Heatmiser NeoStat V2

Heatmiser neoStat V2 Programmable Thermostat User Manual

Model: neoStat V2 (neostatv2thermostat)

1. INTRODUCTION

The Heatmiser neoStat V2 is a 230V powered programmable thermostat designed to provide precise control over your home heating system. It features a volt-free switch and is engineered to communicate seamlessly with the Heatmiser neoHub and other neoStats within your home, establishing a fully controllable network for your heating. This thermostat can be configured to operate as either a thermostat for temperature control or as a timer for managing devices like towel rails or lighting, offering versatile control options.

2. SAFETY INFORMATION

Please read this manual carefully before installation and operation.

- Installation should only be carried out by a qualified electrician or heating engineer.
- Ensure the main power supply is disconnected before commencing any wiring work.
- This device operates on 230 Volts AC. Improper installation can lead to electric shock or fire.
- Do not expose the thermostat to water or excessive moisture.
- Do not attempt to repair or modify the unit yourself. Refer all servicing to qualified personnel.

3. PACKAGE CONTENTS

Verify that all items are present in the package:

- Heatmiser neoStat V2 Thermostat
- 3-meter remote floor sensor (included component)
- Mounting screws and wall plugs
- User Manual (this document)

4. PRODUCT OVERVIEW

The Heatmiser neoStat V2 features a sleek design with a white backlight and proximity sensor. Its illuminated soft-touch keys respond to your presence, enhancing usability.

This image displays the Heatmiser neoStat V2 thermostat in Glacier White. It features a large digital screen showing 'ROOM TEMP 21.8 °C' and 'TIME 18:08' with 'FRI' indicating the day. Below the main display, there are options for 'HOLD', 'HOLIDAY', and 'EDIT', along with a circular icon. At the bottom, there are soft-touch keys represented by left arrow, checkmark, right arrow, down arrow, and up arrow symbols.

Key Features:

- **230V Powered Thermostat:** Direct mains power for reliable operation.
- **Volt-Free Switch:** Compatible with various heating systems.
- **NeoHub Communication:** Designed to integrate with the neoHub for a networked heating system.
- **Flexible Programming:** Supports 5/2 Day, 7 Day, and 24 Hour programming modes with minute program intervals.
- **Self-Learning Optimum Start:** Learns the best time to activate heating to reach desired temperature.
- **Comfort Levels:** Offers multiple comfort levels per day (up to 6 when paired with neoHub).
- **Temperature Hold Facility:** Temporarily override programmed settings.
- **Holiday Facility:** Set a reduced temperature for extended periods away.
- **Automatic White Backlight:** Illuminates upon proximity and turns off after 30 seconds.
- **Flush Mounting:** Designed for a neat, integrated appearance.
- **Key Code Facility:** Front protection feature for security.

5. INSTALLATION

The neoStat V2 is designed for flush mounting. It is crucial that installation is performed by a qualified professional to ensure safety and proper functionality.

Wiring:

Refer to the wiring diagrams provided in the separate installation guide or consult a qualified electrician. Ensure all connections are secure and comply with local electrical regulations. The thermostat requires a 230V power supply.

Mounting:

Mount the thermostat in a location free from direct sunlight, drafts, or heat sources that could affect temperature readings. Use the provided screws and wall plugs to secure the unit to a standard electrical back box.

6. SETUP

Initial Power-Up:

Once wired and powered, the neoStat V2 will display its default settings.

Pairing with neoHub:

To enable remote control and advanced features, the neoStat V2 must be paired with a Heatmiser neoHub.

1. Ensure your neoHub is powered on and connected to your home network.
2. Follow the pairing instructions provided with your neoHub or via the Heatmiser Neo app.
3. During pairing, you may need to bring the neoHub closer to the thermostat if experiencing connectivity issues.

Programming Modes:

The neoStat V2 supports various programming options:

- **5/2 Day Programming:** Separate schedules for weekdays and weekends.
- **7 Day Programming:** Individual schedules for each day of the week.
- **24 Hour Programming:** A single schedule that repeats daily.

Access the programming menu via the 'EDIT' option on the thermostat display or through the Neo app. Set desired temperatures and times for each comfort level.

Self-Learning Optimum Start:

This feature learns how long it takes for your home to reach the desired temperature and activates heating in advance, ensuring your home is warm at the programmed time. This can be enabled or disabled in the settings.

7. OPERATING THE THERMOSTAT

Adjusting Temperature:

Use the up and down arrow keys (⌃ and ⌄) on the thermostat to manually adjust the target temperature. The display will show the new setpoint.

