



Schluter®-DITRA-HEAT-E-RS1

Smart Thermostat User Manual

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Navigation

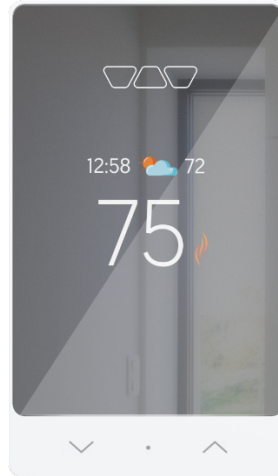
First steps



Startup screen
SKU
Version number



Wi-Fi connexion
Press the up (^) and down (v) simultaneously and hold for 2 seconds to enter access point.



Main screen
Room or floor temperature displayed (configurable)
Display of time and weather if connected to Wi-Fi



Modifying the setpoint
Press the up (^) or down (v) arrow to change the setpoint temperature.

Configuration menu

- Press and hold the center button (o) for 3 seconds to enter the menu.
- Press the arrows to select an option; the selected option will be orange.
- Press the center button to confirm the selection and move to the next option.
- Pages: Temperature unit, Control, Floor limit max, Aux output, Floor sensor, Diagnostics
- After 30 sec of inactivity, returns to the main display.

Factory reset

- From the diagnostic menu, press the up (^) and down (v) arrows and hold them for 15 seconds.
- Select YES with the center button to confirm, or NO to go back to the main display.

Advanced diagnostics

From the diagnostic menu, press the up (^) arrow and hold for 15 seconds. Browse through the different screens by pressing the arrows.

Power module

DITRA-HEAT-E-RRS

For large area installations, extends the power output by 15 Amps

Features

- Designed to increase the floor heating thermostat's surface coverage when it exceeds 15 A
- Equipped with a built-in ground fault circuit interrupter (Class A GFCI)
- Possibility to connect up to 10 expansion units per thermostat



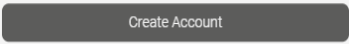
Schluter Smart Thermostat app

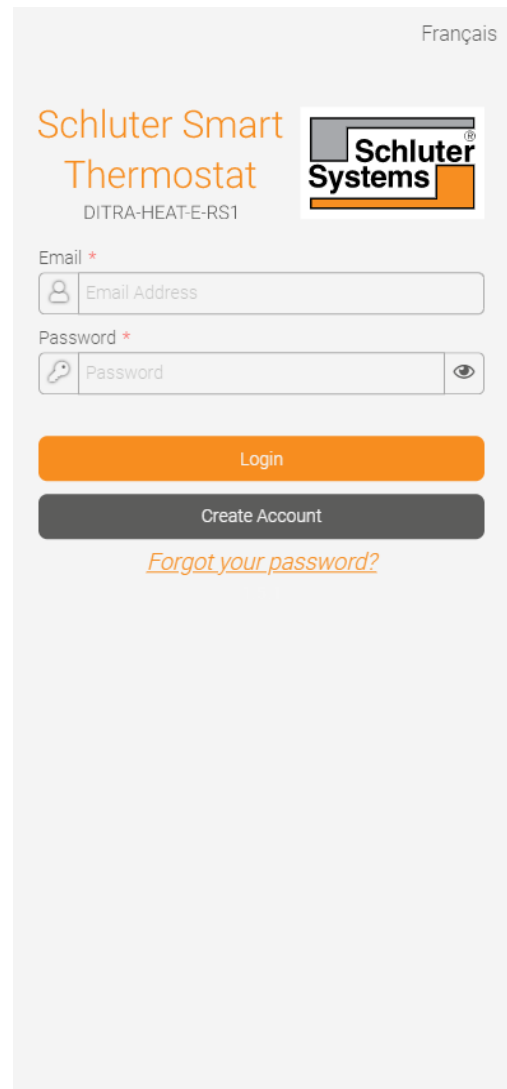
Login

Logging in

To log in, the user must enter the

and
 associated
with their account in the fields intended for this purpose,
then click on **Login**.

- If the user does not already have an account, they must first create one by clicking on .
- If the user does not remember the password they use to log in to their account, they can reset it by clicking on [Forgot your password ?](#).
- If the user wishes to change the language of the app, they can click on the language at the top right corner. If in the English version, the word **Français** will be displayed to switch to French, and if in the French version, the word **English** will be displayed to switch to English.



Create account

Filling out the account creation form

First Name *
[input field] : User's first name

Last Name *
[input field] : User's last name

Email *
[input field with person icon] : User's email address -
Will be used as a username to log in to the app and also the
email at which communications will be received when
required

Email Confirmation *
[input field with person icon] : Confirmation of the
user's email address - Must match the email entered in the
field above

Password *
[input field with key icon and eye icon] : User's desired
password - Must comply with the requirements listed above
the field

Password Confirmation *
[input field with key icon and eye icon] : Confirmation of the
user's password - Must match the password entered in the
field above

Display Language
[dropdown menu with English selected] : Language displayed in
the app - English or French

French

Schluter Smart
Thermostat
DITRA-HEAT-E-RS1

Create Account

First Name *
[input field]

Last Name *
[input field]

Email *
[input field with person icon]

Email Confirmation *
[input field with person icon]

Password must have at least 10 characters, 1 lowercase letter and one of the following conditions:
- 1 uppercase letter;
- 1 number;
- 1 special character (!#\$%&'()*+,-./:;<=>?@[^_`{|}~*);

Password *
[input field with key icon and eye icon]

Password Confirmation *
[input field with key icon and eye icon]

Display Language
[dropdown menu with English selected]

Time Format
[dropdown menu with 12 h selected]

Temperature Format
[dropdown menu with Fahrenheit selected]

I have read and accept the [terms and conditions of use](#) and the [privacy policy](#).

I have read and accept the [data usage policy](#).

Cancel

Save

Time Format
12 h

: Time format used in the app - Available options are 12h and 24h, time format displayed on the device can be different from the time format displayed in the app

Temperature Format
Fahrenheit

: Temperature format used in the app - Available options are Fahrenheit and Celsius, temperature format displayed on the device can be different from the temperature format displayed in the app

I have read and accept the [terms and conditions of use](#) and the [privacy policy](#).

I have read and accept the [data usage policy](#).

: The user can read the *terms and conditions* of use, the *privacy policy* and the *data usage policy*. They must check the boxes to continue with the account creation.

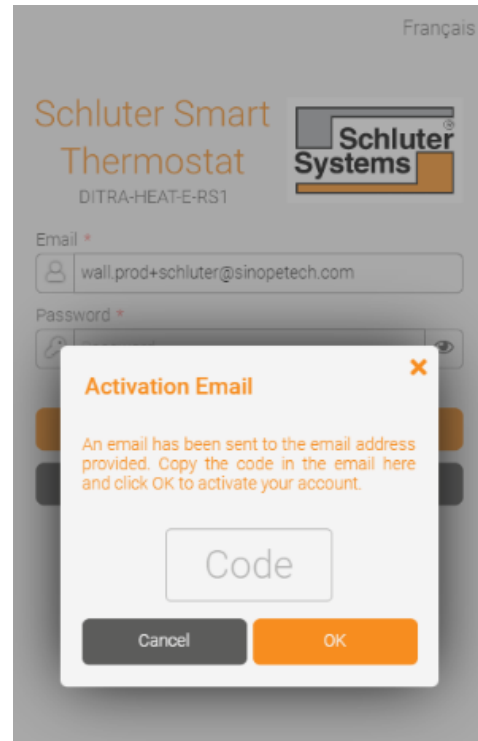
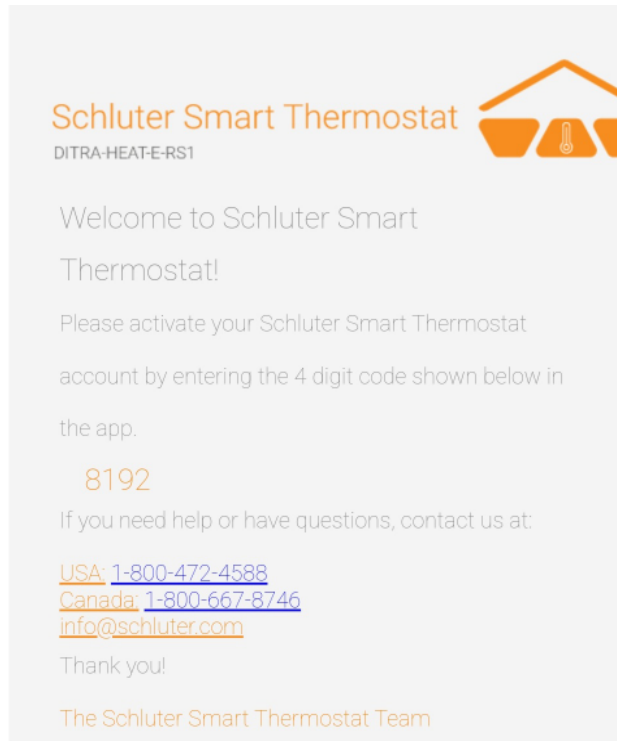
Once the user has filled out all the fields, the **Save** button will become active and must be clicked to continue.

Activating the account

The user will receive an email with an activation code, which they must enter in the field

Code

intended for this purpose and then click **OK**. They will then be able to access their account, create a location and add devices to their newly created location.

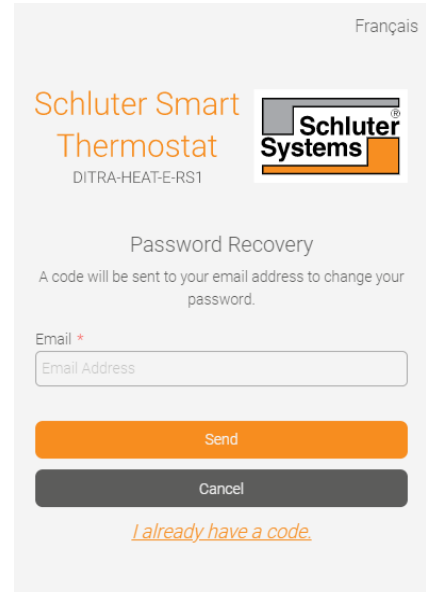


Forgot password

Resetting the password

After clicking *Forgot your password?* on the login page, in order to move forward with the process, the user must enter their

account's in the field intended for this purpose, then click on **Send**.



Confirming the password reset

After requesting the reset of their password in the app, the user will receive an email with a code they must enter in the field intended for this purpose.


: User's desired new password - Must comply with the requirements listed above the field

: Confirmation of the user's desired password - Must match the password entered in the field above

: Code received by email to confirm the password change

Once the user has filled out all the fields, the **OK** button will become active and must be clicked to continue.

Schluter Smart Thermostat
DITRA-HEATE-RS1



Modify your password

Complete your Schluter Smart Thermostat account password reset by entering the 6 digit code shown below in the app.

752223

If you need help or have questions, contact us at:

[USA: 1-800-472-4588](tel:1-800-472-4588)
[Canada: 1-800-667-8746](tel:1-800-667-8746)
info@schluter.com

Thank you!

The Schluter Smart Thermostat Team

Schluter Smart Thermostat Schluter Systems

Change Password ✕

An email containing a code has been sent to your account. Copy the code here, set your new password and click OK to change your password

Password must have at least 10 characters, 1 lowercase letter and one of the following conditions:

- 1 uppercase letter;
- 1 number;
- 1 special character (!"#%&'()*+,-./:;<=>?@[]^_{}~*~*);

New Password *

Use at least 10 characters.

New Password Confirmation *

Password confirmation

Code

Cancel OK

Creating a location

Adding a location

Location Name *
e.g.: My Home


: Name of the location to be displayed in the app

Postal Code or Zip Code *
e.g.: J2X5K8 or 12345

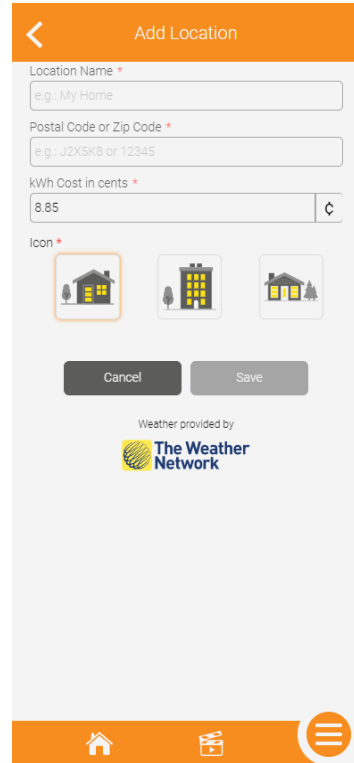
: Postal or Zip code for the location - Will be used to display the outdoor temperature in the app and on the thermostat's display

kWh Cost in cents *
8.85

: Cost per kWh in cents - Will be used to calculate energy consumption costs in the consumption history graphs

Icon *


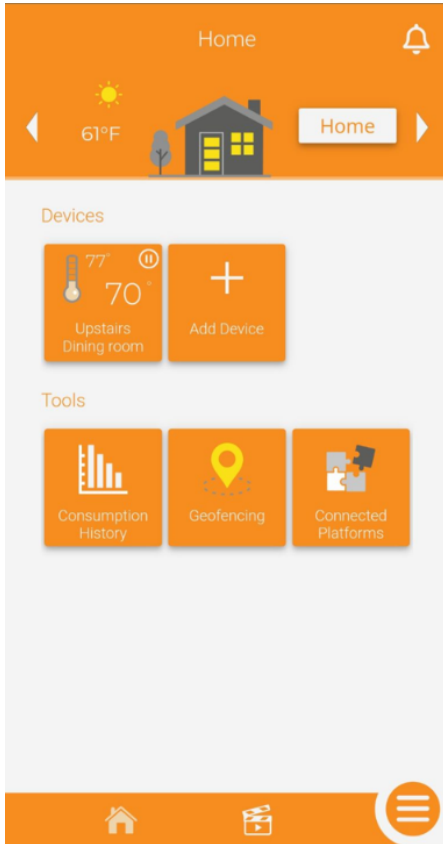
: Icon to be displayed in the app for this location



Once the user has filled out all the fields, the **Save** button will become active and must be clicked to continue.

