



switchee

Welcome to your new Switchee smart device

Switchee User Guide



switchee Privacy Policy

This Switchee Smart device is being installed as part of the latest agreement between Switchee Limited and your landlord. This product and any associated connected devices collect information and Switchee Limited will process this information on behalf of your landlord as defined in the Switchee Privacy Notice.

The Latest version of the Switchee Privacy Notice may be accessed online by visiting <https://www.switchee.co/privacy/>. Please review this document prior to using the product to help you understand what data is collected in connection with the Switchee, how it is used and what your rights are in relation to it.

Should you have any questions related to this Privacy Notice, please contact us by emailing info@switchee.com

Contents

Which Switchee smart device do I have?	4
Switchee Smart Thermostat	5
The Switchee Receiver Unit	7
Controlling your Heating	9
Controlling your Hot Water	11
Introduction to the Thermostat Programmer	13
Programming your Heating Schedule	14
Set/Edit your own Heating Schedule	16
How to view your Heating Schedule	21
Programming your Hot Water Schedules	24
Set/Edit your Hot Water Schedule	26
Mobile App	34
Switchee Connect device	35
Device Messaging Feature	35
Important Safety and Product Information	37
Frequently Asked Questions	39
Troubleshooting	40

What Switchee smart device do I have?

Switchee provide smart home devices to be installed in the rented home sector. Currently, you can have one of the following two devices installed in your home.



Smart Thermostat device

If you have a device with this screen and the **-** & **+** buttons for controlling your heating, you have a Switchee thermostat.

Please read pages 4 - 34 as well as 36-41 in this manual for understanding how to use your device.



Connect device

If you have a device with this screen and do not have **-** & **+** buttons for controlling your heating, you have a Connect device. Please skip to page 35 to read more about the Connect device.

Switchee Smart Thermostat



The Thermostat Display

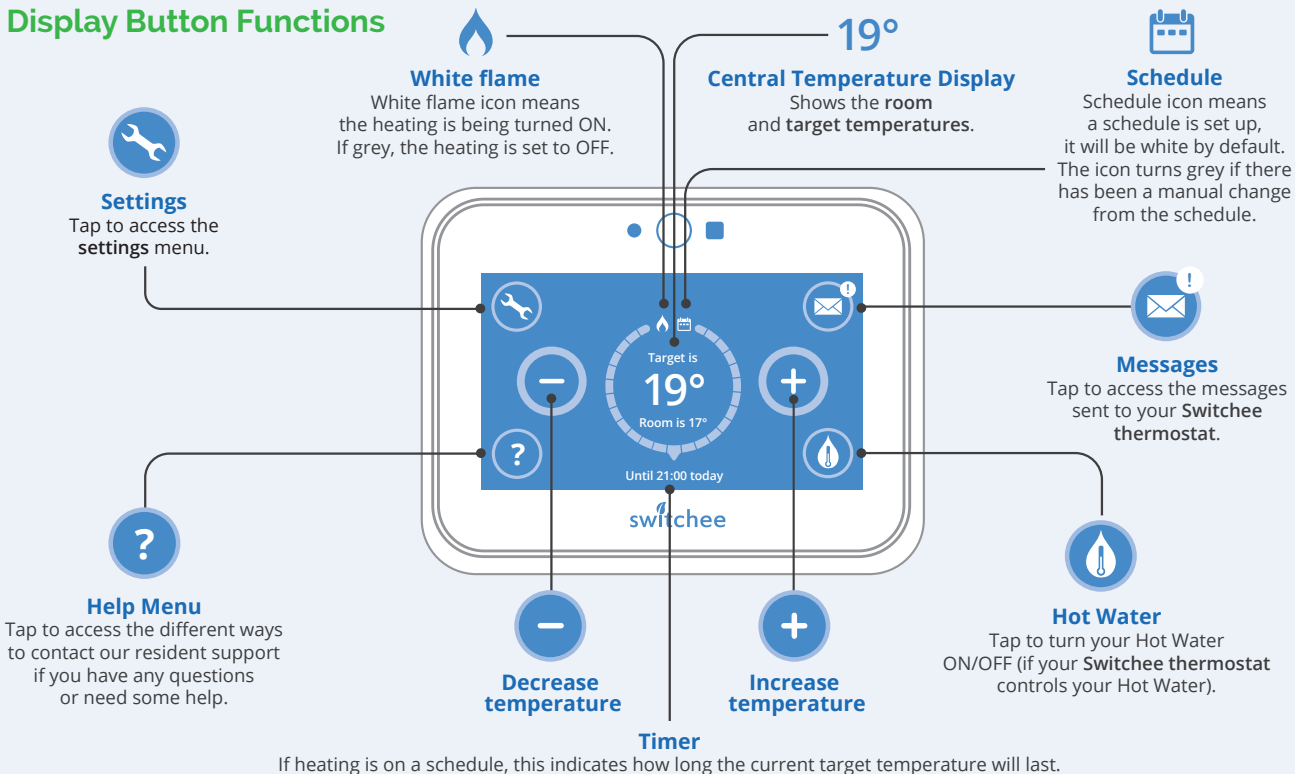
The touch-screen display on your **Switchee thermostat** is made up of a **central temperature display** surrounded by a number of 'tool' buttons. The functions of these buttons are shown on the next page.

Standby Mode

On **Standby**, your **Switchee thermostat** displays your **target and room temperature** in your home in white text on a black background.

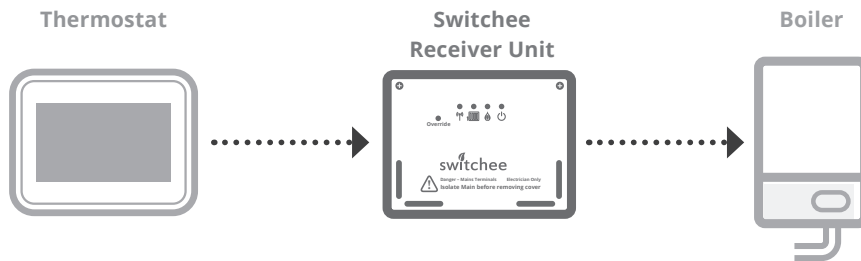


Display Button Functions



The Switchee Receiver Unit

The **Switchee Receiver Unit** passes on Heating/Hot Water commands from the **Switchee** to your boiler. It is connected to your boiler and is usually located near your boiler or Hot Water tank.



