



FAQs What can I do if my Wiser system is not working User Manual

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Set-up / General The App Wi-fi / Connection Product

- I am having problems setting up my system?

- Not a problem, there are a number of resources available to help guide you through the setup of your home heating control.
- Support documentation in the documents and downloads section below.
- Specific FAQs to help below
- Installation and quick user guides that came in the packaging of your device
- Or if that is still not solving your issue, we are here to help +44 (0) **333 6000 622** or Email Us.

What can I do if my Wiser system is not working?

- If you're having trouble with your Wiser system, you have a number of resources from the quick start guide and installation instructions that will have come with your product (in the box)
- Or check the FAQ's below to see if any of these help in resolving your problem
- And finally if all the above has not helped, we are always available to take your call or email on **+44 (0) 333 6000 622** or customer.care@draytoncontrols.co.uk

I can't seem to register with my Wiser system?

- Ensure your e-mail address has been typed correctly in the username field
- Your password has met the min specified requirements, and is the same in both fields of the app
- Ensure that your Wi-Fi is enabled on your smartphone and has been previously connected to the Wi-Fi network you have now connected your Wiser system to.
- Confirm that your Wiser system has successfully connected to your Wi-Fi network of choice and that you are not having any internet issues with your router (usually indicated by a red light on your router above broadband or internet LED display)

What happens if I forget my password?

- If you forget your password, don't worry, on the login screen of the app please select the forgotten password link and we will e-mail you with a link that will allow you to change your password. You will then be able to login into the app and your device using this. Remember your password will need to meet the minimum criteria to be accepted.

My account hasn't paired what do I do?

In the unlikely case that your account has not paired follow the steps below:

1. Register the account again. The best way to do this is to close or logout of the app, and power cycle your Wiser Hub (not reset)
2. Put the Hub into setup mode – flashing green led once powered back on
3. Open the app and select – setup new system / create account in app
4. Skip adding rooms and devices as you have already done this
5. Complete the WiFi journey again – it should remember your details
6. You will then be able to create user account
7. Once that is done and you have verified the user account via email go back to the app

8. You can then put your address details in the app
9. This will then pair your account to the device and you can use the app outside the home
10. The app will log into your system automatically

My radiator thermostat doesn't fit on the radiator valves, what should I do?

- If the supplied adapters don't enable you to fit your Wiser Radiator Thermostat to your existing radiator, please see our handy Wiser Radiator Thermostat Adapter Guide, which offers suggested alternatives and where you can find them to buy. This is located in the Documents & Downloads section below.

The flame on my app/thermostat is displayed indicating the heating is on, however my boiler isn't on. Is this normal?

- This is perfectly normal and your system is working correctly. The flame symbol shows your room/zone has not yet reached the set point, however your boiler will go on and off according to the algorithm. As the room/zone gets close to the set point, the time the boiler is on will decrease. This basically means the boiler is ensuring that your room doesn't over heat and you don't waste energy.

I had a power failure and when Wiser powered up again I couldn't see any measured temperature in the app and the room/radiator thermostats were unresponsive. Does it mean I have to recommission the system?

- After a power failure please give your Wiser system up to 15 minutes to fully recover. There is no need to reset or disconnect any of your Wiser devices during this period.

Why is there a difference in temperature between the Wiser Room thermostat and Wiser Radiator thermostat?

- The difference between the Wiser Room Thermostat and Wiser Radiator Thermostat is that a Room Thermostat measures the actual temperature of a room and a Radiator Thermostat gives an approximate temperature. If you find that a Radiator Thermostat is consistently too warm or cool compared to expectations, then the best resolution is to adjust the setpoint (down if too warm or up if too cool).

How do I check I have the latest app version?

- Access your Google Play store or Apple app store account, search for Wiser Heat, if there is a new version to download, it will say so in the app. To update, press the update button.

I can't find the Wiser Heat app in the App Store?

- This could be because your phone is not updated to the latest version of the App Store or Play Store. Please try and update your smart phone first and try again. Alternatively, this could be because your phone, App Store or Play Store are set to a different country outside of the UK.

I'm having trouble connecting to the cloud – is there an issue?

