switchee

Welcome to your new Switchee smart device
Switchee user guide

Target is
18°
Room is 18°

switchee

Certified
B
Corporation

switchee Privacy policy

This Switchee smart device is being installed as part of an agreement between Switchee Limited and your landlord. This product and any associated connected devices collect information and Switchee Limited is the data processor, any and all data is owned by your landlord, as defined in the Switchee Privacy Notice.

The latest version of the Switchee Privacy Notice may be accessed online by visiting switchee.com/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 support@switchee.com.

Contents

What Switchee smart device do I have?

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

Smart thermostat device

If your device has — and + buttons for controlling your heating, you have a Switchee smart thermostat. Please read pages 5-23 as well as 29-31 in this manual for understanding how to use your device.

Connect device

If you have a device with this screen and do not have — and + buttons for heating control, you have a Connect device. Please skip to page 25 to read more about your 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

White flame
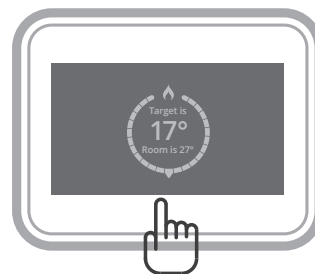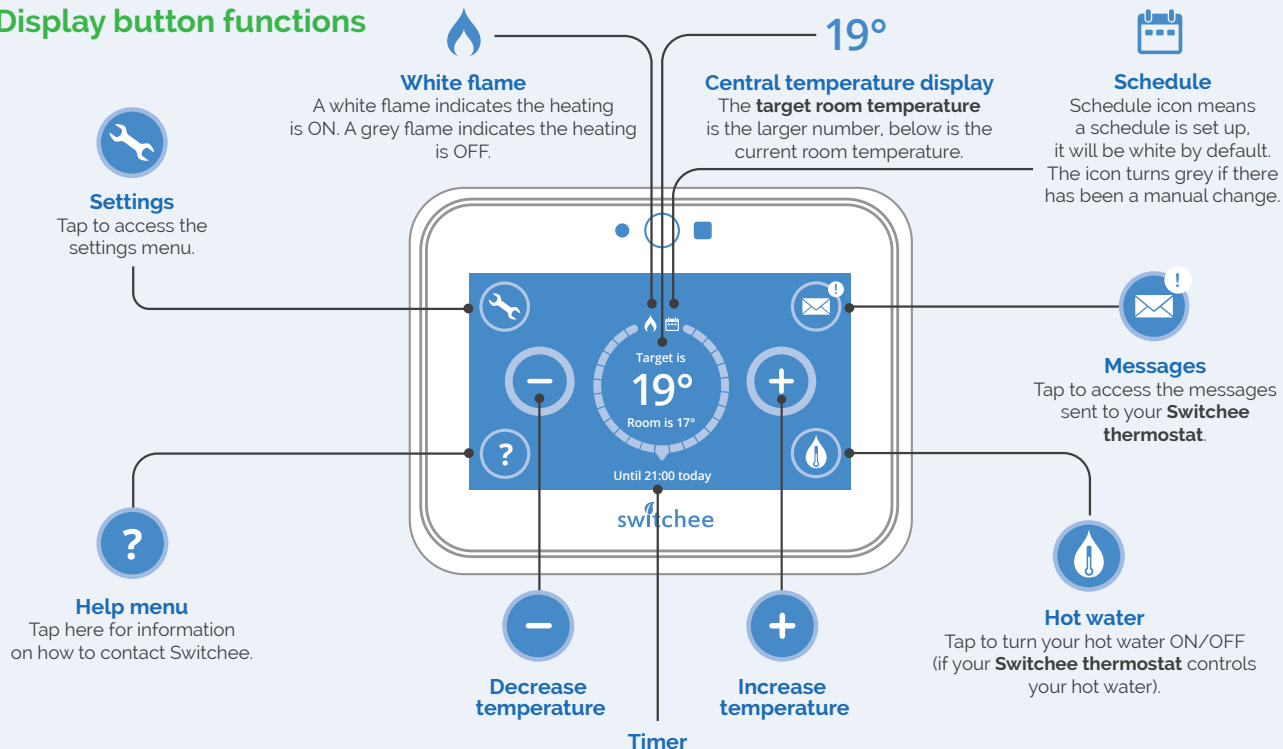A white flame indicates the heating is ON. A grey flame indicates the heating is OFF.

19°

Central temperature display
The **target room temperature** is the larger number, below is the current room temperature.

Schedule
Schedule icon means a schedule is set up, it will be white by default. The icon turns grey if there has been a manual change.

