ELKO - Smart Water Heater Puck

Wiser Home Device User Guide

10/2025





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The information provided in this document contains general descriptions, technical characteristics and/or recommendations related to products/solutions.

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Safety Information

Important Information

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of either symbol to a "Danger" or "Warning" safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that accompany this symbol to avoid possible injury or death.

AADANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

Failure to follow these instructions will result in death or serious injury.

AWARNING

WARNING indicates a hazardous situation which, if not avoided, **could result** in death or serious injury.

ACAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

About the document

Document Scope

This document provides guidance on installing, pairing, configuring, and using the ELKO Smart Water Heater Puck with the Wiser Home app. It explains how to set up device types, rename and assign locations, adjust nominal power, and monitor energy consumption. Users can create schedules, automations, and moments to optimize device performance and control.

Validity Note

The characteristics of the products described in this document are intended to match the characteristics that are available on www.elko.no. As part of our corporate strategy for constant improvement, we may revise the content over time to enhance clarity and accuracy. If you see a difference between the characteristics in this document and the characteristics on www.elko.no, consider www.elko.no to contain the latest information.

For your safety

AADANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

Safe electrical installation must be carried out only by skilled professionals. Skilled professionals must prove profound knowledge in the following areas:

- Connecting to installation networks.
- · Connecting several electrical devices.
- Laying electric cables.
- · Safety standards, local wiring rules and regulations.

Failure to follow these instructions will result in death or serious injury.

▲ DANGER

HAZARD OF ELECTRIC SHOCK

Make sure that the terminal connection area does not come in contact with the metallic parts of any device installed in the same location.

Failure to follow these instructions will result in death or serious injury.

AWARNING

HAZARD OF ELECTRIC SHOCK

- Observe the regulations for working on live parts.
- Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

General Cybersecurity Information

In recent years, the growing number of networked machines and production plants has seen a corresponding increase in the potential for cyber threats, such as unauthorized access, data breaches, and operational disruptions. You must, therefore, consider all possible cybersecurity measures to help protect assets and systems against such threats.

To help keep your Schneider Electric products secure and protected, it is in your best interest to implement the cybersecurity best practices as described in the Cybersecurity Best Practices document.

Schneider Electric provides additional information and assistance:

- Subscribe to the Schneider Electric security newsletter.
- Visit the Cybersecurity Support Portal web page to:
 - Find Security Notifications.
 - Report vulnerabilities and incidents.
- Visit the Schneider Electric Cybersecurity and Data Protection Posture web page to:
 - Access the cybersecurity posture.
 - Learn more about cybersecurity in the cybersecurity academy.
 - Explore the cybersecurity services from Schneider Electric.

Environmental Data

Find and download comprehensive environmental data about your products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP), End-of-Life instructions (EOLI) and much more.

https://www.se.com/myschneider



General information about Schneider Environmental Data Program

Click the link below to read about Schneider Electric's Environmental Data Program.

https://www.se.com/ww/en/about-us/sustainability/environmental-data-program/



Declaration of Conformity

Hereby, Schneider Electric Industries SAS, declares that this product is in compliance with the essential requirements and other relevant provisions of RADIO EQUIPMENT DIRECTIVE 2014/53/EU.

Declaration of conformity can be downloaded on:

https://www.go2se.com/ref=EKO20004

Available Languages of the Document

The document is available in these languages:

- English
- Norwegian

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ELKO - Smart Water Heater Puck



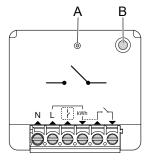
EKO20004

About the device

The Smart Water Heater Puck (hereinafter referred to Water Heater/Puck) is intended for switching loads (up to 3000 W) such as a hot water tank or a socket outlet. In combination with the Wiser Home app, the energy consumption can be measured and if necessary the load can be shed. Automatic module switch-off in case of load shedding or demand response request as well. Up to 10 modules can be added to the same system.

Operating elements:

- A. Status LED
- B. Setup/Reset button



Installing the device

Refer to the installation instruction supplied with this product. See Smart Water Heater Puck.

Pairing the device with the Wiser Hub

Using the Wiser Home app, pair your module with the **Wiser Hub** to access and control the Water heater.

