

Airzone Plenum and Aidoo Pro - Air conditioner

Device user guide

Information about features and functionality of the device.
03/2025



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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.

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.

About Airzone Plenum and Wiser System

IMPORTANT: Airzone is applicable for customers in France, Portugal, Spain and United Kingdom.

Airzone plenum is a zoning system used with ducted air conditioning systems, to manage the temperature of each zone of a house. The air conditioning system adjusts the air temperature and circulates it in the house, ensuring a comfortable indoor environment.

The Airzone plenum is connected to the heat pump allowing you to set different temperature set points for different zones of the house. This makes the use of energy only in the occupied zones, thus reducing the cost of system operation. Using the Wiser Home app, Airzone plenum system is connected to a Wiser Hub via Wi-Fi®. Then the temperature in each room of the home can be regulated with the Wiser Home app.

Features:

- Provides the temperature readings in the Wiser Home app.
- Allows to control the set points and various operating modes of the system.
- Provides the ease to schedule the heating and cooling of multiple rooms with the Wiser Home app.
- Optimizes energy consumption by adding a window/door sensor or a motion sensor per room.

For more information on Wiser, please refer to Wiser System - France, Wiser System - Spain and Portugal or Wiser System - United Kingdom as per your country.

Advantages:

- Wiser Home app acts as the single interface for managing the multiple Airzone devices.
- Wiser system enhances the energy management capabilities. For example, it optimizes an AC according to energy tariffs and makes the best use of energy produced by the photovoltaic (PV) panels.



About Aidoo Pro Wi-Fi® for air conditioner

IMPORTANT: Aidoo Pro Wi-Fi® is applicable for customers in France, Portugal, Spain and United Kingdom.

Aidoo Pro Wi-Fi® (hereafter referred to as Aidoo) is a solution that lets you control individual air conditioner (AC) through the Wiser Home app. An Aidoo is wired to the AC internal unit and connects to the Wiser Home app via Wi-Fi. You can control multiple ACs using the Wiser Home app.

Advantages of Aidoo:

- Remote control of the AC through Wiser Home app.
- The wired connection between Aidoo and the AC ensures:
 - reliability in controlling the AC,
 - zero communication failures and unintended activations.
- It maintains the inverter functionality and efficiency levels of the AC.
- Aidoo can communicate with the AC internal unit using the manufacturer's protocol.

NOTE: Each Aidoo is compatible with a single AC manufacturer. Depending on the AC brand and model, the installer must choose the right Aidoo.



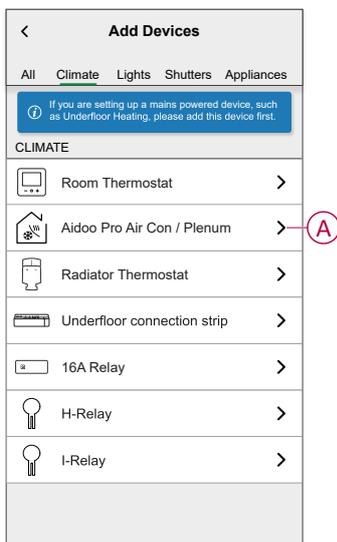
Pairing the Airzone device with the Wiser Hub

Using the Wiser Home app, you can pair the Airzone devices with the Wiser Hub to control the Airzone devices.

Pre-requisite: To pair the Airzone devices with the Wiser Hub:

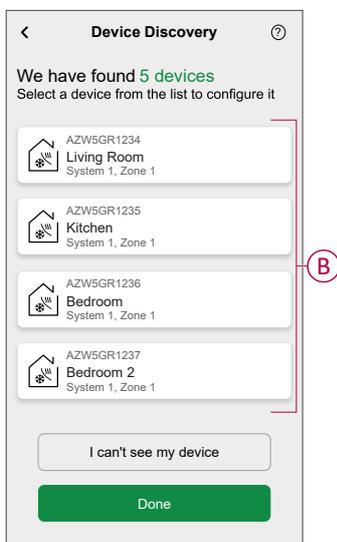
- The Wiser Hub and the Airzone devices should be updated to the latest system version.
- Both should be connected to the same Wi-Fi network.
- The Airzone Cloud app can be used to connect Airzone devices to a given network.
- The Wiser firmware version should not be lower than 3.44.