Understanding the dashboard

Locations



The top section of the user's dashboard displays the current location. If they have more than one location, the user can navigate between them using the side arrows or click on the icon to display the locations page. They can also toggle the status of the location by tapping the Home or Away box and select the status they want to send their location into. The weather condition as well as the outdoor temperature are displayed.

Devices

The thermostats that were added to the account will be displayed in the middle section. On their tile, you will see the setpoint, the room/sensor temperature (depending if the thermostat is in ambient or floor control mode), the state of the heating demand, the thermostat's name and its room. If in Automatic, Off, Frost protection or Away mode, an icon will be displayed in the top right corner of the tile to inform the user of the device's current mode. If in Manual mode, no icon will be displayed. Clicking a device's tile will take the user to the device action page. The user can also add



more devices to their account with the button.

Notifications



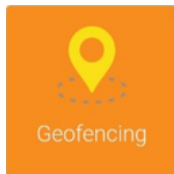
By clicking the notification icon, the user can access the notifications history.

Tools

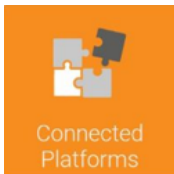
The different tools available for the user are displayed in this section.



Display the location's consumption history - Includes the data for all the thermostats in the location



Enable or disable geofencing - Allows the user to automatically toggle the presence status (home or away) of their location according to their mobile device's position. The user also modifies the geofencing parameters in that section.



The user can display the compatible connected platforms (Apple Home, Google Home, Alexa), the status of the association between Schluter Smart Thermostat and the connected platform, as well as unlink their Schluter Smart Thermostat account from said platforms (Alexa and Google Home only).

Quick navigation bar



Dashboard - When tapped from a different section of the app, this will take the user back to the dashboard.



Scenes - Takes the user to the scenes tool to create, edit or delete scenes (scenes are used to quickly change one or multiple device's modes or setpoints at once).



Menu - Access the menu to navigate in different sections of the app.

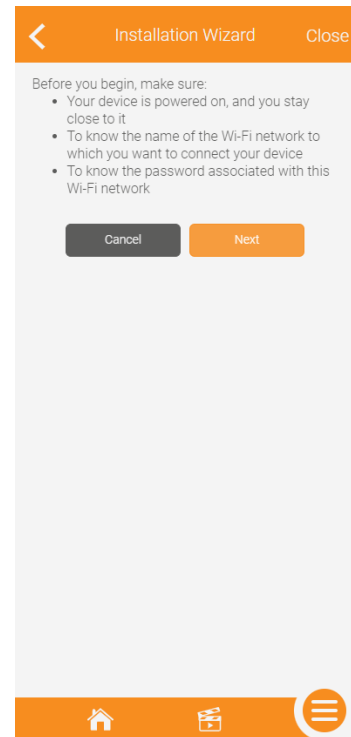
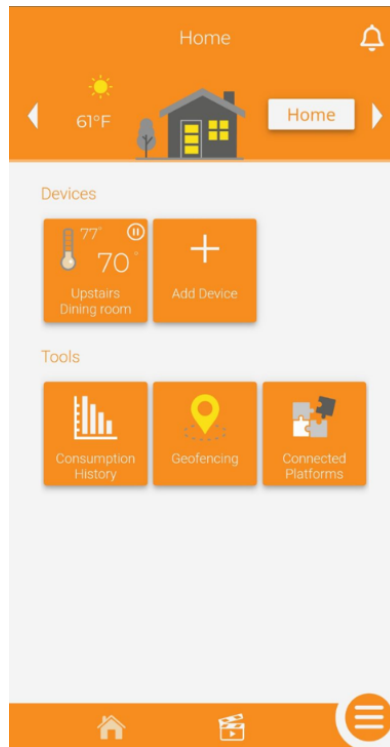
Add a device

Adding a device

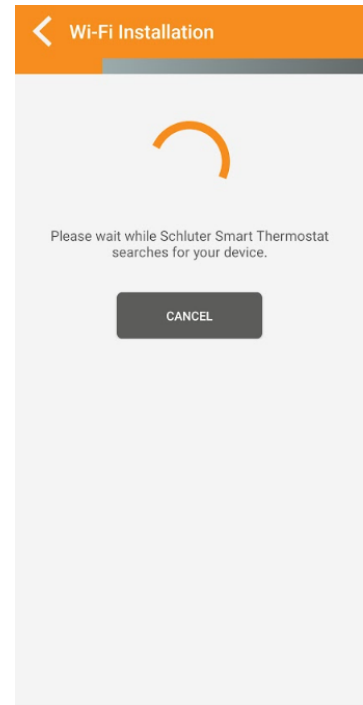
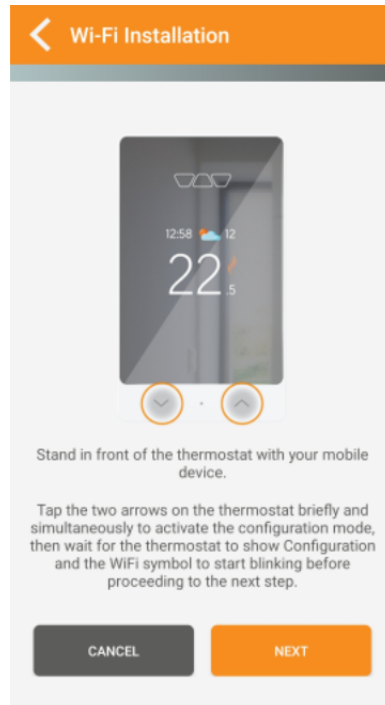
From the dashboard, the user will click on **+ Add Device**.

Information will be displayed on the user's mobile device.

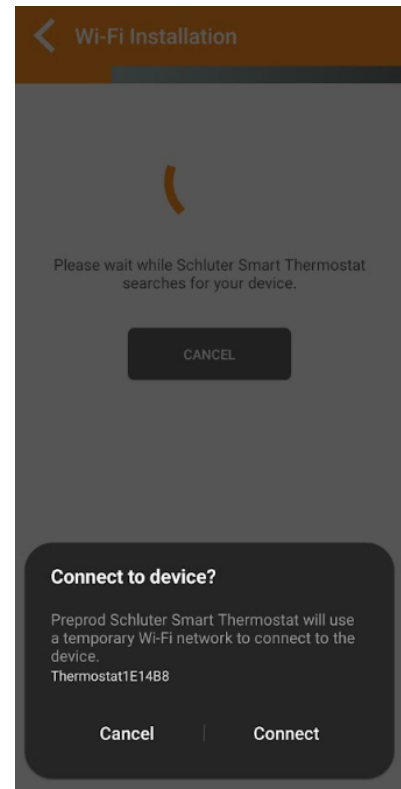
They can click **Next** once they have read the information and are ready to move forward with the installation.



Connection instructions will be displayed on the user's mobile device. The user must tap the two arrows on the thermostat simultaneously to put it in pairing mode, then click **Next** for the mobile device to try and find the thermostat.

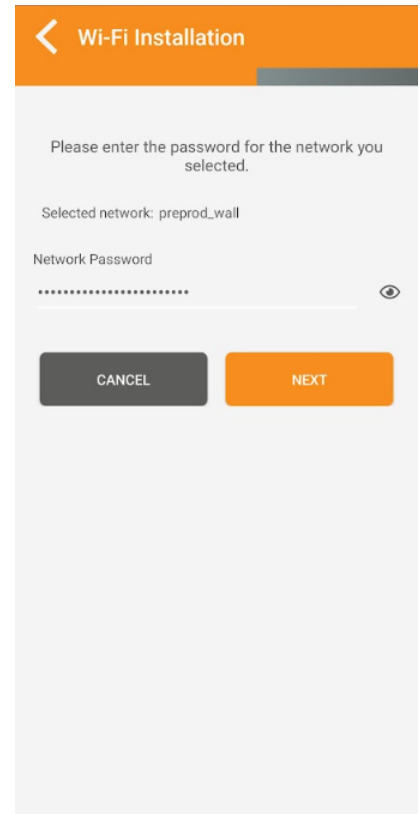
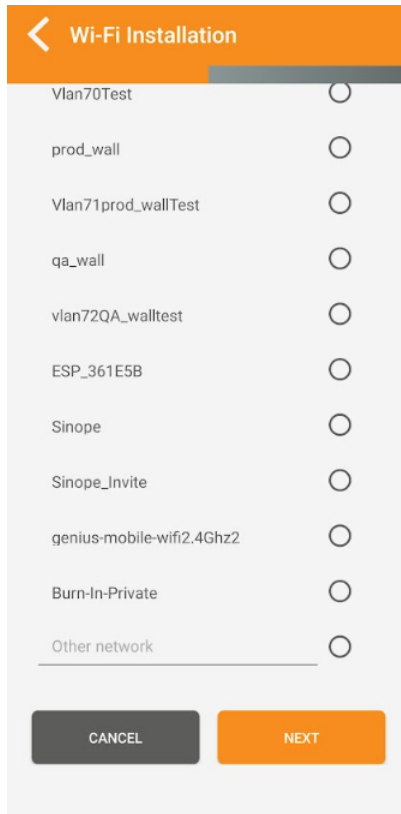


Once the thermostat is found, after a brief moment, a small window will appear asking the user if they want to connect to the thermostat. The user must tap **Connect**.

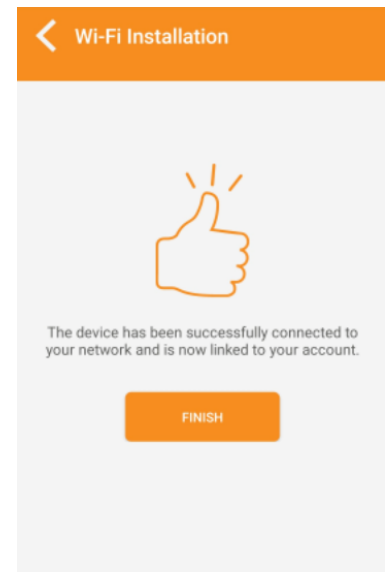
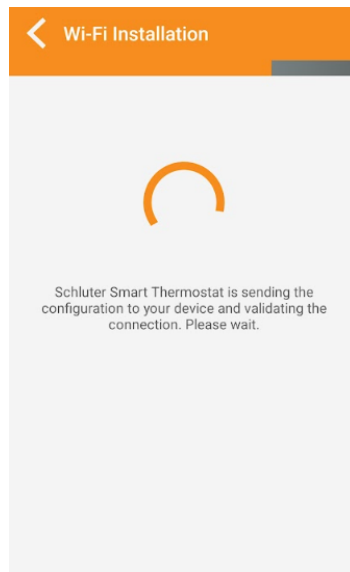


The app will then display the list of available Wi-Fi networks (all on the 2.4GHz band). The user must select the network on which they want to connect the thermostat, then click **Next**.

The user must then enter the password of the Wi-Fi network they want to connect the thermostat to, then click **Next**.



Once the Wi-Fi network password has been confirmed, after a brief moment, the mobile device will confirm that the installation was successful. If not, refer to the troubleshooting guides. To complete the installation and access the newly installed thermostat, the user must click on **Finish**.



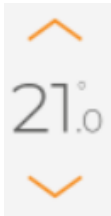
Device action page

Controlling your thermostat



The thermometer icon shows if the thermostat is currently calling for heat (dark gray) or not (light orange).

The number below the thermometer indicates the current room or floor temperature, depending on the control mode selected (ambient or floor).



The number on the right is the setpoint. The arrows above and below are used to raise or lower the setpoint.

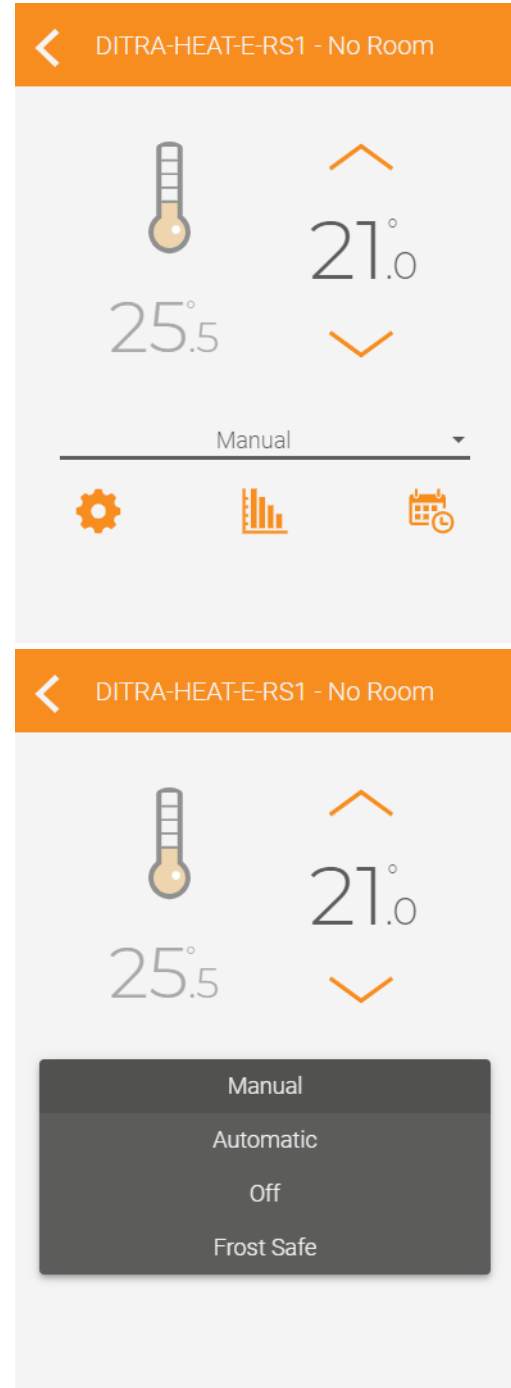
The thermostat's mode can be switched between the following:

Manual - Thermostat will remain at the setpoint until it is modified by the user.

