switchee

Better Lives
With Intelligent Homes

Target is
19°
Room is 17°

switchee

Welcome to
your new Switchee

Switchee User Guide

switchee Privacy Policy

This Switchee Smart Thermostat 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 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.co**

Contents

What is switchee ?

The smart thermostat...
Switchee is a smart, internet-connected thermostat
for your Heating / Hot Water that doesn't require WIFI.

Better manage your hot water/heating...
Switchee is a simple, easy-to-use device that gives
you **greater control** – so you can set your heating/hot water
to suit your individual needs.

Save money and reduce your carbon footprint...
Switchee helps you optimise energy use, **lowering bills**
and reducing **energy consumption**– making it good
for you and the environment!

The Switchee

The Thermostat Display

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

Standby Mode

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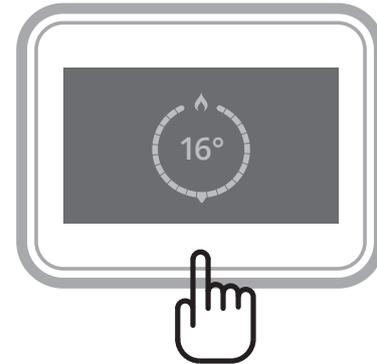
Switchee

Display Button Functions

Settings
Tap to access the **settings** menu.

Central Temperature Display
Shows the **room** and **target temperatures**.

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

Target is
19°
Room is 17°

switchee

Help Menu
Tap to access the different ways to contact our resident support if you have any questions or need some help.

Decrease temperature
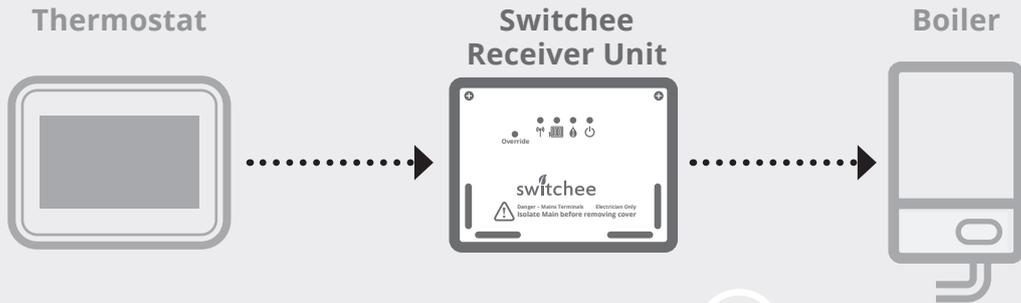
Increase temperature

Hot Water
Tap to turn your Hot Water ON/OFF (if your **Switchee** controls your Hot Water).

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.

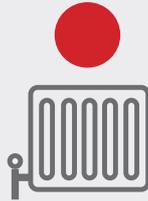Thermostat → Switchee Receiver Unit → Boiler

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

Wireless
If your **Switchee** 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 controls** your **Hot Water**, the red light will come on when the **Hot Water** is turned ON.
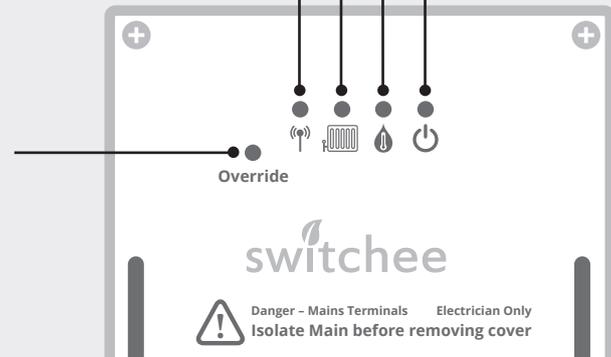
Power
When power to the **Switchee Receiver Unit** is ON, a solid green light will be displayed above the icon.
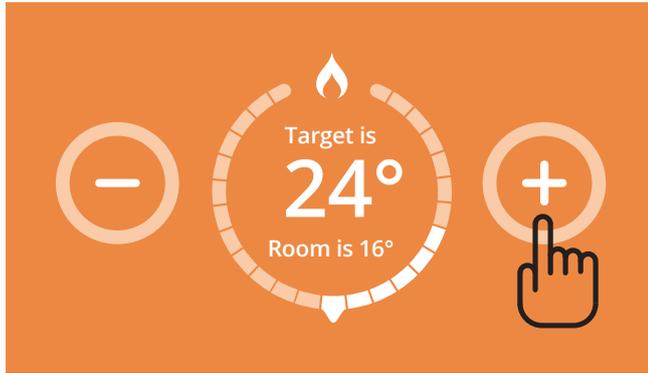
Override Button

- 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**.

