

5iE

The Smartest Smart Thermostat

User Manual



Technical Helpline
0345 345 2288

Warmup

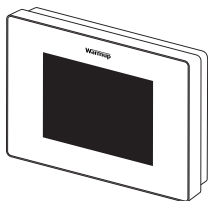
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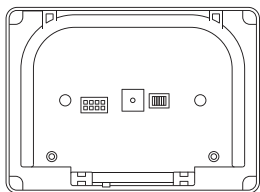
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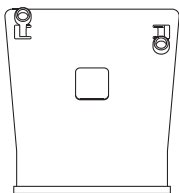
Components



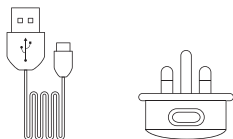
Thermostat Face



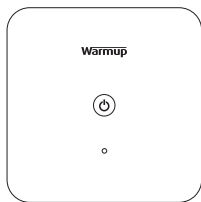
Power Base



Stand



**Power Adapter with 1m
USB Cable**

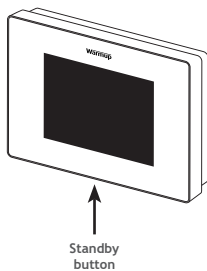


Boiler Receiver

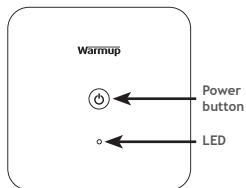
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Components

Thermostat Face



Boiler Receiver



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Safety Information

IMPORTANT INFORMATION: Installation of the **Boiler Receiver** should only be carried out by a qualified electrician. It requires a permanent 230V supply.

The **Boiler Receiver** should be connected to the central heating fused spur or circuit breaker in accordance with current wiring regulations such that there is a single point of isolation for all interconnected devices.

Isolate the central heating system from the mains supply throughout the installation process.

Ensure that multi stranded wires are fully inserted into the terminals and secured tightly. Any loose strands should be trimmed as they could cause a short-circuit.

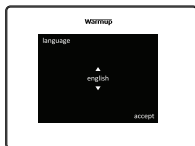


This product uses mains voltage electricity and work should only be carried out by a qualified electrician. Electrical installation to be in accordance with latest edition of BS7671 Wiring Regulations and appropriate Statutory Regulations.

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Step 1 - Getting Started

Depending on who has installed your 5iE, you will have one of the following screens visible. If you have anything other than the below screens, please press the standby button briefly 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** should be connected to a WiFi network.

> **settings** >
network



No Server

If you have this screen present, the **Thermostat** is connected to a WiFi network.

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Step 2 - 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.

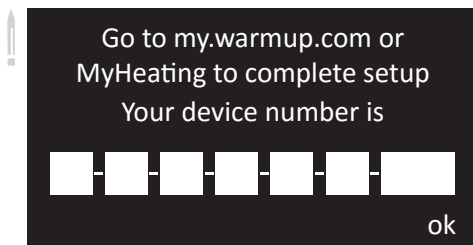
Search 'MyHeating by Warmup'



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



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Step 3 - 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 my.warmup.com or the **MyHeating** app

Location

A location needs to be setup before a room can be configured and the 5iE 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

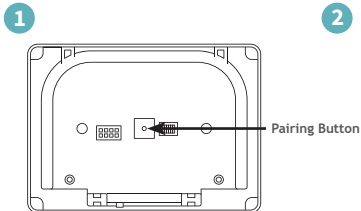
With a location now setup, the next step is to register a room. When creating a new room, the following options are available to select:

Location	(Select the newly setup location)
Room name	(Description, e.g. Upstairs Bedroom)
Room type	(Select the room type e.g. General)
Floor type	(Select the floor type e.g. Tile/ stone)
Device number	(See page 7)
System type	(Select 'Central heating' for 5iE setup)
System power	(Size of heat source e.g. 32kw=32000)
Power source	(Energy source e.g. gas)

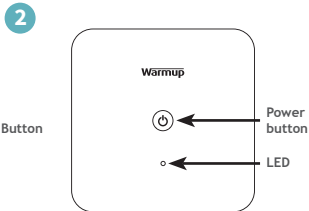
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Step 4 - Pairing and Testing

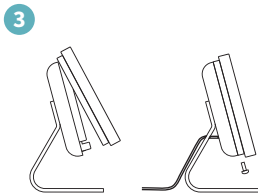
Before pairing, please make sure the **Power Base** and **Boiler Receiver** are powered. If the LED on the Boiler Receiver is not slowly flashing RED, indicating that it is ready to be paired, reset its pairing by pressing and holding the power button for 6 seconds.