Automatic - Thermostat will operate according to the schedule the user has set.

Off - Thermostat will not call for heat regardless of the room/floor temperature.

Frost safe - The thermostat will ensure the room/floor temperature remains at or above 5°C/41°F



Tools



Access the device's settings.



Access the consumption history for this device.



Display the device's schedule and edit it if desired.

Device settings

Display

Name *

: Name of the device - Default name is DITRA-HEAT-E-RS1

Room

: Room in which the device is installed - The room is displayed on the device's tile on the dashboard and in the device action page.

Settings

Display ^

Name *
DITRA-HEAT-E-RS1

Room
No Room

Configuration v

Advanced v

Info v

Cancel Save

Delete

Configuration

Temperature Format
Fahrenheit

: Temperature format to be featured on the thermostat's display - Options are Celsius and Fahrenheit, this setting is independent from the app's temperature format selection

Time Format
12 h

: Time format to be featured on the thermostat's display - Options are 12h and 24h, this setting is independent from the app's time format selection

Backlight
Always ON

: Thermostat's backlight status - Options are Always on (the display adapts according to ambient light, but it will never turn off) or Bedroom (the display adapts according to ambient light and will turn off under 20% luminosity)

Early Start
OFF

: Requires your thermostat to be in Automatic mode (following a schedule) - If set to ON, your thermostat will start the heat early so the setpoint temperature is reached at the time of the programmed period. If set to OFF, your thermostat will change its setpoint once the programmed period arrives.

Keypad
Unlocked

: Locks or unlocks the thermostat's touch buttons - If locked, the user will not be able to change the setpoint from the device

The screenshot shows a mobile application settings screen with an orange header and footer. The header contains a back arrow and the word "Settings". The main content area is white with orange accents. It features several sections: "Display" (collapsed), "Configuration" (expanded), "Temperature Format" (Fahrenheit), "Time Format" (12 h), "Backlight" (Always ON), "Early Start" (OFF), "Keypad" (Unlocked), "Away Setpoint" (15.0°C), "Action on GFCI alert" (Disable), and "Main Load Connected (watts)" (156). At the bottom, there is a note about email alerts and an "Account settings" button. The footer contains icons for home, a calendar, and a menu.

Away Setpoint
15.0°C

: Setpoint you want your thermostat to apply when the location goes in Away mode - Can be triggered by manually changing the location's status or via geofencing

Action on GFCI alert
Disable

: Enable to receive a notification in case of a GFCI alert

Main Load Connected (watts)
156

: Load connected to the thermostat - This is automatically calculated by the device and cannot be edited

Advanced

Control Mode
Floor

: Operate the thermostat by controlling the floor temperature (Floor) or the room temperature (Ambient)

Max. Floor Temperature
36.0°C

: This setting will ensure the floor temperature does not exceed the set limit. It also acts as the maximum setpoint.

Min. Floor Temperature
7.0°C

: This setting will ensure the floor temperature does not drop below the set limit. It also acts as the minimum setpoint.

Ambient Limit
OFF

: Limit the room temperature when the thermostat is operating in floor mode.

Probe Type
10k

: The user selects the resistance value of their probe; this will affect the temperature reading of the floor sensor. Options available: 10k or 12k

Floor Sensor Offset
2.5°C

: The user selects the offset they want to apply to their floor sensor's temperature reading to counter it being too close or too far from the heating cables. Available offset range: -10°C to +10°C per step of 0.5°C/ -18°F to +18°F per step of 1°F

Settings

Display

Configuration

Advanced

Control Mode
Floor

Max. Floor Temperature
36.0°C

Min. Floor Temperature
7.0°C

Ambient Limit
OFF

Probe Type
10k

Floor Sensor Offset
2.5°C

Auxiliary Output
OFF

Aux. Load Connected (watts)
0

Info

Auxiliary Output
OFF

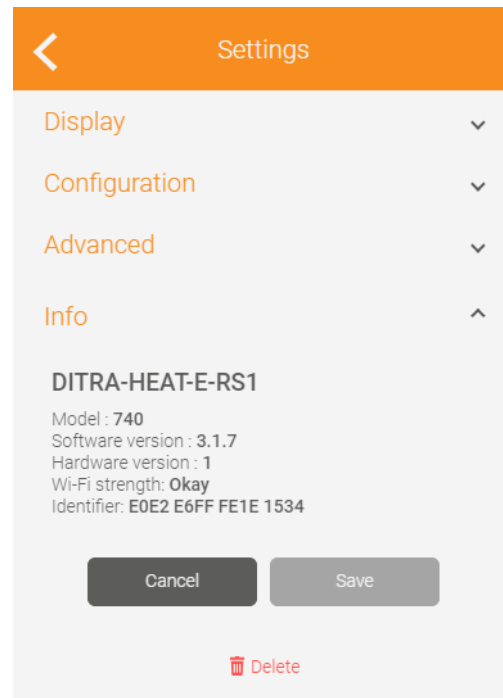
: Control options for the auxiliary output - Available options are OFF (no auxiliary output plugged in), Power module (control an additional floor heating surface together with the main one), 2nd stage relay - Long (15 minutes cycle) or 2nd stage SSR - Fast (15 seconds cycle).

Aux. Load Connected (watts)
0

: Auxiliary output's connected load, can be entered manually

Info

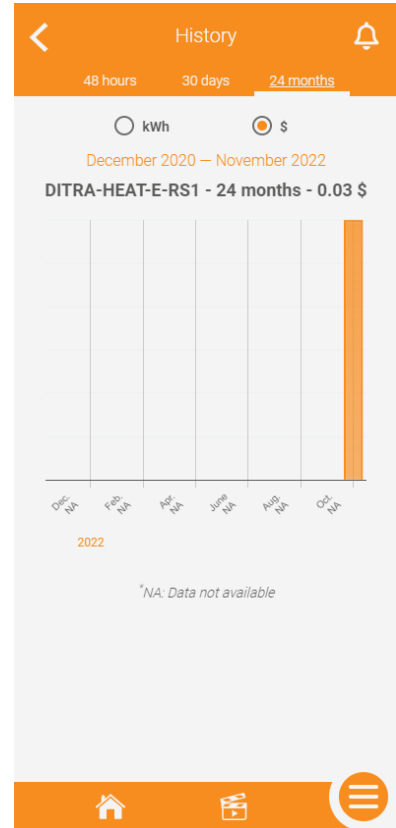
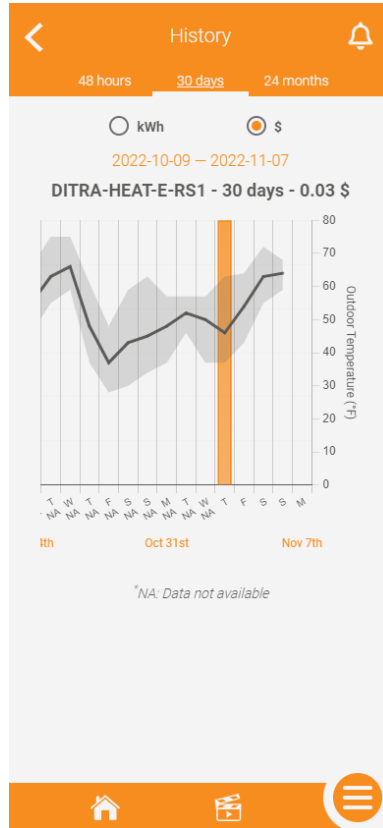
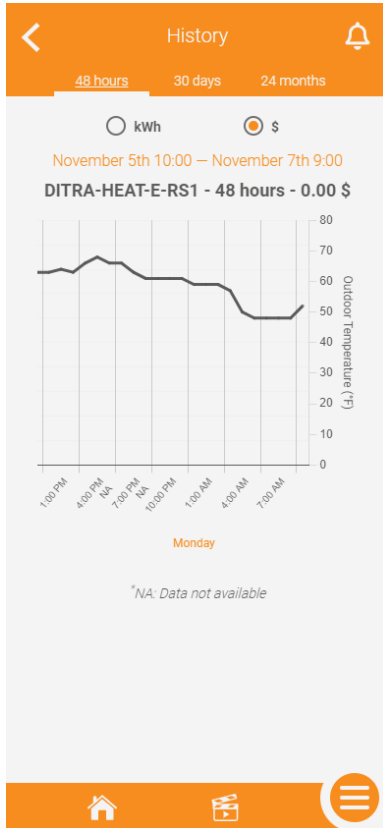
This section includes different information about the user's device. Information such as the software version, Wi-Fi strength and identifier can be useful to troubleshoot issues.



Consumption history

Consumption history graphs – Device

The user can display their device's consumption history. On the 48 hours and 30 days view, the outdoor temperature is also featured. For the 48 hours view, you see the average outdoor temperature for the 1 hour period, while in the 30 days view, you see the average temperature of the day, as well as the minimum and maximum temperatures. The user can decide to view the consumption history with the value in kWh or in dollars.

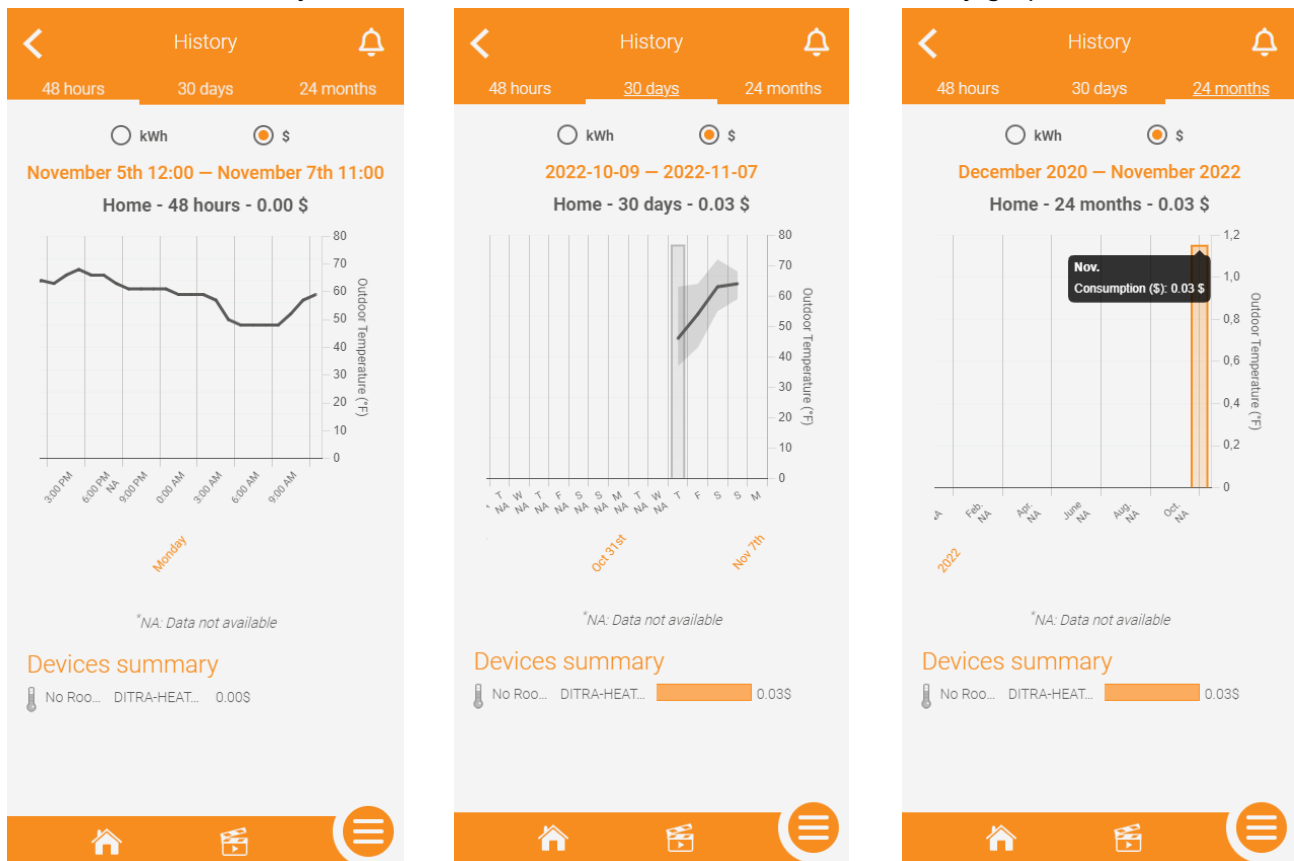


Consumption history graphs - Location

Just like the consumption history graphs for the device, the user can view the consumption history graphs for the entire location. The consumption data from all the devices will be added to give the user the total value in kWh or dollars.

The information on the outdoor temperature will be available just like for the individual device's consumption history graph.

At the bottom of the different views of the graph, there will be a summary of the values per kWh or dollars for each individual device. The list will be automatically filtered starting with the device that has consumed the most energy to the one that consumed the less at the bottom. Clicking on a device in that summary will take the user to that device's individual history graph.



