Wiser Flush-mounted Thermostat 2 A

Device user guide

Information about features and functionality of the device.

02/2024

IMPORTANT: Select your system to access the right user guide

If you have **Wiser Gateway** (CCT501901) and **Wiser app**, continue reading this device user guide.

Wiser by SE System

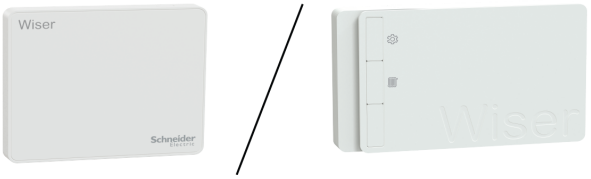
Wiser app

CCT501901
Wiser Gateway

If you have **Wiser Hub/HubR** 2nd Generation (CCT501801 or CCTFR6311G2) and **Wiser Home app**, then click here

Wiser Home System

Wiser **Home** app



CCT501801
Wiser Hub
2nd Generation

CCTFR6311G2
Wiser HubR
2nd Generation

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Table of Contents

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.

⚠⚠DANGER

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.

⚠WARNING

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

⚠CAUTION

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.

Wiser Flush-mounted Thermostat 2 A

CFMT02ZB

For your safety

⚠⚠DANGER

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

RISK OF FATAL INJURY FROM ELECTRIC SHOCK

The output may carry electric current even when the load is switched Off.

- Disconnect the fuse in the incoming circuit before working on the device.
- Make sure the mains input has a 2 A fuse.

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

About the device

The Wiser Flush-mounted Thermostat 2 A (hereinafter referred to as **cFMT / thermostat**) is mainly used for water-based heating and cooling applications, such as water-based underfloor heating and radiator heating.

Thermostat features:

- Measure & control the room temperature
- Dot-matrix displays (current room and set temperature)
- Child lock
- Valve protection
- Heat/cool changeover
- Universal input setback/presence (external)
- Volt-free or live control, normally open or normally closed
- Smart schedule through Wiser app

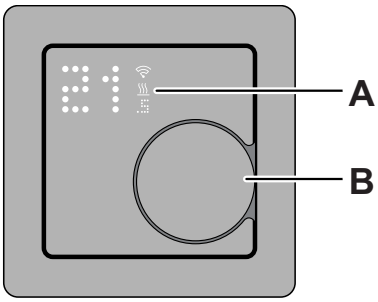
Operating elements

A. Dot-matrix display

- Wireless connectivity LED ( )
- Heat and cool demand LED ( )

  TIP: All LED indications are explained in the LED behavior chapter, page 38.

B. Rotary push-button



Installing the device

Refer to the installation instruction supplied with this product.

See Wiser Flush-mounted Thermostat 2 A.

Device presetting

You can preset the thermostat on the first power-on or immediately after a factory reset. The thermostat will require the selection of a preset to pre-configure settings depending on what the thermostat is directly controlling, which allows the thermostat to function correctly for the intended use case. Preset selection is a manual process and all preset uses a PI control algorithm which provides highly stable results.

You can choose one of three preset configurations:

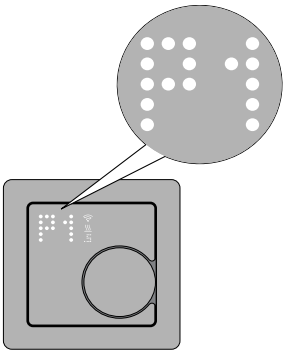
- P1 (Heat Pump/Oil Boiler)
  - Cycle Time : 20 mins*
  - Valve Protection : Off (by default)
- P2 (Hydronic Radiator/Gas Boiler)
  - Cycle Time : 10 mins*
  - Valve Protection : Off (by default)
- P3 (Hydronic Underfloor)
  - Cycle Time : 10 mins*
  - Valve Protection : On (by default)

You can also enable/disable valve protection in Wiser app. Refer valve protection settings, page 17

***Cycle time:** This setting determines the length of each on/off cycle of the output relay. The percentage of time within that cycle time that the relay is on is varied based on demand. A longer cycle time may be more appropriate for slow heating surfaces, such as a concrete floor. A short cycle time is more appropriate for faster heating surfaces, such as an electric panel heater.

Initial preset configuration (by default)

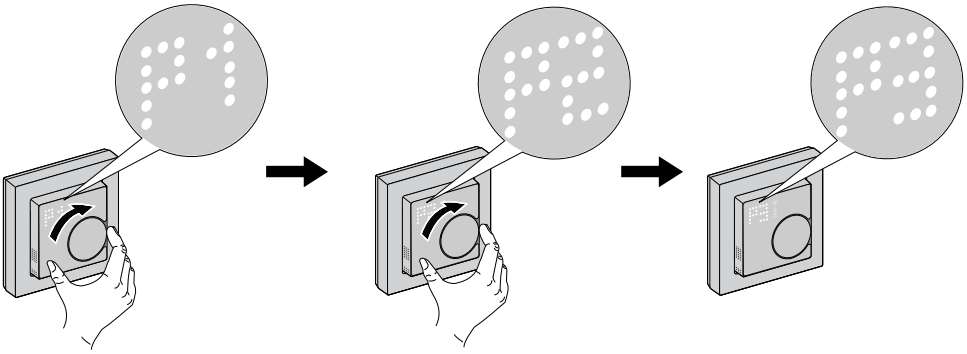
When the thermostat is first powered on or immediately after a factory reset, by default "**P1**" flashes on the matrix LED's to indicate Preset (**P1**) is selected to provide initial configuration.



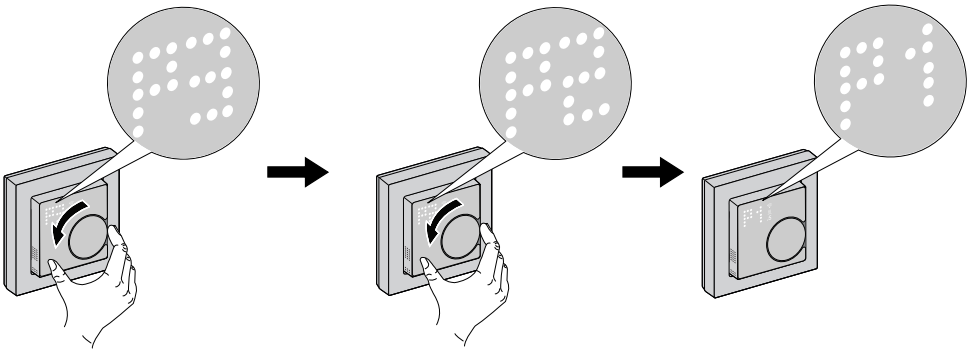
Modifying the preset value

When the rotary push-button is turned **clockwise**, it increases the preset value by 1 and rotating rotary push-button **anti-clockwise**, it decreases the preset value by 1.