Switchee Receiver Unit

Switchee Receiver Unit there are four icons with lights above them...



Wireless

If your Switchee thermostat is installed wirelessly there will be a solid green light when connected.



Heating

When you increase the target temperature above the room temperature the red light will come ON. It will turn OFF when the target temperature is reached and/or the Heating is turned OFF.



Hot Water

If your Switchee thermostat controls your Hot Water, the red light will come on when the Hot Water is turned ON.

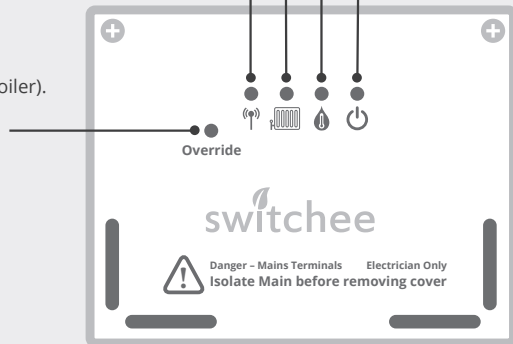


Power

When power to the Switchee Receiver Unit is ON, a solid green light will be displayed above the icon.

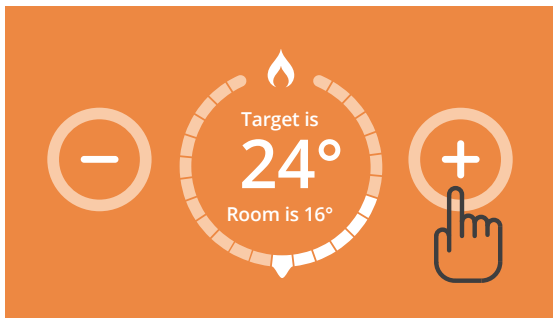
Override Button

- To turn ON the Hot Water, press the **red** override button once. The LED above the Hot Water icon pulses between **red** and **orange**. (This won't work if your Switchee doesn't control your Hot Water/ if you have a combi-boiler).
- To turn ON the Heating, press the **red** override button a second time. The LED above the radiator icon pulses between **red** and **orange**.
- To turn both Heating and Hot Water ON, press the **red** override button for a third time. The LED above the radiator and Hot Water icons pulses between **red** and **orange**.
- To turn OFF the Heating and Hot Water, push the **red** override button for a fourth time. The LED above the radiator or Hot Water icons will go off. The Heating and Hot Water will then be OFF.



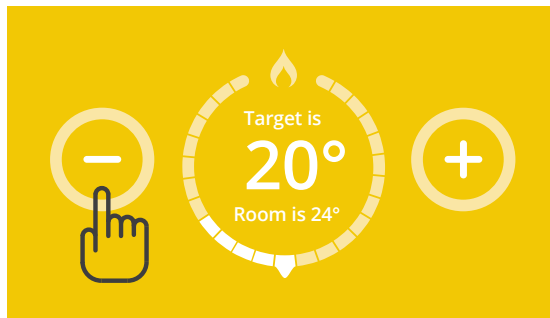
Controlling your Heating

Increase your temperature



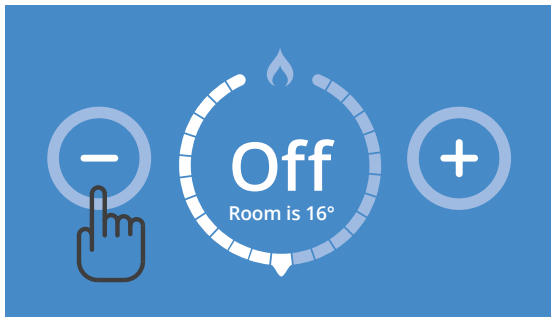
To INCREASE the room temperature, repeatedly press the **+** button on the Switchee thermostat until your **target temperature** is displayed centrally. The flame icon/symbol will be highlighted when the Heating is turned ON.


Decrease your temperature



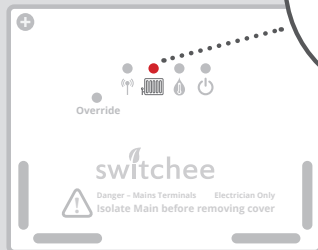
To DECREASE the room temperature, repeatedly press the **-** button on the Switchee thermostat until your **target temperature** is displayed centrally.

Turn your Heating OFF



Repeatedly press the minus **button**  on the **Switchee thermostat** until the Target temperature (large number displayed centrally) is below the room's actual temperature (smaller number displayed below the target temperature).

Red Light on the Switchee Receiver Unit



Heating is ON

When the Heating is turned ON, a red light above the Heating (radiator) icon will come ON, indicating the Heating system should be providing heat.

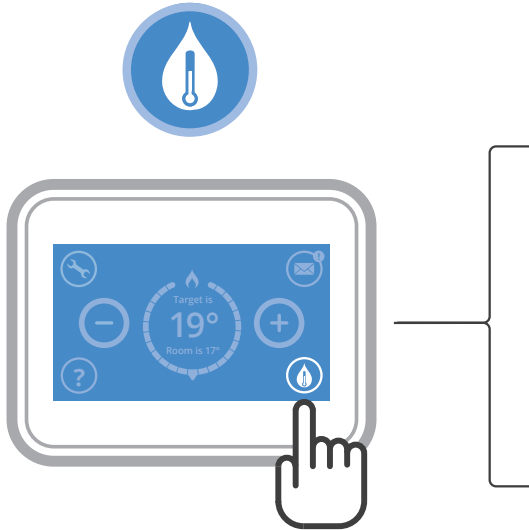


Heating is OFF

When the Heating is OFF, the red light above the Heating (radiator) icon is OFF.

Controlling your Hot Water

The Hot Water Button



If your Switchee thermostat controls your Hot Water...

Turning Hot Water ON

On your Switchee thermostat press the Hot Water button (water droplet) located in the **bottom right corner** of the screen. The display will then show "Hot Water ON".