To pair the device:

- 1. On the **Home** screen, tap
- 2. Tap Devices > + > Appliances > Power Micromodule .

TIP: You can also navigate by tapping Control > + > Appliances > Power Micromodule.

NOTE: The next screen shows the joining process of device.

3. Tap **Scan QR code** and allow the Wiser Home app to access your camera. Then, scan the QR code located on the device.

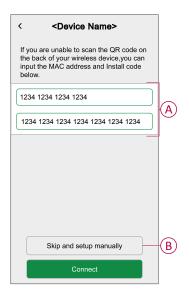
NOTE: If you are unable to find the correct QR code, tap **I can't find the correct QR code** to pair the device manually and proceed to step 4.



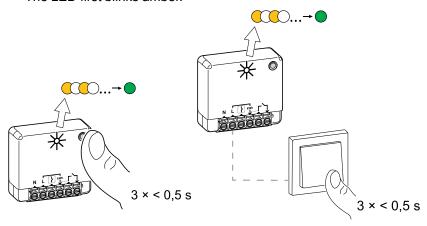
If the QR code is incorrect, a message **Incorrect QR code scanned** will appear. Tap **I can't scan the QR code** and choose one of the following options:

- (A): Enter the Mac Address/EUI-64 and Install Code, then tap Connect.
 The app will verify if the Mac Address/EUI-64 and Install code are valid.
- (B): Tap this option if you are unable to find the Mac Address/EUI–64 and Install code.

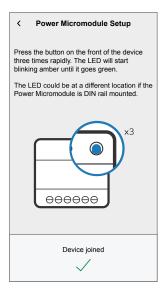




- 4. Tap **Next**, follow any one of the options to pair the module based on your installation:
 - Short press the Setup/Reset button of the module 3 times.
 - Short press the mechanical push-button 3 times.
 The LED first blinks amber.



Wait for a few seconds until the LED turns green.The device is joined.



- 6. Tap **Next >** and select a device type:
 - Water Heater: Proceed to step 6.
 - **Custom:** You can customize the label type of your choice.
 - · Choose an icon of your choice (A) and tap Save (B).



- 7. Tap, to enter the name of the device.
- Tap Next and assign the device to a new room or an existing room and tap Submit.

IMPORTANT: The next screen shows the **Device Settings** page, where you have the option to configure the settings during the pairing process or at a later time. If you prefer to configure it later, tap **Submit**. For more information on device settings, refer to Configuring the device, page 12 section.

9. Tap and enter a **Nominal power** value.

IMPORTANT:

- The maximum power consumed by the appliance controlled by the module is known as **Nominal power**. It is the maximum power the module can manage.
- By default, the value is 2000 W. The nominal power must be between 0 and 3000 W.

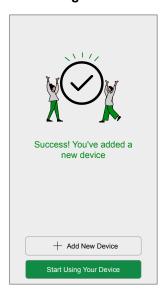
NOTE: The Nominal power value will only be used for the future updates in the Wiser Home app.

10. Tap **Next** and assign the device to a new room or an existing room.

11. Tap Submit.

After you pair the device, a success screen appears with the following options:

- + Add New Device: Tap to continue pairing more devices.
- Start Using Your Device: Tap to start using the paired device.



NOTE: The success screen appears only if you are logged in as a **Home Owner**.

Now, you can see the newly added device on the **Control** tab under the **All** and **Room** tabs.

Configuring the device

Selecting device type

Using the Wiser Home app, you can change the device type according to your need.

- 1. On the **Home** screen, tap 🐯.
- 2. Tap Devices > Appliances > Water Heater.
- 3. Tap 🎤 (A) and select a device type.
- 4. Tap Save.



Renaming the device

Using the Wiser Home app, you can rename your device.

- 1. On the **Home** screen, tap .
- Tap Devices > Appliances > Water Heater > Name (A) to rename the device.



The settings will be saved automatically.

Setting the device location

Using the Wiser Home app, add the module to any room (such as living room, bedroom etc).

- 1. On the **Home** screen, tap
- Tap Devices > Appliances > Water Heater > Location (A) to assign the module to an existing room or a new room (B) and tap Submit.