For example, when the rotary push-button is turned clockwise, preset P1 becomes P2; continue rotating the rotary push-button clockwise, and the preset changes to P3.

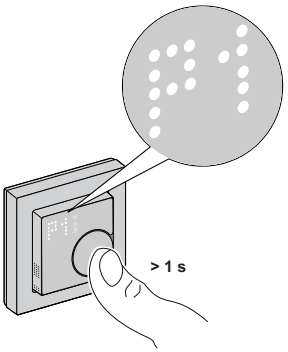


Similarly, when the rotary push-button is turned anti-clockwise, preset P3 changes to P2; if the rotary push-button is continue rotating anti-clockwise, preset P2 changes to P1.



Confirming the preset
Select the preset that meets your needs by turning the rotary push-button, and then hold the rotary push-button for > 1 s to confirm the selection.

For **example**, P1 is confirmed.



- Cycle Time : 20 mins
- Valve Protection : Off

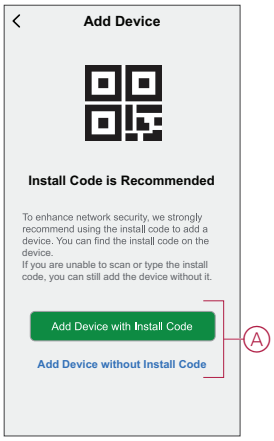
Pairing the device

Using the Wiser app, pair your thermostat with the **Gateway**/**Hub** to access and control it. You can either pair the device manually or do an auto-scan.

Pairing device manually

To pair the device manually:

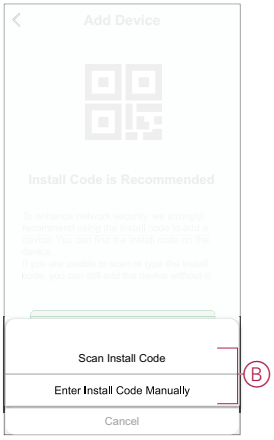
1. On the **Home** page, tap **+**.
2. Tap  and select the required **Wiser Hub** on the slide-up menu.
3. Select an option to add the device (A):
   - **Add Device with Install Code**
   - **Add Device without Install Code**



TIP: It is highly recommended to add the device with install code.

4. To pair the device with an install code, tap **Add Device with Install Code** to display the slide-up menu. Select any one of the options (B):
   - **Scan Install Code** - you can scan the device for the install code.
   - **Enter Install Code Manually** - you can manually enter the install code from the device.

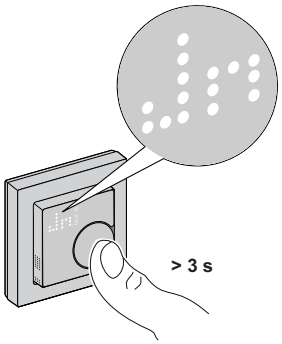
   After pairing the device with install code, proceed to **Step 6**.



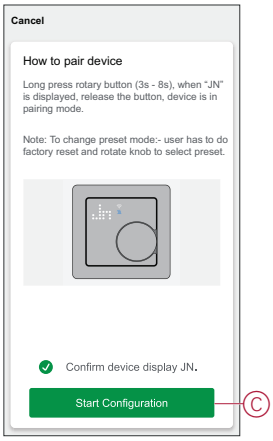
5. To pair the device without install code, tap **Add Device without Install Code**.

6. Long press the rotary push-button for > 3s, until **Jn** is displayed on the matrix.

   NOTE: If you have already paired your thermostat, and want to change the preset mode during the current pairing process, you will need to perform a factory reset. Otherwise, the thermostat will be paired with the previous preset mode. Refer resetting the device, page 36.



7. In the app, tap **Confirm device display JN** and than tap **Start Configuration** (C).



8. Wait for a few seconds until the wireless LED on the thermostat turns green.
9. Assign room location and tap **Done**.

   NOTE:

   - Assigning a room, creates a group to control the thermostats, refer using the device, page 20.
   - Refer changing the device location, page 14 to assign a room to the thermostat, if you did not assign the room at **Step 9**.

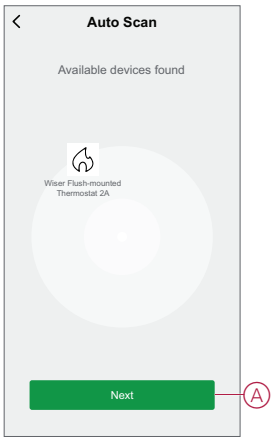
Pairing device with auto scan

Pairing the device with auto scan automatically discovers the device when the corresponding device is powered on..
To pair the device:

1. On the **Home** page, tap **+**.
2. Tap **Auto scan** and tap **Confirm**.
3. If you have multiple hubs, do Step 4 or proceed to Step 5.
4. Tap **Select Hub** and select the Wiser Hub from the slide-up menu.
5. Long press the rotary push-button for > 3s, until **Jn** is displayed on the matrix.

   NOTE: If you have already paired your thermostat, and want to change the preset mode during the current pairing process, you will need to perform a factory reset. Otherwise, the thermostat will be paired with the previous preset mode. Refer resetting the device, page 36.

   TIP: If you want to pair multiple devices, perform step 5 on each device and wait for a few seconds.
6. Tap **Next** (A) and select **Thermostat**.



7. Assign room location and tap **Done**.

   NOTE:

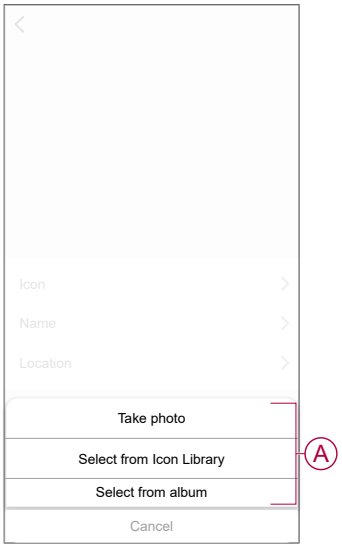
   - Assigning a room, creates a group to control the thermostats, refer using the device, page 20.
   - Refer changing the device location, page 14 to assign a room to the thermostat, if you did not assign the room at **Step 9**.