Override

switchee

Danger – Mains Terminals   Electrician Only
Isolate Main before removing cover

Controlling your Heating

Increase your temperature

Target is
24°
Room is 16°

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

Decrease your temperature
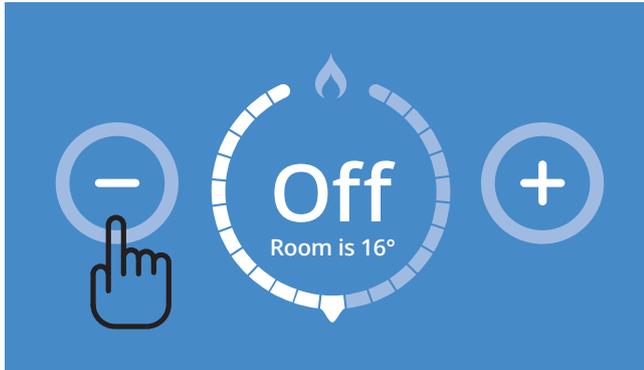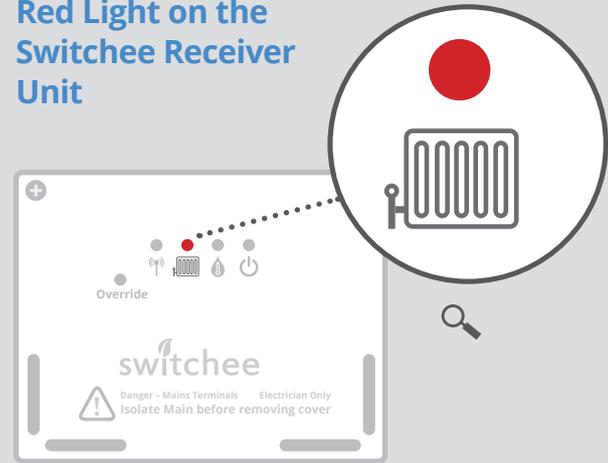

Target is
20°
Room is 24°
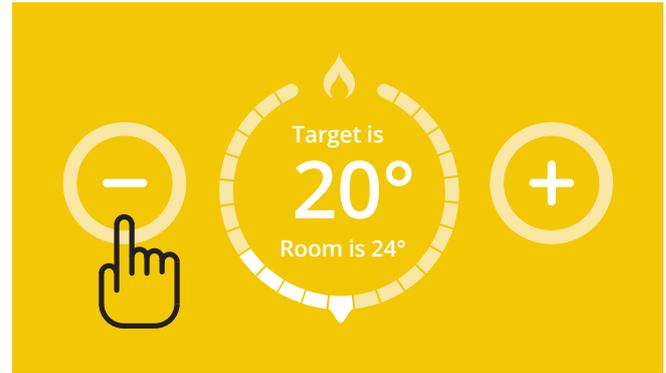
To DECREASE the **room temperature**, repeatedly press the ➖ **button** on the **Switchee** until your **target temperature** is displayed centrally.

Turn your Heating OFF

Off
Room is 16°

Repeatedly press the minus **button** ⊖
on the **Switchee** 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

Override

switchee

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

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
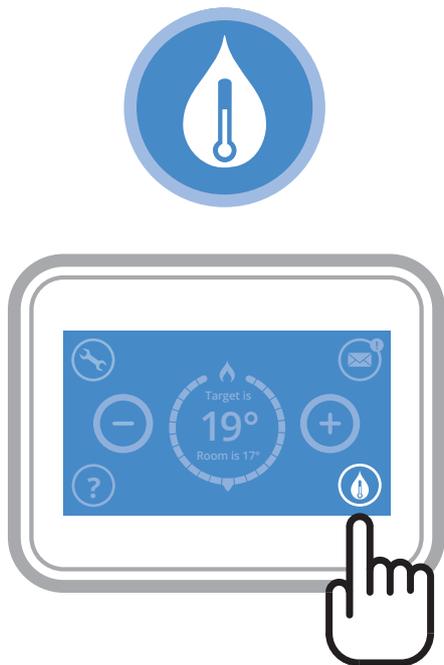
If your **Switchee** controls your Hot Water...

Turning Hot Water ON
On your **Switchee** 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** 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

Red Light on the
Switchee Receiver Unit

Receiver Unit

Override

switchee

Danger – Mains Terminals   Electrician Only
Isolate Main before removing cover
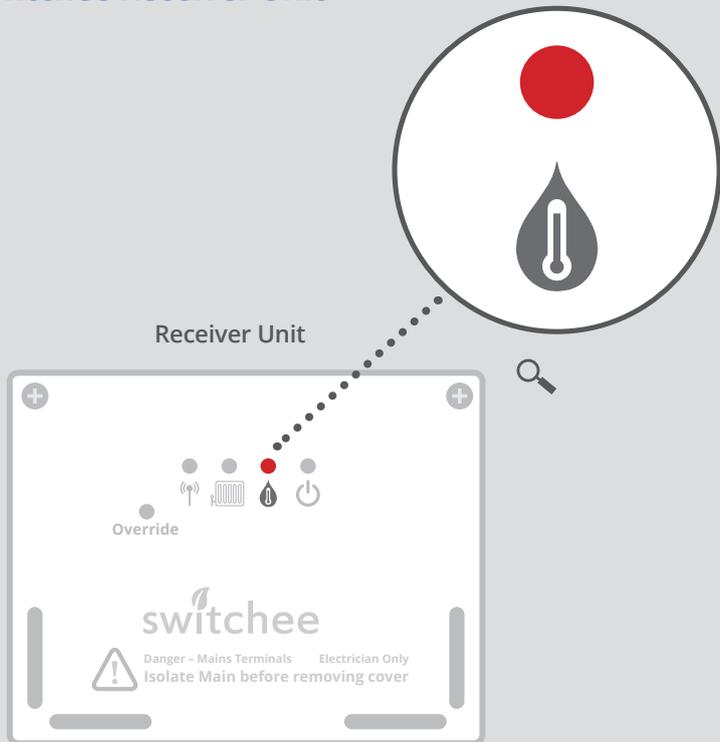
Hot Water is ON