Settings
Tap to access the settings menu.

Target is
19°
Room is 17°

Until 21:00 today

switchee

Messages
Tap to access the messages sent to your **Switchee thermostat**.

Help menu
Tap here for information on how to contact Switchee.

Decrease temperature

Increase temperature

Hot water
Tap to turn your hot water ON/OFF (if your **Switchee thermostat** controls your hot water).

Timer
If heating is on a schedule, this indicates how long the current target temperature will last.
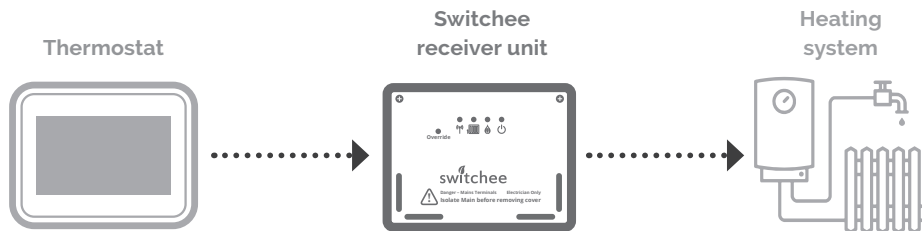
The Switchee receiver unit

The **Switchee receiver unit** passes on heating/hot water commands from the **Switchee** to your heating system. It is connected to your heating system and is usually located near your boiler or hot water tank.

Thermostat → Switchee receiver unit → Heating system

Switchee receiver unit

The section below explains the four icons and their lights...

Wireless
A solid light means your **Switchee thermostat** is connected wirelessly, while a flashing light means it is wired.

Heating
When you increase the target temperature above the room temperature the red light will come on. If this red light is off, there is no call from the Switchee smart thermostat for heat, or the heating is turned off

Hot water
A red light turns on when your **hot water** is heating. Note: This does not apply to combi boilers, which are not controlled by Switchee.
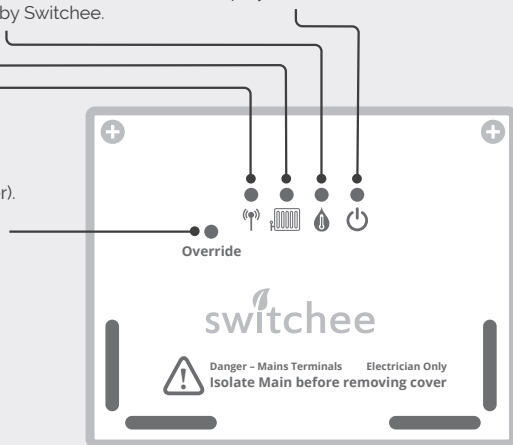
Power
When power to the **Switchee receiver unit** is ON, a solid green light will be displayed above the icon.
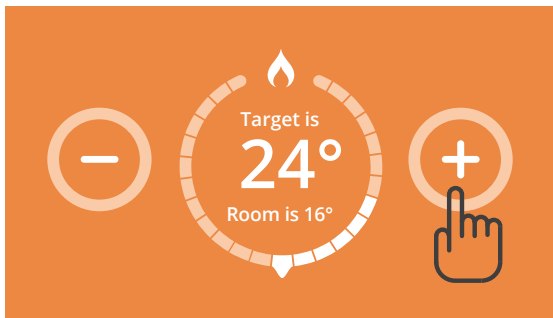
Override button
- To turn ON the hot water, press the **red** override button once.
  The light above the hot water icon pulses between **red** and **orange**.
  (This won't work if your Switchee doesn't control your hot water if you have a combi boiler).
- To turn ON the heating, press the **red** override button a second time.
  The light above the radiator icon flashes between **red** and **orange**.
- To turn both heating and hot water ON, press the **red** override button for a third time.
  The light above the radiator and hot water icon pulses between **red** and **orange**.
- To turn OFF the heating and hot water, push the **red** override button for a fourth time.
  The light above the radiator or hot water icons will go off.
  The heating and hot water will then be OFF.

*Note: This does not apply to combi boilers, which are not controlled by Switchee.*

Override

switchee

⚠ Danger – Mains Terminals   Electrician Only
Isolate Main before removing cover

Manually changing your heating

Increase your temperature

Target is
24°
Room is 16°

To increase the temperature, press the ➕ button until the target temperature (the large number in the middle) is the temperature you would like your property to be. If the target temperature is higher than the room temperature, the flame will turn white, and your heating will turn on.