NOTE: Tap **Remove from Room** to remove the device from the existing room.



Changing Nominal Power

Nominal Power is the maximum power this device can manage. By default, the value is 2000 W. Using the Wiser Home app you can change the value if required. To change the Nominal Power value:

- 1. On the **Home** screen, tap ��.
- 2. Tap Devices > Climate > Power Micromodule > Nominal Power (A).



3. Tap **OK** and enter a value between 0 to 3000 W.

The settings will be saved automatically.

NOTE: The Nominal power value will only be used for the future updates in the Wiser Home app.

Identifying the device

Using the Wiser Home app, identify the module among the devices available in a home.

- 1. On the **Home** screen, tap 🔯
- 2. Tap Devices > Appliances > Water Heater > Identify (A).



The status LED blinks green, upon successful identification of the module.

3. Tap **OK** to finish identifying the device.

Tariff

Set tariff in the Wiser Home app to view energy costs and billing information.

Accurate calculation of real-time energy consumption is based on the specific contract type and tariff information. To ensure accurate cost calculations, it is important to provide the correct tariff details. This allows the system to reflect the true cost of your energy usage, helping you better understand your energy usage and manage your expenses effectively.

The cost of energy consumption is based on the contract type:

- · Flat rate
- · Peak/Off-Peak Hours rate
- · Dynamic tariff
- No contract

For more information on **Setting Tariff**, refer to the respective System User Guide.

Wiser Home Al

Using the Wiser Home app, you can view how the devices are controlled and scheduled for usage.

The Wiser Home AI feature automatically schedules your high-consuming devices to run during the cheapest electricity rates, helping to lower your energy bill. By enrolling devices like EV chargers or resistive water boilers, this feature shifts loads to low-tariff periods. It also helps the EV chargers to consume the excessive solar energy production. It works with variable tariffs, such as peak/off-peak rates, and requires users to answer routine questions.

For more information on Wiser Home AI refer to the respective System User Guide.

Anti-Tripping Management

The Anti-Tripping Management prevents the circuit breaker from tripping by switching off the load (e.g. Water Heater, EV Socket) or reducing the power of the load.

The Power Consumption Management (PCM) system is an advanced algorithm designed to prevent global overconsumption. It achieves this by reducing setpoints and shutting down specific loads, ensuring that overall energy consumption stays within a predefined limit. With the integration of Wiser Home, users gain enhanced control over the loads monitored by the PCM. You can enroll up to eight loads at a time, which helps maintain the total consumption of the system below the established limit. This limit is determined by your contract specifications, so it's important to refer to the Setting Tariff section for information on peak and off-peak rates. Eligible devices will be automatically incorporated into the Anti-Tripping Management system, further optimizing energy usage and enhancing the overall efficiency of your home energy management.

For more information on **Anti-Tripping Management** refer to the respective **System User Guide**.

Energy Centre

You can monitor your energy consumption and production even without a grid monitoring device (SmartTag E). If standalone energy devices are installed in your home, the Energy Center will be available to help you manage and monitor your energy usage.

For more information on **Energy Centre**, refer to the respective System User Guide

Using the device

The Water Heater Control Panel allows you to turn on or off the device and monitor the power consumption.

On the **Control** tab, tap **All** devices or a room tab where the Plug is located > **Water Heater**to access the control panel.

On the Device Control Screen, you can see the following:



Α	Total energy consumption in the session
В	Tap to manually turn the device ON/OFF.
С	Device can be controlled and triggered by a schedule. You can change to any one of the following schedule modes:
	Manual: Device will start when you turn on. If it is already switched on, it will start directly.
	NOTE: By default, the device will be in manual schedule mode.
	Wiser Home AI: This feature automatically schedule your loads when the cost is the cheapest. Refer to Wiser Home AI.
	Customised schedule: You can create your own schedule to turn on or off your device. Refer to Creating a schedule, page 19 topic.
D	You can see the 24 hr schedule for the device based on the electricity rates.
E	You can rename the device or remove the device from the Wiser system, change location, nominal power. Refer to Configuring the device, page 12.
F	Add to favourites (F) - Tap to add the device to the Favourite devices section on the Home screen. To know more about Favourite, refer to Managing Favourites in the respective System User Guide

NOTE:

Similarly you can control and check the current status of Water Heater from **Control** tab.