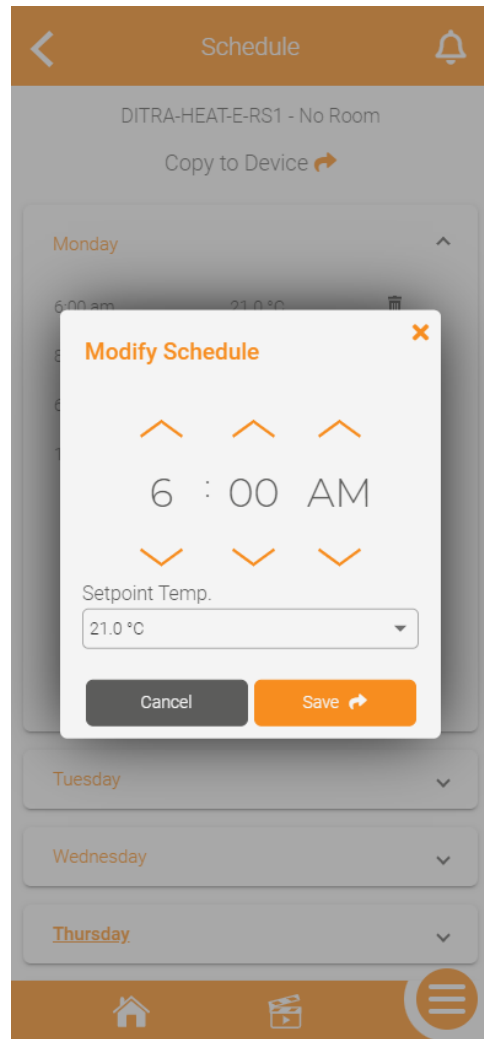
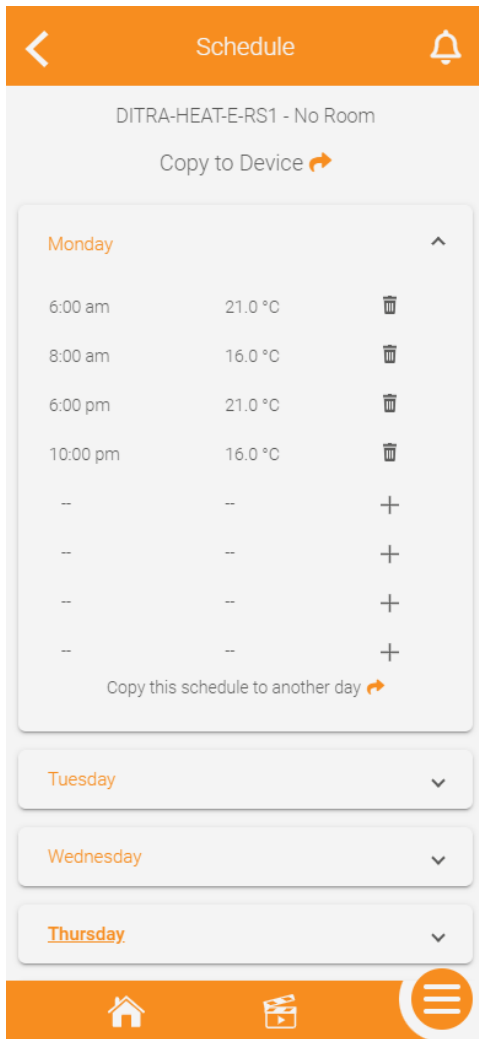
Device schedule

Setting a schedule for a device

If the user put their thermostat in Automatic mode, it will follow the schedule they have set.

There can be up to 8 programmed periods per day and they can be different for every day of the week if desired.

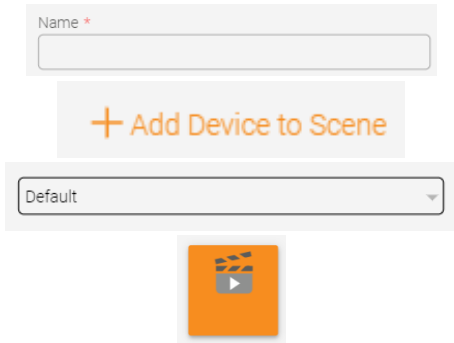
The user can copy the schedule of a specific day to other days, and the schedule of a thermostat to other thermostats in the same location.



Scenes

Creating a scene

The user can create scenes to set a specific mode and/or setpoint on one or multiple devices at once. The user will click on **+ Add scene**.



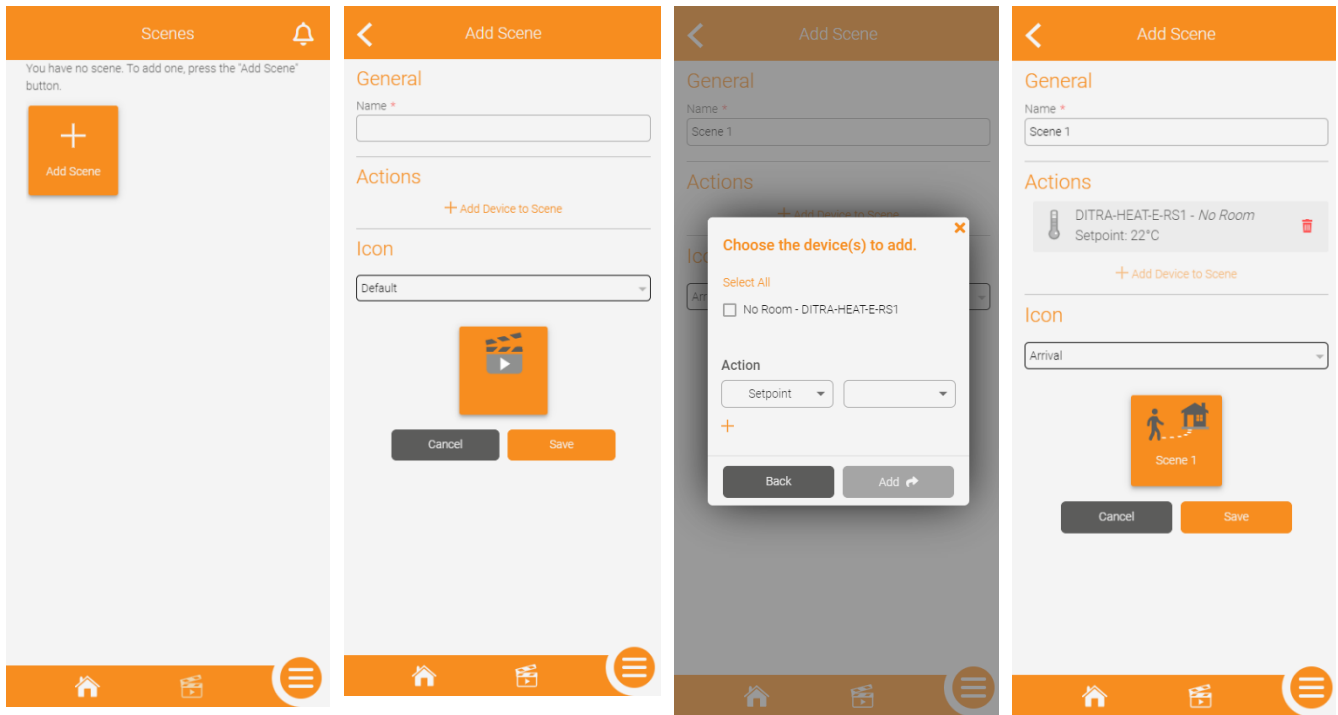
Name of the scene - Will be displayed in the app

Select the devices to add to the scene, as well as the mode and/or setpoint to apply to them.


Selection of the icon to represent this scene in the app.

At the bottom of the page, there is a preview of how the scene's tile will be displayed in the app

Once all the fields have been populated, the user will click on **SAVE**.

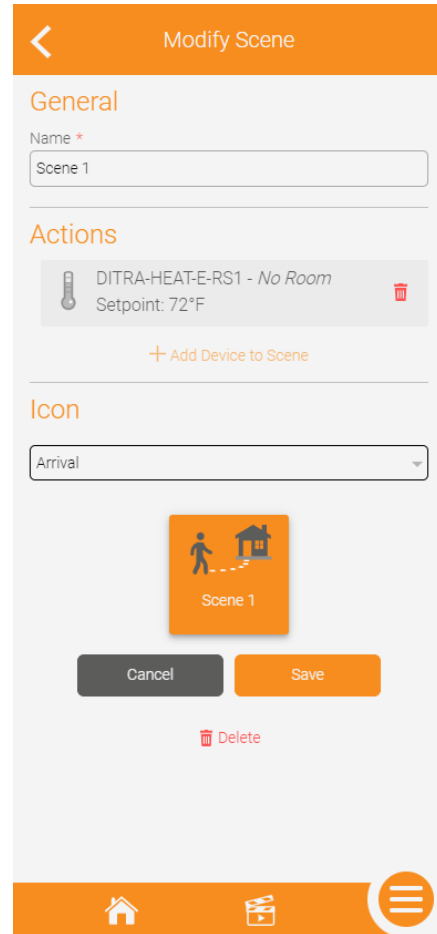
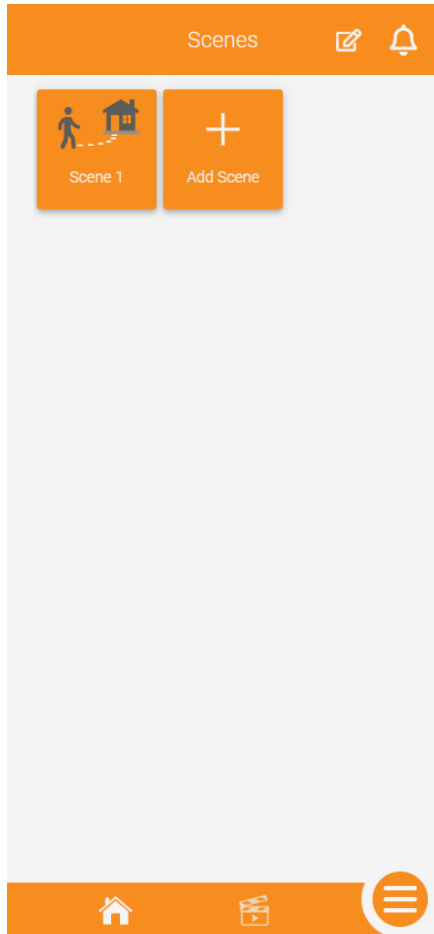


Editing/deleting a scene

To edit/delete a scene, the user will click the  at the top right of the screen, then click the tile of the scene they want to edit/delete.

The editable fields are the same as those the user filled out when creating a scene.

The user can also delete a scene by clicking the **Delete** button at the bottom of the page.



Activating a scene

To activate a scene, the user simply needs to click its tile in the scenes page and it will send the mode and/or setpoint to all the devices included in said scene.

Menu

The menu will allow the user to quickly navigate in some sections of the app and access tools:

Account settings: Update preferences, create sub users and manage login info

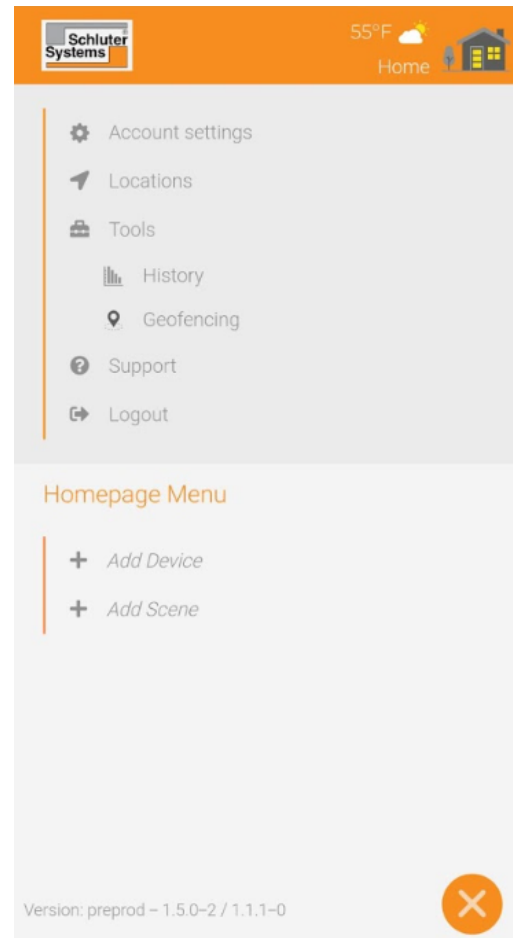
Locations: Show all of the locations of the account

History: Display the current active location's consumption history graph

Geofencing: Display and edit the geofencing settings

Support: Access the support page of Schluter Systems' website

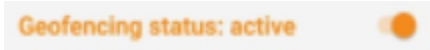
Logout: Log out of the current active session



Closes out of the menu and takes the user back to the previously displayed page

Geofencing

Geofencing settings

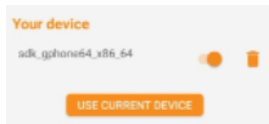


: Toggles the status of geofencing for all users - When active, if all users are outside of the circle, the location will be in Away mode, while if there is at least one user inside the perimeter, the location will be in Home mode.

*When the location goes to Away, it applies the thermostats' Away setpoint. When the location goes to Home, the thermostats will resume their schedule if in Automatic mode or go back to the previous setpoint if in Manual mode. Changing the location's status has no effect on thermostats in Off mode.



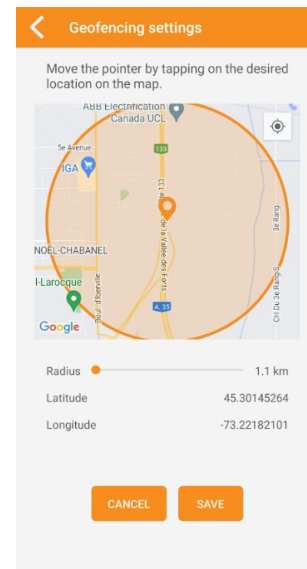
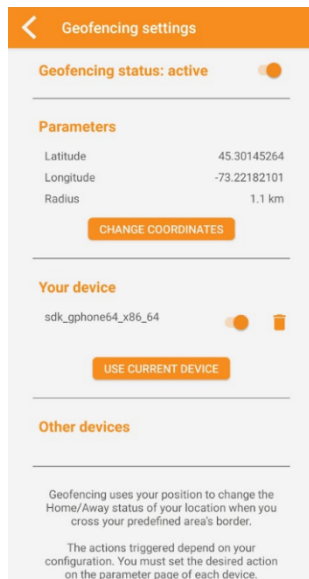
The user can change the coordinates of the geofence as well as modify the radius



The user can enable or disable their mobile device as a trigger for geofencing with the switch, remove their mobile device from geofencing, or replace the listed mobile device with the one they currently have on hand.



If the user has created sub users, they will see the sub users' mobile devices that trigger geofencing under Other devices. This section cannot be viewed by a sub user.