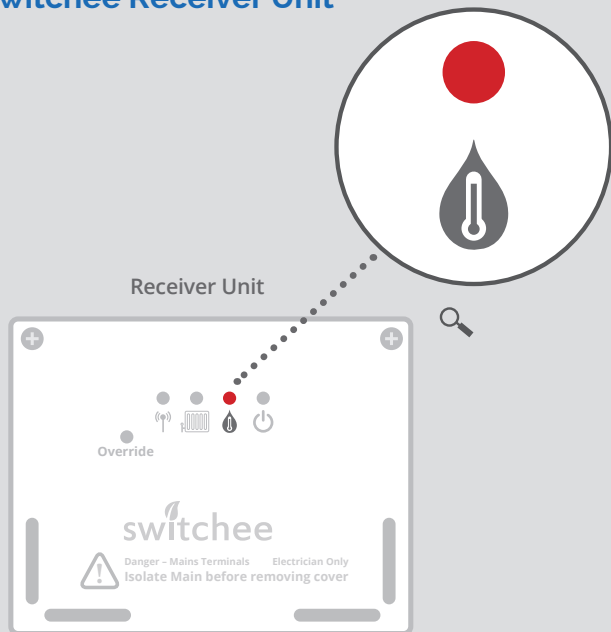


Turning Hot Water OFF

On your Switchee thermostat press the Hot Water button (water droplet) again. The display will then show "Hot Water OFF".

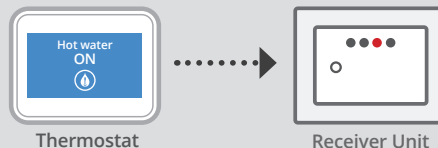


Red Light on the Switchee Receiver Unit



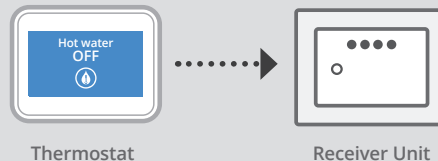
Hot Water is ON

When the Hot Water is ON, a red light above the Hot Water icon will come ON, indicating the boiler should be providing Hot Water.



Hot Water is OFF

When the Hot Water is OFF, the red light above the Hot Water icon is OFF.



Introduction to the Thermostat Programmer

You can set two time periods per day to program your Heating and Hot Water. Alternatively, you can use the **Switchee's thermostat's** pre-set Schedules found within the menu screen which are the most common times requested for Heating and Hot Water to be **ON** and **OFF**.

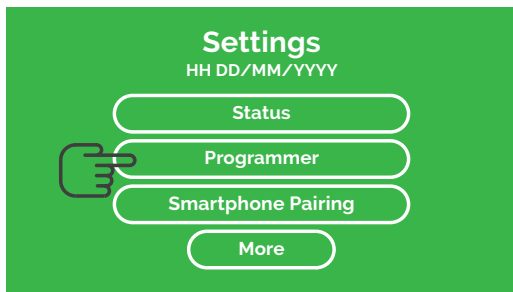
If the **Switchee thermostat** does not control your Hot Water (for example if you have a combi boiler installed), please disregard the Hot Water control instructions.

Accessing the Programmer

To programme your Heating and/or Hot Water first you need to touch your **Switchee thermostat Screen**. Then press the **Settings (spanner)** icon.

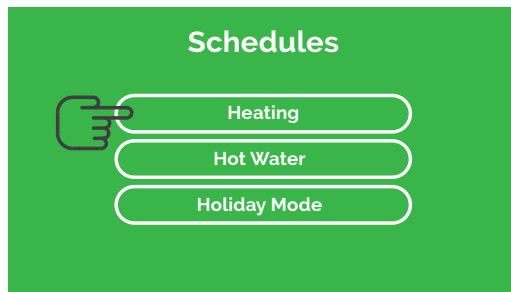


Programming your Heating



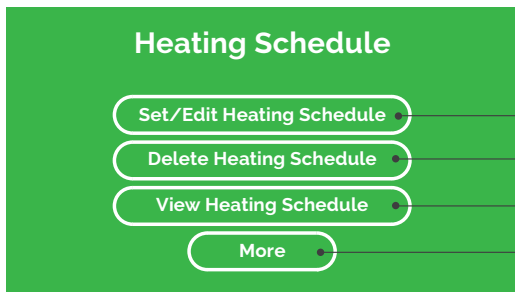
①

In the **Settings** menu select **Programmer**.
This will take you to the Schedules menu.



②

There you will see two options.
Press **Heating**.
This takes you to the **Heating Schedule** menu.



Go to...

➤ page 16

➤ page 20

➤ page 21

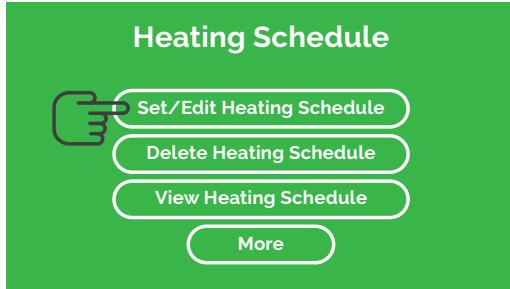
➤ page 22

③

Here you can **Set/Edit**, **Delete** or **View** your own **Heating Schedules**. You can also find our **Pre-set Schedules** by selecting **More**.

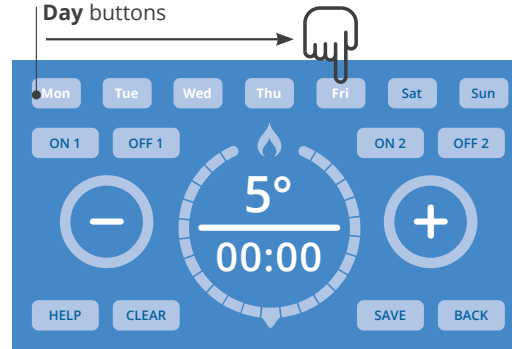
Instructions for each action can be found on the pages shown.