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
ON

Thermostat

Receiver Unit

Hot Water is OFF

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

Hot water
OFF

Thermostat

Receiver Unit

Introduction to the Switchee Programmer

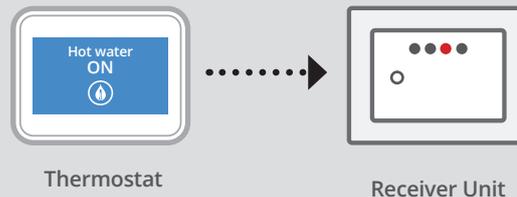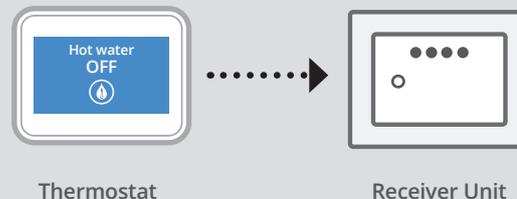You can set two time periods per day to program your Heating and Hot Water. Alternatively, you can use the **Switchee's** pre-set profiles found within the menu screen which are the most common times requested for Heating and Hot Water to be ON and OFF.

If the **Switchee** 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 Screen**. Then press the **Settings (spanner)** icon.

Target is
19°
Room is 17°

switchee

Programming your Heating

Settings
HH DD/MM/YYYY

Status

Programmer

Smartphone Pairing

More

Profiles

Heating

Hot Water
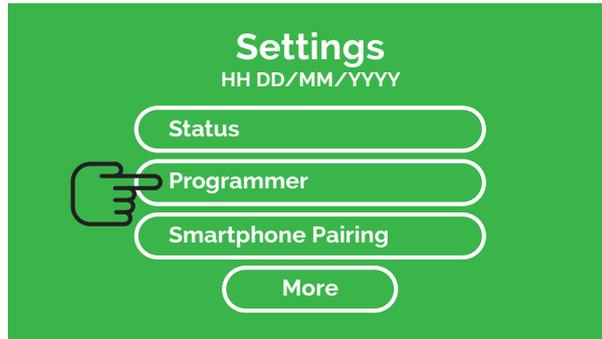
①

In the **Settings** menu select **Programmer**.
This will take you to the Profiles menu.
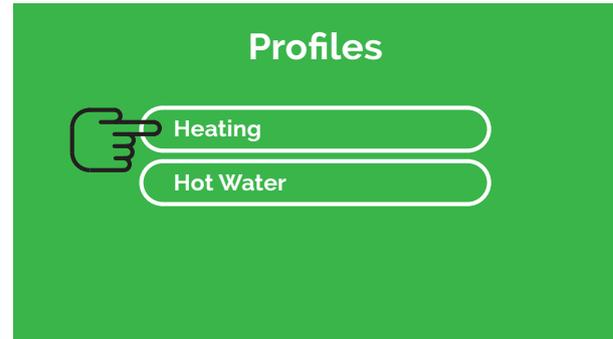
②

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

Heating Profile

Go to...

Set/Edit Heating Profile ———————— page 16

Delete Heating Profile ———————— page 20

View Heating Profile ———————— page 21

More ———————— page 22

③
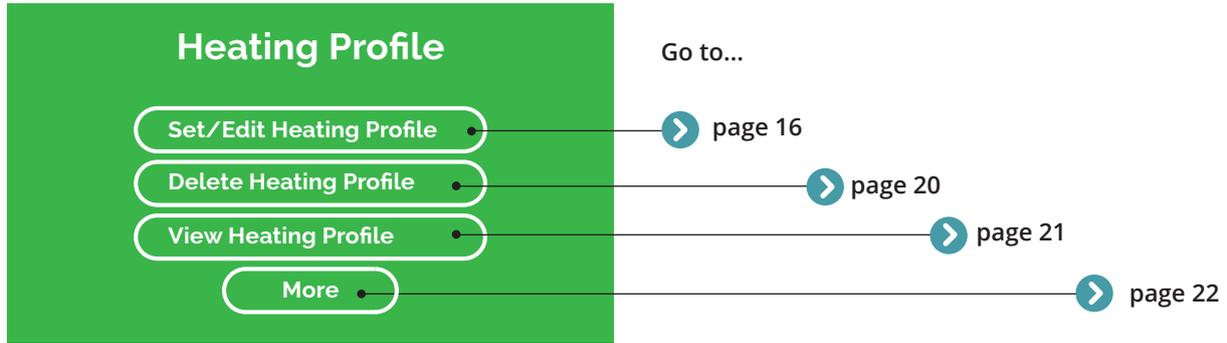
Here you can **Set/Edit**, **Delete** or **View** your own **Heating Profiles.** You can also find our **Pre-set Profiles** by selecting **More.**

