

switchee

The Smart Thermostat for
Affordable Housing



Welcome to
your new Switchee

Switchee User Guide

Troubleshooting

“My heating is not working”

If you have increased the **desired temperature** above that of the **current temperature**, check the **Switchee Boiler Receiver Unit** to ensure the red light above the **Heating** (radiator) icon is lighting up...

If it IS, but your boiler is NOT firing up...

this could indicate an issue with your boiler. Check that you have enough credit on your gas meter, then report the fault to your Housing Association. The **Switchee thermostat** is working correctly if the heating is turned ON and the red light above the **Heating** icon the **Switchee Boiler Receiver Unit** is ON.

If the red light has NOT come on...

press the **Override button** on the **Switchee Boiler Receiver Unit**. Does this cause the red light to come ON and your boiler to fire up? If it DOES, the override will give you back-up heating, but will need to be used to turn it OFF again. Telephone us and report it. If the **Override button** has NO effect, there could be an issue with your boiler or wiring. Call your Housing Association Fault Line and report this.

“My heating does not seem to be following my timer profile”

If you have a timer profile set-up, but your heating has NOT come on at the programmed time, check that the **desired temperature** on the **Switchee thermostat** has NOT been set to ‘OFF’. If it has been set to ‘OFF’, this will override the profile. Press the **+ button** on your **Switchee thermostat** until you reach your **desired temperature**.

“There appears to be no power to my Switchee thermostat display screen”

If there is nothing showing on your **Switchee thermostat display** and it does NOT ‘wake up’ when you press it, check the power socket it is plugged into (if it is installed with a plug). If it is NOT, check that there is power to your boiler – as the **Switchee thermostat** runs off the boiler’s power supply. Any other issues with your electricity or boiler supply will need to be dealt with by your landlord. If everything appears OK elsewhere, please contact us.

“My hot water doesn’t come on”

If you manually pressed the **Hot Water button** on your **Switchee thermostat** and it displayed the ‘HOT WATER ON’ message, check the **Switchee Boiler Receiver Unit** to ensure the red light above the **Hot Water** (water droplet) icon is showing:

If it IS – and your water is NOT heating up...

this could indicate an issue with your boiler or hot water cylinder. Check that you have enough credit on your gas meter, then report the fault to your Housing Association. The **Switchee thermostat** is working correctly if the hot water is turned ON and the red light above the **Hot Water** icon on the **Switchee Boiler Receiver Unit** is ON.

If the red light has NOT come on...

press the **Override button** on the **Switchee Boiler Receiver Unit** a number of times until you see a red light above the **Hot Water** icon. Does this cause your boiler to fire up? If it DOES, the override will give you back-up hot water, but you will need to be used to turn it OFF again. You will need to contact us at Switchee to report this issue.

“My Switchee thermostat screen is frozen”

If it IS plugged into a wall socket...

turn the power OFF. Leave it for around 20 seconds and then turn it back ON again. After a few seconds, the device will reboot and should restore functionality. If it does NOT, press the back-up of the **Override button** on the **Switchee Boiler Receiver Unit** to operate your heating and, **if applicable**, hot water. Report the issue to us. If you restore functionality but the problem arises again, contact us.

If it is NOT plugged into a wall socket...

locate your boiler’s power supply. Often called the ‘Boiler Isolator’ switch – it usually looks like a light-switch and is located near your boiler. Turn the boiler’s power OFF for around 20 seconds then turn it back ON again. Alternatively, if you have a **Boiler Receiver Unit** press the the back-up of the **Override button** to operate your heating and, **if applicable**, hot water. Report the issue to us. If you restore functionality but the problem arises again, contact us.


Contact us:

by email: support@switchee.co

by web: www.switchee.co/residents


by telephone: 0800 133 7957

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