Set/Edit your own Heating Schedule



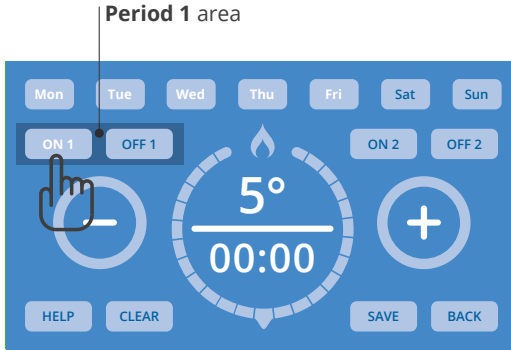
①

Go to the **Heating Schedule** menu.
Select **Set/Edit Heating Schedule**.



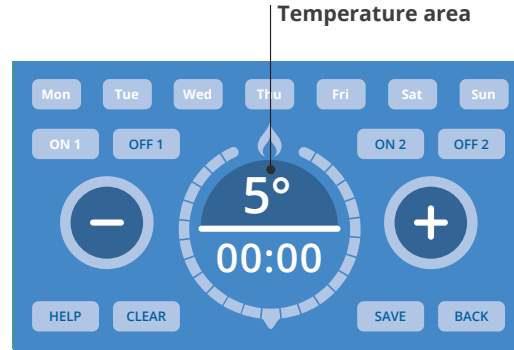
②

Press the **Day** button(s) of the day(s) you would like to set a **Heating Schedule** for. Select multiple **Days** to set a Schedule for them all at once. The **Day(s)** you select will flash white.



③

To program when you want your first Heating period of the day to come on, press on the **ON 1** button in the **Period 1** area.
1. "It will flash white when selected".



④

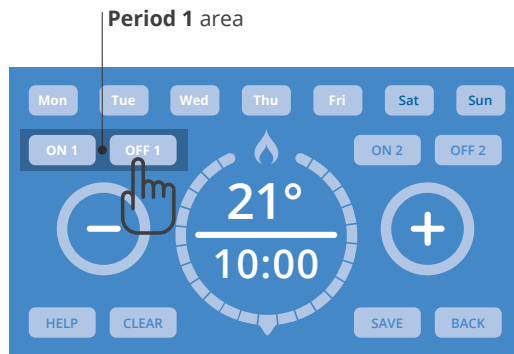
Press the **Temperature** area (shown 5 as a factory setting) inside the **Circle**. It will flash white when ready to be changed. Use the **+**/**-** buttons to set your target **Temperature**.
1. "It will flash white when ready to be changed".

Heating Set/Edit your own Heating Schedule



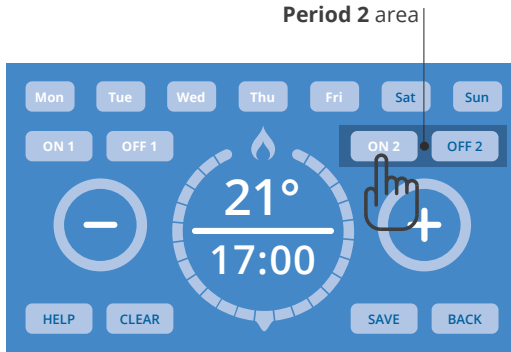
⑤

Press the Time area and use the **+** / **-** buttons to set the Time (in 5 minute increments). This is the time your Heating will come ON. Press **SAVE** to set these Time and Temperature settings.



⑥

Now press **OFF 1**. **OFF1** is now flashing, you can set a target temperature for the second time point in your day as you did in steps ④ and ⑤.



⑦

To set a second period when your Heating turns ON and OFF, use the **ON 2** and **OFF 2** buttons in the **Period 2 area**. Set these in the same way you did previously with the **ON 1 / ON 2 / Time / Temperature** buttons, as shown in steps ③ ④ ⑤ and ⑥. Press **Save** as before.

Function buttons

HELP

HELP button

Press to view Switchchee's contact information if you have any questions.

CLEAR

CLEAR button

Press to clear **TIME** currently shown.
Note: This will NOT clear all of your set **TIME/S**. To clear all of your set **TIME/S** return to the Heating Schedule menu and press **Delete Heating Schedule**.

SAVE

SAVE button

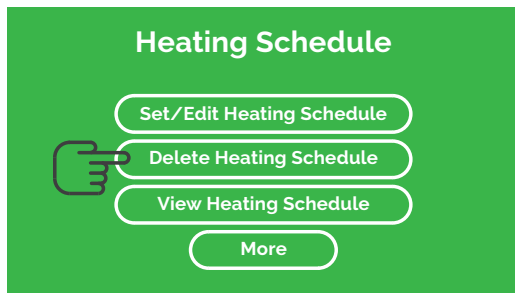
Press to save the Schedule currently shown on your screen. If multiple Days are selected, the Schedule will be saved for all selected Days. To view saved Schedule follow instructions on page 17.

BACK

BACK button

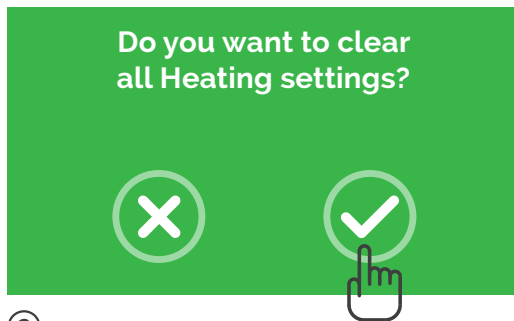
Press to return to the **Schedule menu** without saving the **Schedule**.

How to delete an existing Heating Schedule



①

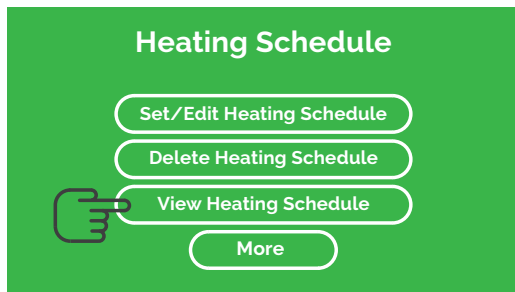
Go to the Heating menu.
Press Delete Heating Schedule.



②

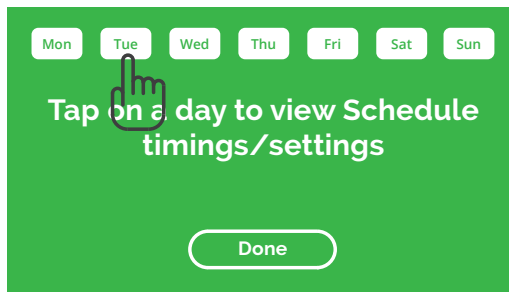
To delete all of your existing Heating Schedules
press the Tick button.