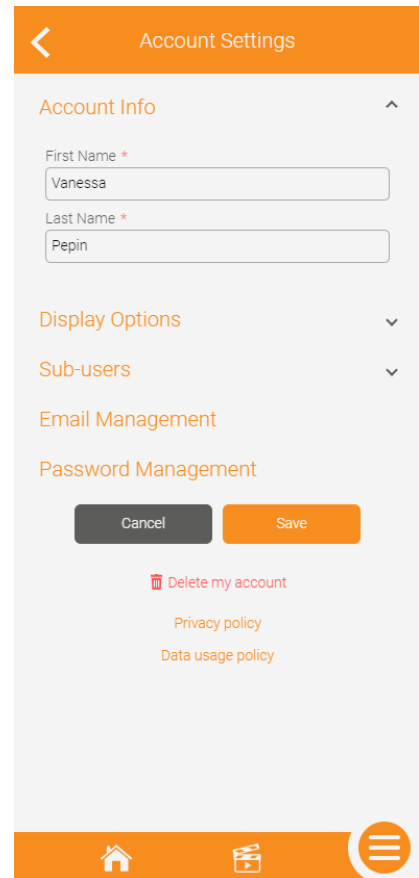


Account settings

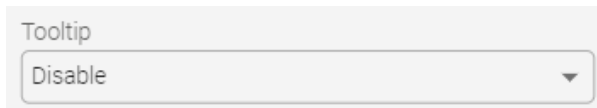
Account info

First Name *
 : User's first name

Last Name *
 : User's last name

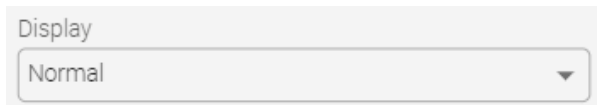


Display options



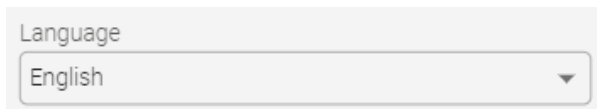
Tooltip
Disable

: Enable or disable the tooltips in the app - The tooltips are present in the settings to explain what the different parameters are used for.



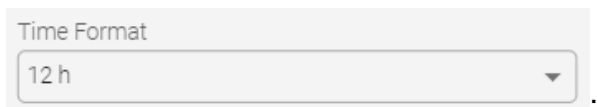
Display
Normal

: Selection of the size of the tiles - Normal for regular sized tiles and Large for larger sized tiles (devices and tools on the dashboard)



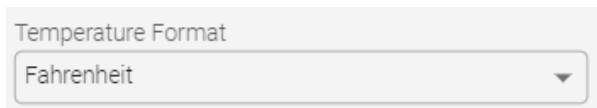
Language
English

: Language to be used in the app - The user can select between English and French.



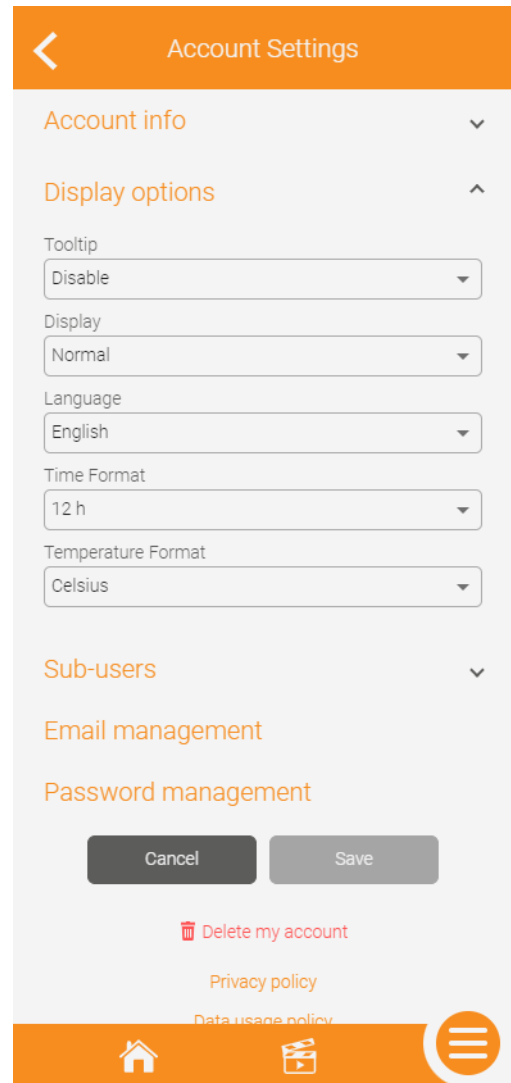
Time Format
12 h

: Time format to be used in the app - The user can select between 12 h and 24 h.



Temperature Format
Fahrenheit

: Temperature format to be used in the app - The user can select between Fahrenheit and Celsius.



Account Settings

Account info

Display options

Tooltip
Disable

Display
Normal

Language
English

Time Format
12 h

Temperature Format
Celsius

Sub-users

Email management

Password management

Cancel Save

Delete my account


Privacy policy


Data usage policy

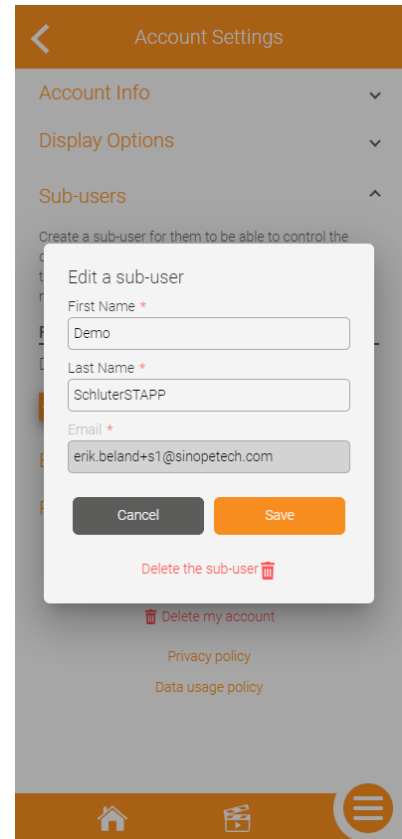
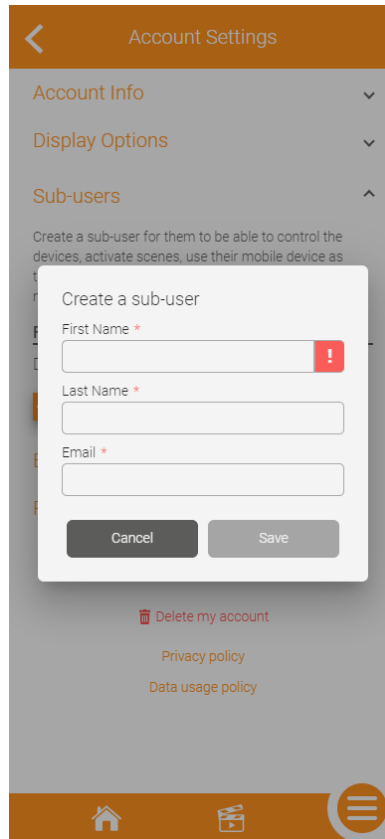
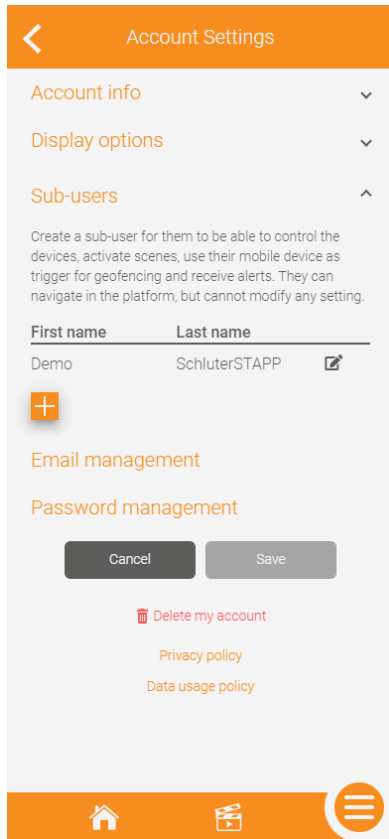
Sub-users

The owner of the account has access to the sub-users section, from which they can create, edit or delete sub-users.

*A sub-user can control the devices and use their mobile device as a trigger for geofencing. They also have access to consumption history graphs, can activate scenes and display some information in read only, but they cannot add, edit or delete any resource, including devices.

To add a sub-user, the account owner will first click on . Then, in the pop-up, they will enter their sub-user's first name, last name and email address, then click **Save**. This will send an email to the sub-user, letting them know they need to create an account in the Schluter Smart Thermostat app. They will be sent a temporary password to log on to the app, then they will be sent to the account creation page to finish filling out their information.

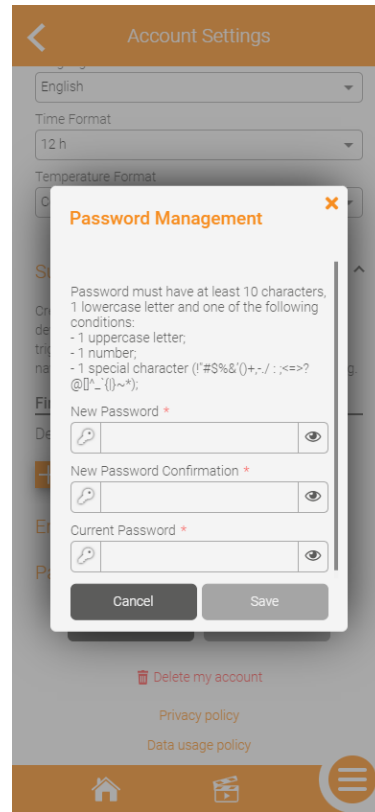
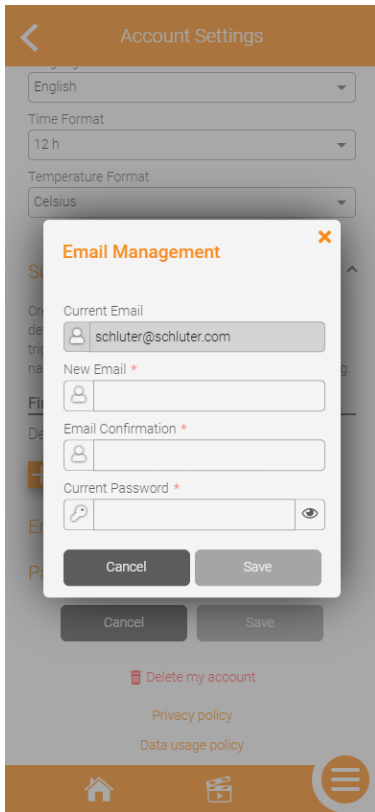
When clicking on  to edit a sub-user, the account owner can only edit the first name and last name. The email field is dynamic and will be updated in the event where the sub-user decides to change their email in the app. If they wish to delete a sub-user, revoking all their accesses to the devices and also removing their mobile device from the geofencing triggers, they can **Delete the sub-user**. This completely deletes the sub-user's account, and in the event where the account owner would want to give access to that person again, they would have to create a sub-user for them again.



Email and password management

The user can modify the email they use to log in to their account and receive notifications. To do so, they have to enter the new email, confirm the new email and enter their password to approve the change.

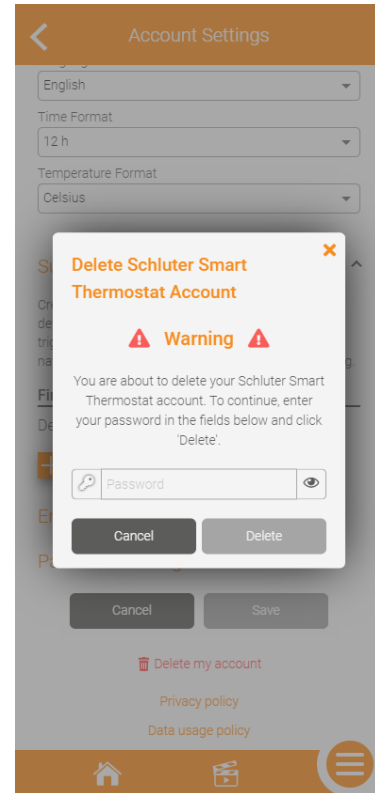
The user can modify the password they use to log in to their account. To do so, they need to enter their new desired password, confirm it, then enter their current password to approve the change.



Account deletion

If a user wishes to do so, they can delete their Schluter Smart Thermostat account. This cannot be reverted and will delete all the content of the account, including devices and sub-users. In the event where the user would want to control their smart devices through the app again, they would have to create a new account and go through the installation process.

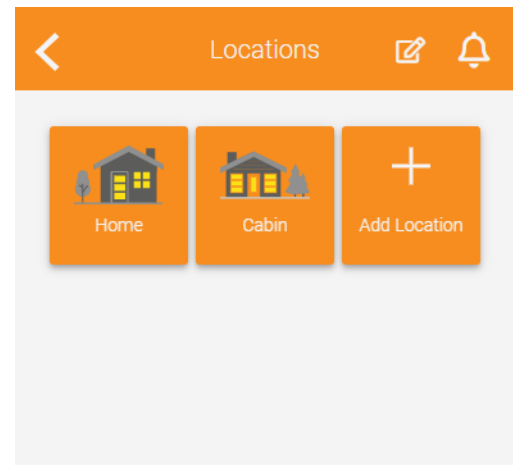
To move forward with deleting their account, the user has to enter their current password to confirm.



Locations

Locations screen


On this screen, the user will see the locations in their account. They can click the tile of a location to access its dashboard, they can add a location or edit/delete a location.