Decrease your temperature

Target is
20°
Room is 24°
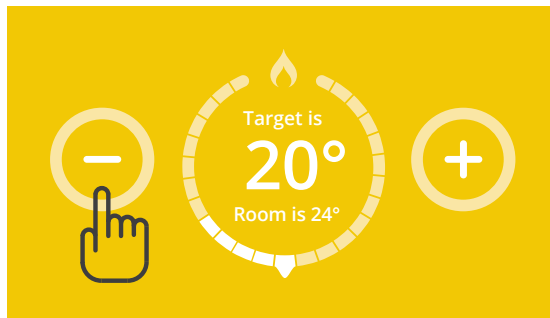
To decrease the temperature, press the ➖ button until the target temperature (the large number in the middle) is the temperature you would like your property to be. If the target temperature is lower than the room temperature, the flame will turn grey, and your heating will turn off.
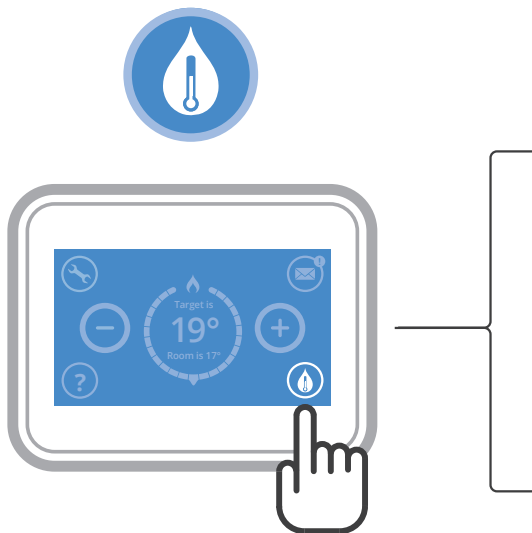
Controlling your hot water

The hot water button

If your **Switchee thermostat** controls your hot water...

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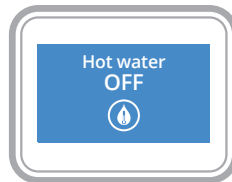
On your **Switchee thermostat** press the hot water button (water droplet) located in the **bottom right corner** of the screen. The display will then show **hot water ON**.

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**.

Target is
19°
Room is 17°

Hot water
OFF

Introduction to the thermostat programmer

Program two time periods per day for heating and hot water, or choose a pre-set schedule from the menu.

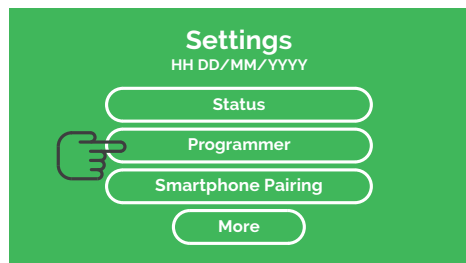If the **Switchee thermostat** does not control your hot water (for example if you have a combi-boiler installed), please disregard the hot water control instructions.

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.

Target is

19°

Room is 17°

Until 21:00 today

switchee

Programming your heating

Settings
HH DD/MM/YYYY

- Status
- Programmer
- Smartphone Pairing
- More

1 First select **programmer**.

Schedules

- Heating
- Hot Water
- Holiday Mode
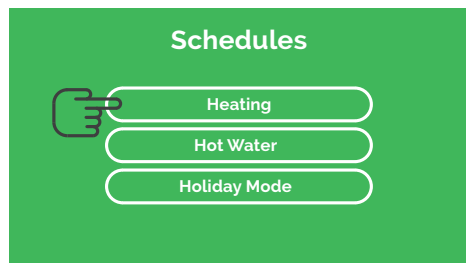
2 Of the three options available select **heating**.

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

Heating Schedule

	Go to...
Set/Edit Heating Schedule	page 13
Delete Heating Schedule	page 15
View Heating Schedule	page 15
More	page 16
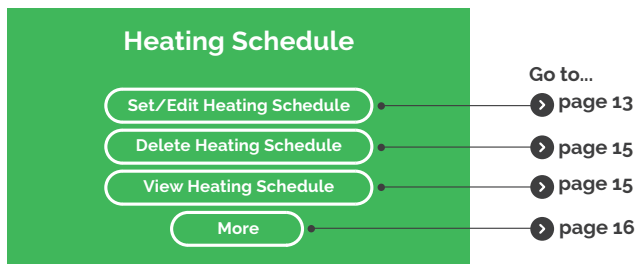
3 Here you can **set/edit**, **delete** or **view** your own **heating schedules**. By selecting **more**, you can also find Switchee **pre-set schedules**.