How to view your Heating Schedule



①

To view a **Schedule** you have already set, go to the **Heating Schedule** menu. Press **View Heating Schedule**.

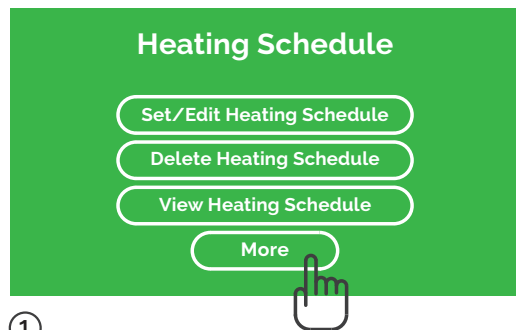


②

To view the **Schedule** for each day, press the relevant **Day** button(s). To finish, press **Done**.

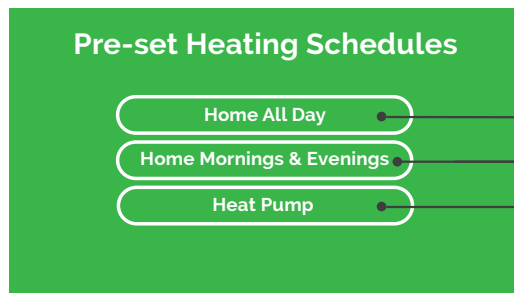
Using the Switchee's Switchee Smart Thermostat's Preset Heating Schedules

If you don't want to set and use your own Heating Schedules, you can use Switchee's thermostat's reset heating schedules.



①

To access the Preset Heating Schedules go to the Heating Schedule menu. Press **More**.



②

Select your preferred **Schedule**.
Schedule details are shown on the next page.

Warning: If you select a Preset Heating Schedule it will overwrite your existing Schedule.

Home All Day

Monday - Sunday

ON 1	21°C at 6:30	
OFF 1		5°C at 21:00

Home Mornings & Evenings*

Monday - Friday

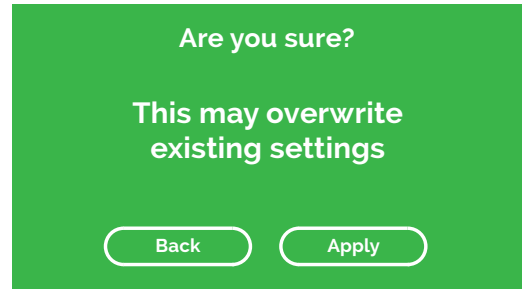
ON 1	21° at 6:00	
OFF 1		5° at 8:00
ON 2	21° at 17:00	
OFF 2		5° at 21:00

Heat Pump*

Monday - Sunday

ON 1	21° at 6:30	
OFF 1		5° at 21:00
ON 2	18° at 00:00	
OFF 2		No Settings

*Note: Saturday and Sunday also have programmed heating that account for a slightly later wake up time.



③

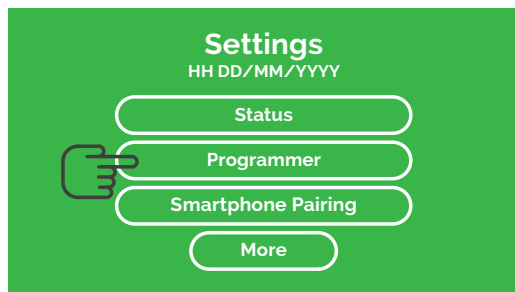
A menu will appear with a warning:

- Select **Apply** to proceed with the **Schedule** you have chosen, or
- Select **Back** to go back to the previous menu.

Programming your Hot Water

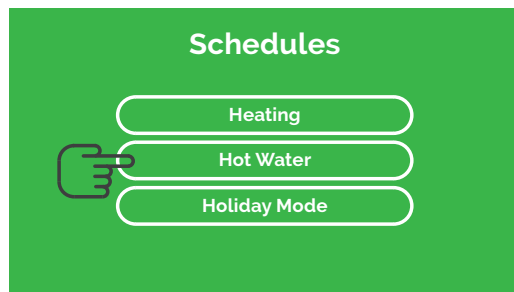
IMPORTANT

If you have a combi boiler or you've been informed your **Switchee thermostat** does not control your Hot Water, please ignore this section.



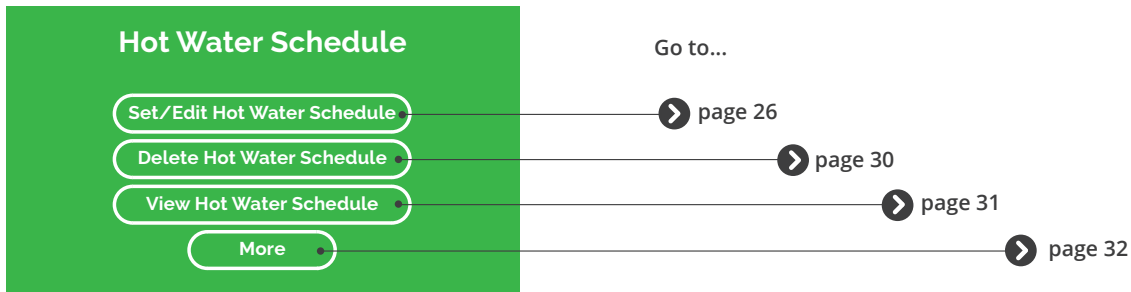
①

Activate your **Switchee thermostat** by pressing the **Screen**. Press the **Settings** (spanner icon) button located at the top-left of the **Screen**. In the **Settings** menu select **Programmer** which will take you to the Schedules menu.



②

You will see two options (if your Hot Water is controlled by **Switchee thermostat**). Press **Hot Water**. This takes you to the **Hot Water Schedule** menu.