- The latest information on cloud status can be found by visiting the status page

What happens if my internet connection stops working?

- If for whatever reason your internet connection stops working, if you are at home and your smartphone and/or tablet is connected to the same WIFI network, you should still be able to use the app to control your heating and hot water.
- If outside the home and your internet / home Wi-Fi fails for whatever reason, you will not be able to control your heating or hot water via the app. Don't worry though, your heating and hot water will still work and will run to any preprogrammed schedule.
- There is also manual override on the Heat HubR directly. By pressing either the hot water or heating buttons (depending on 1 channel or 2 channel variants) this will override any pre-programmed schedules and engage the heating and or hot water directly for a period of 1 hour for hot water and 2 hours for heating.

The Wiser app works at home but not when I'm out of the house?

- If you cannot access the Wiser app outside the home it may be because your account hasn't paired correctly. If this happens please don't worry, contact customer services providing the email address you attempted to register with, they can then confirm how to proceed.

The wifi symbol on my app and thermostat only shows 1 bar, will my system still work?

- Yes One bar indicates that the system is connected to the Heat HubR and will be fully functioning. User experience won't be affected by the number of signal bars displayed. The lack of a connection is indicated by a red ! . If this is the case, please contact Customer Support on 0333 6000 622

What should I do if my WiFi signal strength is displayed as being low?

- If your signal strength is low then you may need a WiFi repeater to be installed to improve the coverage, but if your system is operating as you'd expect then this may not be necessary. The nature of WiFi networks mean that some 'low signal' system will work with no issues as the environment may be favourable. WiFi repeaters are available from any good electrical retailer.
- You can find your signal strength by navigating to 'Settings' > 'Rooms & Devices' and scroll down to the Hub.

I've changed my Wifi router and now I'm struggling to access my Wiser system

- If you have changed our Wifi router or internet provider and can't operate your Wiser system anymore you will need to complete the Wifi journey again. The instructions on how to do this are on page 55 of the Wiser user guide.

I am having issues adding a smart radiator thermostat or thermostat to my system?

- Please refer to the detailed instructions either via the app or in conjunction with the app use the detailed printed instructions that came with the heating control to help guide you through the process.

If that still does not help, feel free to give us a call or email, and we will endeavour to guide you through the process.

Why is my room thermostat screen blank?

- The screen of the Wiser room thermostat is designed to time out several seconds after use, in order to save battery life. If you have just installed your Wiser HubR you may find that 30 minutes to an hour after installation and first connection to your wifi network, the room thermostat screen goes blank for up to 30 mins – this is the point at which your HubR will download the latest firmware and therefore the thermostat will go blank in order to accept updated graphics. There is no cause for concern, but please follow the steps below if this happens:
1. Do not remove batteries
 2. Do not attempt to reset the room stat
 3. Do not remove the device from the app in rooms and devices
 4. Wait 30 minutes, and when attempting to wake the thermostat up the screen will come back
 5. If you still experience issues please contact customer services

My radiator thermostat doesn't fit on the radiator valves, what should I do?

- If the supplied adapters don't enable you to fit your Wiser Radiator Thermostat to your existing radiator, please see our handy Wiser Radiator Thermostat Adapter Guide, which offers suggested alternatives and where you can find them to buy. This is located in the Documents & Downloads section below.

Why is there a difference in temperature between the Wiser Room thermostat and Wiser Radiator thermostat?

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What do I do if I get a clock symbol and green bar on my Wiser thermostat

- If you have just installed your Wiser HubR or have received a new firmware update you may find that 30 minutes to an hour after installation and first connection to your WiFi network, the room thermostat screen has gone blank or is displaying a clock symbol for up to 30 mins – this is the point at which your HubR will download the latest firmware and therefore the thermostat will go blank/display a clock symbol in order to accept updated graphics. There is no cause for concern, but please follow the steps below if this happens:
1. Do not remove batteries
 2. Do not attempt to reset the room stat
 3. Do not remove the device from the app in rooms and devices
 4. Wait 60 minutes, and when attempting to wake the thermostat up the screen will come back

5. If you still experience issues after a few hours please contact customer services for further advice

Documents / Resources

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