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4iE
Smart WiFi Thermostat

Thermostat Face  Back Plate  Floor Sensor

IMPORTANT INFORMATION: Installation should only be carried out by a qualified and competent electrician. The 4iE requires a permanent 230V supply from a 30mA RCD protected circuit in accordance with the current edition of the BS7671 Wiring Regulations.

The 4iE and its power supply should be isolated from the mains supply throughout the installation process. Ensure that wires are fully inserted into the terminals and secured. Any free strands should be trimmed, as they could otherwise cause a short-circuit.

Electrical installation to be in accordance with latest edition of BS7671 Wiring Regulations
4iE

Step 1 - Install Back Plate

Before making any permanent fixtures Warmup recommends identifying your preferred location for the 4iE. It should be located in an area with good ventilation. It should not be beside a window/door, in direct sunlight or above another heat generating device (e.g. radiator or TV).

Ensure the distance from your router to the 4iE is not too great. This will ensure the wireless connection is not subject to range or interference issues once installed.

BATHROOM INSTALLATIONS: When installing a 4iE within a bathroom it MUST be mounted outside of Zone 2 in accordance with the Wiring Regulations. If it is not possible to identify a suitable location outside of Zone 2 within the bathroom, then it is recommended that the 4iE is installed in the adjacent room and set to control the heating by floor temperature only. When installed in this way, it is not possible to directly control the heating based on the room air temperature, only the floor surface temperature.

Loosen both screws at the bottom of the 4iE and remove the Back Plate

Install a 35mm deep electrical back box in your preferred thermostat location
4iE
Step 2 - Wiring Connections

Electric Underfloor Heating

Master/Relay Function

Master/relay function: Used to control loads greater than 16A. Heaters will be split across two 4iE’s, one being the master and the other being the relay (slave). Only one floor sensor is required, wired into terminals 7 & 8 of the Master 4iE.

Wiring Connections: Use low voltage electrical cables to link terminals 6 & 7 of the Master and Relay.

Thermostat Setup: Settings > Adv. settings > Heater setting > Ext output

NOTE: Set the relay 4iE to relay first
4iE
Step 2 - Wiring Connections

**Hydronic Underfloor Heating**

- Isolate the thermostat from the mains supply throughout the installation process.
- For extra low voltage or volt-free systems a contactor must be used.
- Connecting the 4iE directly to extra low voltage or volt-free boilers may cause damage to the boiler circuit.

**Central Heating**

- Isolate the thermostat from the mains supply throughout the installation process.
4iE
Step 3 - Reattach 4iE Face

Reattach the 4iE face to the Back Plate and tighten both screws to secure. You may now restore power to the thermostat and begin setup.
Getting Started

4iE
Step 4 - Getting Started

Depending on who has installed your 4iE, you will have one of the following screens visible. If you have anything other than the screens below, please press the standby button on the underside of Thermostat Face.

Language
If you have this screen present, the Thermostat has not been connected to a WiFi network.

Please follow the on-screen instructions to connect it to WiFi.

No WiFi
If you have this screen present, the Thermostat must be connected to a WiFi network.

> Settings
> Network

No Server
If you have this screen present, the Thermostat is connected to a WiFi network and you can continue to device registration.

Registration can be completed via the MyHeating App or by visiting my.warmup.com.
4iE
Step 5 - Download ‘MyHeating’ App

App Download
The MyHeating App is available for iOS and Android devices via the App Store or Google Play. If you have not done so already, download the MyHeating App to your tablet or smartphone.