Set/edit your own heating schedule

Heating Schedule

Set/Edit Heating Schedule

Delete Heating Schedule

View Heating Schedule

More
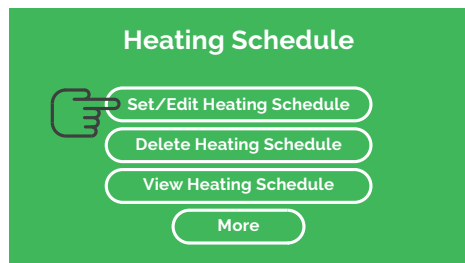
(1) On the **heating schedule** menu select **set/edit heating schedule.**

Day buttons

(2) Press the **day** buttons to set a **heating schedule**. Select multiple **days** to apply the same schedule to all at once. The selected days will flash white.

Period 1 area

(3) To set the start time for the first heating period, press the **on 1** button in the **period 1** area. It will flash white when selected.
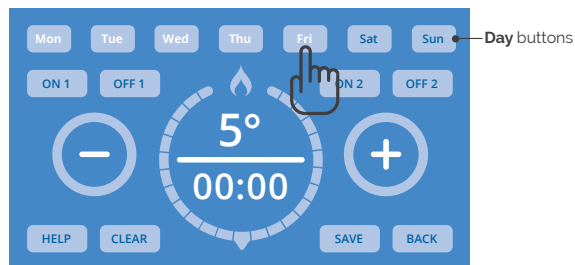
Temperature area

(4) Press the **temperature** inside the circle (default is 5). It will flash white when selected. Use the buttons ⊕ / ⊖ to set your target temperature. Press **save** once you have finished.

Heating Set/edit your own heating schedule

Time area

(5) Press the time inside the circle and use the ➕ / ➖ buttons to set to 5-minute increments. This sets when your heating turns on. Press **save** to confirm.

Period 1 area

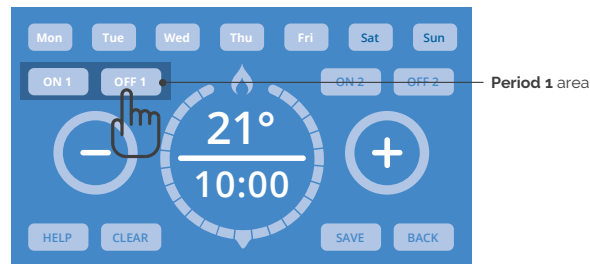(6) Now press **off 1**. **Off 1** is now flashing, you can set a target temperature for the second time point in your day as you did in steps 4 and 5.
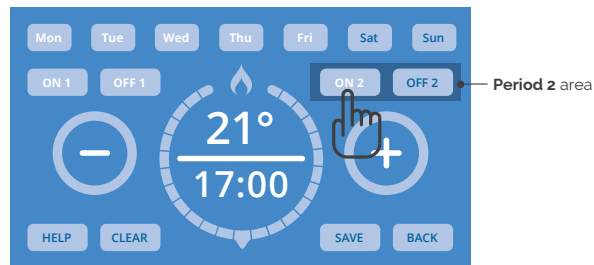
Period 2 area

(7) To set a second heating period, use the **on 2** and **off 2** buttons in the **period 2** area. Repeat steps 3–6 to set the time and temperature, then press **save**.

Function buttons

HELP

Help button
Press to see Switchee support contact information.

CLEAR

Clear button
Press to clear the currently shown schedule settings. Note: This will not clear all your currently set schedules. To delete all set times, return to the hot water schedule menu and press **delete heating schedule**.

SAVE

Save button
Press to save the current schedule. If multiple days are selected, the schedule will apply to all of them.

BACK

Back button
Press to return to the schedule menu without saving.

How to delete an existing heating schedule

Heating Schedule

- Set/Edit Heating Schedule
- Delete Heating Schedule
- View Heating Schedule
- More

Do you want to clear all Heating settings?
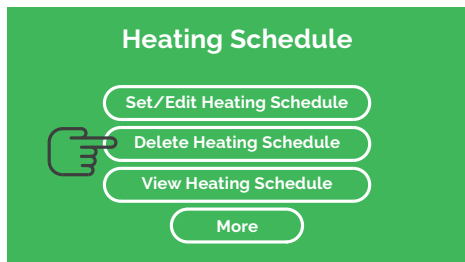
(1) Go to the **heating** menu. Press **delete heating schedule**.

(2) To delete all of your existing **heating schedules** press the **tick button**.