Configuring the device

Changing the device icon

You can change the device icon using the Wiser app.

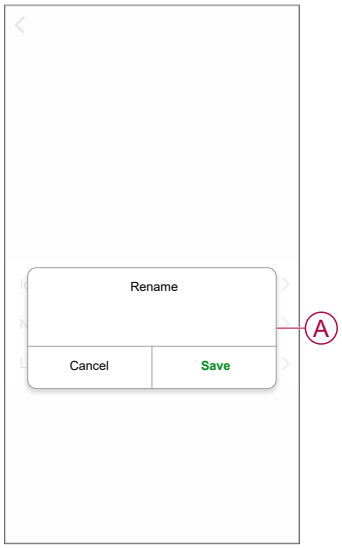
1. On the **Home** page, select the device for which you wish to change the icon.
2. At the top-right corner of the screen, tap .
3. Tap edit next to the device name.
4. Tap **Icon** to view the menu.
5. In the slide-up menu, select any one of the following (A) to change the device icon:
   - **Take photo** - allows you to click a photo from the mobile camera.
   - **Select from Icon Library** - allows you to select an icon from the app library.
   - **Select from Album** - allows you to select a photo from the mobile gallery.



Renaming the device

You can rename the device using the Wiser app.

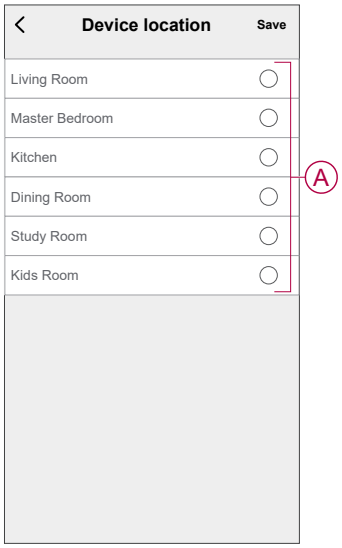
1. On the **Home** page, select the device for which you wish to rename.
2. At the top-right corner of the screen, tap .
3. Tap edit next to the device name.
4. Tap **Name**, enter the new name (A) and then tap **Save**.



Changing the device location

You can change the device location using the Wiser app.

1. On the **Home** page, select the device for which you wish to change the location.
2. At the top-right corner of the screen, tap .
3. Tap edit next to the device name.
4. Tap **Location**.
5. Select the desired location from the list (A) and then tap **Save**.



Managing device settings

Using the Wiser app, you can manage the Thermostat Group settings.

To access the settings:

1. On the **Home** page, tap **All devices** > **Thermostat Group**.
2. On the device control panel page, tap **Settings**.

Sensors settings

Temperature detection

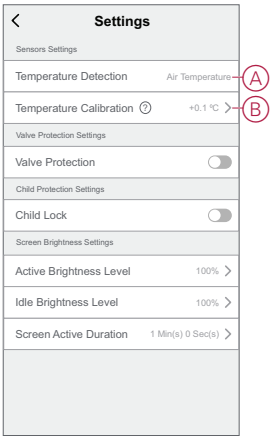
You can check the sensor type (A) under temperature detection.

Temperature calibration

To set the temperature calibration:

1. Tap **Temperature Calibration** (B) for a slide-up menu.
2. Drag the sliding bar or use **–/+** button to set the temperature calibration.

   NOTE: The temperature calibration ranges from -9°C to +9°C and can be adjusted in 0.1°C increments.
3. Tap **Save**.



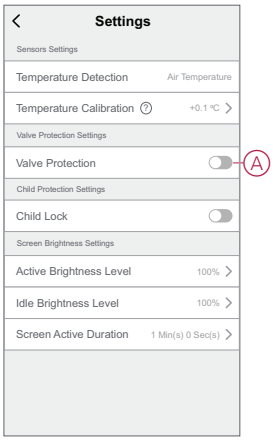
Valve protection settings

Hydronic underfloor heating and boiler connections require valves and protection, while electric underfloor heating does not use valves. This feature can only be used in hydronic applications.

Valve protection

The valve protection can be enabled or disabled by tapping the toggle switch (A) on the valve protection setting.

NOTE: Activate output every two weeks to prevent valve calcification. It only supports Enable/Disable feature.

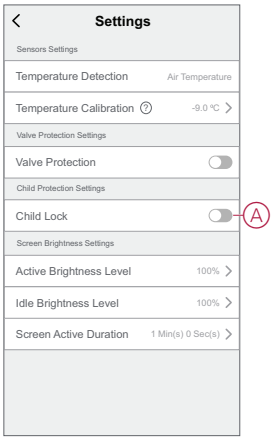


Child lock settings

The child lock helps to prevent children from operating the thermostat. When the Child Lock is enabled, thermostat can be operated only using the app.

To enable/disable the child lock:

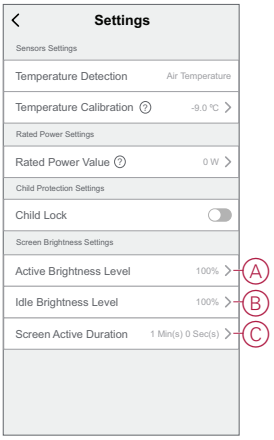
1. On the **Home** page, tap **All devices** > **Thermostat**.
2. Tap **Settings**.
3. Tap the **toggle switch** (A) to enable/disable the **Child Lock** settings.



NOTE: By enabling the child lock, thermostat can only be controlled using the app and not change the temperature setpoint value using physical device.

Screen brightness settings

You can increase/decrease the LED brightness on the thermostat using the app.



Active brightness level

You can configure the brightness of the LEDs when the thermostat is active (during interaction):

1. Tap **Active Brightness Level** (A).
2. On the slide up menu, adjust the desired brightness level then tap **Save**.

   NOTE:

   - Default active screen brightness is 100%
   - The screen brightness range is 1%~100%, and the setting accuracy is 1%.

Idle brightness level

You can configure the brightness of the LEDs when thermostat is inactive (after time-out of screen active brightness).

1. Tap **Idle Brightness Level** (B).
2. On the slide up menu, adjust the desired brightness level then tap **Save**.

   NOTE:

   - Default idle screen brightness is 0%
   - The screen brightness range is 0%~100% and it should not be more than active brightness level.

Screen active duration

The thermostat can be configured to set a timeout for the LED when it is active.