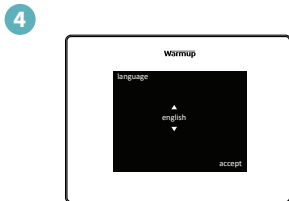
Press the Pairing Button on the **Power Base**, as shown above, using a short length of wire or similar to begin pairing



The LED on the **Boiler Receiver** will stop flashing RED, indicating a successful connection.



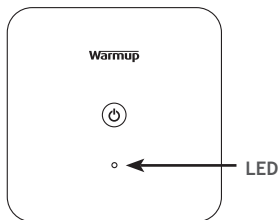
Attach the **Thermostat Face** to the **Power Base** and tighten both closing screws.



Following the on-screen instructions, join a WiFi network. Test operation.

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Step 5 - Boiler Receiver Control



LED Colour	LED	Status	Meaning
N/A	○	Not lit	Paired
Green	●	Lit constantly	Relay on
Red	⊗	Flashing slowly	Not paired
Red	⊕	Flashing quickly	Relay off
Red	●	Lit constantly	Communication Lost Relay on

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Step 5 - Boiler Receiver Control

The Warmup **5iE** has been designed to still provide heating control should communication between the **Power Base** and **Boiler Receiver** be interrupted.

With the **Power Base** and **Boiler Receiver** paired and the **Thermostat face** calling for heat, the relay will be activated and the **Boiler Receiver** will show a constant green LED indication. If the communication between the **Power Base** and **Boiler receiver** is lost, the green LED and relay will remain active on for the **Boiler Receiver** for a period of up to 30 minutes.

If communication has not been restored before the 30 minutes has expired, the **Boiler Receiver** will indicate a communications fault by displaying a red LED flashing quickly.

To activate the **Boiler Receiver** manually (switch heating on), or whilst communication has been lost, press the power button on the **Boiler Receiver** once. The LED indicator will change from flashing quickly red to constant red.

To de-activate the **Boiler Receiver** manually (switch heating off), or whilst communication has been lost, press the power button on the **Boiler Receiver** once. The LED indicator will change from constant red to flashing quickly red.

Once communication has been restored, the **Boiler Receiver** indication will change back to constant green when the **Thermostat face** is calling for heat and the **Boiler Receiver** is activated.

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Step 6 - Troubleshooting

<p>Is the 5iE compatible with this heating system?</p>	<p>Due to the large number of different boiler systems and wiring plans in use, Warmup cannot guarantee compatibility with a particular system. Compatible systems include Combi and System boilers with 230VAC, volt-free or low voltage input up to 3A. The boiler manufacturer or manual will be able to confirm if your boiler is compatible.</p>
<p>How do I pair the system again?</p>	<p>If the connection drops the LED on the Boiler Receiver will flash RED. Remove the Thermostat from the Power Base and using a device such as a paper clip press the pairing button as shown on page 9. The light on the Boiler Receiver will turn off to indicate a successful connection.</p> <p>Note: You can manually override the system to get the heating to work should the wireless connection fail by pressing the power button on the Boiler Receiver as shown on page 10.</p>
<p>Thermostat display is blank</p>	<ol style="list-style-type: none"> 1. Check that the display/standby brightness is not on the lowest setting, "0". To access display/audio settings first press the standby button at the bottom of the Thermostat. Then press menu, settings and display/audio settings & display brightness. 2. Verify that power is going to the Thermostat. Check that the Power Base is plugged in.
<p>Thermostat displays "er1 amb"</p>	<p>The system type on initial setup should be set to "Conventional". If you are using the Thermostat with a conventional system (central heating) you will not have a floor sensor installed. Switch the Thermostat to air mode by pressing menu, settings, heating preference, control air/amb and switch to air.</p>

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Technical Specifications

Power Base

Dimensions (Assembled with Thermostat)	120 x 121.4 x 72.5mm
Power Supply	5V DC, 300mA
IP Rating	IP30
Operational Temperature Range	0°C - 50°C
Operational Humidity Range	<95% RH

Boiler Receiver

Dimensions	86 x 86 x 26.5mm
Power Supply	230V AC, 50Hz
IP Rating	IP40
Maximum Relay Load	3A, 250V
Operational Temperature Range	0°C - 50°C
Operational Humidity Range	<95% RH
Fuse	T1.6A, 250V

Thermostat

Dimensions (Including thermostat face)	90 x 120 x 18mm
Screen size	3.5
IP Rating	IP33
Operational Temperature Range	0°C - 50°C
Operational Humidity Range	<95% RH

Wireless

RF Range (Open Air)	Max. 500m
Communication Band	868 MHz
Radio Frequency Standards	EN 301 489-1 v1.9.2 / EN 300 220-2 v2.4.1 / EN 62479:2010 / EN60950-1:2006/A2:2013

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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.

Lifetime warranty also available. Contact Warmup or visit www.warmup.co.uk for details