How to view your heating schedule

Heating Schedule

- Set/Edit Heating Schedule
- Delete Heating Schedule
- View Heating Schedule
- More

Mon Tue Wed Thu Fri Sat Sun

Tap on a day to view Schedule timings/settings
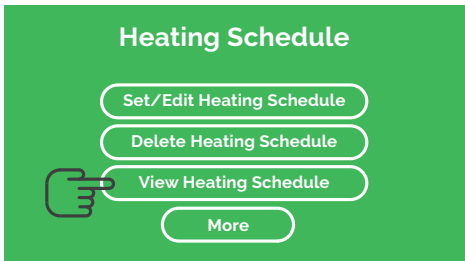
Done

(1) To view a **schedule** you have already set, go to the **heating schedule** menu. Press **view heating schedule**.
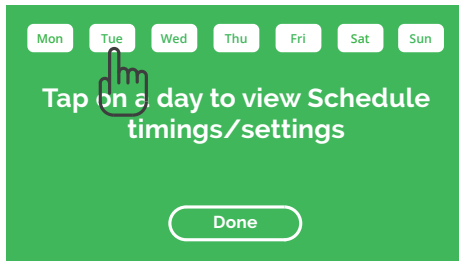
(2) To view the **schedule** for each day, press the relevant **day button(s)**. To finish, press **done**.

Using pre-set heating schedules

If you don't want to set and use your own heating schedules, you can use **Switchee's thermostat's pre-set heating schedules.**

Heating Schedule

Set/Edit Heating Schedule

Delete Heating Schedule

View Heating Schedule

More

Pre-set Heating Schedules

Home All Day

Home Mornings & Evenings

Heat Pump
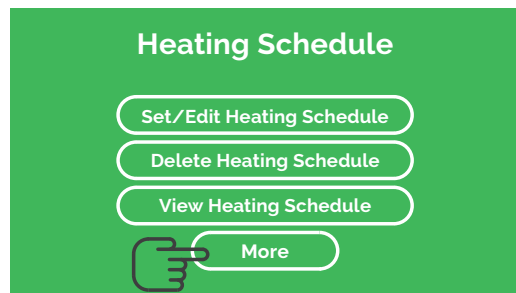
(1) To access the **pre-set heating schedules** go to the **2 heating schedule** menu. Press **more**.
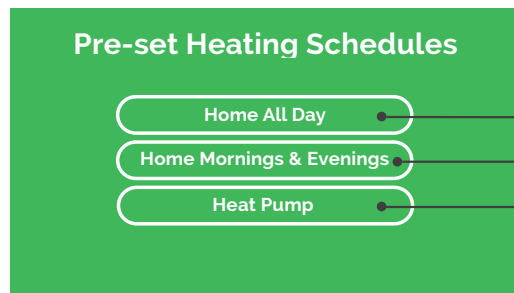
(2) Select your preferred **schedule**. Schedule details are shown on the next page.

Warning: If you select a pre-set heating schedule it will overwrite your existing schedule.
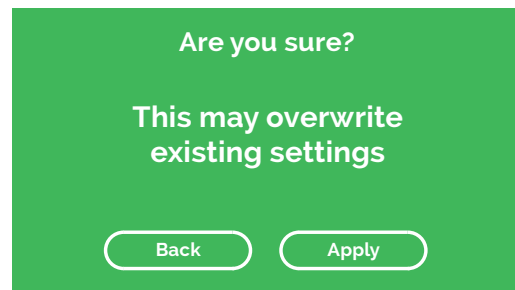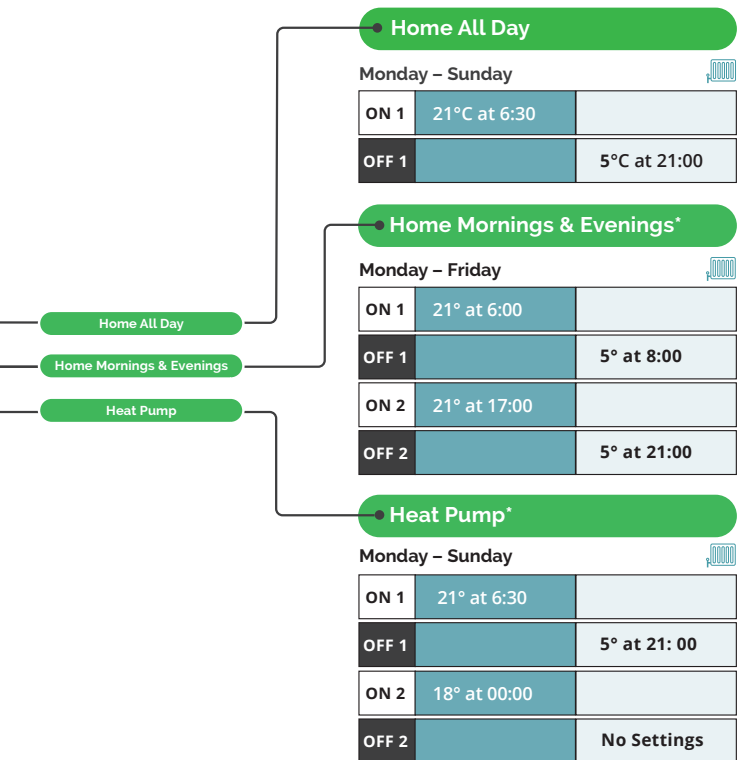
Home All Day

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

Home All Day

Home Mornings & Evenings

Heat Pump

Are you sure?