1. Tap **Screen Active Duration** (C).
2. On the slide up menu, select required active duration:
   - **5 Secs**
   - **10 Secs**
   - **30 Secs**
   - **45 Secs**
   - **Customized Duration**: use **+/-** or drag the sliding bar to change the **Active Duration**, which ranges from 1 minute to 60 minutes.

     NOTE: Default screen active duration is 60 s.

   NOTE: In the event that the thermostat is removed from the Wiser system, the brightness setting will be retain.

Using the device

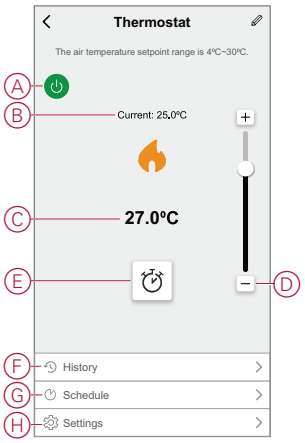
The control panel of the thermostat(s) allows you to view and adjust the temperature and access various settings.

When a thermostat is commissioned and assigned to a room, an individual group called **Thermostat** is automatically created in the home page.

> **NOTE:** By default, individual thermostat will not appear on the home page. To change this setting, refer to individual thermostat visibility on home page, page 21.

Thermostat control panel
On the group thermostat control panel page, you can see the following:

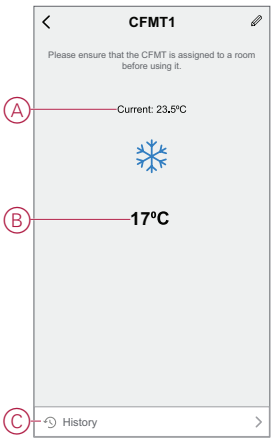
- Power button (A)
- The current temperature value (B)
- The setpoint temperature value (C)
- The sliding bar to adjust the temperature (D)
- Boost mode, page 26 (E)
- History, page 27 (F)
- Schedule, page 28 (G)
- Settings, page 16 (H)



Individual Thermostat control panel
On the individual thermostat control panel page, you can see the following:

NOTE: This control panel will not have the slider bar as you cannot control the temperature of the thermostats individually. To adjust the setpoint, check the group thermostat control panel.

- The current temperature value (A)
- The setpoint temperature value (B)
- History, page 27 (C)



Individual thermostat visibility on home page

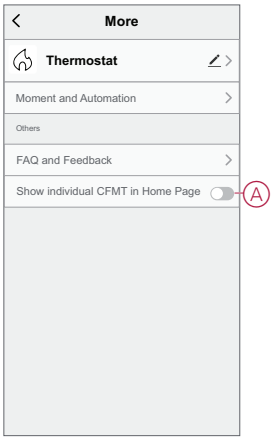
The individual thermostats will not appear on the home page by default. Using the app, you can change the default settings to adjust the visibility according to your preferences.

To change the settings:

1. On the **Home** page, tap **All devices** > **Thermostat**.
2. Tap  to display more details.
3. Tap the**toggle switch** (A) to enable or disable the **Show Individual CFMT in Home Page** option.

   NOTE:

   - By enabling, individual thermostat is shown in the home page and disabling it hides the individual thermostat in home page.
   - Tapping  for more menu in the individual thermostat control panel, allows you to update firmware and remove the device from the system.



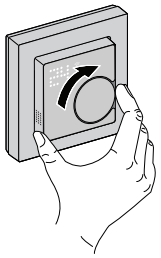
Setting the room temperature manually

The room temperature can be increased/decreased manually by rotating the rotary push-button of the thermostat.

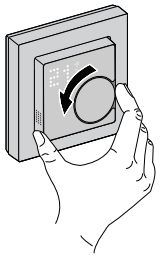
Prerequisite: Select the Preset, page 7.

Rotate the thermostat rotary push-button:

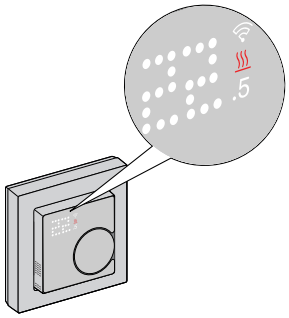
- In the “**clockwise**” direction to increase the temperature.



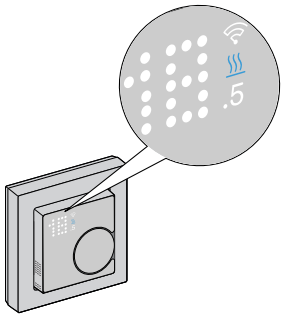
- In the “**anti-clockwise**” direction to decrease the temperature.



NOTE: When the system is in heating mode and the setpoint is higher than the current room temperature then the demand LED is lit **Red** to show the heating mode is active.



NOTE: When the system is in cooling mode and the setpoint is lower than the current room temperature then the demand LED is lit **Blue** to show cooling mode is active.



Setting the room temperature using app

By using the Wiser app, you can control the room temperature.

To control the room temperature:

NOTE: You can only adjust the room temperature through the control panel of the group thermostat.

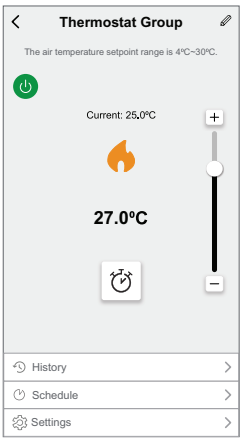
1. On the **Home** page, tap **All devices** > **Thermostat**.
2. On the control panel page, you can do either of the following to adjust the temperature (A):
   – Tap “**+**” or “**–**” sign to set the temperature setpoint.
   – Drag the sliding bar up/down to set the temperature setpoint.

NOTE:

- The thermostat setpoint temperature ranges from 4 °C to 30 °C.
- Each “**+/–**” tapping will increase or decrease the setpoint temperature by 0.5 °C.

TIP: Tapping you can set the boost time and turns it off.

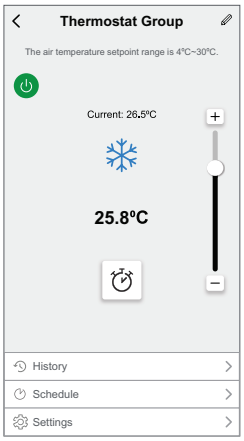
Heating mode: When the thermostat is in heating mode, flame icon is displayed in the Wiser app.



NOTE:

- The indicates that the room temperature is below the desired temperature (set point), so the heating is on.
- The indicates that the room temperature is above the desired temperature (set point), so the heating is off.