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

Set/Edit your own Heating Profile

Day buttons

Heating Profile

Set/Edit Heating Profile
Delete Heating Profile
View Heating Profile
More
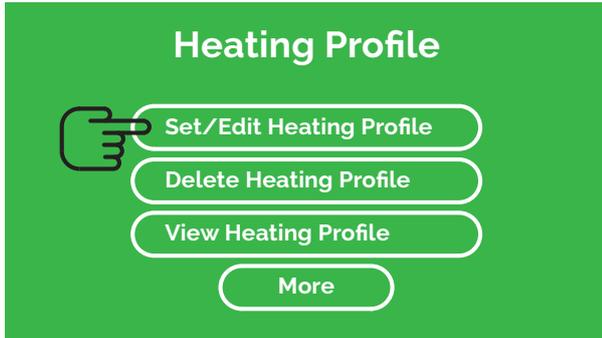
①

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

Mon Tue Wed Thu Fri Sat Sun

ON 1 OFF 1 ON 2 OFF 2

5°
—
00:00

HELP CLEAR SAVE BACK

②

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

Period 1 area

Temperature area

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |

| ON 1 | OFF 1 | | | ON 2 | OFF 2 |

5°
00:00

HELP   CLEAR   SAVE   BACK

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |

| ON 1 | OFF 1 | | | ON 2 | OFF 2 |

5°
00:00

HELP   CLEAR   SAVE   BACK

③
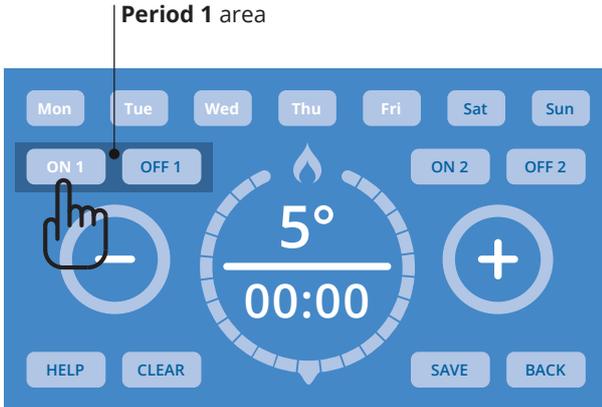
To program when you want your first Heating period of the day to come on, press on the **ON 1** button in the **Period 1** area.

1. Add "It will flash white when selected.
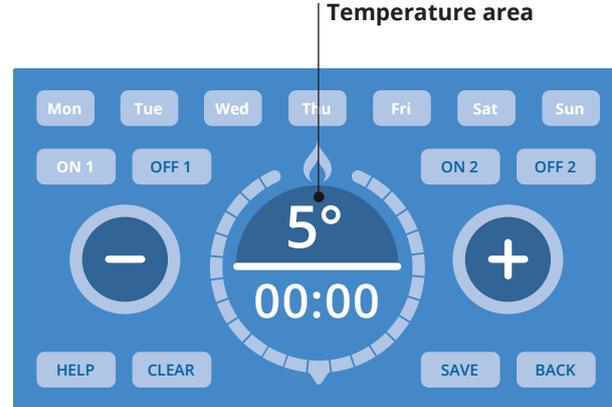
④

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. Before "Use the". Just add "It will flash white when ready to be changed
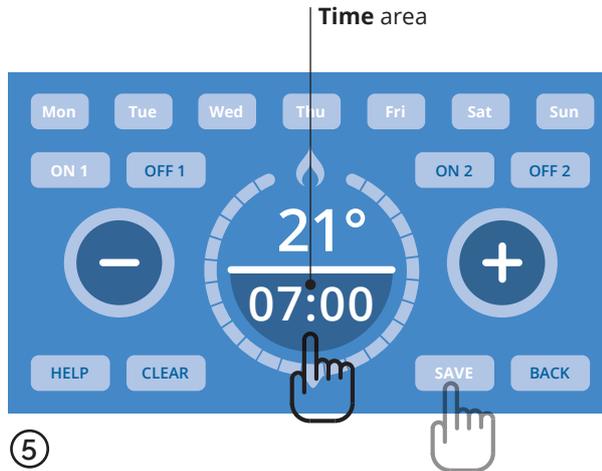
Time area

Period 1 area

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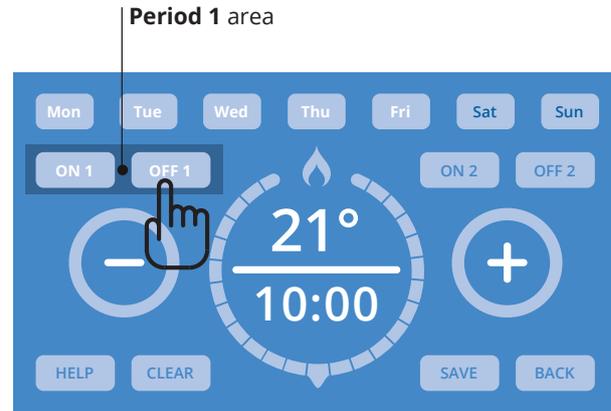
Now press **OFF 1**.
OFF1 is now flashing, you can set a target
temperature for the second time point in your day
as you did in steps ④ and ⑤.

Period 2 area

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |

ON 1   OFF 1   ON 2   OFF 2

21°
17:00

HELP   CLEAR   SAVE   BACK

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 ③④⑤ and ⑥.
Press **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 Heating Profile menu and press **Delete Heating Profile**.

SAVE

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

BACK

BACK button
Press to return to the **Profile menu** without saving the **Profile**.