• Tap to turn on/ off the device.

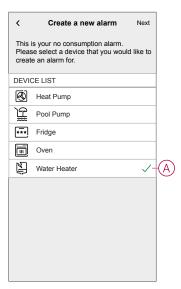
Setting alarms

Using Wiser Home app, you can set alarms to notify overconsumption or no consumption of loads.

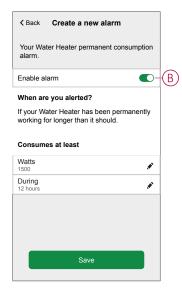
NOTE: Each device can have one overconsumption and one no consumption alarm.

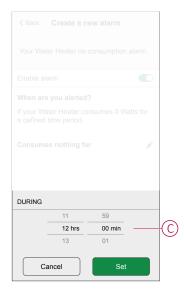
To configure alarms:

- 1. On **Home** screen, tap .
- 2. Tap Account > Notifications and Alarms > Create a new alarm.
- 3. Select an alarm type.
 - Overconsumption
 - · No consumption
- 4. Select a device from the list (A) and tap Next.



- 5. Enable the toggle switch (B) to set the alarm.
- 6. Tap (Watts) and enter a value to set a power limit.
- 7. Tap 🎤 (**During**), select a time limit and tap **Set** (C).





8. Tap Save.

TIP: You can also turn the device ON/OFF when you add it to your **Favourites**.

Voice control

Using Google Home, you can control the device with your voice.

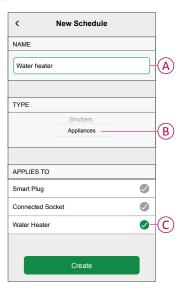
NOTE: Use the device name you assigned during pairing. For example, the device name is added as Water Heater.

Creating a schedule

The Water Heater can be controlled and triggered by a schedule. Once the schedule is set, your system will follow the active schedule. You can create or modify the schedules at any time.

To create a schedule:

- 1. On the **Home** screen, tap == > **Schedules** > +.
- 2. Enter a name of the schedule (A).
- Select a device type (B).
- 4. Select the list of devices (C) to which the schedule must apply.
- Tap Create.



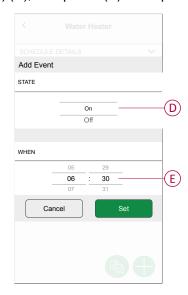
6. Tap to add an event.

SCHEDULE DETAILS

EVENTS

T W T F S S

7. Select a state (On/Off/percentage) (D), time period (E) and tap **Set**.



TIP:

- You can add multiple schedules based on your requirement. Select days, tap , set on/off state and time.
- You can copy the existing schedule to another schedule or to the days of your choice. Tap
 - Tap **Schedule** and select an existing schedule and tap **Copy**.
 - Tap Day and select the days you want to assign and tap Copy.
- When the schedule begins, you can see the until time in the following screens:
 - Device Control Screen.
 - Control tab under the device name.
 - Favourite devices section on the home screen.

Automation

An automation allows you to trigger an action automatically or at scheduled times when certain conditions are met. By using the Wiser Home app, you can create automations based on your needs. This example demonstrates how a device works when the condition is met.

Creating an automation

The following is an example of creating an automation to turn off the Water Heater when it exceeds the power limit.

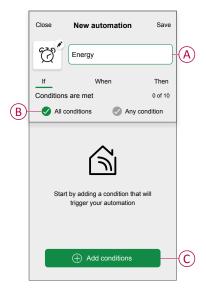
NOTE: This automation example is applicable only for users with SmartTag and puck installed together.

