# How do I test my Relay's power supply?

Start by disconnecting the Relay, either from the boiler adapter (by pulling hard) or from its electrical outlet.

Wait 10 seconds, then reverse the operation to reconnect the Relay. The LED should then flash 5 times quickly to indicate that the Relay has started well and is ready for use. Check that the Relay is not making a high-pitched noise when energized. If the LED does not flash, disconnect the Relay and proceed to the following steps:

## If the Relay was connected to the boiler adapter

1. **Switch off the power**, and check the connection of the power wires (brown and blue) of the boiler adapter. They must be securely connected to the main power supply ports of the boiler, or to any other permanent power source. The wires can be stripped to improve electrical contact with the power ports.
2. Check that the Relay is fully seated on its boiler adapter by pressing it firmly.
3. Turn on the power again: the Relay LED should flash.

## If the Relay was connected to the mains adapter

1. Remove the mains adapter and check the integrity of the contact pins and the adapter.
2. Plug the adapter back on the Relay, pushing it in until you hear a "click".
3. Connect the Relay to another electrical outlet: the LED should flash.

If it still does not react, it is possible to check whether the Relay starts up with a USB power supply. It will not work optimally, but it may help to reestablish the connection temporarily. Connect the Relay to a charger or computer USB port using a standard micro-USB cable. The LED should flash. Otherwise, try:

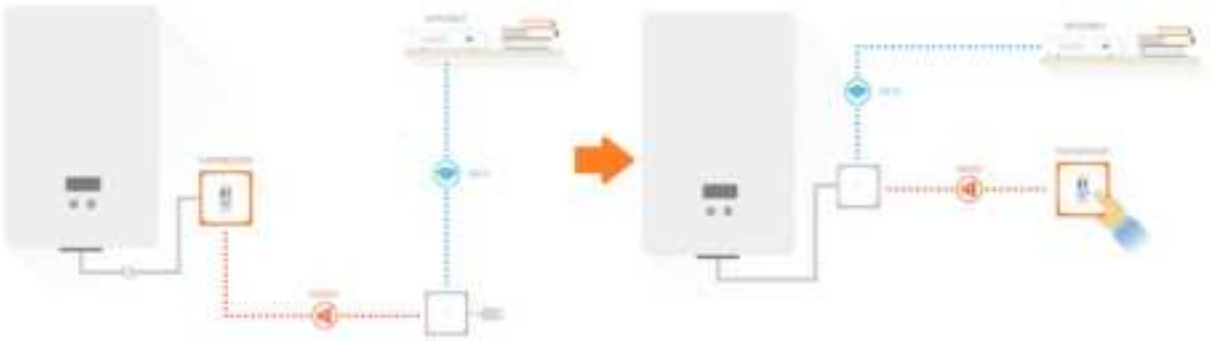
- with another USB cable,
- on another USB port of the computer,
- on another computer or another charger.

# How can I change the type of installation of the Thermostat, from wired to wireless or vice versa?

If you wish to change the type of installation of the Thermostat, to switch from wired to wireless (or vice versa), **there is nothing to change in the Energy application**, only the wiring of the modules must be changed. Be sure to follow the Thermostat positioning recommendations described in the installation manual, for optimal room temperature measurement, and those of the Relay for good transmission of Wi-Fi and radio waves.

Here are the few simple steps to follow depending on your situation:

## Switch from wired to wireless:



1. Unplug the Relay from its electrical outlet, and disconnect the AC adapter from the Relay.
2. Turn off the power then access the boiler or the control interface, and locate the ports where are connected the 2 control wires which go to the Thermostat through the walls.
3. Disconnect these 2 wires and instead connect the gray and black wires from the boiler adapter of the Thermostat Relay.
4. Connect the brown and blue wires of the Relay boiler adapter to the 230V power supply of the heater, respectively L and N, leaving the existing wires in place.
5. Secure the boiler adapter to the wall using double-sided tape or the 2 screws/anchors (supplied), following the recommendations in the manual.
6. Connect the Relay to its boiler adapter then turn the power back on.
7. Remove the Thermostat from its wall mounting plate, then mount it on its mobile stand to be able to place it in the location of your choice.

## Switch from wireless to wired:

1. Switch off the current then disconnect the 4 wires of the boiler adapter of the Thermostat Relay.
2. Connect the 2 wall control wires to the room thermostat ports on your boiler, where the black and gray adapter wires were previously connected.
3. Connect the Thermostat Relay to an AC outlet using the provided adapter.
4. Install the Thermostat wall mounting plate in the desired location.
5. Connect the 2 wall control wires to the screw terminal block of the wall plate.
6. Remove the Thermostat from its mobile stand, then mount it on the wall plate.
7. Turn the power back on.

# I have several independent heating sources, how do I control them all with the Energy app?

If your home is equipped with several types of heating, it is possible to control them all from the Energy application provided that each of them is compatible with the Netatmo Smart Thermostat (check compatibility here).