Cooling mode: When the thermostat is in cooling mode, snow icon is displayed in the Wiser app.



NOTE:

- The ❄ indicates that the room temperature is higher than the desired temperature (set point), so the cooling is on.
- The ❄ indicates that the room temperature is lower than desired temperature (set point), so the cooling is off.

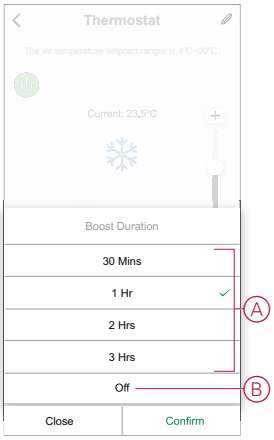
Using the boost mode

Using the boost mode, the setpoint is increased by 2 ºC from the current room temperature setpoint.
To use the boost mode:

1. On the **Home** page, tap **All devices** > **Thermostat**.
2. On the device control panel page, tap .
3. In the slide-up menu, select the **Boost Duration** (A) and than tap **Save**.

   NOTE:

   - The boost duration is set to 1 hour by default.
   - Changing setpoint using during boost mode will cancel boost mode on the app
   - The boost mode will stop automatically when the boost duration is completed.
   - If the current temperature is 28.5 ºC - 29.5 ºC, then the boost mode will set the temperature to the maximum (30 ºC) temperature.
4. To turn off the boost mode manually, go back to the control panel page and tap .
5. In the slide-up menu, tap **Off** (B) and then tap **Save**.



NOTE: By the end of the time counting down, the boost will be stopped automatically. If the boost feature has been turned on, and in this period there are one or more Schedule or Moment/Automation actions, the system will stop the current Boost action immediately, and perform the new actions (the new action always has a higher priority than the current action).

Schedule actions within boost period

When boost mode is enabled during this period, the system will temporarily stop the scheduled actions and only perform the boost operation until the boost duration is over.

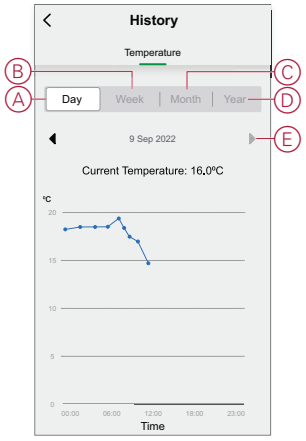
The new action always has a higher priority than the current action. As a result, boost mode will be activated even when the scheduled action is in progress and the system will stop the schedule.

To view the temperature changes during the boost operation, go to Checking the device history, page 27.

Checking the device history

Using the app, you can monitor the temperature changes by accessing the device history.
To see the device history of the group thermostats:

1. On the **Home** page, tap **All devices** > **Thermostat**.
2. On the device control panel page, tap **History**.
3. In the **History** page, you can see the **Temperature** changes in Day (A), Week (B), Month (C), or Year (D) view.



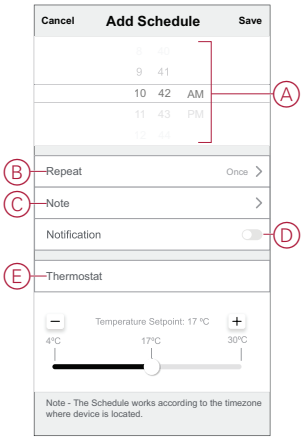
NOTE: You can adjust the date, week, month, or year using "◄ ►" (E).

Alternatively, navigate to **Home** > **All devices** >**Wiser Flush-mounted Thermostat 2A** > **History** to check the device history of the individual Thermostats.

Creating a schedule

The heating system is fully controlled and triggered by your 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** page, tap **All devices** > **Thermostat**.
2. Tap **Schedule** > **Add Schedule** to add a schedule.
3. Set the time (A).
4. Tap **Repeat** (B), select the days you want to set the schedule.
5. Tap **Note** (C), enter the note and tap **Confirm**.
6. Tap the toggle switch (D) to turn on the **Notification** for the schedule. The app will send a notification that the scheduled task is executed at the time of schedule.
7. In the **Thermostat** section, you can adjust the temperature (E) for the scheduled time.
8. Tap **Save**.

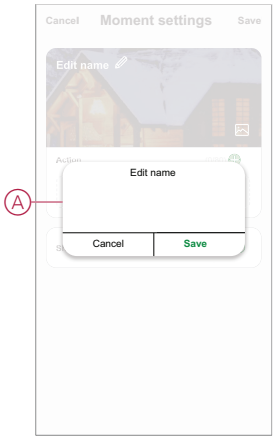


Creating a moment

A Moment allows you to group multiple actions that are usually done together. Using the Wiser app, you can create moments based on your needs (such as movie night).
To create a moment:

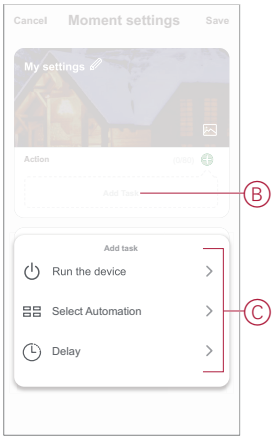
1. On the **Home** page, tap .
2. Go to **Moment** > **+** to create a moment.
3. Tap **Edit name**, enter the name of the moment (A) and tap **Save**.

   TIP: You can choose the cover image that represents your moment by tapping .

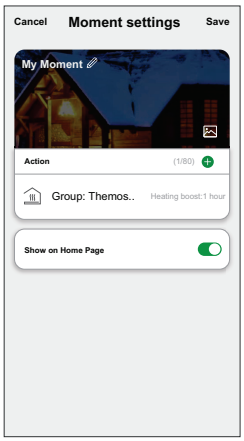


4. In the **Action** section, tap **Add task** (B) to open the slide-up menu.
5. In the **Add task** menu, you can do either or all of the following actions (C):
   - **Run the device** - Select the devices that you want in a moment
   - **Select Automation** - Select the automation that you want to enable or disable
   - **Delay** - Set the delay time

   NOTE: You can add one or more actions using .



6. Tap **Run the device** > **Thermostat** to select one or more functions to add in the moment:
   - For thermostat in cooling mode.
   - **Cooling Temperature Setpoint**: Decrease the thermostat's temperature according to your requirement.
   - **Cooling Boost**: Decrease the temperature by setting the boost duration.
   - For thermostat in heating mode.
   - **Heating Temperature Setpoint**: Increase the thermostat's temperature according to your requirement.
   - **Heating Boost**: Increase the temperature by setting the boost duration.
7. Once all the actions are set, tap **Save**.