Temperature Hold Facility:

To temporarily override the programmed schedule, select the 'HOLD' option. You can then set a specific temperature and duration for the hold. The thermostat will revert to its schedule once the hold period expires.

Holiday Facility:

The 'HOLIDAY' function allows you to set a reduced temperature for an extended period, saving energy while you are away. Select 'HOLIDAY' and specify the return date and desired temperature during the holiday period.

Key Code Facility:

This feature provides front protection by requiring a key code to access settings, preventing unauthorized changes. Refer to the full manual for instructions on setting and using the key code.

8. Maintenance

The Heatmiser neoStat V2 requires minimal maintenance.

- **Cleaning:** Wipe the thermostat's surface with a soft, dry cloth. Do not use abrasive cleaners or solvents.
- **Power Supply:** As a corded electric device, it does not require battery replacement. However, be aware that in the event of a power cut, all settings may be lost if there is no battery backup.

9. Troubleshooting

Problem	Possible Cause	Solution
Thermostat not responding / Display blank.	No power supply; wiring issue.	Check circuit breaker. Verify wiring connections (consult electrician).
Cannot pair with neoHub.	Distance from neoHub; local interference.	Move neoHub closer to the thermostat during pairing. Relocate neoHub away from potential interference sources (e.g., large electrical appliances).
Heating not coming on as scheduled.	Incorrect programming; thermostat in Hold/Holiday mode; wiring fault.	Review programmed schedule. Check if Hold or Holiday mode is active. Verify wiring to boiler/heating system.
Settings lost after power cut.	Lack of battery backup.	This model does not have battery backup for settings. Reprogram after power restoration.
User interface feels clunky.	Subjective user experience.	Familiarize yourself with the controls. Consider using the Heatmiser Neo app for easier programming and control.

10. Specifications

Feature	Detail
Brand	Heatmiser
Model Name	NeoStat V2
Model Number	neostatv2thermostat
Colour	Glacier White
Voltage	230 Volts
Connectivity Technology	Wi-Fi (via neoHub)
Controller Type	Wired
Special Features	Auto-Scheduling, Proximity Sensor, Illuminated Soft Touch Keys, Key Code Facility
Specific Uses	Heating (Thermostat or Timer)
Included Components	3 meter remote floor sensor

Feature	Detail
Item Weight	130 g
Package Dimensions	11.6 x 9.8 x 7 cm

11. WARRANTY AND SUPPORT

For warranty information, please refer to the documentation provided with your purchase or visit the official Heatmiser website.

If you encounter any issues not covered in this manual or require technical assistance, please contact Heatmiser customer support. Contact details can typically be found on the Heatmiser website or on your product packaging.

Related Documents - NeoStat V2

[Heatmiser neoStat Touch-e & Touch-e Carbon User Manual | Smart Thermostat Guide](#)
Comprehensive user manual for the Heatmiser neoStat Touch-e and neoStat Touch-e Carbon smart thermostats. Learn about installation, setup, programming, features, and troubleshooting.

[Heatmiser neoStat Touch & Touch Carbon User Manual](#)
Comprehensive guide for the Heatmiser neoStat Touch and Touch Carbon smart thermostats, covering installation, setup, programming, features like time clock and hot water control, and troubleshooting.

[Heatmiser neoHub: Setup Guide and Apple HomeKit Integration](#)
A comprehensive guide to setting up the Heatmiser neoHub, connecting it to your heating system, and integrating it with Apple HomeKit for smart home control.

[Heatmiser UH4 Wiring Centre Installation and Wiring Guide](#)
This guide provides comprehensive instructions for installing and wiring the Heatmiser UH4 4-zone and hot water wiring centre. It covers product description, mounting options, detailed wiring connections for various heating systems (including underfloor heating and radiator zones), system configuration, and compatible Heatmiser thermostats.

[Heatmiser neoAir Instruction Manual - Installation and User Guide](#)
Comprehensive instruction manual for the Heatmiser neoAir programmable room thermostat, covering installation, setup, modes, features, and troubleshooting. Learn how to optimize your home heating system for comfort and energy efficiency.

Heatmiser Thermostats, Controls, and Wiring Centres - Comprehensive Product Catalog

Explore the full range of Heatmiser heating and cooling control solutions, including smart thermostats, dial thermostats, wireless systems, wiring centres, and accessories. Discover advanced features, app control, and energy-saving solutions for efficient home climate management.