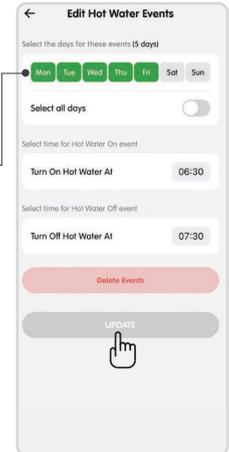
Step 2: Creating a New Schedule

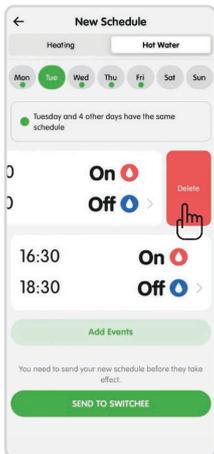
You will then be taken to the **New Schedule** screen where you'll be able to make your desired changes.

You can choose what day you wish to edit by clicking on the shortened days at the top.

To add a new events to a certain day, select the **Add Events** button. Remember, you can have up to 6 ON / OFF events per day for your **Hot Water** Schedule.

To change the **time** or target **temperature** of an already-existing event in your heating schedule, tap on the event you would like to change. When on the **Edit Hot Water Events** screen, make your changes for the days you wish to apply it to and then press **Update** when you are finished.





Step 3: Deleting events in your schedule

You can either:

Swipe left on events from the **New Schedule** screen and click **Delete**. If these are recurring events, this method will only delete them for the day you currently have selected at the top.

Or:

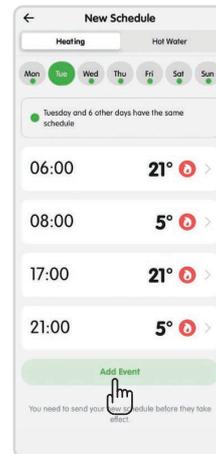
Tap on events like you would to edit them as mentioned on previous page. Then press **Delete Event** at the bottom of the **Edit Hot Water Events** screen. This will delete the events for the days selected at the top of the screen.

Once you are happy with the updated schedule, you can press **Send to Switchee** and confirm.

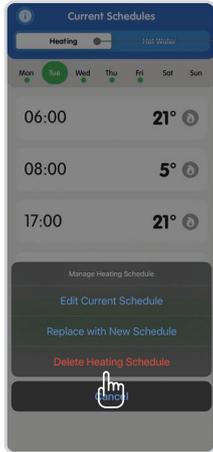
Note: Heating

If you had a heating schedule before editing the hot water schedule, that will still be saved on the app and paired with the Switchee device. If you wanted to edit this as well before sending the new schedule to the paired Switchee, you could click on the **Heating** tab of the **New Schedule** screen before sending.

If you press **Send to Switchee** and there are no heating events set up, there will be a prompt to ask you if you would like to add those events to your schedule before sending.



How to delete a Schedule



Deleting a Heating Schedule

Go to the **Current Schedules** screen of the mobile app.

If you want to delete your Heating Schedule, then make sure you are on the Heating tab of the **Current Schedules** screen.

When there are events applied to the paired Switchee, you will see a **Manage Heating Schedule** button below your events for each day. Press this if you wish to delete your heating schedule.

When the pop-up menu from the bottom appears, please press **Delete Heating Schedule** in the red text. And when the confirmatory dialogue appears, press **Yes**. This instructs your Switchee device to go into manual mode for heating and the Switchee will stop following the Heating events you had set up.

If you delete the heating events, it will not affect your hot water events and vice versa.

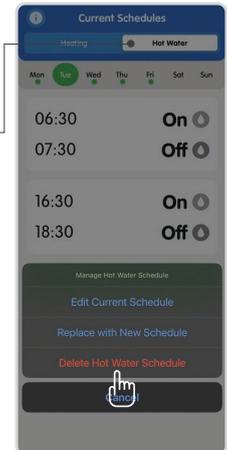
Deleting a Hot Water Schedule

If you want to delete your Hot Water Schedule, then make sure you are on the **Hot Water** tab of the **Current Schedules** screen.

When there are hot water events applied to the paired Switchee, you will see a **Manage Hot Water Schedule** button below your events for each day. Press this if you wish to delete your hot water schedule.

When the pop-up menu from the bottom appears, please press **Delete Hot Water Schedule** in the red text. And when the confirmatory dialogue appears, press **Yes**. This instructs your Switchee device to go into manual mode for hot water and the Switchee will stop following the Hot Water events you had set up.

If you delete the hot water events, it will not affect your heating events and vice versa.



Manual heating and hot water control

If you need to manually adjust the temperature of your heating or turn your hot water on or off, please follow the below instructions.



How to use the app?

Press the arrow **up** or **down** to change the target temperature in your home.

Select this button to turn your Hot Water **ON** or **OFF**.

This is only applicable if your Switchchee controls your Hot Water.

This indicates if you are using your heating or hot water with a schedule.

Note: To get the latest status from your Switchchee, refresh the app by swiping down on the screen or restarting the app.



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