



# FAQs and troubleshooting

Switchee user guide



# 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 12 to 17 to set up a heating schedule.

Please refer to page 18 to 23 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 device?"

The **Switchee thermostat** and Connect 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 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.

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 smart thermostat** or Connect device do 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. Test the controls: Make sure your target **temperature** is set higher than the current room temperature.
2. Check the **Switchee receiver unit** (see page 8). Is the red light on above the radiator icon?

IF THE RED LIGHT IS ON (but the heating system won't fire up): This indicates the Switchee is working correctly, so the issue is likely with your heating system or gas supply. Check that you have enough credit on your gas meter. If you have credit, report the fault to your housing provider.

IF THE RED LIGHT IS OFF: This may indicate a connection issue. Press the **override** button on the Switchee receiver unit (see page 8). If the red light turns on and the heating system fires up, you can use this for backup heating.

**Important: You must manually turn the override button off again when done. Contact Switchee resident support to report the issue.**

## "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 thermostat** or Connect device 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 provider.

3. If you have electricity and your heating system has power, contact Switchee support.

## "My hot water isn't heating up"

1. Test the controls: Manually press the hot water button on your Switchee screen and ensure it displays the "**hot water on**" message.
2. Check the **Switchee receiver unit** (see page 8). Is the red light on above the hot water icon (water droplet)?

**IF THE RED LIGHT IS ON** (but the heating system won't fire up):

This indicates the Switchee is working correctly, so the issue is likely with your heating system or gas supply.

Check that you have enough credit on your gas meter.

If you have credit, report the fault to your housing provider.

**IF THE RED LIGHT IS OFF:** This may indicate a connection issue.

Press the override button on the receiver unit (see page 8).

If the red light turns on and the heating system fires up, you can use this for backup hot water.

**Important: You must manually turn the override button off again when done. Contact Switchee resident support to report the issue.**

## "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 **Switchee 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.com](mailto:support@switchee.com)

by web: [switchee.com/residents](http://switchee.com/residents)

by telephone: **0800 133 7957**

**Monday to Thursday 09:00 to 18:00**

**Friday 09:00 to 17:00**

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



## Get in touch

-  +44 (0)800 133 7957
-  support@switchee.com
-  @SwitcheeLtd
-  @switchee-limited

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