Editing/deleting a location

To edit/delete a location, the user needs to click on

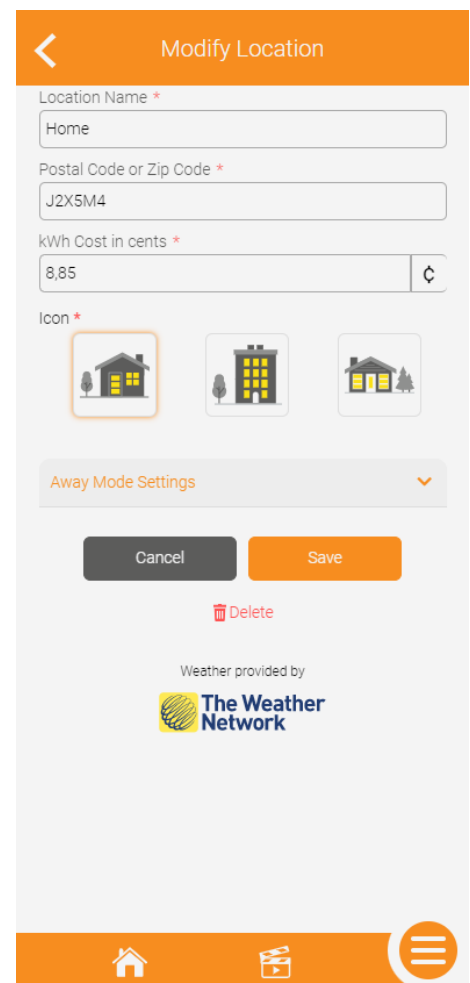
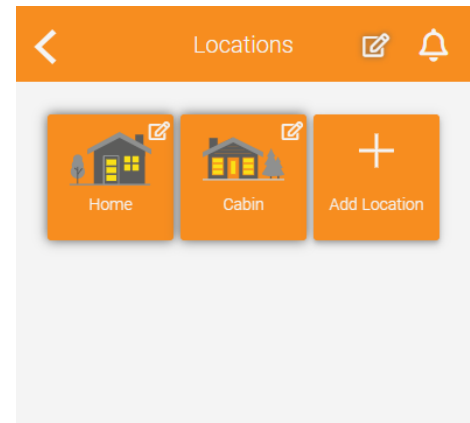


the  on the locations screen, then on the tile of the location they want to edit/delete.

On the next screen, the fields they can modify are the same as when creating a location, except for one that is added, which is the Away mode settings.

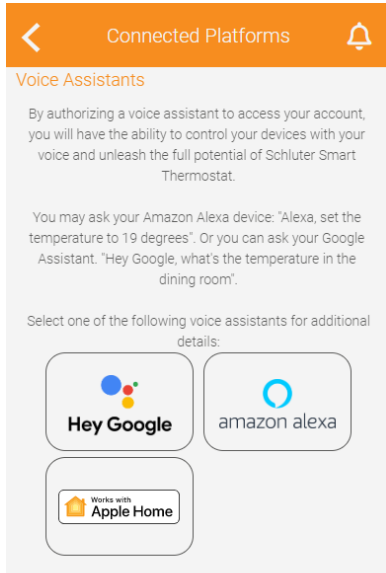
*The Away mode settings allows the user to select the setpoint they want to apply when their location goes into Away mode.

To delete the location, the user will click on **Delete** at the bottom of the page. The user will be asked to confirm. This cannot be reverted and will remove the location from the account, as well as all the devices in it. If the user wishes to control the devices that were previously installed in this location again, they will have to re-install them.



Connected platforms

Compatible connected platforms

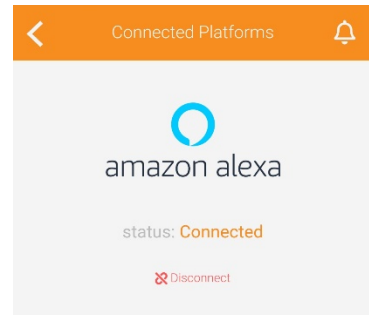
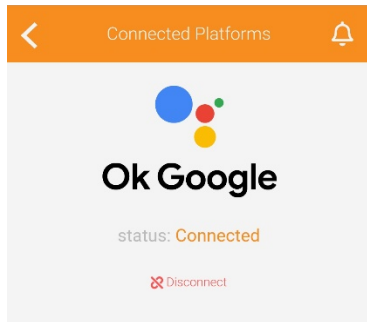
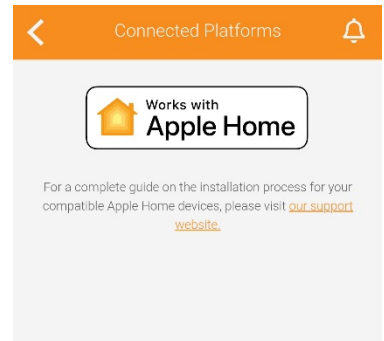
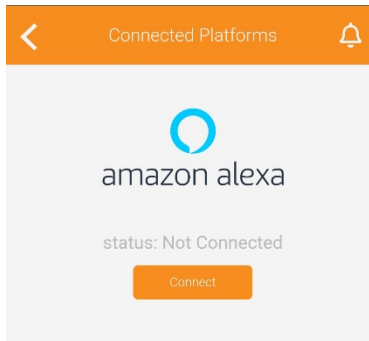
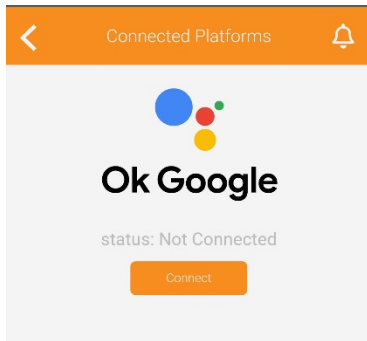


The DITRA-HEAT-E-RS1 is compatible with Google Home, Amazon Alexa and Apple Home.

In the app's Connected platforms section, the user can click each of the connected platforms' tile to see the status of the link with said platform (except for Apple Home), connect via app to app (except for Apple Home) as well as unlink the service if it was previously associated (except for Apple Home).

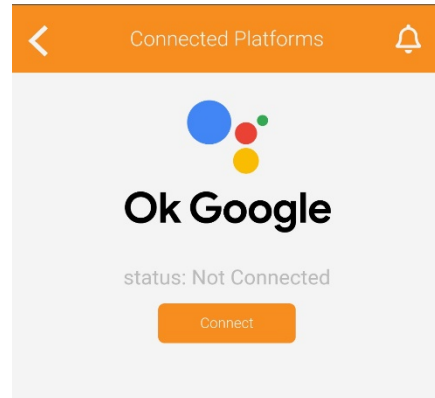
If your account is not currently associated to the connected platform, a **Connect** button will be present on the page, allowing you to connect through app to app.

*As the user has to install the device on Apple Home and not just connect the two apps, no information on the status will be displayed in the Schluter Smart Thermostat app in regards to the link between it and Apple Home.



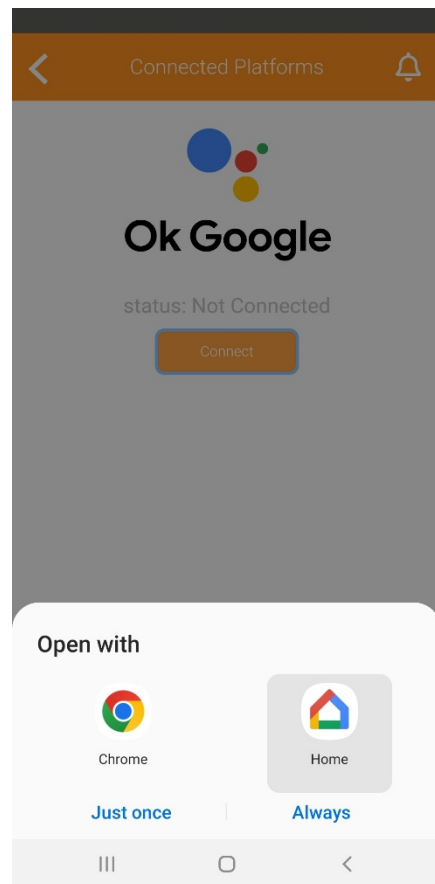
Connecting with Google Home

1. The user will first press **Connect** from the Schluter Smart Thermostat app.

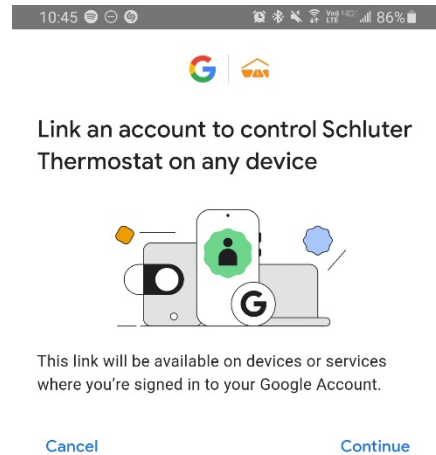


2. They will then be prompted to open from a browser or the Google Home app. They should select the

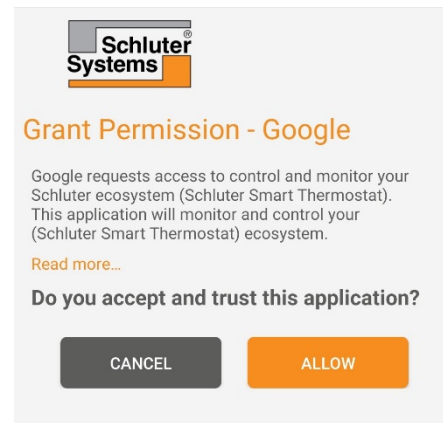
Google Home  app.



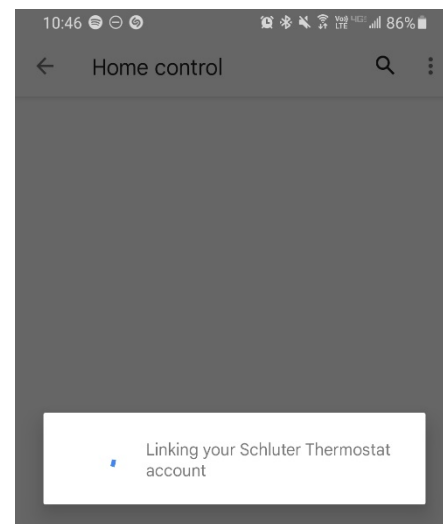
- From the Google Home app that opened, the user will click on **Continue**.



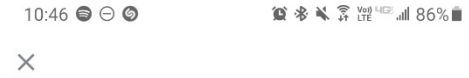
- They will click on **ALLOW** when asked if they want to grant Google Home permission to control their ecosystem.



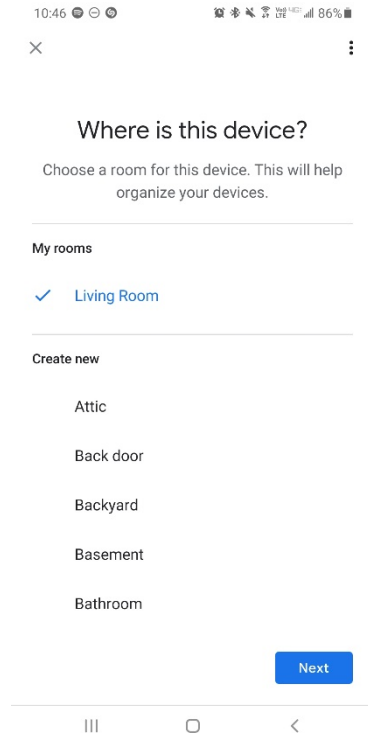
- The user must wait while both apps are linked.



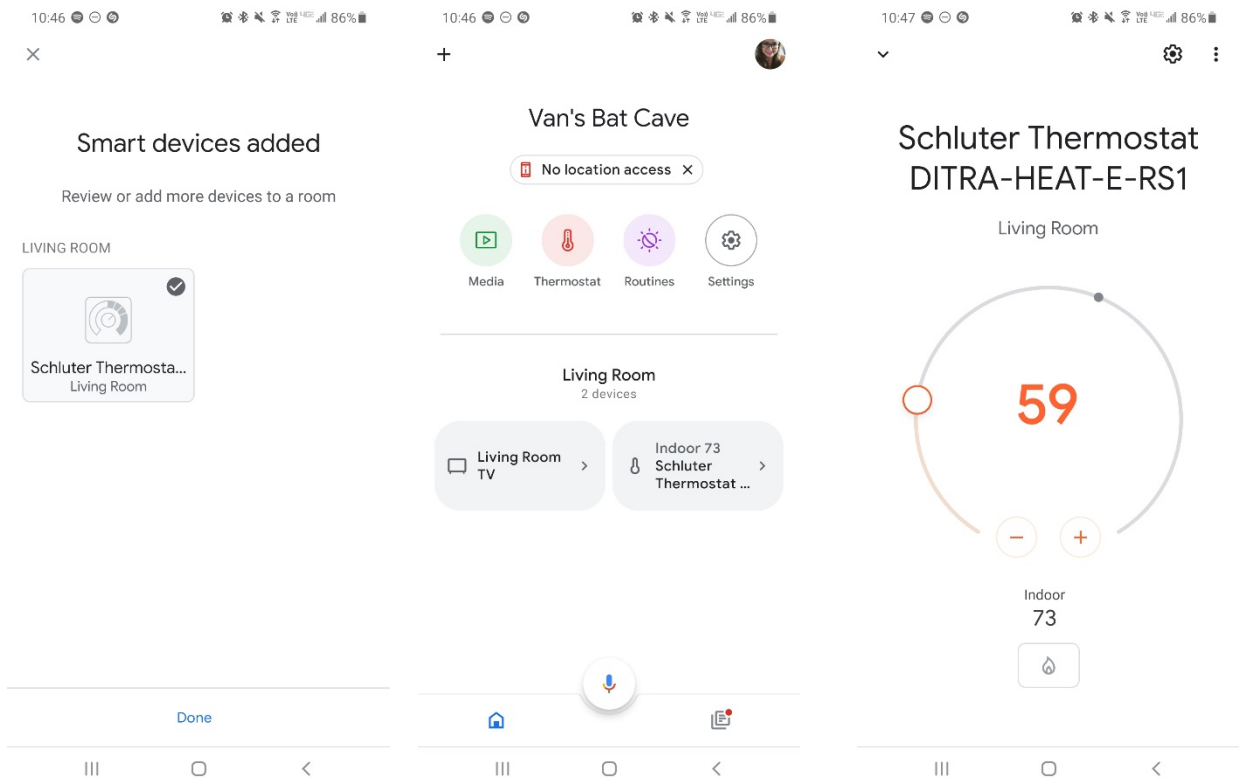
6. They will select the devices and add them to their appropriate rooms if needed.