This may overwrite existing settings

Back   Apply

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.

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

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.

Settings
HH DD/MM/YYYY

Status

Programmer

Smartphone Pairing

More

(1) First select **programmer**.

Schedules

Heating

Hot Water

Holiday Mode
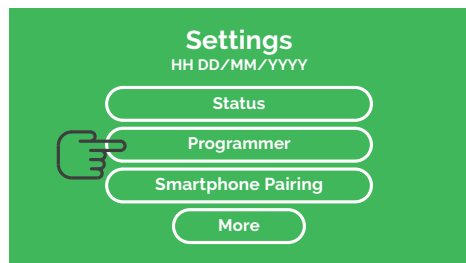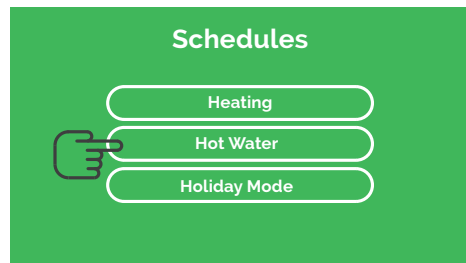
(2) Of the three options available select **hot water**.

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

Hot Water Schedule

Set/Edit Hot Water Schedule

Delete Hot Water Schedule

View Hot Water Schedule

More

Go to...
> **page 19**
> **page 21**
> **page 21**
> **page 22**
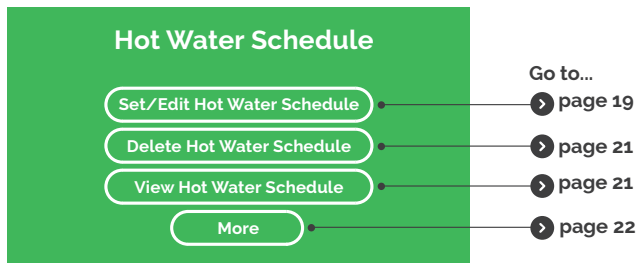
(3) Here you can **set/edit"**, **delete** or view your own hot **water schedules**. By selecting **more**, you can also find **pre-set schedules**.

Set/edit your own hot water schedule

Hot Water Schedule

Set/Edit Hot Water Schedule

Delete Hot Water Schedule

View Hot Water Schedule

More
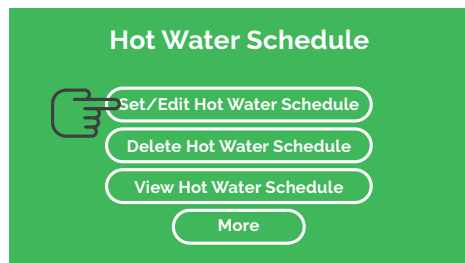
(1) On the **hot water schedule** menu select **set/edit hot water schedule**.

Mon Tue Wed Thu Fri Sat Sun — **Day** buttons

ON 1 OFF 1 ON 2 OFF 2

Off
00:00

HELP CLEAR SAVE BACK

(2) Press the **day** buttons to set a **heating schedule**. Select multiple **days** to apply the same schedule to all at once. The selected days will flash white.

Mon Tue Wed Thu Fri Sat Sun

ON 1 OFF 1 ON 2 OFF 2 — **Period 1** area

Off
00:00

HELP CLEAR SAVE BACK

(3) To set the start time for the first hot water period, press the **on 1** button in the **period 1** area. It will flash white when selected.

Mon Tue Wed Thu Fri Sat Sun

ON 1 OFF 1 ON 2 OFF 2

Off
05:00 — **On / Off Area**

HELP CLEAR SAVE BACK

(4) Press the **on/off** area inside the circle (default is **off**). It will flash white when selected. Use the + / − buttons to choose **on** or **off** for that time.

Hot water Set/edit your own heating schedule

Time area

⑤ Press the time inside the circle and use the ⊕ / ⊖ buttons to set to 5-minute increments. This sets when your heating turns on. Press **save** to confirm.

Period 1 area

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.