Editing a moment

To edit a moment:

1. On the **Moment** tab, locate the moment you want to edit and tap ●●●.
2. On the **Edit** page, you can tap each item (such as dimmer, shutter, delay, temperature, etc.) to change the settings.

   TIP:

   - You can add one or more actions using ⊕.
   - To delete an existing action, slide the each item towards left and tap **Delete**.

Deleting a moment

To delete a moment:

1. On the **Moment** tab, locate the moment that you want to delete and then tap ●●●.
2. Tap **Delete** and tap **Ok**.

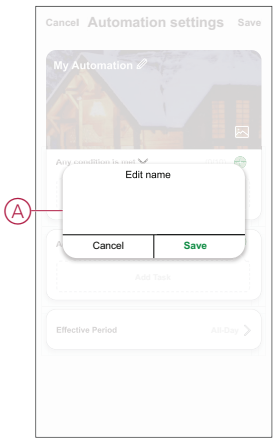
   NOTE: After deleting a moment, the device action can no longer be triggered.

Creating an automation

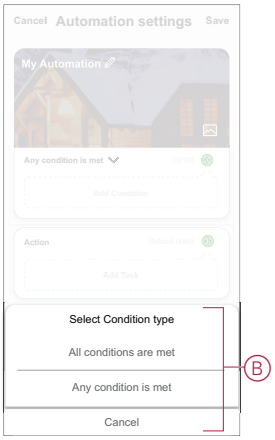
An automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times. By using the Wiser app, you can create automations based on your needs.
To create an automation:

1. On the **Home** page, tap .
2. Go to **Automation** > **+** to create an automation.
3. Tap **Edit name**, enter the name of the automation (A) and tap **Save**.

   TIP: You can choose the cover image that represents your automation by tapping .



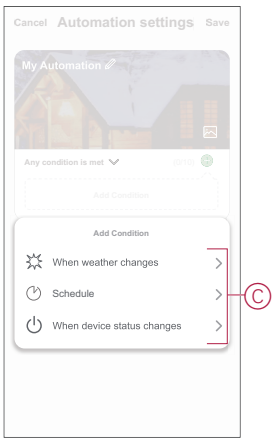
4. Tap **Any condition is met** to select any one of the condition type (B):
   - **All conditions are met** - The automation is triggered when all the conditions are met
   - **Any condition is met** - The automation is triggered when at least one condition is met



5. Tap **Add Condition** to open the slide-up menu.

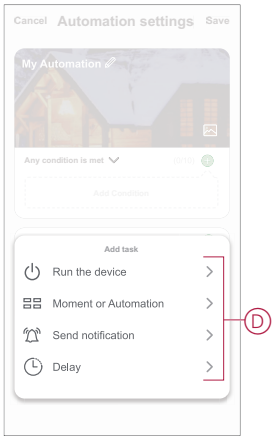
6. In the **Add Condition** menu, you can do either or all of the following options (C):
   - **When weather changes** - Select the various weather settings.
   - **Schedule** - Set the time and day.
   - **When device status changes** - Select the thermostat and it's function

   NOTE: You can add one or more conditions using ⊕.



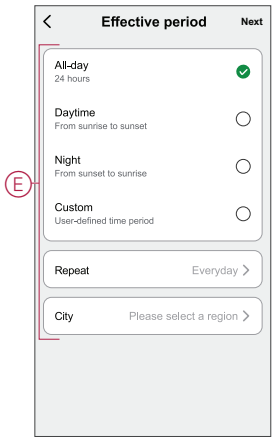
7. Tap **Add task** to open the slide-up menu.
8. In the **Add task** menu, you can do either or all of the following options (D):
   - **Run the device** - Select the devices that you want to be triggered.
   - **Moment or Automation** - Select the moment which you want to trigger or select the automation that you want to enable or disable.
   - **Send notification** - Turn On notification for the automation.
   - **Delay** - Set the delay time.

   NOTE: You can add one or more actions using ⊕.



9. Tap **Run the device** > **Thermostat** to select one or more functions:
   - For thermostat in cooling mode.
   - **Cooling Temperature Setpoint**: Decrease the thermostat's temperature according to your requirement.
   - **Cooling Boost**: Decrease the temperature by setting the boost duration.
   - For thermostat in heating mode.
   - **Heating Temperature Setpoint**: Increase the thermostat's temperature according to your requirement.
   - **Heating Boost**: Increase the temperature by setting the boost duration.

10. Tap on **Effective period** to set the time range for the automation. You can select any one of the following (E) and tap **Next**:
    - **All-day** - 24 hours.
    - **Daytime** - From sunrise to sunset.
    - **Night** - From sunset to sunrise.
    - **Custom** - User defined time period.



11. Once all the actions and conditions are set, tap **Save**.

    Once the automation is saved, it is visible on the **Automation** tab. You can tap the toggle switch on the automation to enable it.

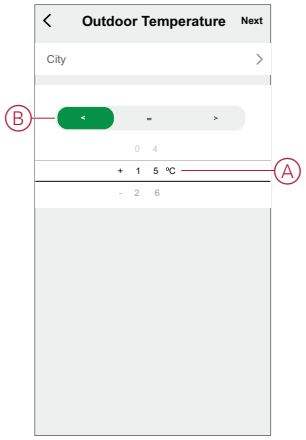
Example of an automation

This demonstration shows you how to create an automation to turn on the thermostat setpoint to 20 °C when the outdoor temperature is less than 15 °C .

1. Go to **Automation** > **+** to create an automation.
2. Tap **Edit name**, enter the name of the automation and tap **Save**.

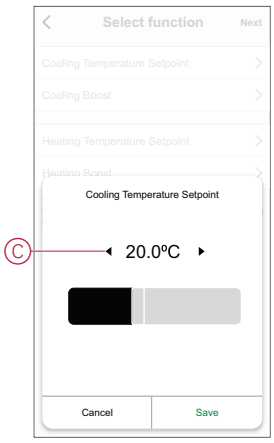
   TIP: You can choose the cover image that represents your automation by tapping .
3. Tap **Add Condition** > **When weather changes** > **Outdoor Temperature**.
4. Select the outdoor temperature value (A), the condition (B) and tap **Next**.

   TIP: You can set the outdoor temperature value as 15 °C and the condition as < (less than).