7. Once the devices have been placed in their rooms, the user clicks **Done** at the bottom of the screen.

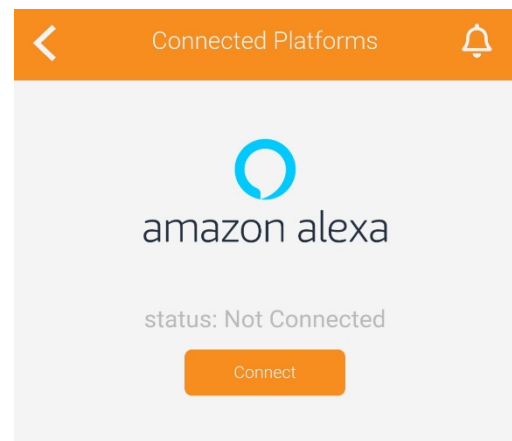


8. They can then click the thermostat's tile in the Google Home app and control its setpoint and also give voice commands to the Google assistant.

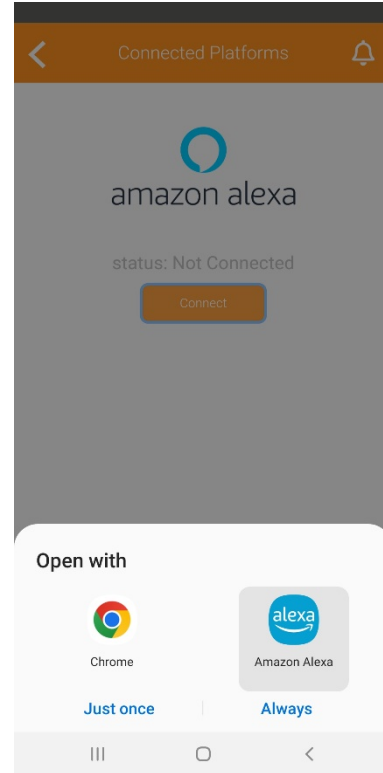


Connecting with Alexa

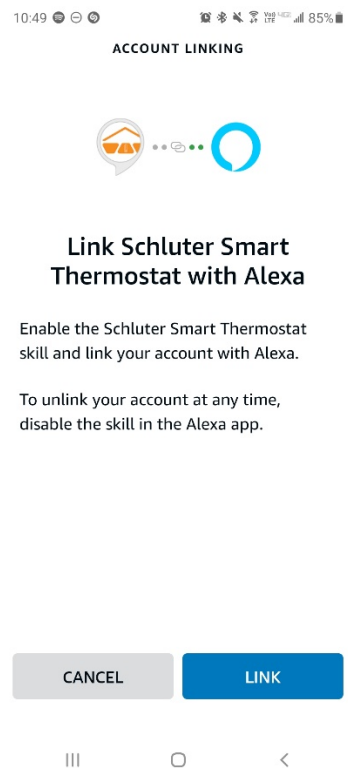
1. The user will first press **Connect** from the Schluter Smart Thermostat app.



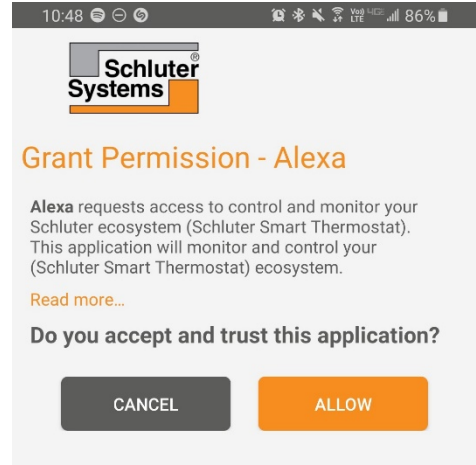
2. They will then be prompted to open from a browser or the Amazon Alexa app. They should select the Amazon Alexa app.



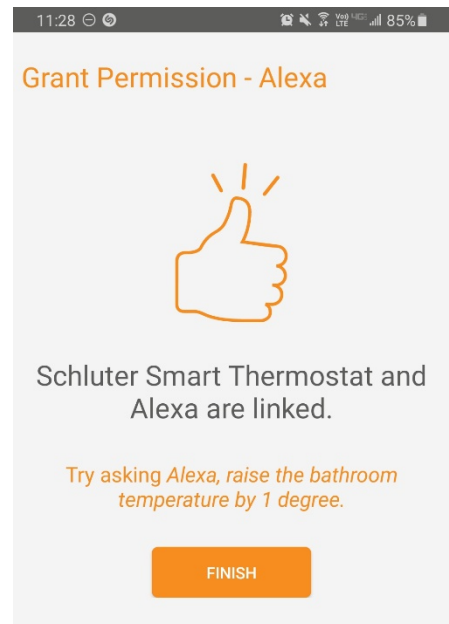
3. From the Amazon Alexa app that just opened, they will click [LINK](#) to continue.



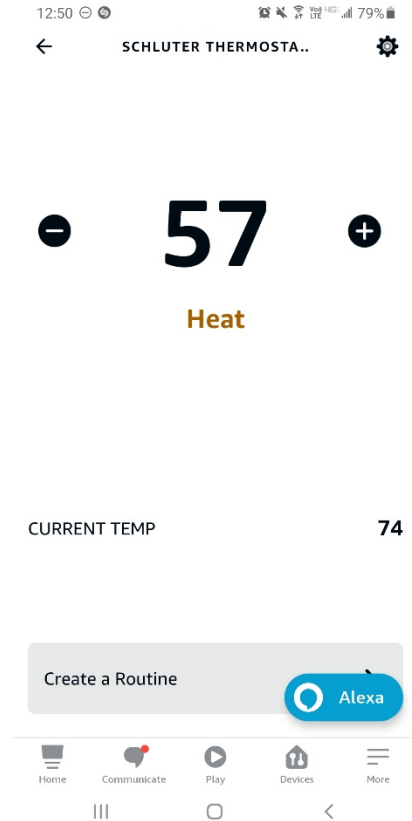
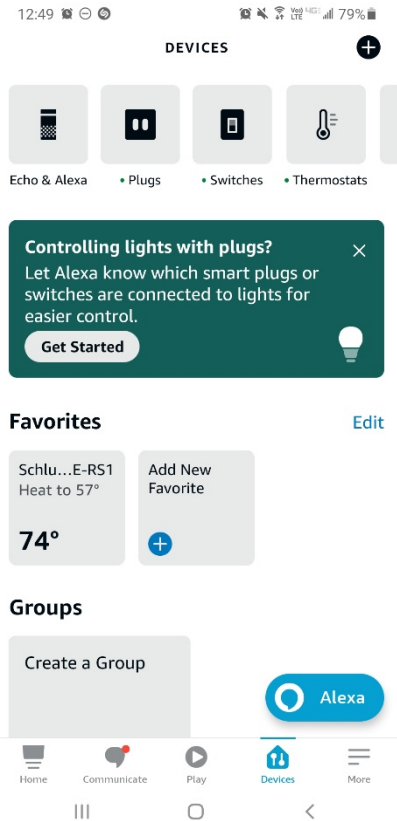
- They will click on **ALLOW** when asked if they want to grant Amazon Alexa permission to control their ecosystem.




- Shortly after, the Schluter Smart Thermostat app will confirm the association was a success. The user clicks on **FINISH**.

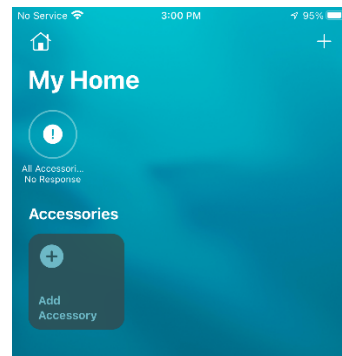


- They can then click the thermostat's tile in the Amazon Alexa app and control its setpoint and also give voice commands to Alexa.

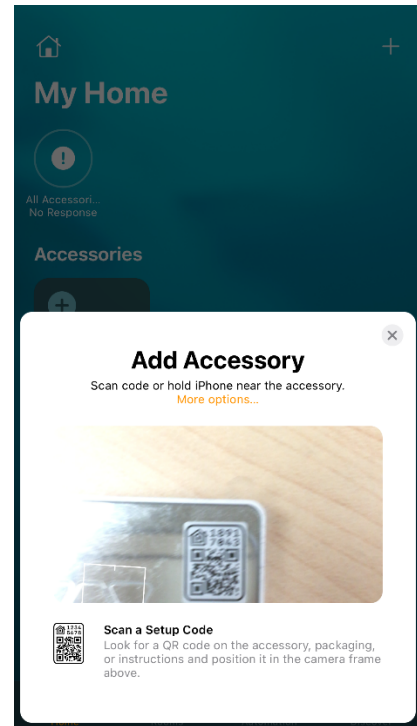


Connecting with Apple Home

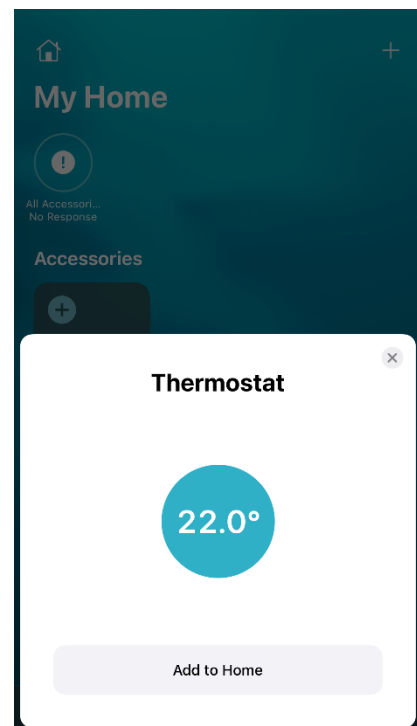
1. The user opens the Apple Home  app.
2. They click on the [Add accessory](#) button.



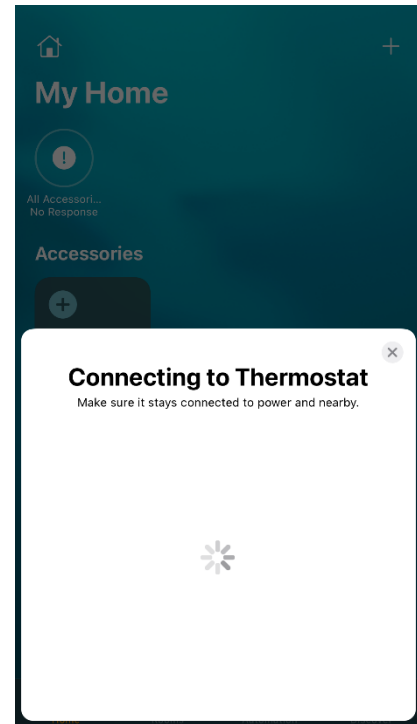
3. The camera will turn on and they will have to scan the setup code that was provided in the packaging.



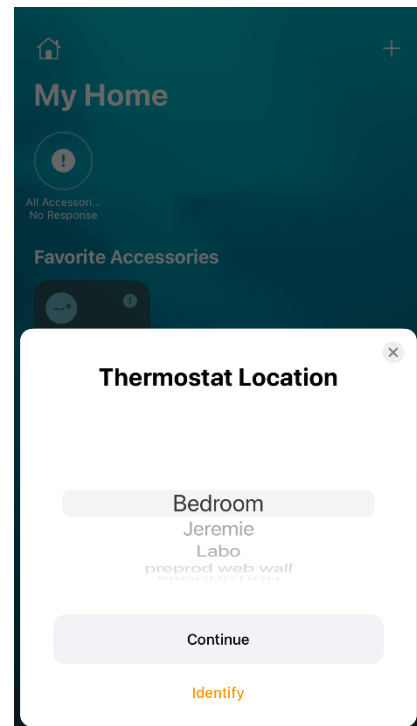
4. The screen will confirm they are trying to add a thermostat. They will have to press the **Add to Home** button.



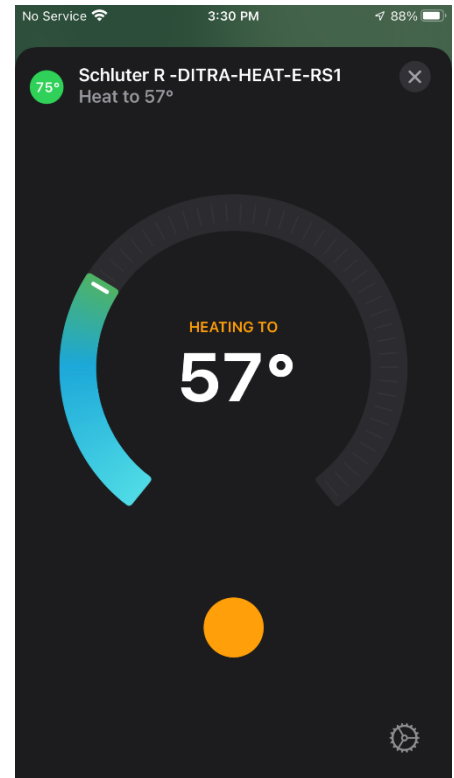
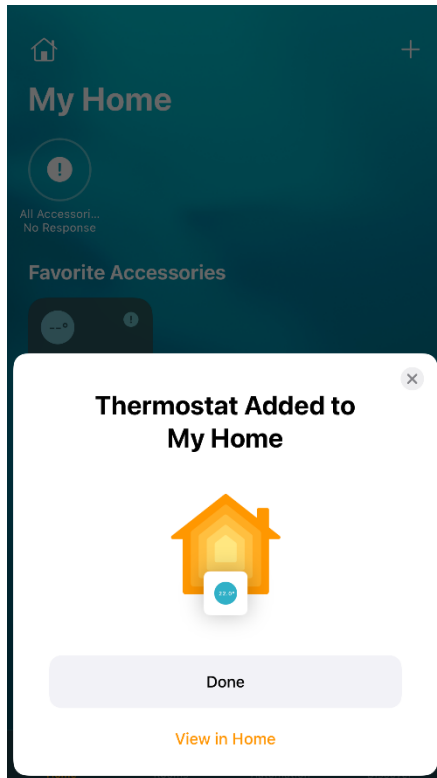
- The app will connect to the thermostat to add it to the home; it might take a brief moment.