Search ‘MyHeating by Warmup’

Device Number
When first registering and setting up your location on MyHeating, you will need the device number of the Thermostat. Your installer should have recorded it below, if not it can be found in the Thermostat menu:

> Settings > Advanced settings > About > Info

Go to my.warmup.com or MyHeating to complete setup
Your device number is

- - - - - - - - ok
4iE
Step 6 - Registering your device

Registration
Once the App has been successfully downloaded and device number recorded you will need to set up your MyWarmup account. The Thermostat can be registered via the MyHeating App or by visiting my.warmup.com

Below shows the menu structure to follow, when first registering with the MyHeating App or my.warmup.com

Location
A location needs to be setup before a room can be configured and the 4iE device registered. Creating a location is user friendly and easy to follow, it is advised to have details of your current energy tariff and pricing to hand, as these will be required for the energy monitoring features.

Room
With a location now setup, the next step is to register a room. When creating a new room, the following options are available to select:

Location (Select the newly setup location)
Room name (Description, e.g. Upstairs Bathroom)
Room type (Select the room type e.g. Bathroom)
Floor type (Select the floor type e.g. Tile/stone)
Device number (See page 9)
System type (Select e.g. 'Electric Underfloor')
System power (Size of heat source e.g. 1000W)
Power source (Energy source e.g. gas/electricity)
Once setup has been completed the thermostat will display the home screen. If you do not press any button for 1 minute the 4iE screen will dim and go into standby. To wake the 4iE just tap the screen or press the lock icon.

Press the button on the bottom of the device to put the thermostat in/out of standby mode. Hold the button for 3 seconds to turn the heating off.

The icons at the bottom of the screen are your WarmApps. These can be set up on my.warmup.com to show things like traffic and weather alerts.
Custom Program

Setting a Custom Program allows you to set comfort temperatures at set times throughout the day.

1. Press menu > Program > Set program > Set custom program

2. Select days of the week you wish to program

3. Select period 1 to begin programming

4. Program the times and target temperatures of your custom schedule and press accept. Repeat for additional periods

Setback Temperature - The setback temperature is defaulted to 16°C. To alter the setback Press Menu > Program > Set setback temperature.
Preset Program

Select a Preset Program created by Warmup. See the summary of the Preset Programmes below.

Press menu > Program > Set program > Select preset program

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<td><strong>Bathroom</strong></td>
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<td>Mon-Fri</td>
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<td>Sat-Sun</td>
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**Fixed Temperature**

Set a fixed temperature for the thermostat to reach and maintain until you revert back to program mode or switch the heating off.

1. Press menu > Program > Set program > Set fixed temperature

2. Set the target temperature and press accept

**Temporary Override**

Set a temperature you would like the thermostat to reach and the length of time you want this override to last.

1. Press the temperature in the middle of the home screen.

2. Set the target temperature, duration of override and press accept.

Alternatively press menu > Temperature > Override.
Holiday Mode

Holiday Mode allows you to override your schedule with a lower fixed temperature over a set time to save energy.

1. Press menu > Program > Holiday mode > Program

2. Set the holiday start time and date and press next

3. Set the holiday end time and date and press next

4. Set the holiday target temperature and press accept

Frost Protect

Select Frost Protect to set your heating to a constant 7°C to protect your home from frost. Press menu > Temperature > Frost protection.

MyHeating App & MyWarmup Portal

You can also program your 4iE with your tablet or smartphone using the MyHeating App or by visiting my.warmup.com
Energy Monitoring

The 4iE learns how you use your system and how your house reacts to the heating and weather. It can give you an estimate of your energy usage and the running cost of your system.

On initial set up, Step 5, you will have entered the power (wattage) of your system and the cost per kilowatt hour charged by your energy provider. The 4iE will use this information to calculate the running cost of your system.