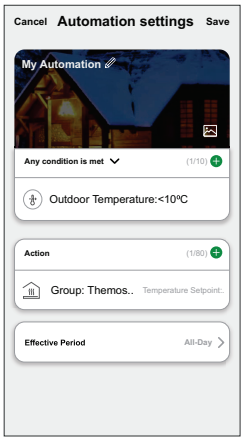


5. Tap **Add task** > **Run the device** and select **Thermostats**.

6. Tap **Thermostat Set Point** and set the temperature as 20 °C (C).



7. In the **Automation Settings** page, tap **Save**.



Once the automation is saved, it is visible on the **Automation** tab. You can tap the toggle switch on the automation to enable it.

Editing an automation

To edit an automation:

1. On the **Automation** tab, locate the automation you want to edit and tap ●●●.
2. On the **Edit** page, you can tap each item (such as dimmer, shutter, delay, temperature, etc.) to change the settings.

   TIP:

   - You can add one or more actions using ⊕.
   - To delete an existing condition or action, slide each item towards left and tap **Delete**.

Deleting an automation

To delete an automation:

1. On the **Automation** tab, locate the automation that you want to delete and then tap ●●●.
2. Tap **Delete** and tap **Ok**.

   NOTE: After deleting an automation, the device action can no longer be triggered.

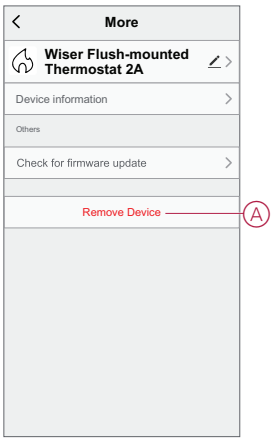
Removing the device from Wiser system

You can remove a device from the device list using the Wiser app.

NOTE: You can only remove the device by accessing the individual thermostat control page. If it is not visible on the home page, you can enable it in the group thermostat. Refer individual thermostat visibility, page 21.

To remove a device:

1. On the **Home** page, tap **All devices** and select the individual **Wiser Flush-mounted Thermostat 2A** which needs to be removed.
2. Tap  to display more details.
3. Tap **Remove Device** (A) and tap **Confirm**.



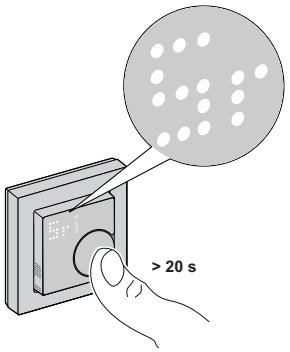
TIP: Alternatively, you can tap and hold on the individual **Wiser Flush-mounted Thermostat 2A** on the home page to remove the device.

NOTE: By removing the device, all related data are erased.

Resetting the device

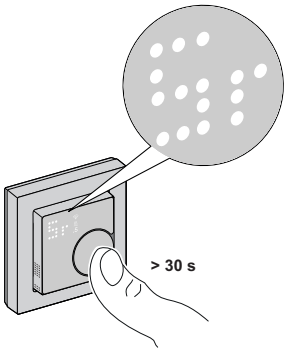
You can manually reset the thermostat to factory settings or soft reset.

Soft reset
Press and hold the rotary push-button > 20 s.
The thermostat displays “**Sr**”, indicating soft reset, and it is selected when the button is released.
The ‘**Sr**’ will flash to confirm the soft rest.



NOTE:

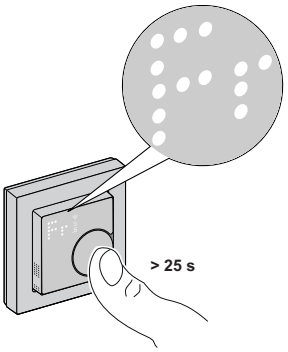
- In case you keep pressing rotary button for 25 s then the thermostat will reset to the factory default.
- To cancel the soft reset keep press and hold the rotary push-button for > 30 s. This reverts the thermostat's UI back to its previous state before the rotary push-button is pressed, with no change in a functional state



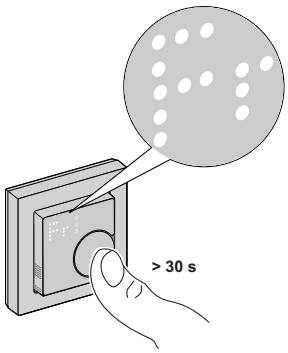
A soft reset will:

- Delete all Zigbee connection details.
- Delete all cloud and account details maintained by the device to allow re-registration.
- Revert to the default setpoint in manual control.
- Maintain all Factory settings e.g. MAC address.
- Maintain the installer configuration of the device to ensure proper functioning until and after rejoining/re-registration.

Factory reset
Press and hold the rotary push-button > 25 s.
The thermostat displays “**Fr**”, indicating factory reset, and it is selected when the button is released.
The ‘**Fr**’ will flash to confirm the factory reset.



NOTE: To cancel the factory reset keep pressing the rotary push-button for > 30 s. This reverts the thermostat's UI back to its previous state before the rotary push-button is pressed, with no change in a functional state.



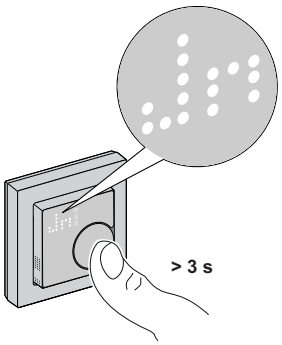
NOTE: When the rotary push-button is released, the "**Fr**" flashes on the matrix display, and the thermostat resets to factory defaults and after 5 s it returns to Preset, page 7.

Resetting to the factory state will:

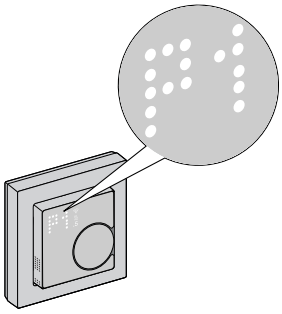
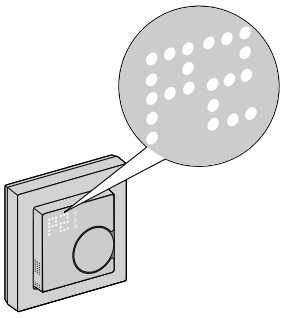
- Delete all Zigbee connection details..
- Delete all configuration data.
- Delete all schedules information.
- Revert to the default setpoint in manual control.
- Maintain all Factory settings e.g. MAC address.