- The user will be asked to select the room in which the device is installed, then click on **Continue**




7. The installation is completed. The user can click **View in Home** to view the device and change its setpoint.



Notifications


Displaying the notification history

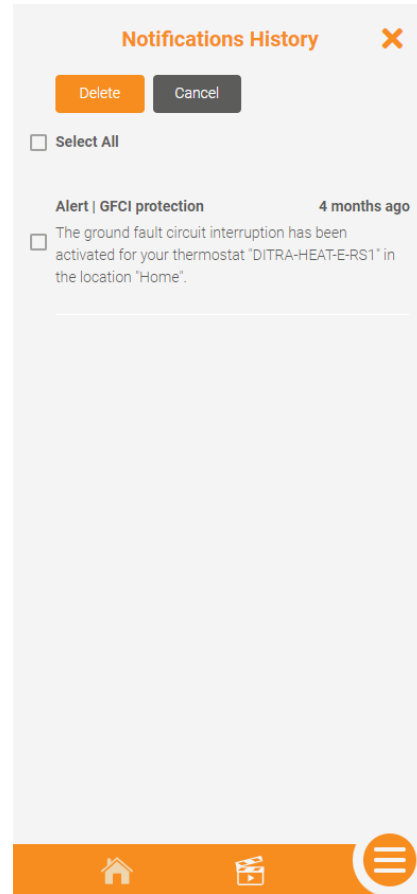
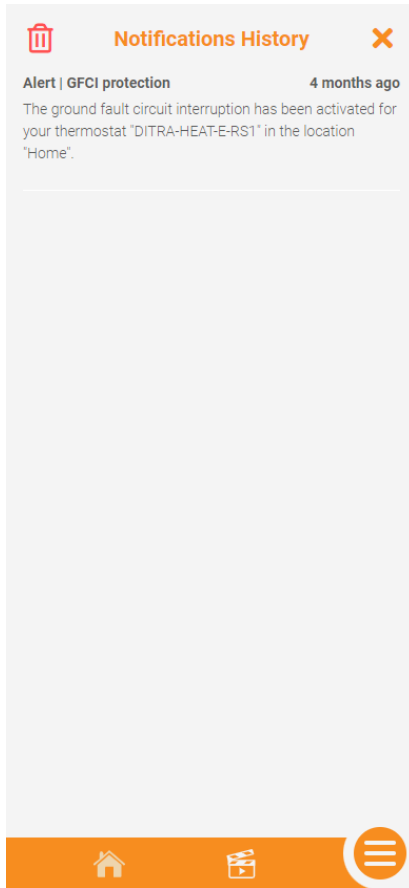
By clicking on the  anywhere where it shows up in the app, the user will open the notifications history. All the notifications received by the user will be displayed in this section.

Clicking on a notification in the history will take the user to the affected device's device action page.

The user can delete the notifications they don't judge relevant anymore by clicking



on . They will then be able to select the notifications they want to delete individually or they can delete all of them at once.



Support

ERROR CODES

OL – E1 – E2 – HH -LL – E25 – E26 – GFCI Fault – E15 – E16 – E17 – E18 – E 19

COMMON CASES

Unable to connect to Wi-Fi – Random Wi-Fi disconnection – Thermostat’s display is missing segments or some segments are more pale – Thermostat’s display is off – The floor is not heating even if the setpoint is above the temperature read – Temperature read by the sensor isn’t accurate – The thermostat doesn’t follow its schedule – Thermostat’s keypad is locked, but no access to the app – The thermostat will not connect to the Wi-Fi after the customer changed the network name or password – A buzzing sound is coming from the thermostat’s base – The time and weather are not accurate or not present.

Thermostat error codes

Technical issue	Description	Display	Solution
Internal Temp too hot (over 70°C). The controller is in error and won't heat.	The overload protection of the product is activated. The connected electrical load is too high.	OL	<p>Make sure that the heating cables connected to the thermostat do not exceed the maximum load of 15 amps. Check that no external source influences the temperature of the thermostat and/or the electrical junction box is large enough to accommodate all the wiring.</p> <p>If this has not solved the problem, perform a reset of the circuit breaker</p> <ol style="list-style-type: none"> 1. Find the circuit breaker connected to the unit. 2. Disable it. 3. Wait about 30 seconds. 4. Reactivate the circuit breaker.
One of the thermistors on the pcb is open. The controller is in error and won't heat.	The internal ambient temperature sensor is disconnected, defective, open, or other.	E1	<p>Perform a reset of the circuit breaker.</p> <ol style="list-style-type: none"> 1. Find the circuit breaker connected to the unit. 2. Disable it. 3. Wait about 30 seconds. 4. Reactivate the circuit breaker.

<p>One of the thermistors on the pcb is short-circuited. The controller is in error and won't heat.</p>	<p>The internal ambient temperature sensor is defective, has short-circuited, or other.</p>	<p>E2</p>	<p>Perform a reset of the circuit breaker.</p> <ol style="list-style-type: none"> 1. Find the circuit breaker connected to the unit. 2. Disable it. 3. Wait about 30 seconds. 4. Reactivate the circuit breaker.
<p>A temperature reading that is above its operating range. The controller is in error and won't heat.</p>	<p>The ambient temperature exceeds the reading range.</p>	<p>HH</p>	<p>If it was above 122°F (50°C), let it cool down for at least one hour, and perform a reset of the circuit breaker:</p> <ol style="list-style-type: none"> 1. Find the circuit breaker connected to the unit. 2. Disable it. 3. Wait about 30 seconds. 4. Reactivate the circuit breaker.
<p>A temperature reading that is below its operating range. The controller is in error and won't heat.</p>	<p>The ambient temperature is below the reading range.</p>	<p>LL</p>	<p>Make sure that the operating temperature of the thermostat is between 32 °F and 122 °F (0 °C and 50 °C).</p> <p>Perform a reset of the circuit breaker:</p> <ol style="list-style-type: none"> 1. Find the circuit breaker connected to the unit. 2. Disable it. 3. Wait about 30 seconds. 4. Reactivate the circuit breaker.

The thermostat is in “floor” control mode, and no temperature sensor is connected.	N/A	Check Floor sensor	<p>Solution 1</p> <p>Check if the floor temperature sensor is connected and properly installed. Refer to the installation manual for instructions.</p> <p>Solution 2</p> <p>Change the control mode to “ambient”.</p>
Error with TLS certificates	There is an error with the thermostat's TLS certificates.	E25	Please contact the Customer Support Team at 800-472-4588 (US) or 800-667-8746 (Canada).
Error with the Apple Home token	There is an error with the thermostat's Apple Home token.	E26	Please contact the Customer Support Team at 800-472-4588 (US) or 800-667-8746 (Canada).
GFCI base at fault. The controller is in error and won't heat.	The device detects a short circuit on the load connection of the relay.	GFCI FAULT	<p>Reset the GFCI by pressing the RESET button on the side of the device.</p> <p>If resetting the GFCI did not eliminate the problem and the GFCI trips again, then this indicates either the heating cable is short circuited and needs to be investigated for a possible repair, or the thermostat is defective.</p>

DEFECT_UCONTROLLER	The device's temperature sensor is incorrectly connected, the device's cover is not properly pressed on, or an internal part is defective.	E15	<p>Make sure the cover is pressed on to the base. Check if the wires are correctly connected.</p> <p>Perform a reset of the circuit breaker.</p> <ol style="list-style-type: none"> 1. Find the circuit breaker connected to the unit. 2. Disable it. 3. Wait about 30 seconds. 4. Reactivate the circuit breaker.
DEFECT_RELAY	The device perceives a problem with an internal component.	E16	<p>Perform a reset of the circuit breaker.</p> <ol style="list-style-type: none"> 1. Find the circuit breaker connected to the unit. 2. Disable it. 3. Wait about 30 seconds. 4. Reactivate the circuit breaker.
FAIL_GFCI_AUTOTEST	The self-test of the GFCI (ground fault circuit interrupter) failed.	E17	<p>Press the reset button on the right side of the thermostat. If the thermostat indicates a GFCI error again, perform a reset of the circuit breaker:</p> <ol style="list-style-type: none"> 1. Find the circuit breaker connected to the unit 2. Disable it 3. Wait about 30 seconds 4. Reactivate the circuit breaker <p>If the problem persists, please contact the Customer Support Team at 800-472-4588 (US) or 800-667-8746 (Canada).</p>
DEFECT_INTERNAL	The device perceives a problem with an internal component.	E18	<p>Check that no external heat source influences the temperature of the thermostat. If not, perform a reset of the circuit breaker.</p> <ol style="list-style-type: none"> 1. Find the circuit breaker connected to the unit. 2. Disable it. 3. Wait about 30 seconds. 4. Reactivate the circuit breaker.

OVERHEATING	The device perceives an abnormally high internal temperature, higher than the limit allowed by the device.	E19	<p>Solution 1</p> <p>Perform a reset of the circuit breaker:</p> <ol style="list-style-type: none"> 1. Find the circuit breaker connected to the unit. 2. Disable it. 3. Wait about 30 seconds. 4. Reactivate the circuit breaker. <p>Solution 2</p> <p>If this has not solved the problem, verify that the heating cable connected to the thermostat does not exceed the maximum load of 15 amps. Verify that no external heat source influences the thermostat, and/or the electrical junction box is large enough to accommodate all the wiring.</p>
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Common cases

Unable to connect to Wi-Fi

Causes	Solution
Thermostat is not in access point	Press the two arrows on the thermostat to put it in access point; the word “Connecting” will be displayed and the Wi-Fi logo will be animated.
Router does not support the required Wi-Fi specification	The thermostat uses the 2.4 GHz Wi-Fi frequency (Standard IEEE 802.11 b/g/n). Ensure your router supports it.
Invalid Wi-Fi password	The thermostat will display “Incorrect Password”; retry with the right password.
Customer enters the right Wi-Fi password, but the thermostat won’t connect.	Reboot the modem/router and the mobile device.
The Wi-Fi doesn’t have a password.	For security reasons, the thermostats cannot connect to a Wi-Fi network without a password.
In access point, the thermostat does not say it’s connecting.	Power cycle the thermostat to reset its Wi-Fi antenna.

Random Wi-Fi disconnection

Causes	Solution
The router does not have enough IP addresses for all the connected devices.	Change the router for one that can support more devices.

Thermostat’s display is missing segments, or some segments are more pale.

Causes	Solution
There is an issue with the thermostat’s components.	Please contact the Customer Support Team at 800-472-4588 (US) or 800-667-8746 (Canada).

Thermostat's display is off.

Causes	Solution
The screen is blank	<p>Solution 1 Possible power failure. Check that the circuit breaker connected to the thermostat and floor warming system is still on.</p> <p>Solution 2 Make sure the cover is properly attached to its case, and that all wires are correctly connected.</p>
The thermostat's backlight mode is set to On demand.	Change the backlight mode to Always On or Bedroom if you want it to be always lit.
The screen display is distorted or not responsive	Make sure the cover is properly attached to its case, and that all wires are correctly connected.

The floor is not heating even if the setpoint is above the temperature read.

Causes	Solution
The the maximum floor or the maximum ambient temperature has been reached. The word "Limit" will be on the thermostat's display.	<p>The thermostat will call for heat again once the temperature is not at its limit. Remove the maximum limits if they are not wanted.</p>
The thermostat is not sending power to the load.	Please contact the Customer Support Team at 800-472-4588 (US) or 800-667-8746 (Canada).
A GFCI fault has been triggered.	Reset the thermostat's GFCI. If it triggers again, contact an electrician to have your installation verified.
The floor heating system is defective.	Contact an electrician to have your installation verified.

Temperature read by the sensor isn't accurate.

Causes	Solution
The resistance value selected for the sensor in the thermostat's settings is not the right one.	Select the right resistance value (10K or 12K).
The sensor is too close or too far from the heating cables.	Adjust the sensor's temperature offset.
The sensor's temperature offset is not properly adjusted.	Verify the value entered as an offset. Set to 0 degrees if no offset is required.
The sensor is defective.	If a 2nd sensor was added upon installation, switch the connection to that of the 2nd sensor. If not, switch to ambient control mode and remove floor temperature limits.

The thermostat is heating outside of the programmed schedule.

Causes	Solution
The thermostat has not been set to "Automatic".	Set the thermostat to "Automatic".
Someone has manually changed the setpoint on the thermostat.	The app should display the mode as "Auto Bypass". When the next programmed period begins, the manual setpoint will be overridden. The user can cancel the bypass by putting the thermostat back in "Automatic" mode.

Thermostat's keypad is locked, but no access to the app

Causes	Solution
The thermostat's keypad was locked, but the user doesn't have access to the app anymore.	<ol style="list-style-type: none"> 1. Unplug the router's power cord. 2. Power cycle the thermostat. 3. Factory reset the thermostat. 4. Plug the router's power cord back in. 5. Add the thermostat to the app.

The thermostat will not connect to the Wi-Fi after the customer changed the network name or password.

Causes	Solution
The thermostat is still trying to connect to the Wi-Fi network with the old credentials.	Open the app and reinstall the thermostat using the new credentials.

A buzzing sound is coming from the thermostat's base.

Causes	Solution
The thermostat's relay is buzzing.	The thermostat's base must be exchanged. Please contact the Customer Support Team at 800-472-4588 (US) or 800-667-8746 (Canada).

The time and weather are not accurate or not present.

Causes	Solution
The thermostat has not been connected to the app.	Connect the thermostat to the app.
The postal/Zip code in the app isn't the right one.	Verify the postal/Zip code and update it if needed.