Period 2 area

⑦ To set a second hot water period, use the **on 2** and **off 2** buttons in the **period 2** area. Repeat steps 3–6 to set the time and temperature, then press **save**.

Function buttons

HELP

Help button
Press to see Switchee support contact information.

CLEAR

Clear button
Press to clear the currently shown schedule settings. Note: This will not clear all your currently set schedules. To delete all set times, return to the hot water schedule menu and press **delete hot water schedule**.

SAVE

Save button
Press to save the current schedule. If multiple days are selected, the schedule will apply to all of them.

BACK

Back button
Press to return to the schedule menu without saving.

How to delete an existing hot water schedule

Hot Water Schedule

Set/Edit Hot Water Schedule

Delete Hot Water Schedule

View Hot Water Schedule

More

Do you want to clear all Hot Water settings?
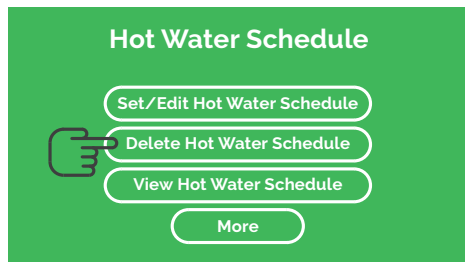
(1) Go to the **hot water menu**. Press **delete hot water schedule**.
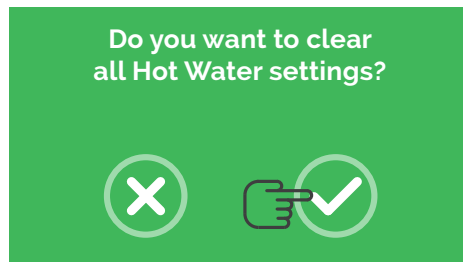
(2) To delete your existing **hot water schedule** press the **tick** button.

How to view your hot water schedule

Hot Water Schedule

Set/Edit Hot Water Schedule

DeleteHot Water Schedule

View Hot Water Schedule

More

Mon   Tue   Wed   Thu   Fri   Sat   Sun

Tap on a day to view Schedule timings/settings
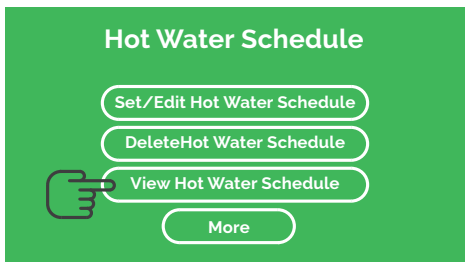
Done

(1) To view a **schedule** you have already set, go to the **hot water schedule menu**. Press **view hot water schedule**.
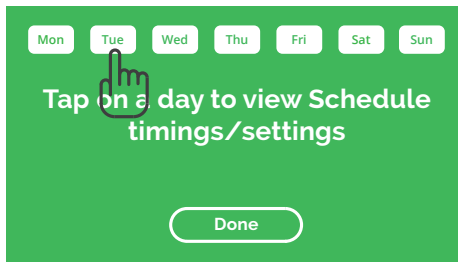
(2) To view the **schedule** for each day, press the relevant **day** button(s). To finish, press **done**.

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 pre-set schedules.

Hot Water Schedule

- Set/Edit Hot Water Schedule
- Delete Hot Water Schedule
- View Hot Water Schedule
- More

Pre-set Hot Water Schedules

- Home All Day
- Home Mornings & Evenings
- Heat Pump
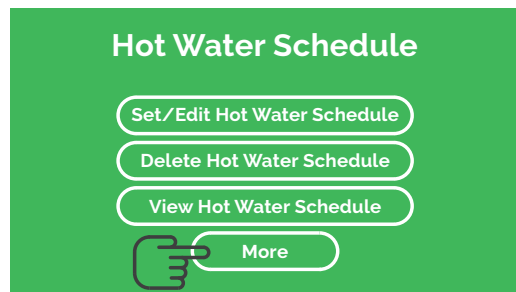
(1) Go to the **hot water schedule** menu. **Press more**.
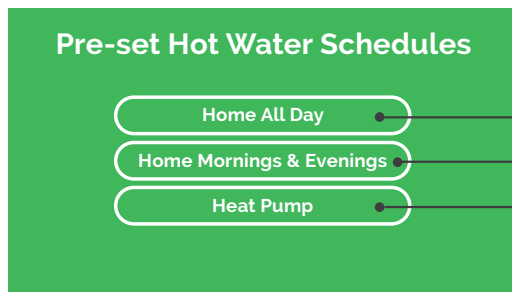
(2) Then select your preferred **schedule**.