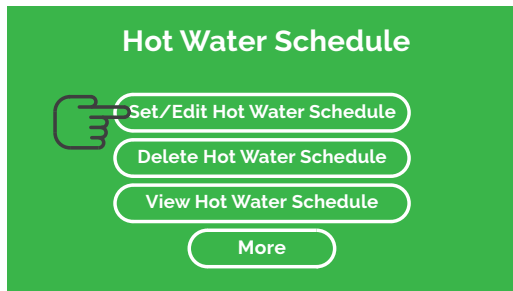


③

Here you can **Set/Edit**, **Delete** or **View** your own Hot Water Schedules. You can also find our **Pre-set Schedules** by selecting **More**.

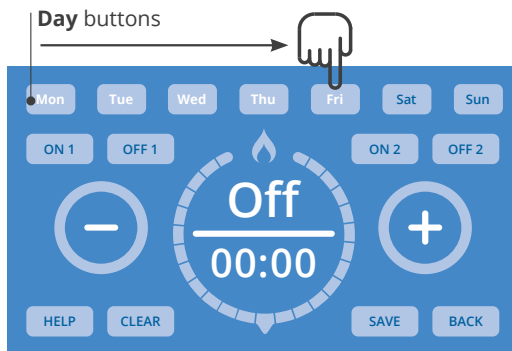
Instructions for each action can be found on the pages shown.

Set/Edit your own Hot Water Schedule



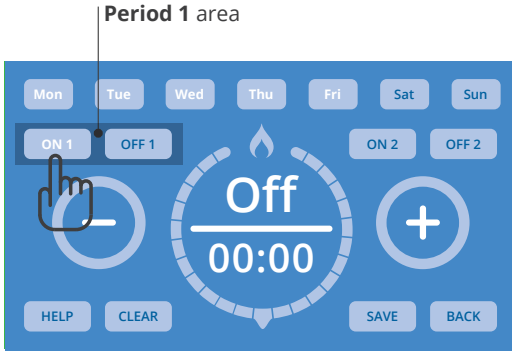
①

Go to the **Hot Water Schedule** menu.
Select **Set/Edit Hot Water Schedule**.



②

Press the **Day** button(s) you would like to set a **Hot Water Schedule** for. Select multiple **Days** to set a Schedule for them all at once. The **Day/s** you select will flash white.



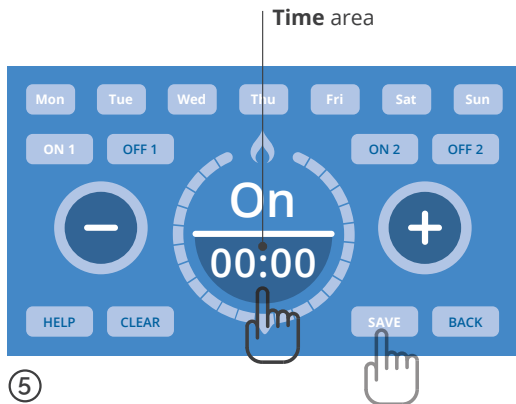
③

To program when you want your first Hot Water period of the day to come on, press the **ON 1** button in the **Period 1** area. It will flash white when selected.

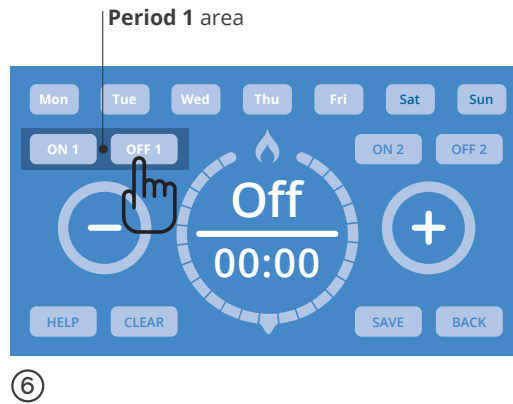


④

Press the **On/Off** area (Shows Off as a default setting) inside the **Circle**. It will flash white when ready to be changed. Use the **+** / **-** buttons to set whether you would like the Hot Water **On** or **OFF** at that time.



- ⑤ Press the Time area and use the + / - buttons to set the Time (in 5 minute increments). This is the time your Hot Water will come ON. Press **SAVE** to set these **Time** and **Temperature** settings.



- ⑥ Now press **OFF 1**. **OFF 1** is now flashing, you can set the second time point in your day as you did in steps ④ and ⑤.



⑦

To set a second period when your Hot Water turns ON and OFF, use the **ON 2** and **OFF 2** buttons in the **Period 2 area**. Set these in the same way you did previously with the **ON 1 / ON 2 / Time / On/Off** buttons, as shown in steps ③ ④ ⑤ and ⑥. Then **Save** as before.

Function buttons

HELP

HELP button

Press to view Switchee's contact information if you have any questions.

CLEAR

CLEAR button

Press to clear TIME currently shown.

Note: This will NOT clear all of your set TIME/S. To clear all of your set TIME/S return to the Hot Water Schedule menu and press **Delete Hot Water Schedule**.

SAVE

SAVE button

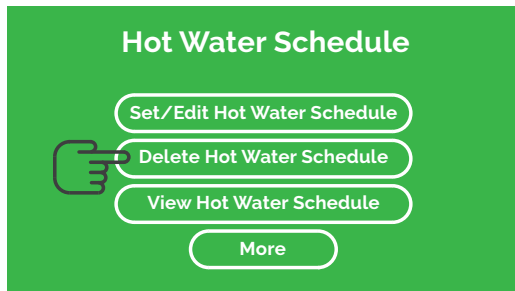
Press to save the Schedule currently shown on your screen. If multiple Days are selected, the Schedule will be saved for all selected Days. To view saved Schedule follow instructions on page 17.

BACK

BACK button

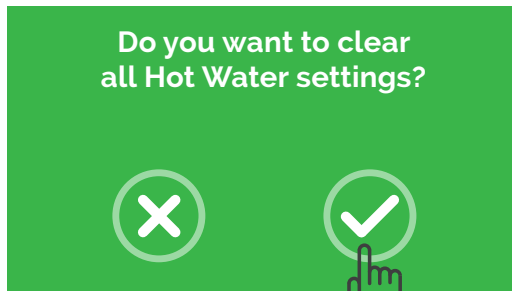
Press to return to the **Schedule menu** without saving the Schedule.