1. On the **Home** screen, tap .
2. Tap **Devices** >  > **Climate** > **Aidoo Pro Air Con / Plenum** (A).



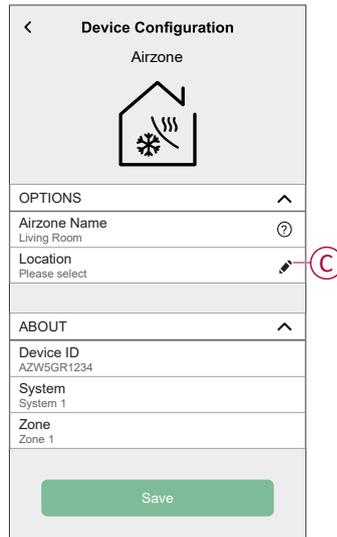
After a minute, the **Device Discovery** page will display the available Airzone devices.

3. Tap **Done**.
4. Select a room (B) to configure the options for Aidoo Pro Air Con / Plenum.



5. Tap (C) and select a location of the device and tap **Submit**.

NOTE: The Airzone name is not visible in the Wiser Home app main pages. It is set by the Airzone installer. To change the name, use the Airzone app.



6. Follow the steps 4 and 5 to pair all other devices.
7. Tap **Save > Done**.

The devices are now listed on the **Control** tab under the **All** and the specific room tabs.

NOTE:

- Only 4 Airzone devices can be added to a room.
- Once all the Airzone devices are paired, refer to **Tariff settings** to access your energy cost and billing data.

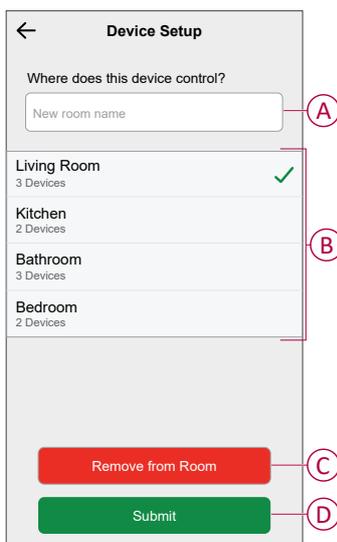
If **No new devices discovered**, refer to **Troubleshooting**, page 27.

Configuring the device

Setting the device location

You can change the device location using Wiser Home app (such as bedroom, living room, dining room etc.).

1. On the **Home** screen, tap .
2. Tap **Devices**, select the device from the list for which you wish to change the location.
3. Tap **Location**  to open the device setup page.
4. On **Device Setup** page, you can enter **New room name** (A) or select an existing room from the list (B).



TIP:

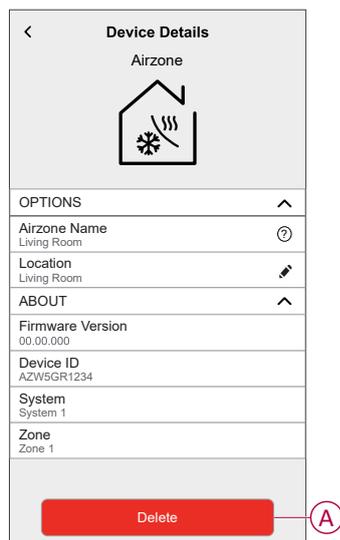
- If the device is already assigned, you can remove it from the existing room. Tap **Remove from Room** (C).
- If Airzone and other heating/cooling devices are in the same room, it is recommended to assign one of them to another room using the Wiser Home app. Example, if you have a heating device such as Wiser room thermostat in the same room where Airzone is installed for cooling, remove any one of the devices in the app and assign it to a different room.

5. Once changes are done, tap **Submit** (D).

Removing the device from the Wiser system

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

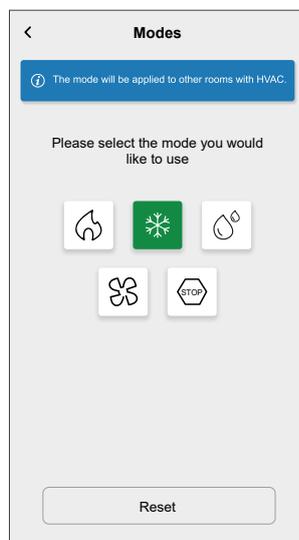
1. On the **Home** screen, tap .
2. Tap **Devices > Climate**.
3. Select the device to be removed from the list.
4. Tap **Delete (A)**.
5. Tap **Ok** after reading the confirmation message.



