

switchee

The Smart Thermostat for
Affordable Housing



Welcome to
your new Switchee

Switchee User Guide

Frequently Asked Questions

“I’m used to having a timer control my heating/hot water, does the Switchee thermostat have one?”

Yes it is possible to set-up your timings for heating/hot water (should your device control this). This is accessed by the **Settings button** on the top-left of the **Switchee thermostat display**. Please see separate instructions for this. Otherwise call us on and let us know the timings you want and we can set this up for you.

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

“What is inside my Switchee thermostat ?”

Your Switchee thermostat contains five sensors – temperature, light, humidity, motion and air pressure which we use 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. Before you go away simply tap the **Holiday Mode button** on your **Switchee thermostat**. Enter the date you are leaving and the date you’re returning. It will ensure the heating goes OFF and comes ON again accordingly. While you are away, the heating will only come ON if the temperature falls very low – in order to prevent frost damage. Alternatively, you can turn the **desired temperature** down to OFF using the **– button**. This ensures the heating remains OFF and will prevent any timer settings being followed.

“Does the Switchee thermostat use my internet connection?”

Switchee thermostat 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 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 display** to turn this ON and OFF if this is the case.

“I have an issue with my Switchee, what should I do?”

First, check out our trouble shooting tips on the next page. If you are still having issues contact us.

“I have a question, who can answer it for me?”

If you cannot find the information in this booklet or on our website email us or call us and leave a message with your enquiry, including your address, contact details plus any other relevant information.

Contact us:
by email: support@switchee.co
by web: www.switchee.co/residents
by telephone: 0800 133 7957





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