How to delete an existing Hot Water Schedule



①

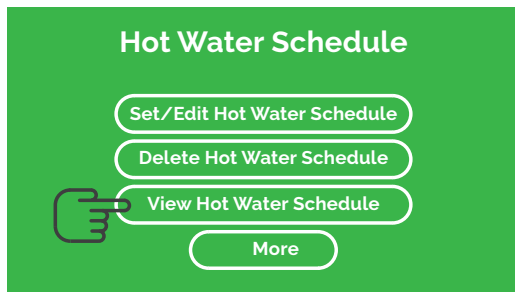
Go to the Hot Water menu.
Press **Delete Hot Water Schedule**.



②

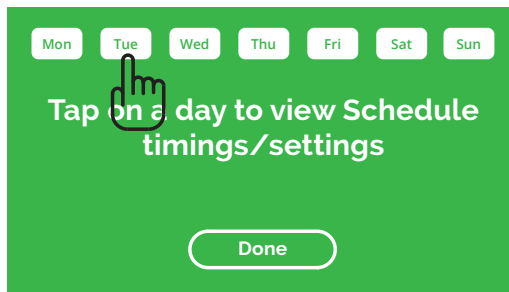
To delete your existing Hot Water Schedule
press the Tick button.

How to view your Hot Water Schedule



①

To view a **Schedule** you have already set, go to the **Hot Water Schedule** menu. Press **View Hot Water Schedule**.

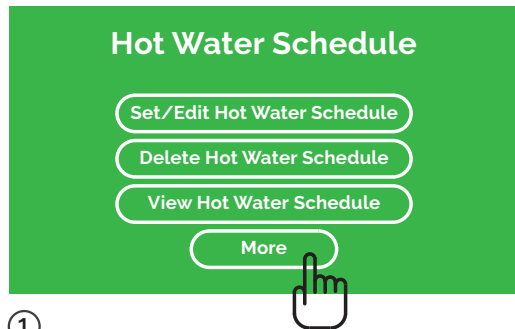


②

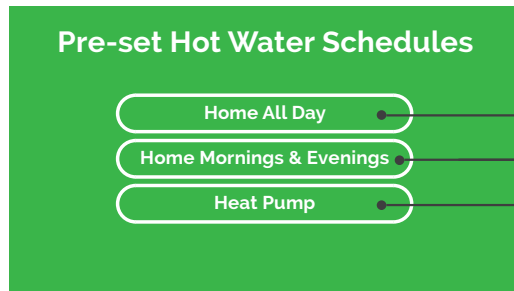
To view the **Schedule** for each day, press the relevant **Day** button(s). To finish, press **Done**.

Using Switchee's Pre-set Hot Water Schedules

If you don't want to set and use your own Hot Water Schedules, you can use **Switchee's Pre-Set Hot Water Schedules**.



- ① Go to the Hot Water Schedule menu.
Press More.



- ② Then select your preferred Schedule.

Warning: If you select a Pre-set Hot Water Schedule it will overwrite your existing Schedule.

Home All Day

Monday - Sunday

ON 1	ON at 6:30	
OFF 1		OFF at 21:00

Home Mornings & Evenings*

Monday - Friday

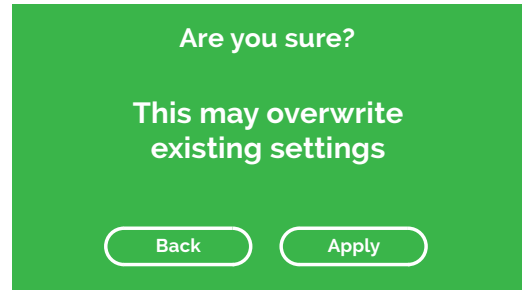
ON 1	ON at 6:30	
OFF 1		OFF at 7:30
ON 2	ON at 16:30	
OFF 2		OFF at 18:30

Heat Pump

Monday - Friday

ON 1	ON at 21:00	
OFF 1		OFF at 00:00
ON 2	No Settings	
OFF 2		No Settings

*Note: Saturday and Sunday also have programmed heating that account for a slightly later wake up time.



③

A menu will appear with a warning:

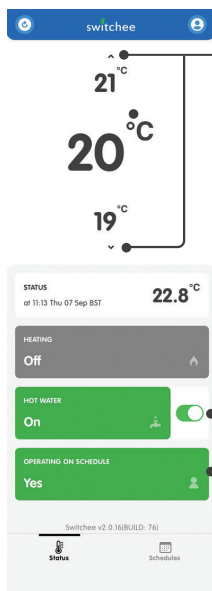
- Select **Apply** to proceed with the **Schedule** you have chosen, or
- Select **Back** to go back to the previous menu.

The Switchee Resident mobile app

The Switchee Resident app will enable you to control your Heating, and/or Hot Water at a distance.

Please follow the instructions to set up your mobile app.

1. Find the Switchee app called **Switchee Resident** in your mobile device's app store and download it.
2. Sign up in the **Switchee Resident** app, then enter your confirmation code.
3. Sign-in using the account login credentials you have just created.
4. Follow the instructions on your mobile device to pair your **Switchee** to your mobile device.



How to use the app?

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

Touch this button to put your Hot Water **ON** or **OFF**.

This is only applicable if your **Switchee** thermostat 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 Switchee, refresh the app by swiping down on the screen OR restarting the app.

For a full app guide, please see **Switchee.com/residents** and download the app guide.

Switchee Connect device



What is the Connect device?

Connect is a smart device that helps take care of you and your home.

Stay connected:

The device has a small light that turns on when there is a message for you from your housing provider (see page 36). All messages are secure and only about your property.

Speedy, proactive resolution:

The Connect device helps your housing provider identify potential issues like damp and mould quickly, before they become big problems.

Home improvement programmes, that save you money on energy bills:

The device collects data about your home's performance. This data helps your housing provider to monitor the conditions in your home and to understand if your home could benefit from insulation or heating upgrades. This device will not control your heating or hot water.

Device Messaging

Switchee devices can be used as a communication tool with your housing association. From time to time you may receive messages or surveys to your device that can help you better communicate / provide feedback to your housing association. An example of a message can be seen in the picture below;



If your device has a message waiting for you, a white LED above the screen will flash and a message will be displayed on the screen.