How to delete an existing Heating Profile

Heating Profile

Set/Edit Heating Profile

Delete Heating Profile

View Heating Profile

More
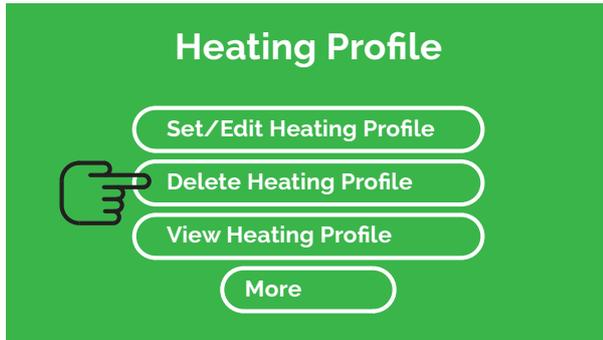
①

Go to the **Heating** menu.
Press **Delete Heating Profile**.

Do you want to clear all Heating settings?

②

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

How to view your Heating Profile

Heating Profile

Set/Edit Heating Profile

Delete Heating Profile

View Heating Profile

More

Mon | Tue | Wed | Thu | Fri | Sat | Sun

Tap on a day to view Profile timings/settings
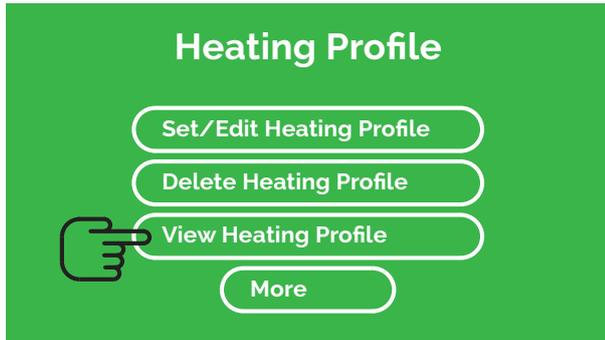
Done

① To view a **Profile** you have already set, go to the **Heating Profile** menu. Press **View Heating Profile.**
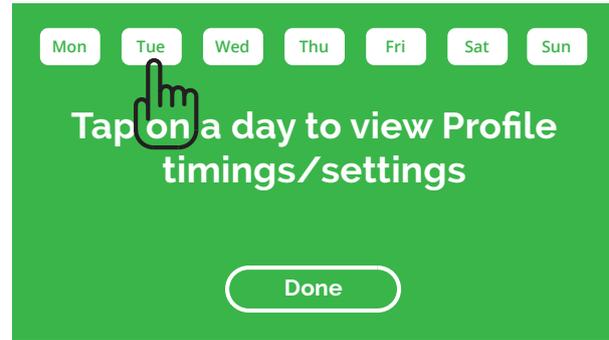
② To view the **Profile** for each day, press the relevant **Day** button(s). To finish, press **Done**.

Using Switchee's Pre-set Heating Profiles

If you don't want to set and use your own Heating profiles,
you can use **Switchee's Pre-Set Heating Profiles**.

Heating Profile

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

Pre-set Heating Profiles

- Home All Day
- At Work
- Heat Pump
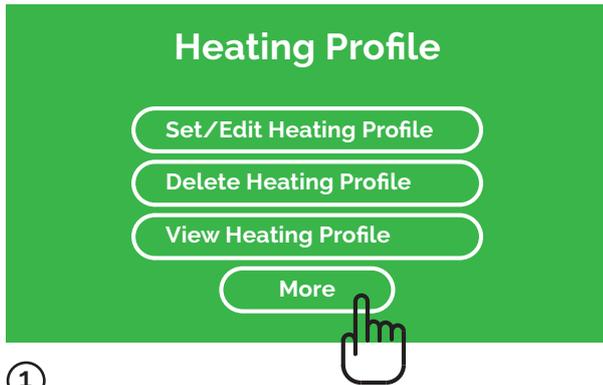
①

To access the **Pre-set Hot Water Profiles**
go to the **Hot Water Profile** menu.
Press **More**.
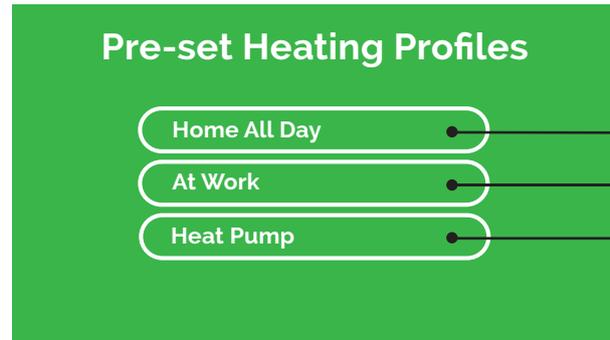
②

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

Warning: If you select a **Pre-set Heating Profile**
it will overwrite your existing **Profile**.