LED Indications

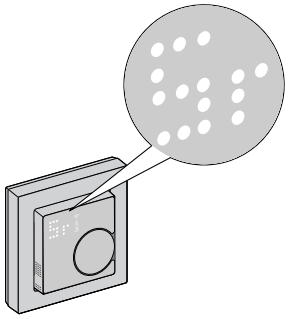
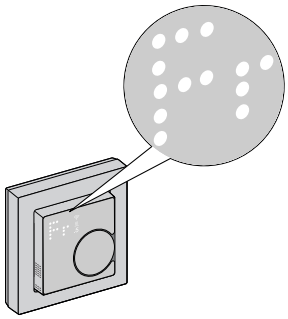
Pairing the device

Status	User Interaction	Description
Pairing in progress		The thermostat matrix display flashes "**Jn**" to indicate joining is initiated when the thermostat rotary push-button is pressed and held for > 3 s.
Successful joining network		The thermostat matrix display flashes a green LED when the thermostat successfully joins a network.
Fails to join the network		The thermostat matrix display flashes a red LED when the thermostat fails to join the network.

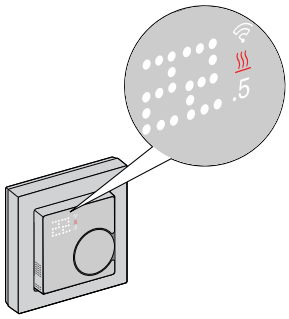
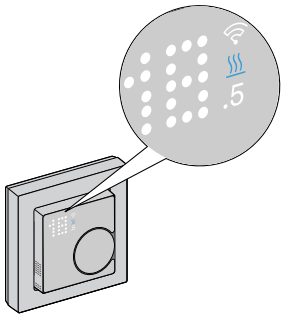
Presetting the device

Status	User Interaction	Description
Enter preset selection		The thermostat matrix display flashes "**P1**" when the thermostat is first powered on or after a factory reset to indicate preset "**P1**" is selected.
Modify preset selection		The thermostat matrix display flashes "**P2**" or "**P3**" when the thermostat rotary push-button is turned. **Note:** When the thermostat rotary push-button is turned clockwise, the preset increases by one; similarly, the preset decreases by one when the rotary push-button turned anti-clockwise. For more information, refer to the section Presetting the device, page 7.

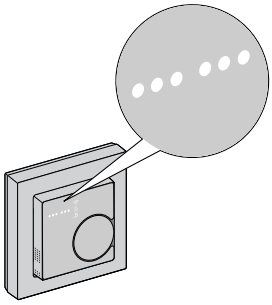
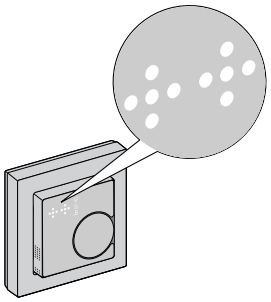
Resetting the device

Status	User Interaction	Description
Soft reset		A solid "Sr" LED is displayed on the thermostat matrix display until the user releases the rotary push-button, then "Sr" flashes. For more information, refer to the section Resetting the device, page 36.
Factory reset		A solid "Fr" LED is displayed on the thermostat matrix display until the user releases the rotary push-button, then "Fr" flashes. For more information, refer to the section Resetting the device, page 36.

Showing demand - temperature control modes

Status	User Interaction	Description
Heating demand		The matrix display a solid red LED to indicate the thermostat is heating when the setpoint is higher than the current room temperature. **NOTE:** Heating input has been activated.
Cooling demand		The matrix display a solid blue LED to indicate the thermostat is cooling when the setpoint is lower than the current room temperature. **NOTE:** Cooling input has been activated.

Temperature display

Status	User Interaction	Description
Temperature below minimum display value **OR** Temperature reading error.		**Note**: The thermostat matrix displays temperature limits -9 °C to 99 °C. The thermostat matrix display flashes “--” When the temperature is below -9 degrees. **OR** The thermostat matrix display flashes “--” when the thermostat cannot determine the temperature due to an error.
Temperature above maximum display value		**Note**: The thermostat matrix displays temperature limits -9 °C to 99 °C. The thermostat matrix display flashes “+ +” when the temperature is above 99 degrees.

Troubleshooting

Symptom	Possible cause	Solution
The thermostat has gone offline.	• The thermostat is not On. • The thermostat is no longer in signal range of the Gateway.	• Turn the thermostat On and Off. • Move the Wiser Gateway closer to the thermostat.
Unable to join to the Wiser Gateway (blinking red LED)	Poor signal between the Wiser Gateway and thermostat. The devices have no power (Thermostat/ Wiser Gateway/ Wi-Fi® network).	• Rejoin the thermostat in the app. • Turn on the devices' power (Thermostat/ Wiser Gateway/ Wi-Fi® network).
Unable to set the room temperature by the app.	Wiser Gateway signal is weak or not connected to the Wi-Fi® network.	Check for a Wi-Fi® signal.

Technical Data

Nominal voltage:	AC 230 V ~, 50 Hz
Nominal power:	2 A
Standby:	max 0.4 W
Connecting terminals:	Terminals for max. 2.5 mm², 0.5 Nm
Neutral conductor:	Required
Ambient temperature:	0 to 45 °C
Relative humidity:	max. 90% non-condensing
Temperature accuracy:	max. ±0.5 °C (accross the range of 4 to 30 °C)
Temperature measurement resolution:	max. 0.1 °C
Display:	7x5 dot matrix, 3 additional LEDs

Operating frequency:	2.405 GHz to 2.48 GHz
Max. radio-frequency power transmitted:	< 10 mW
Communication protocol:	Zigbee 3.0 certified
Protection Class:	II
Working voltage:	230 V
Over-voltage category:	III
Rated impulse voltage:	4 kV
Pollution degree:	2
CTI rating of insulation components:	175 V
Material group:	IIIa (based on CTI value)
Disconnection type:	1.B

Compliance

Compliance information for Green Premium products

Find and download comprehensive information about Green Premium products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP) and End-of-Life instructions (EOLI).

General information about Green Premium products

Click the link below to read about Schneider Electric's Green Premium product strategy.

https://www.schneider-electric.com/en/work/support/green-premium/

Find compliance information for a Green Premium product

Click the link below to search for a product's compliance information (RoHS, REACH, PEP and EOLI).

NOTE: You will need the product reference number or product range to perform the search.

https://www.reach.schneider-electric.com/CheckProduct.aspx?cskey=ot7n66yt63o1xblflyfj

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