Away Mode

Away mode allows you to configure your devices even when you are away from home. For example, you can set the temperature and turn on/off the devices as necessary. Refer to [Away Mode - France](#), [Away Mode - UK](#) or [Away Mode - Spain and Portugal](#) for detailed information as per your country.

1. On the **Home** screen, tap  > **Away Mode > HVAC** .
2. Select the mode which you want to activate/deactivate in away mode.



3. Tap .

NOTE: Tap **Reset** to restore the default mode.

Using the device

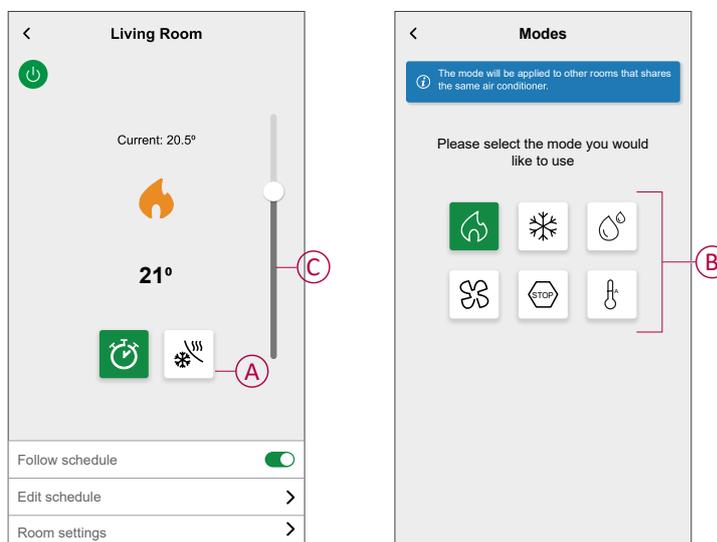
Operating modes

Using the Wiser Home app, you can manage the operating modes for Airzone devices.

1. On the **Control** tab, tap **All** devices or a room tab where the Airzone device is located.

2. On the device control screen, tap  (A).

The operating modes (B) will be shown according to the connected Airzone device.



3. Select any one of the available modes (B):

- Heating 
- Cooling 
- Dry 
- Ventilation 
- Stop 

4. Drag the sliding bar up/down (C) to adjust the set-point temperature (Heating, Cooling and Dry) or tap on the icon of the operating mode to activate/deactivate it.

TIP: You can also adjust the set-point temperature:

- By tapping  or  of the heating, cooling or dry section on the **Control** tab.
- When you add it to your **Favorites**. To know more about **Favourite**, refer to the **Managing Favourites** topic in the respective System User Guide.

NOTE: If you only have a single device in the Wiser System, the **Control** tab will not be visible. All functions will be accessible through the **Home** screen.

Room settings: You can  edit the room name for the device. The current operating mode indicates the mode in which the system is working.

- **Off** : Turns the system off.
- **Heating** : System operates in heating mode when the set-point temp > room temp.
- **Cooling** : System operates in cooling mode when the set-point temp < room temp.
- **Dry** : System operates in dry mode, reducing the humidity and refreshing the environment when set-point temp < room temp.
- **Ventilation** : System operates in fan mode when set-point temp < room temp.
- **Stop** : When the set-point temperature has reached, the AC unit remains switched on in low consumption mode (Stand-by mode).
- **Boost mode** : Boost Mode will apply a boost of +2 °C for one hour to every room in the system. For more information on different modes, refer to *Wiser Modes*.
- **Auto mode** : (This mode is available only for Aidoo) Enables automatic switching between cooling and heating and can turn off when required.

IMPORTANT: Auto mode can be activated only via the Airzone app.

NOTE: To access live, history and energy insights, it's recommended to install PowerTag on the Airzone loads. Refer to *Checking device consumption*.