Home All Day

Monday – Sunday

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

At Work

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 – Friday

ON 1	21° at 6:30	
OFF 1		5° at 21: 00
ON 2	18° at 00:00	
OFF 2		No Settings
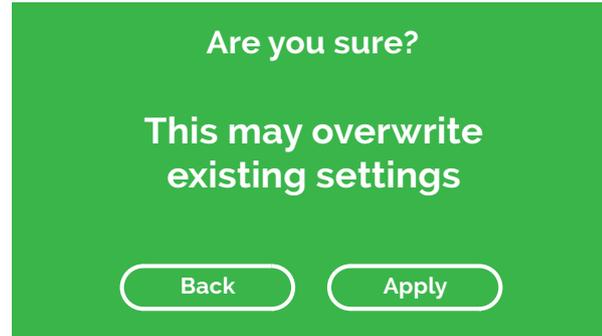
Are you sure?

This may overwrite existing settings

(Back)   (Apply)

③

A menu will appear with a warning:
- Select **Apply** to proceed with the **Profile**
you have chosen, or
- Select **Back** to go back to the previous menu.

Programming your Hot Water
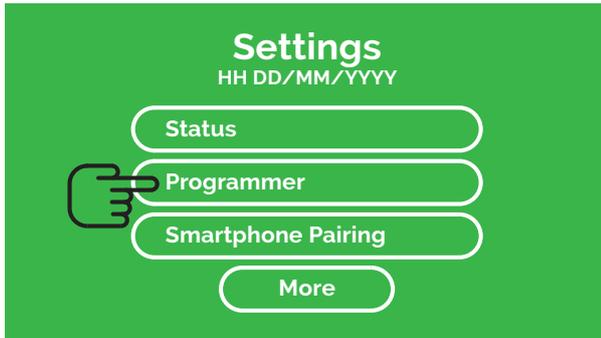
①

Activate your **Switchee** 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 Profiles menu.
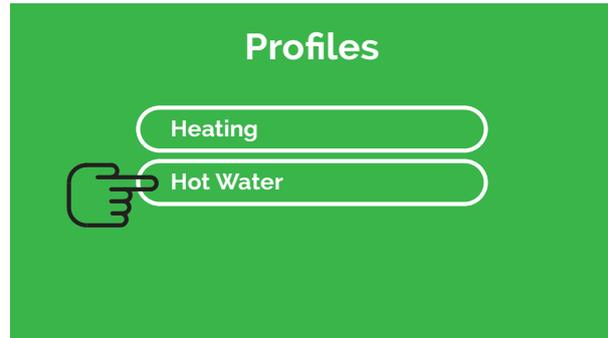
②

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

Hot Water Profile

Go to...

Set/Edit Hot Water Profile —————————— ❯ page 26

Delete Hot Water Profile ——————————— ❯ page 30

View Hot Water Profile ————————————— ❯ page 31

More ——————————————————————————— ❯ page 32

③

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

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

Set/ Edit your own Hot Water Profile

Day buttons

Hot Water Profile

Set/Edit Hot Water Profile

Delete Hot Water Profile

View Hot Water Profile

More

Mon · Tue · Wed · Thu · Fri · Sat · Sun

ON 1 · OFF 1 · ON 2 · OFF 2

Off

00:00

HELP · CLEAR · SAVE · BACK

①

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

②
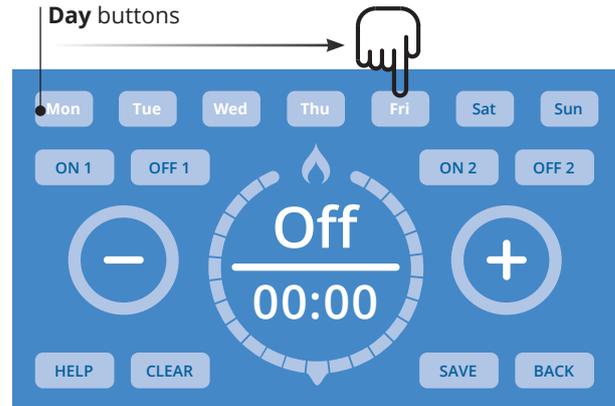
Press the **Day** button(s) you would like to set
a **Hot Water Profile** for. Select multiple **Days** to set
a Profile for them all at once. The **Day/s** you select
will flash white.

Period 1 area

On / Off Area

③
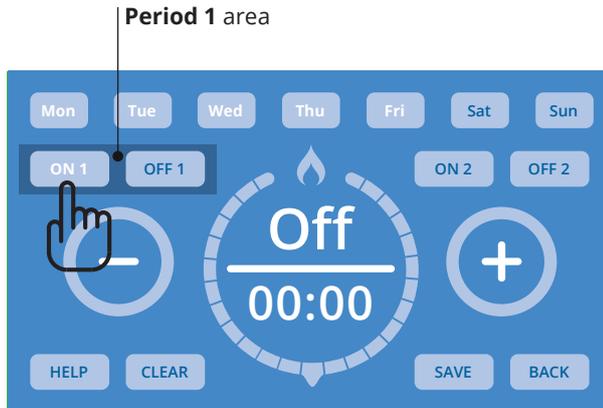
To program when you want your first Hot Water period of the day to come on, press the **ON 1** button in the **Period 1** area.
It will flash white when selected.

④

Press the **On/Off area** (Shows Off as a factory 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.