Take the example of a house equipped with a gas boiler for the central heating of the house, and a pellet stove for the living room. There are then several possibilities:

## 1. Integrate the stove into the heating schedule of the Home.

- **The room of the stove is not equipped with radiators**

You can then manage this room via the planning common to the whole house, by defining suitable temperature sets and heating ranges. More information on the construction of schedules.

- **The room of the stove is equipped with radiators controlled by the boiler**

In this case, it is recommended to equip all the radiators in this room with Smart Radiator Valves that will be paired with the Thermostat of the boiler, in order to ensure that the central heating boiler of the home does not heat this room when the stove is on.

## 2. Manage the stove independently of the central heating.

To do this, it is recommended to install the Thermostat of the stove in a virtual Home different from that of the Thermostat of the boiler, in order to be able to control the stove in total autonomy. The second virtual Home must be created during the installation procedure of the second Thermostat.

# I moved into a house equipped with Netatmo products, how do I use them?

If you have just moved into a house equipped with Netatmo products, please follow these steps in order to get to grips with them quickly:

1. Download the Netatmo Energy app for smartphone or tablet in the App Store (iOS) or Google Play (Android).
2. Create a Netatmo account or log in with an existing account.
3. Follow the app's instructions to install the products as if they were new, connecting them to your home Wi-Fi network. Answer "YES" to the question "Are you sure this product is being installed for the first time?".
   ***NB:*** *If you do not have a home Wi-Fi network (fixed-line internet) when you move, you can temporarily use another network, such as that of a smartphone connected via 4G (in "Wi-Fi connection sharing" mode), in order to set up the standard weekly schedule and to configure the basic settings. The products will then save these settings even if there is no connection, and you can simply reconfigure the Wi-Fi via the Energy app once your home Wi-Fi network is available.*

# Nothing happens when I put the batteries into my Thermostat or when I push the (+) and (-) buttons, what should I do?

Perform some quick tests:

### Power supply

Remove the Thermostat's batteries for one minute, then put them back in, checking their polarity: the display should flash.

If it doesn't flash, try again with new batteries.

If it still doesn't flash, please contact us.

### Buttons

If the display flashed in the last test, wait for the temperature readings to appear.

Now test the buttons (+) and (-): the Setpoint temperature should increase and decrease.

N.B. The buttons are not touch sensitive (you must hear a click).

# My heating system doesn't respond to commands from the Thermostat, what should I do?

### Steps

If the Thermostat has just been installed and the functionning test is inconclusive, check that your system is compatible and that all the wires are securely connected.

## The Thermostat worked previously...

If the heating system has already been properly controlled by the Thermostat but it no longer does, it may have been installed on an incompatible device. Check that all the technical switching specifications of the Thermostat are followed:

- **Dry contact** Thermostat and Relay, potential free (ON / OFF)
- Switching current: **max 4A**
- Switching voltage: **max 250V** AC
- Switching power: **max 120VA** (4A under 30V, 1A under 110V / 120V or 0.5A under 220V / 240V)
- Power factor: **cos φ > 0.8**

Failure to comply with these characteristics may cause the Thermostat to malfunction prematurely after a while.

If the device controlled by the Thermostat are within specifications, check the following points:

1. Disconnect the Relay from power, wait a minute, then reconnect it. The LED should flash 5 times when the power is turned back on. In the case of a wireless installation, make sure that the Relay is correctly pushed onto its boiler adapter (press hard on it).
2. Replace the Thermostat batteries with new ones (alkaline, 1.5V, good quality and not expired). The screen should flash when the power is turned back on, then display the temperature digits after a few minutes.
3. Switch off the boiler, wait a minute, then switch it on again. Check that the boiler is not faulty (error code...) and that the water circuit pressure is correct (usually between 1 and 2 bars). Also check that it is not in summer mode (domestic hot water production only), and that the temperature of the heating water is high enough.

Once these checks have been carried out, apply the **OFF** setpoint to the Thermostat. Wait 30 seconds, then apply the **MAX** setpoint. A "click" should be heard from the Thermostat (if used in wired mode) or from the Relay (wireless mode).

If the "click" is audible but the heater still does not respond to the test, then the connection of the control wires should be checked.