Creating a schedule

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

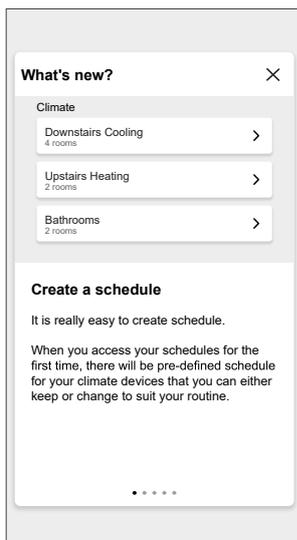
To create a schedule:

1. On the **Home** screen, tap  > **Schedules** > 

Once the Airzone devices are installed and paired with the Wiser Hub, user gets notified in the **Schedule** tab.

2. Read the tutorial information and swipe to navigate to next screen.

NOTE: There is a pre-defined schedule for your Airzone devices. You can follow the same or change the schedule as per need.



New Schedule page appears on the app screen.

3. Enter a name of the schedule (A).

NOTE: **TYPE** is **Climate** by default, you cannot change it.

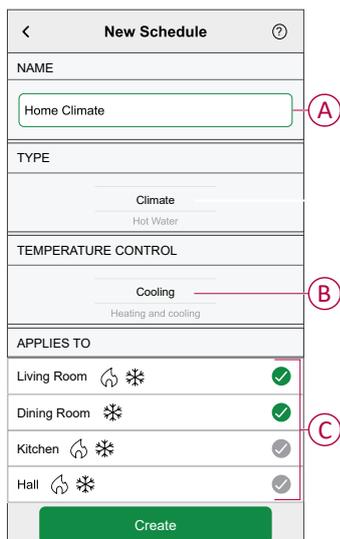
4. Select the type of temperature control (B).

NOTE:

- You can see only the Temperature control part that you have installed. Example, if you have installed only the heating system, you cannot view the cooling temperature control.
- You should select Heating and Cooling as the temperature control option for air conditioning systems.

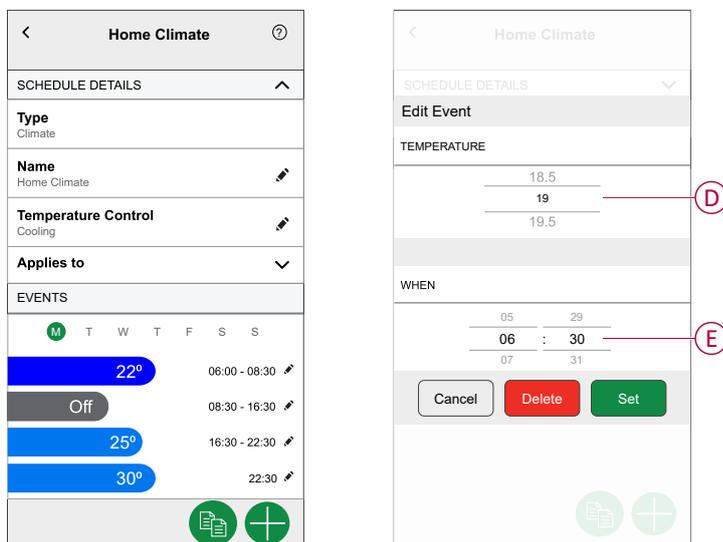
5. Select the list of devices (C) to which the schedule must apply.

6. Tap **Create** > **See my schedule**.



7. Tap **+** to add an event.

8. Select a temperature (D), time period (E) and tap **Set**.



TIP:

- You can add multiple schedules based on your requirement. Select days, tap **+**, set temperature 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**.

NOTE:

- If the boost mode is turned on and in this period if there are one or more scheduled actions (Heating or Cooling), the system stops the schedule action temporarily and only performs the boost operation until the boost duration is completed.
- If you adjust a set point from the **Control** tab and there are one or more schedules actions set. The scheduled set point is overridden and the room follows the manual set point until the next scheduled event.
- When the schedule begins, you can see the until time on the **Control** tab under the device name.