Time area

Period 1 area

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.
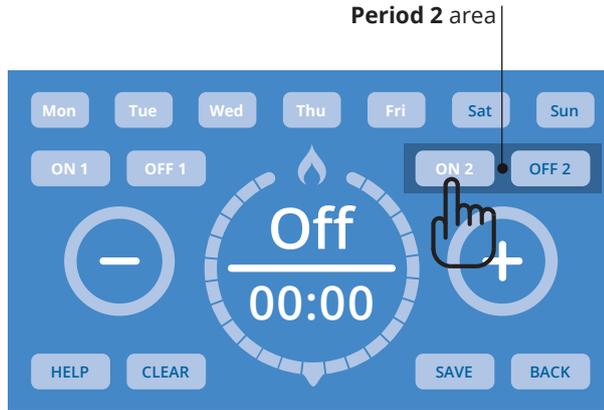Press **SAVE** to set these **Time** and **Temperature** settings.

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 .

Period 2 area

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 ③④⑤ 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 Profile menu and press **Delete Hot Water Profile**.

SAVE

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

BACK

BACK button
Press to return to the **Profile menu** without saving the Profile.

How to delete an existing Hot Water Profile

Hot Water Profile

Set/Edit Hot Water Profile

Delete Hot Water Profile

View Hot Water Profile

More

Do you want to clear all Hot Water settings?

①
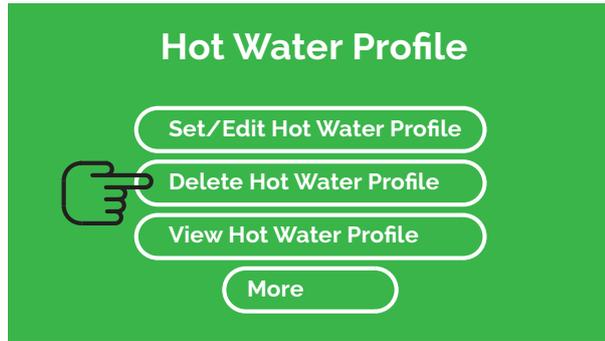
Go to the **Hot Water** menu.
Press **Delete Hot Water Profile**.

②

To delete your existing **Hot Water Profile** press the **Tick** button.

How to view your Hot Water Profile

Hot Water Profile

Set/Edit Hot Water Profile

Delete Hot Water Profile

View Hot Water Profile

More

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |

Tap on a day to view Profile timings/settings

Done

①

To view a **Profile** you have already set, go to the **Hot Water Profile** menu. Press **View Hot Water Profile**.
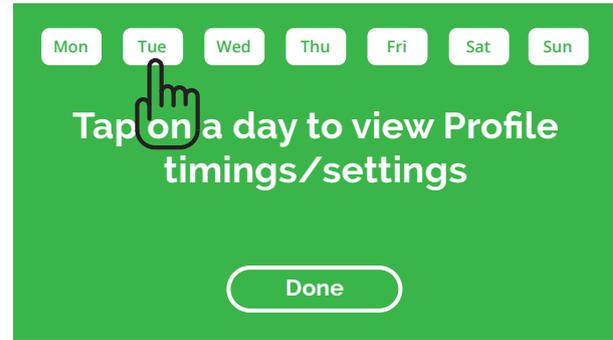
②

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

Using Switchee's Pre-set Hot Water Profiles

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

①
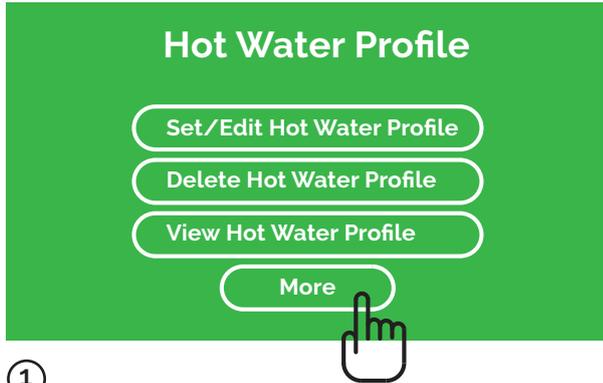
Go to the **Hot Water Profile** menu**.**
Press **More**.

②

Then select your preferred **Profile**.

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

Home All Day

Monday – Sunday

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

At Work

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

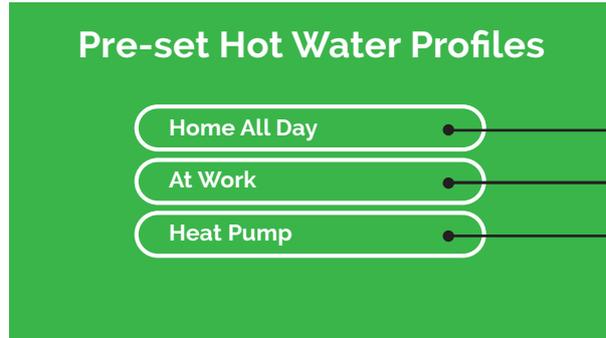### Heat Pump

Monday – Friday

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

Are you sure?

This may overwrite existing settings

Back   Apply

③

A menu will appear with a warning:
- Select **Apply** to proceed with the **Profile** you have chosen, or
- Select **Back** to go back to the previous menu.

The Mobile app

The mobile 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 Mobile App** in your mobile device's app store and download it.

2. Sign up in the **Switchee 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** controls your Hot Water.

This indicates if you are using your Heating or Hot Water with a profile

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

Device Messaging Feature

The **Switchee** can also 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;

Resident Feedback

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

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**, then press the envelope in the top right corner of your screen. This will show you any messages your **Switchee** has received.