When you’ve set up the Energy Monitor you can view the estimated usage or cost over a selected time period. If you have a standard/low energy tariff, the amount and cost of energy used during the standard period will be displayed in dark green and the amount used in the low period will be displayed in light green.
## 4iE

### Troubleshooting

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display is blank</td>
<td>1. Check that the display/standby brightness is not on the lowest settings ‘0’.&lt;br&gt;2. <strong>(Electrician Required)</strong> Electrician required to verify power is going to the 4iE and that it is correctly wired.</td>
</tr>
<tr>
<td>“er1” or “er2” is displayed</td>
<td>1. <strong>(Electrician Required)</strong> Electrician required to verify that the floor sensor has been wired correctly. If it is correctly wired the electrician will need to check the resistance of the floor sensor using a multi meter. For temperatures between 20°C and 30°C the resistance of the floor sensor should measure between 8K ohms and 12K ohms.&lt;br&gt;If the electrician finds a fault, and the 4iE is in the room to be heated then it can be set into “Air Mode”.</td>
</tr>
<tr>
<td>Heating is coming on earlier than the pre-programmed times</td>
<td>1. The 4iE “Early Start” function is on. This means that the heating will come on early to achieve the set temperature at the set time.</td>
</tr>
<tr>
<td>I cannot set above a certain temperature</td>
<td>1. Delicate floor coverings need to have their temperatures limited. If the finished floor is set for wood, laminate, vinyl etc. you are unable to set the temperature above 27°C.</td>
</tr>
</tbody>
</table>
4iE WiFi Troubleshooting

Before following the troubleshooting guide below please check the following:
1. SSID is less than 11 characters
2. Password is less than 10 characters
3. The password is WPA2 protected
4. The router is set to a 2.4 GHz band (802.11 b, g, n, b/g mixed, b/g/n mixed)

NOTE: If you need to change any of the items listed above, please contact your ISP.

4iE won’t connect/lost connection to WiFi Network

Possible connection timeout. Go to settings, network and reconnect. Does the 4iE connect?

YES

Download the MyHeating App and register the device

NO

Download the MyHeating App and register the device

Remove the front fascia of the 4iE and after 10-15 seconds reattach. Does the 4iE connect to your WiFi Network?

NO

If you reboot/restart the router does the 4iE connect to the WiFi network?

YES

Download the MyHeating App and register the device

NO

Contact your ISP/router manufacturer. It may be that your router needs to be updated. Is the router updated to the latest software?

YES

Update router firmware

NO

Alternatively set your smartphone up as a mobile hotspot and connect the 4iE to this network. If it connects then distance from 4iE to your router is the likely issue, or the signal could be blocked.
**4iE Server Troubleshooting**

1. **4iE won’t connect to Warmup Server**
   - Has the 4iE been registered?
     - **YES**
       - You can now begin programming the 4iE
     - **NO**
       - Download the MyHeating App and register the device

2. **Remove the front fascia and after 10-15 seconds reattach does the error go?**
   - **YES**
   - **NO**
     - **YES**
       - If you reboot/restart your router does the error go?
         - **YES**
           - You can now begin programming the 4iE
         - **NO**
           - **YES**
             - On MyHeating App, if you delete the room and re-add the device does the error go?
               - **YES**
                 - You can now begin programming the 4iE
               - **NO**
                 - Update router firmware
                   - **YES**
                     - Contact Warmup with the make and model of the router and we will investigate further.
                   - **NO**
                     - You can now begin programming the 4iE

3. **It may be that your router needs to be updated. Contact the ISP/router manufacturer. Is the router updated to the latest software?**
   - **YES**
   - **NO**
     - **YES**
       - You can now begin programming the 4iE
     - **NO**
       - You can now begin programming the 4iE

4. **If you reboot/restart your router does the error go?**
   - **YES**
   - **NO**
     - Update router firmware
## Settings

### Time
- **Set time**: manually set time
- **Set date**: manually set date
- **Daylight savings**: set daylight savings (Europe/N. America/Australia/off)

### Heating preference
- **Temperature format**: celsius/fahrenheit
- **Control air/floor**: use air or floor sensor as heating target
- **Early Start**: starts heating early so it’s up to temperature at the right time

### Display/Audio
- **Background**: change the background screen (upload your own via MyHeating App or by visiting my.warmup.com)
- **Home screen style**: choose a theme for the main screen
- **Display brightness**: change the screen brightness for normal use and standby
- **Lock**: set a lock code
- **Audio**: Feedback turn the ‘click’ sound on/off