To respond to messages please press OK, then follow the steps and answer the questions by touching the appropriate answer on the screen.

If the LED is flashing but no messages are displayed on your screen, please touch your screen once to wake up your **Switchee device**, then press the envelope in the top right corner of your screen. This will show you any messages your **Switchee device** has received.

Important Safety and Product Information

1. This product is exclusively for use in the UK, EU, Channel Islands and the Isle of Man.
2. **WARNING:** To avoid risk of suffocation, do not leave small parts such as packaging remnants, tools used to open the packaging or any removable items within the reach of children.
3. **WARNING:** The ECP4159FP (UK) or ECP4197FP (EU) power supply must not be used with other equipment.
4. Only use the power supply [ECP4159FP (UK) or ECP4197FP (EU)] supplied with the Switchee system.
5. In case of a defective system do not attempt to repair your device. Instead contact Switchee on support@switchee.com or **0800 133 7957**.
6. The Switchee system cannot be modified by the user. Never remove the cover of any assemblies or power supply. There are no user-serviceable parts inside and there are high voltage live parts in the Receiver Unit and power supply.
7. Product tested and meets the requirements of standard: BS EN 62311:2020 Assessment of electronic and electrical equipment related to human exposure restrictions for electromagnetic fields (0 Hz to 300 GHz). The system sporadically transmits data, therefore average transmit power is very low compared to accepted standard limits.
8. A copy of Switchee's declaration of conformity can be found at this web address: www.switchee.com/compliance
9. This product must be used indoors.
10. **CAUTION:** this product includes wireless radio technology with restrictions for its use. Please observe the following: This product must be installed a minimum distance of 20cm away from users.
11. Never place naked flame sources, such as lit candles, on or adjacent to your Switchee system or power supply.
12. The system can be used with the following Z-wave sensors: 100009 Aeotec Energy Clamp – 60A (AEO_ZW0951C60A), 100010 MCO Home CO2 Sensor (A8-7).

Wireless radio

Cellular Radio:

GSM900: 33 dBm \pm 2 dB

GSM1800: 30 dBm \pm 2 dB

LTE-FDD Band 1: 23 dBm \pm 2

LTE-FDD Band 3: 23 dBm \pm 2

LTE-FDD Band 7: 23 dBm \pm 2

LTE-FDD Band 8: 23 dBm \pm 2

LTE-FDD Band 20: 23 dBm \pm 2

ISM Short Range Radio 1:

869.85MHz, 13dBm

868.40MHz, 13dBm

868.42MHz, 13dBm

ISM Short Range Radio 2:

868.25MHz, 13dBm

Energy consumption information - information - The power consumption of your Switchee system when in standby is less than 2 watts. This equates to an average running cost of less than 7.7 pence per week or £3.98 per year based upon UK average electricity prices in 2023/24 as published by Department for Energy Security and Net Zero.

Waste Electrical and Electronic Equipment (WEEE) Recycling

The WEEE symbol on the product indicates that the product must not be disposed of with normal household waste.

Instead, such marked waste equipment must be disposed of by arranging to return to a designated collection point for the recycling of waste electrical and electronic equipment.

Separating and recycling this waste equipment at time of disposal will help to conserve natural resources and ensure that the equipment is recycled in a manner that protects human health and the environment.

Switchee offers our customers the opportunity to return products at the end of their functional lives for recycling.

Qualifying products are marked with the WEEE symbol shown above. Delivery cost of any authorised product returned to Switchee will be at the expense of the sender.

Normal product returns policies apply with pre-authorisation required in the form of an RMA number without which the product will not be accepted.

Purpose of control: Automatic electrical thermostatic control of heating system.

Control of the unit and response times are faster than required by the expected ambient temperature rise.

Misc. technical Information:

- Intended for continuous use.
- Operates between 0°C and 55°C as set by the user on the display. There will be no increase in this operating value in the case of failure of the temperature sensing equipment.
- This control provides a type 1 switching action.
- The maximum intended click rate for the relays is 1Hz.
- The central heating relay is rated for 100,000 operations.
- At the expected switching rate of once per hour, the unit is expected to have a service life of 11.4 years.
- Relay contacts provide micro-interruption only and do not provide disconnection.
- The state of the control during transportation is not critical.

Desired temperature: The desired temperature can be set from 0°C to 30°C.

Rated impulse voltage: 2.5kV.

Internal fuse: Internal 1A fuse non-replaceable.

Rated loads for relays: 240V ~ (AC) or 30V DC, 1A (Resistive)

Pollution degree: 2.

Electric shock protection: Independently Mounted Class I Equipment.

Surge immunity category: Installation Class 2 or Residential.

Rated voltage: 115–240V ~ (AC), 50/60 Hz.

Limits of power output from BRU: Safe Extra Low Voltage (SELV) limits power output from receiver unit to thermostat are 12V DC, 0.15A on all SELV terminals (0V, H2, W1 and +12V).

Method of earthing: Non-functional ground terminal.

Frequently Asked Questions

“I am used to having a timer control my Heating / Hot Water, does the Switchee thermostat 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 Schedule.

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

“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 thermostat** will revert to your timer settings after approximately 3 hours.

“What is inside my Switchee?”

Your **Switchee device** contains five sensors - temperature, light, humidity, motion and air pressure which are used to optimise your heating and help your housing provider identify problems like damp and mould quickly.

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

Please **DO NOT** turn off your boiler or heat pump when you are away, but use the Switchee Switchee thermostat's **Holiday Mode** to turn your Heating off.

1. Press the spanner on the top left of your screen.
2. Press Programmer, then **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 device 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 Switchee thermostat control my hot water?”

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

Press the Hot Water button (water droplet icon) in the bottom right of the **Switchee thermostat** 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 thermostart** 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 Schedule.”

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 Schedule**.
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 device 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.

Troubleshooting

“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 Hot Water 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 droplet 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 the 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

by web: 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.



Get in touch

+ 44 (0)800 133 7957

support@switchchee.com

@SwitchcheeLtd

@switchchee-limited

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57 Southwark St, London SE1 1RU

[switchchee.com](https://www.switchchee.com)



Apple customers
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app user guide and app video guide
are available when you visit [switchchee.com/residents](https://www.switchchee.com/residents)



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