Frequently Asked Questions

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

Yes it is possible to set up a timer for Heating/ Hot Water.
1. Press the spanner on the top left of the screen.
Please refer to page 14 to 19 to set up a Heating profile.
Please refer to page 24 to 29 to set up a Hot Water profile.

"I have a timer set up, what happens if I change the temperature manually?"

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

"What is inside my Switchee?

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

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

Please DO NOT turn off your boiler when you are away, but use the Switchee **Holiday Mode** to turn your Heating off.
1. Press the spanner on the top left of your screen, then press **More**.
2. Press **Holiday mode**.
3. Enter the date you are returning from your holiday.

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

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

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

"Does the Switchee use my internet connection?"

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

"Does the thermostat control my hot water?"

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

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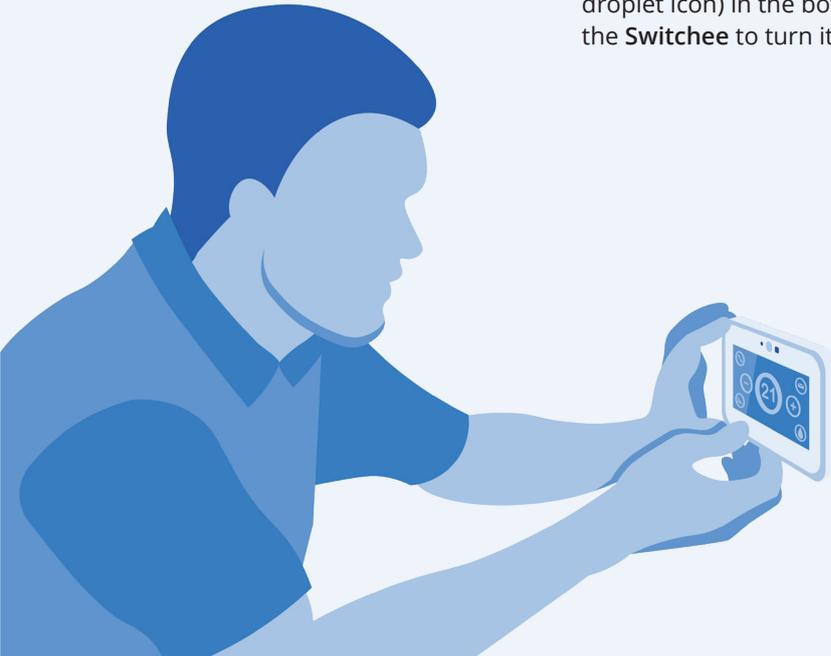
Troubleshooting

"My Heating is not working"
1. Check that the **target temperature** is higher than the room temperature.
2. Check that the **Switchee Receiver Unit** is correctly displaying the red light above the radiator icon.
Please refer to page 8.

If it is, but your boiler is not firing up...
This could indicate an issue with your Heating system.
1. Check that you have enough credit on your gas meter.
2. If you have credit, report the fault to your **Housing association**. The **Switchee** is working correctly if the Heating is turned ON and the red light above the Heating icon on the **Switchee Receiver Unit** is ON.

If the red light has not come on...
Use the **Override button** on the **Switchee receiver unit** as explained on page 8. Does this cause the red light to come on and your boiler to fire up? If it DOES, the override button will give you back-up Heating but will need to be used to turn it OFF again. Contact our Switchee resident support and report this issue for further assistance.

"My Heating does not seem to be following my timer profile."
It is important to verify that the schedule you have created is correct.

1. Press the **Spanner** on the top left of the screen, then press **programmer**.
2. Press **Heating**, then press **view Heating profile**.
3. Touch a day that you put the timer on (it should flash).
A typical schedule looks like this:
ON 1 (when you want your Heating ON) 22 degrees at 7:00
OFF 1 (when you want your Heating OFF) 10 degrees at 14:00
ON 2 (when you want your Heating ON) 22 degrees at 19:00
OFF 2 (when you want your Heating OFF) 10 degrees at 23:00

When you want your Heating OFF, you have to ask for a lower degree than your room temperature. This is why we recommend you to put 10 degrees.
1. If the Heating does not follow your timer still, after doing those steps, please call our resident support.

"There appears to be no power to my Switchee display screen"
If there is nothing showing on your Switchee Display and it does not "Wake Up" when you touch it.
1. Check the power socket is plugged in (if it is installed with a plug).
2. If it is not, check that there is power to your Heating system - as the Switchee runs off the Heating system's power supply.
Any issues with your electricity or Heating system supply will need to be dealt with by your Housing Association.
3. If you have electricity and your Heating system has power, contact Switchee support.

"My Hot Water isn't Heating up

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

If it is, but your boiler is not firing up…

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

If the red light has not come on…

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

"My Switchee thermostat screen is frozen"
If it is plugged into a wall socket…

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

Heating and Hot Water (see page 8).
3. Contact our Switchee resident support and report this issue".

If it is not plugged into a wall socket

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

Contact us:
by email: **support@switchee.co.uk**
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.

switchee

Better Lives
With Intelligent Homes

Target is
19°
Room is 17°

switchee

🌐 **www.switchee.co.uk/residents**

✉ **support@switchee.co.uk**

📍 **Somerset House, Strand, London WC2R 1LA**

📞 **0800 133 7957**