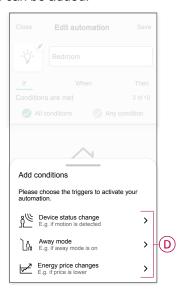
To create an automation:

- 1. On the **Home** screen, tap = > **Automation** > +.
- Tap and choose an icon that best represents your automation.
- 3. Enter a name of the automation (A) and select any of the following conditions to meet (B).
 - All conditions: All conditions must be met to trigger an automation
 - Any condition: Any one of the condition must be met to trigger an automation.
- 4. Tap Add conditions (C) and select any of the following (D):
 - Device status change (Select the device)
 - Away Mode (Enable or Disable)
 - Energy Price changes(To define the energy price limit)

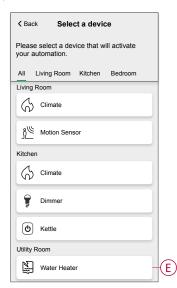
NOTE: This condition is available only if your tariff is set to Peak/Off-Peak or Dynamic. Refer to Setting Tariff

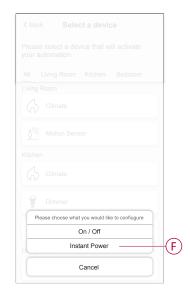
NOTE: Maximum 10 conditions can be added.



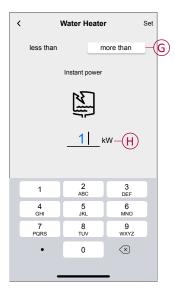


5. Select a device (E) that will set the condition and then select **Instant power** (F).





6. Tap more than (G), enter a power value in the field (H) and tap Set.

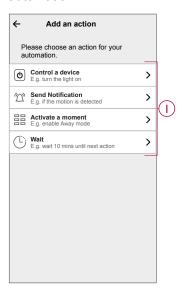


NOTE: To remove an added condition, swipe left and tap ...

7. To add an action, tap **Then > Add an action** and select any of the following (I):

NOTE: Maximum 10 actions can be added.

- Control a device: Select a device that you want to trigger.
- **Send notification:** Turn on the notification for the automation.
- Activate a moment: Select the moment that you want to trigger.
- Wait: This option allows you to add a delay in an automation sequence.
 You can set the wait time in increments of 1 hour and 1 minute, up to a maximum of 24 hours. This feature is useful for delaying actions within an automation.



8. Tap Control a device > Water Heater, then tap to turn ON/OFF.

NOTE: By default, the state is set to Off.



9. Tap Set and then tap Save.

The saved Automation is displayed on the **Automation** page. Tap the toggle switch to enable/disable the Automation.

Editing an automation

To edit an automation:

- 1. On the **Home** screen, tap == > **Automation**.
- 2. Tap the automation you want to edit.
- 3. On the **Edit automation** page, you can:
 - Change the icon.
 - Rename the automation.
 - Change the condition or action.
- 4. Remove the Condition or Action by swiping it to the left and tapping the ...
- To change the order of actions, tap the **Then** option, and hold an action then drag and drop to the desired position.



6. Add a new condition or action and then tap Save.

Deleting an automation

To delete an automation:

- 1. On the **Home** screen, tap > **Automation**.
- 2. Tap the automation that you want to delete.
- 3. On the Edit automation page, tap Delete automation and tap Ok.

Moments

Moment allows you to group multiple actions that are usually performed together. By using the Wiser Home app, you can create moments based on your needs.

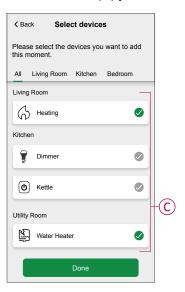
Creating a moment

To create a moment:

- 1. On the **Home** screen, tap == > **Moments** > +.
- 2. Enter the name of the moment (A).
- 3. Tap Add actions (B) to select the list of devices.

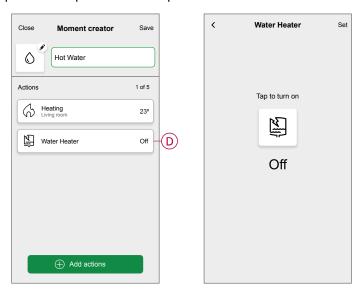


4. Select the devices (C) you want to set an action and tap **Done**.



5. On the **Moment creator** page, select any one of the following device (D) and set actions.

6. Tap Off/On as per need and tap Set.



7. Once all conditions are set, tap **Save**.

The saved moment is shown on the **Moments** tab. You can tap on the moment to enable it.