**Turn off the power**, then follow these steps depending on the type of installation chosen:

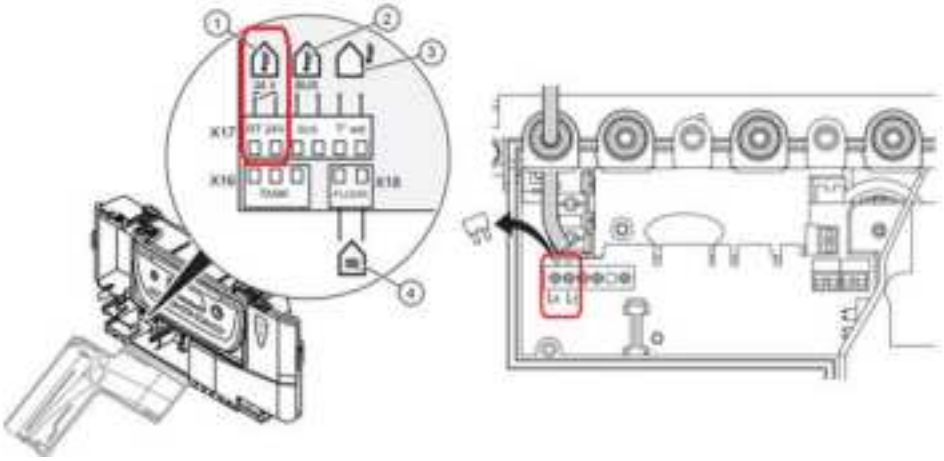
1. **Wired**: detach the Thermostat from its wall plate, then unscrew the terminal block cover screw. Remove the terminal block cover, check the integrity of the 2 wires then check the tightness of the 2 terminal block screws. Finally, check the integrity of the Thermostat's control pins.
2. **Wireless**: remove the Relay from its boiler adapter (by pulling it hard). Check the integrity of the connections, on the boiler adapter side and on the Relay side. Then, open the boiler and check the connection of the power and control wires. They must be firmly tightened, and the boiler must not show signs of damage.

Finally, restore power and repeat the switching test.

# I can’t connect the Thermostat or Relay wires to my heating system. What should I do?

## Connecting the Thermostat/Relay control wires

1. Use our online tool to make sure your Netatmo device is compatible with your heating system.
2. Identify the ports to which you need to connect the two wires from the Netatmo Thermostat. To do this:
    1. Check the installation guide for your heating system (boiler, heat pump, stove, etc.) and follow the instructions in the section on how to connect the two wires from a room thermostat.
    2. Refer to the circuit diagram and find the ports for the room thermostat. They are usually labelled 'TA', 'Ls-Lr', 'RT', 'T1-T2'and are connected by a shunt if no other thermostat has been connected yet.



3. If you cannot find this information in the user guide, talk to Customer Service for your brand of heating system or contact your usual heating specialist.

3. After removing the shunt, insert the two wires into their designated ports: there is **no order of polarity** (just insert one wire into each port).

### Connecting the boiler adapter's power supply wires to the Relay (wireless set up only)

Insert the brown wire into the heater's phase (port L or P) and the blue wire into the neutral (port N), **leaving the existing wires in place**.

To make it easier to insert the two power supply wires for the boiler adapter into the heater's 230V ports you can remove their cable crimping. To do so, cut the cable crimping at the base using wire cutting nippers, then remove the plastic tubing using wire strippers or a utility knife. Finally, cable together the power supply wires for the boiler and the boiler adapter (the brown wire with the brown wire, the blue wire with the blue wire) before inserting them into their respective ports.

### I still can't figure out which ports to plug the Thermostat wires into

In this situation, we recommend that you seek advice from your usual heating engineer. He knows your heating installation and will be able to advise you quickly.
If not, send us a message with the following information, we will help you find out how to connect the Thermostat to your heating system:

- Make and model of the previous thermostat (possibly) + photo of the electrical connections.
- Make and model of the device you want to control with the Thermostat + photos of the electrical connections, and in particular of the wires from the previous thermostat.

# Can I install multiple Thermostats in my home (multi-zone heating)?

Yes, it is perfectly possible to use multiple Thermostats in the same home whenever there is more than one heating circuit (e.g. ground floor and first floor). You will need to install a complete Thermostat (Thermostat + Relay) for each heating zone.
All the Thermostats can then be managed from the Netatmo Energy app.

# I have changed my Wi-Fi Network (new router, new password...), how do I reconnect my Relay?

Depending on the type of Relay to reconnect, open the application (for iOS or Android):

- **Netatmo Energy**: for Smart Thermostat and Starter Pack Relays only.
- **Home + Control**: for all Relays including that of the Smart Modulating Thermostat.

Then, select the Home in which the Relay is installed, and follow the instructions below.

## Netatmo Energy app

From the "Relay not reachable" error screen, click on the "Configure your Wi-Fi" button and follow the instructions. It is also possible to launch the configuration from the settings: **Settings > Manage my home > [*Relay name*] > Configure your Wi-Fi.**

## Home + Control app

Click on the red banner "[*name of the Relay*] cannot be reached", then on the "Wi-Fi configuration" button, and follow the instructions. It is also possible to launch the configuration from the settings: **Settings > Manage my home > [*Relay room*] > [*Relay name*] > Configure network.**

## Remark

If the configuration procedure is not successful, **reboot** the smartphone and try again, making sure that its **Bluetooth and GPS** modules are **activated before starting the Wi-Fi configuration**.