Automation

An automation allows you to trigger an action automatically or at scheduled times. 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

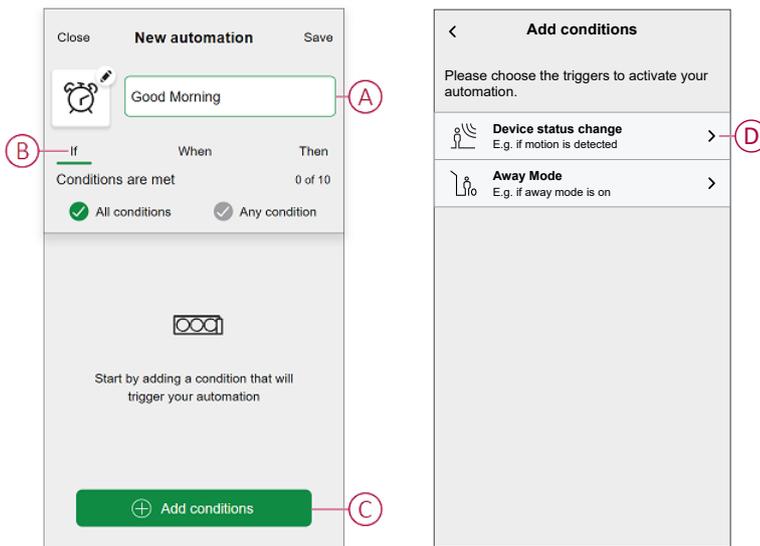
The following is an example of creating an automation to start the Airzone devices in different modes during a specific instance.

To create an automation:

1. On the **Home** screen, tap  > **Automation** > .

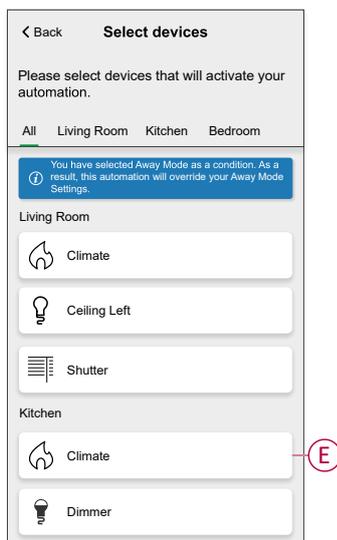
2. Tap  and choose an icon that best represents your automation.
3. Enter a name of the automation (A) and select any of the following conditions to meet (B).
 - **All conditions:** All conditions must be met to trigger an automation.
 - **Any condition:** Any one of the condition must be met to trigger an automation.
4. Tap **Add conditions** (C) and select any of the following (D):

NOTE: Maximum 10 conditions can be added.

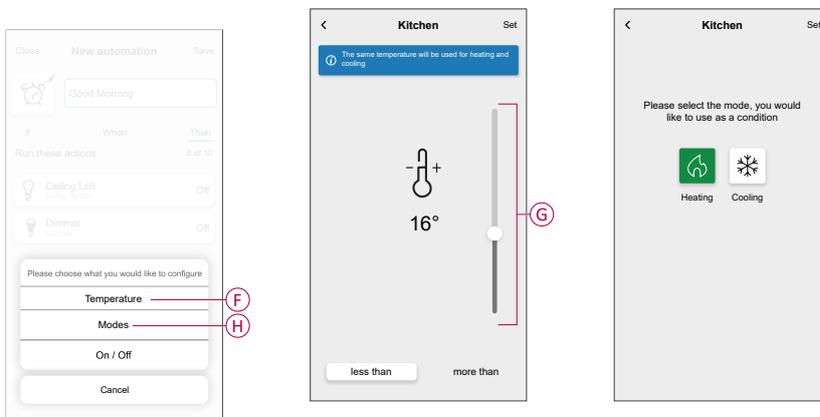


5. Select a device (E) that will set the condition.

IMPORTANT: If you have selected the condition as **Away Mode** and action as **Control a Device** then this automation will override your **Away Mode, page 10** settings.

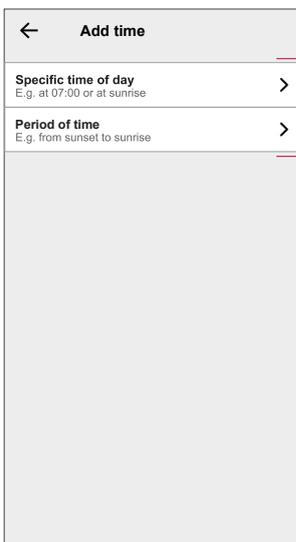


6. Select the options you want to configure:
 - a. Tap (F) and drag the sliding bar up/down (G) to adjust the temperature as per need and tap **Set**.
 - b. Tap (H) and select a mode (Heating or Cooling) of your choice and tap **Set**.