### Network
- **Choose a WiFi network**

### Advanced Settings

#### Heater Settings
- **Heating Limits**: set the temperature limits for your floor type. User Defined lets you set custom limits
- **Regulator**: controls the heating in 10 minute cycles. The number you enter is the number of minutes in a 10 minute cycle that the heating will be on
- **Fil Pilote**: This is a feature specifically for France
- **Ext Output**: This allows one thermostat to control another

#### Probes
- **Set the specification of the probes or set to ‘none’ to hide the probe on the homescreen**

#### Probe application
- **Choose if the floor probe is being used as a Floor or Amb (ambient) sensor**

#### Offset
- **Set the offset of the sensors to improve accuracy**

#### Reset
- **This will restore all the factory default settings**
### 4iE Technical Specifications

<table>
<thead>
<tr>
<th>Dimension/Specification</th>
<th>Details</th>
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<tbody>
<tr>
<td>Dimensions (Assembled with 4iE face)</td>
<td>90 x 120 x 18mm</td>
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<tr>
<td>Screen size</td>
<td>3.5in</td>
</tr>
<tr>
<td>IP Rating</td>
<td>IP33</td>
</tr>
<tr>
<td>Sensors</td>
<td>Air &amp; Floor (Ambient)</td>
</tr>
<tr>
<td>Sensor Type</td>
<td>NTC10k 3m Long (Can Be Extended To 50m)</td>
</tr>
<tr>
<td>Max. Load</td>
<td>16A (3680W)</td>
</tr>
<tr>
<td>Installation Depth</td>
<td>35mm Back Box</td>
</tr>
<tr>
<td>Compatibility</td>
<td>Electric, Hydronic Underfloor Heating (up to 16A.) Central Heating Systems (Combi &amp; system boilers with switch live 230V AC, input)</td>
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<tr>
<td>Er-P Class</td>
<td>IV</td>
</tr>
<tr>
<td>Warranty</td>
<td>3 Year with optional Lifetime Upgrade</td>
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<tr>
<td>Approvals</td>
<td>BEAB</td>
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</table>

**NOTE:** This product is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive 1999/5/EC. The Declaration of Conformity may be consulted by visiting: [http://www.warmupsmart.com/declarations-of-conformity/4ie-declaration-of-conformity/](http://www.warmupsmart.com/declarations-of-conformity/4ie-declaration-of-conformity/)
Contact Us
UK
0345 345 2288
702 & 704 Tudor Estate
Abbey Road
Park Royal
London
NW10 7UW

Warranty
Warmup plc warrants this product, to be free from defects in the workmanship or materials, under normal use and service, for a period of three (3) years from the date of purchase by the consumer. If at any time during the warranty period the product is determined to be defective, Warmup shall repair or replace it, at Warmup’s option. If the product is defective, please either,

(i) return it, with a bill of sale or other dated proof of purchase, to the place from which you purchased it, or

(ii) contact Warmup. Warmup will determine whether the product should be returned, or replaced.

This warranty does not cover removal or re-installation costs, and shall not apply if it is shown by Warmup that the defect or malfunction was caused by failure to follow the instruction manuals, incorrect installation or damage which occurred while the product was in the possession of a consumer.
Warmup’s sole responsibility shall be to repair or replace the product within the terms stated above.
WARMUP SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE OF ANY KIND, INCLUDING ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING, DIRECTLY OR INDIRECTLY, FROM ANY BREACH OF ANY WARRANTY, EXPRESS OR IMPLIED, OR ANY OTHER FAILURE OF THIS PRODUCT. THIS WARRANTY IS THE ONLY EXPRESS WARRANTY WARMUP MAKES ON THIS PRODUCT. THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IS HEREBY LIMITED TO THE THREE-YEAR DURATION OF THIS WARRANTY.
This Warranty does not affect your statutory rights.