# HIVE Nano3 Smart Hub User Guide



Contents

1 HIVE Nano3 Smart Hub
2 Your Hive Hub
3 Maintenance
4 Product Specifications
5 Product Usage Instructions
6 FAQ
7 Documents / Resources
7.1 References

HIVE

## HIVE Nano3 Smart Hub

**Welcome to Hive**
Let's get started setting up your account. Just download the Hive app or visit **hivehome.com/register** to enter your details. Once your account has been confirmed, you can log in through the Hive app and start pairing your devices.

**Download the Hive app**

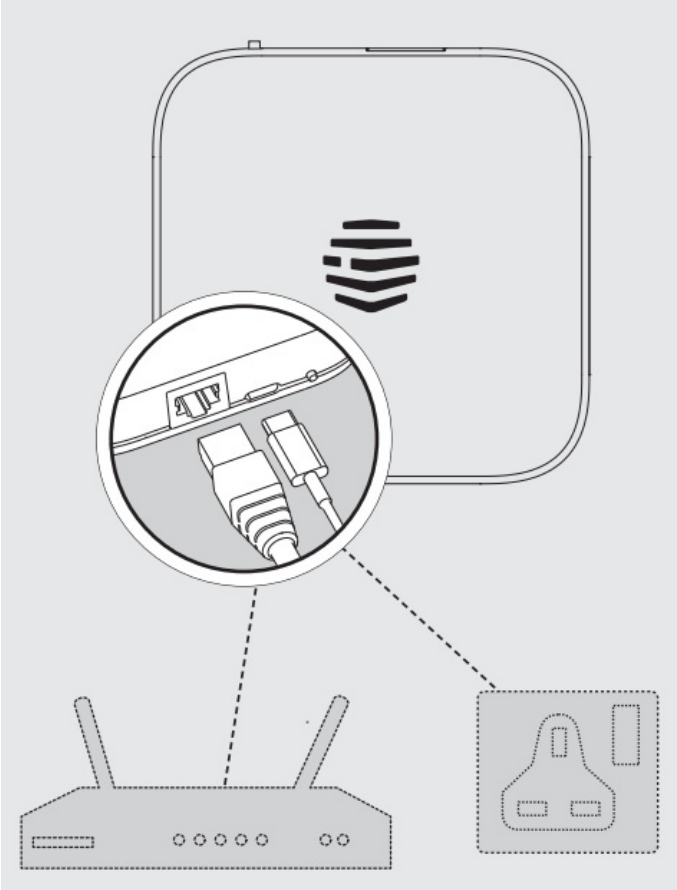
**Remember:** For your Hive devices to work correctly your Hub must be kept plugged in and switched on.

## Your Hive Hub

Your Hub is the heart of your Hive system. It lets your devices talk to each other and allows you to control them from your smartphone, tablet or laptop anytime, anywhere.

**Getting started**

1. **Connect your Hub**
   - Connect your Hub to a mains power socket using the power cable in the box.
   - For the Hub to work at its best, you should avoid placing it on the floor or in an enclosed area such as a cupboard. A table or shelf are better options, if possible.
2. **Activate your Hub**
   Log in to the Hive app, select Install Hub, and follow the steps to connect by WiFi or by Ethernet cable.
3. **That's it!**
   You can now pair your other Hive devices by tapping 'Add' and then 'Install new device' in the app.



**Usage**
Your Hive Hub is designed for UK household wiring, and for indoor use only.

## Maintenance

Disconnect your Hive Hub before cleaning and keep it away from water and other liquids at all times. The Hub does not contain any serviceable parts so do not attempt to open it.

**Can we help?**
You can view our handy how-to-use videos along with hints and tips at **hivehome.com/support** If for any reason you need to return your Hive Hub, simply return your box and its contents to the retailer. Any return is subject to the retailer's refund policy so please don't forget to check the retailer's refund policy too. 2025 Centrica Hive Limited (trading as Hive). Registered in England (No. 5782908) SL4 5GD, UK. Bord Gáis Energy. Registered in Ireland (No. 463078) D02 HH27, Ireland. All rights, reserved. Simplified UK/EU Declaration of Conformity: Centrica Hive Limited declares that the radio equipment type HUB600 complies with UK SI 2017 No. 1206 and EU Directive 2014/53/EU. Full declaration text available at: **hivehome.com/compliance** Max. radiated power: < 20 dBm. Frequency: 2400-2483.5 MHz

To avoid environmental and health problems due to hazardous substances in electrical and electronic goods, appliances marked with a crossed-out wheeled bin should not be placed into your household rubbish bin. Instead, when they are unable to be re-used, they should be recycled. Your local authority will be able to advise you on the location of the nearest recycling center that is authorized to accept this type of waste. Please recycle responsibly.

## Product Specifications

- Designed for UK household wiring
- For indoor use only

## Product Usage Instructions

1. **Connect your Hub:** Log in to the Hive app, select Install Hub, and follow the steps to connect by WiFi or by Ethernet cable.
2. **Activate your Hub:** Follow the instructions in the app to activate your Hive Hub.
3. **Pairing Devices:** After activating your Hub, you can pair other Hive devices by tapping ‘Add’ and then ‘Install new device’ in the app.

### Maintenance

Disconnect your Hive Hub before cleaning and keep it away from water and other liquids at all times. The Hub does not contain any serviceable parts so do not attempt to open it.

### Can we help?

You can view how-to-use videos, hints, and tips at **hivehome.com/support**

### Return Policy

If you need to return your Hive Hub, return the box and its contents to the retailer. Check the retailer’s refund policy before returning.

### Recycling Information

To avoid environmental and health problems due to hazardous substances in electrical and electronic goods, recycle appliances marked with a crossed-out wheeled bin. Contact your local authority for guidance on recycling centers.

## FAQ

**Q: How do I know if my Hive Hub is working correctly?**
A: Ensure that your Hub is plugged in and switched on. You can check the status of your devices through the Hive app.

**Q: Can I use my Hive Hub with devices from other manufacturers?**
A: The Hive Hub is designed to work specifically with Hive devices. Compatibility with other manufacturers may vary.

## Documents / Resources

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|---|---|
| | **HIVE Nano3 Smart Hub** [pdf] User Guide<br>Nano3, Nano3 Smart Hub, Smart Hub, Hub |

## References

- Register | Hive Home
- Community
- User Manual

Manuals+, Privacy Policy

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