Warning: If you select a pre-set hot water schedule it will overwrite your existing schedule.
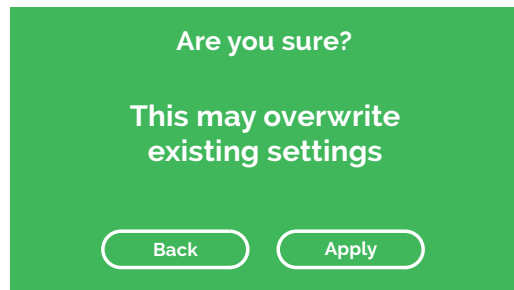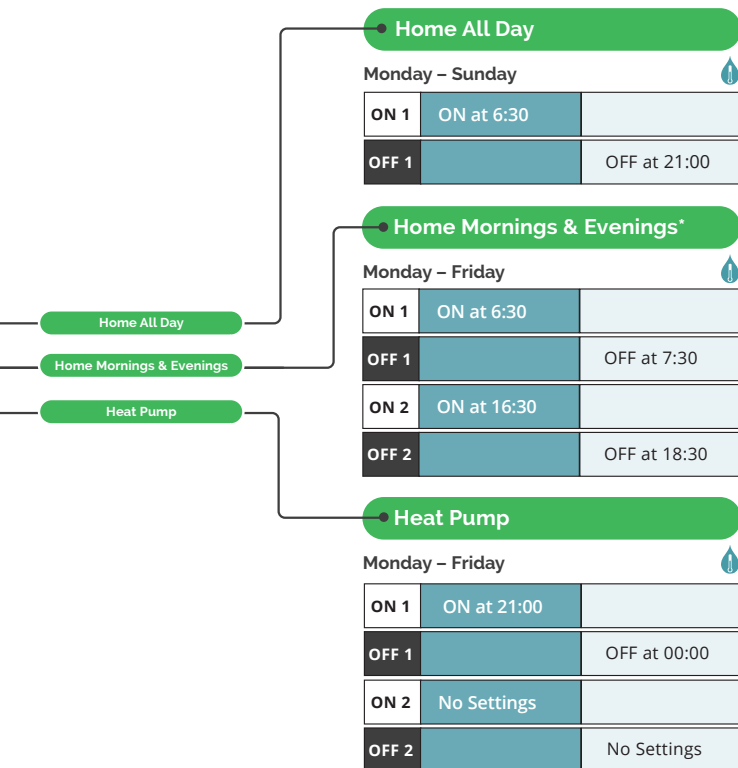
Home All Day

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

Home All Day

Home Mornings & Evenings

Heat Pump

Are you sure?

This may overwrite existing settings

Back   Apply

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.

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

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.

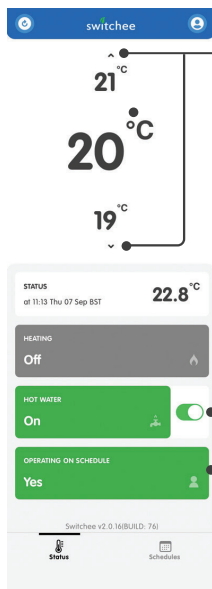2. Sign up in the **Switchee Resident app**, then enter your confirmation code.

3. Sign-in using the account login credentials you have just created.

4. Follow the instructions on your mobile device to pair your **Switchee** device to your mobile app.

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 26). 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 provider. From time to time you may receive messages or surveys to your device that can help you better communicate/provide feedback to your housing provider. An example of a message can be seen in the picture below.

Resident Feedback

Question 3 (of 5): What was your experience with the installer?

Excellent   Average

Good   Poor

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: **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 CO_2 Sensor (A8-7).

Wireless radio

Cellular radio:
GSM900: 33 dBm ±2 dB
GSM1800: 30 dBm ±2 dB
LTE-FDD Band 1: 23 dBm ±2
LTE-FDD Band 3: 23 dBm ±2

LTE-FDD Band 7: 23 dBm ±2
LTE-FDD Band 8: 23 dBm ±2
LTE-FDD Band 20: 23 dBm ±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 - 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 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**
by web: **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.

switchee

Get in touch

📞 +44 (0)800 133 7957

✉️ support@switchee.com

𝕏 @SwitcheeLtd

in @switchee-limited

Switchee Limited, Office 405, Citybridge House, 57 Southwark Street, London Bridge, London, SE1 1RU

switchee.com

Apple customers
please scan the QR code to download your app for smart thermostat device.

Android customers
please scan the QR code to download your app for for smart thermostat device.

Download on the **App Store**

GET IT ON **Google Play**

app user guide and app video guide
are available when you visit **switchee.com/residents** ▶

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