TIP:

- If you want to see the created moments on the Home screen, go to Home >
 > Home Screen > Moments. Enable the toggle button to view moments on the Home screen.
- You can also rearrange the moments by tapping Edit from the Moments tab on the Home screen, or by tapping Automation > Moments > Reorder.

Editing a moment

- 1. On the Home screen, tap == > Moments.
- 2. Select the moment you want to edit 🖍.
- 3. On the **Moment Editor** page, you can tap each item to change the settings and tap **Save**.

Deleting a moment

- 1. On the Home screen, tap == > Moments.
- 2. Select the moment you want to delete 🖍.
- 3. On the Moment Editor page, tap Delete and tap Ok.

Removing the device

Using the Wiser Home app, you can remove the module from the system. To remove the device:

- 1. On the **Home** screen, tap
- 2. Tap Devices > Power Micromodule > Delete (A).

3. Tap Remove from System.

Removing the device will delete all the historical data.

NOTE

- Removing the device will reset the module. After reset the LED turns amber indicating that the module is ready to pair with another network.
- If there is a problem while pairing or resetting the module, refer to.



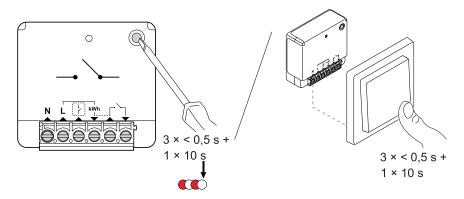
Resetting the device

You can reset the device to factory default manually.

 Short press (<0,5 s) the Setup/Reset button 3 times and then long press the Setup/Reset button once for 10 s to reset the Water heater to factory default mode.

or Short press the push button 3 times a nd then long press the push button once for 10 s.

2. After 10 s, LED starts blinking red then release the Setup/Reset button.



NOTE: All configuration data, user data, and network data are deleted.

The LED stops blinking upon successful reset of the device. The Water heater restarts and blinks green for a few seconds.

LED Indications

Pairing

User Action	LED Indication	Status
Press the Setup/Reset button 3 times	Status LED blinks yellow, once per second.	Pairing mode is active for 30 seconds. When pairing is completed, status LED glows green for some time before turning Off.

Resetting

User Action	LED Indication	Status
Press the Setup/Reset button 3 times and hold it for > 10 s.	After 10 s, status LED starts blinking red.	The device is in reset mode. It is reset to the factory settings after 10 seconds. The device then restarts and the status LED starts blinking green before turning Off.

Troubleshooting

Symptom	Possible cause	Solution
The Water heater has gone offline.	The Water heater is not On. The Water heater is no longer in signal range of the Hub.	Turn the Water heater On and Off. Move the Wiser Hub closer to the Water heater.
Unable to join to the Wiser Hub (blinking red LED)	Poor signal between the Wiser Hub and Water heater. The devices have no power (Water heater / Wiser Hub/ Wi-Fi® network).	Rejoin the Water heater in the app. Turn on the devices power (Water heater/Wiser Hub/ Wi-Fi® network).

Technical data

Nominal power rating for load type		
黨	LED	200 W
	Incandescent lamp	2200 W
	Iron core transformer	500 VA
M	Motor	1180 VA
R	Resistive load Eg. Water tank or other electrical heater.	3000 W
С	Capacitive load	10 A, 25 μF
L	Inductive load	5 A, cos φ = 0.6

Power supply	230 V AC, 50 Hz
Switching capabilities	230 V AC, 14 A
Power consumption	< 1 W
Max. Power	3000 W, Integrated Zero crossing
Operation Ambient temperature	-20 °C to 35 °C
Connecting terminals	Screw terminals: 1x 1 - 2.5 mm²
Protection rating	IP20
Communication protocol	Zigbee 3.0 (certified)
Radio frequency range	2.4 GHz
Max. radio-frequency power transmitted	< 10 mW
Dimensions (W x L x H)	40 x 44 x 16.9 mm

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As standards, specifications, and design change from time to time, please ask for confirmation of the information given in this publication.

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ELKO - Smart Water Heater Puck_WH_00