NOTE: To remove an added condition, swipe left and tap . Then add a new condition with the required parameters.

7. To set a specific time for your automation, tap **When > Add time** and select any of the following (I):
 - **Specific time of the day: Sunrise, Sunset, Custom.**
 - **Period of time: Daytime, Night time, Custom.**



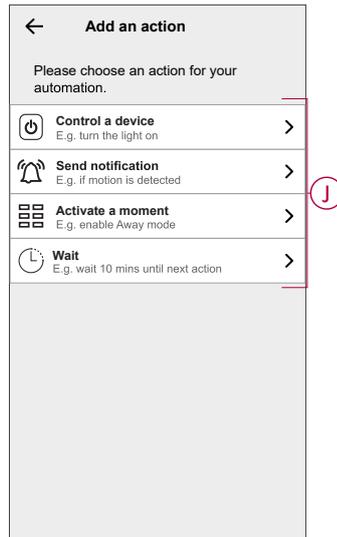
NOTE:

- Max. 10 entries can be added
- To remove a specific time, swipe left and tap .

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

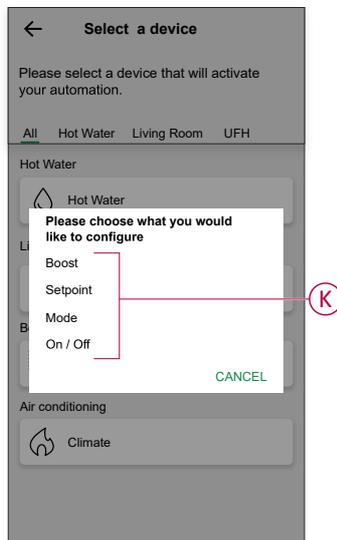
NOTE:

- Maximum 10 actions can be added.

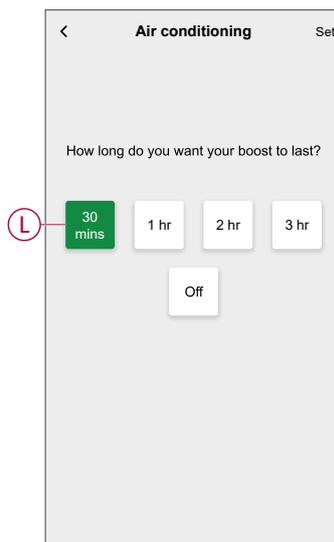


9. For example, tap **Control a device** > **Climate** and select any of the following (K):

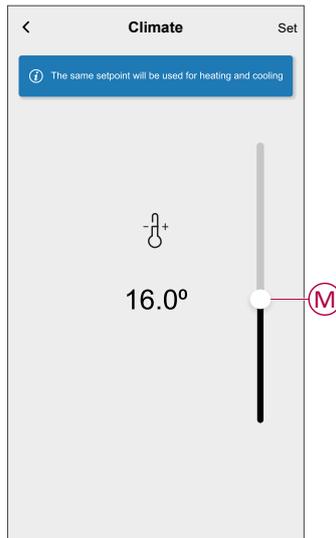
- **Boost**
- **Setpoint**
- **Mode**
- **On / Off**



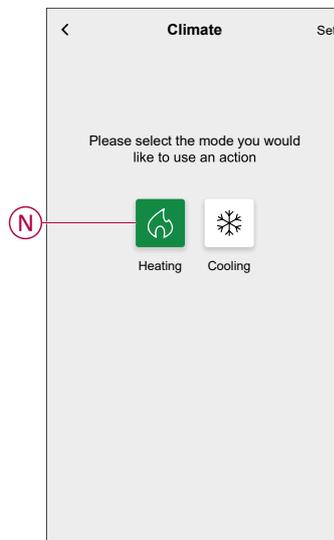
a. Tap **Boost** to set the duration for heating or cooling mode (L).



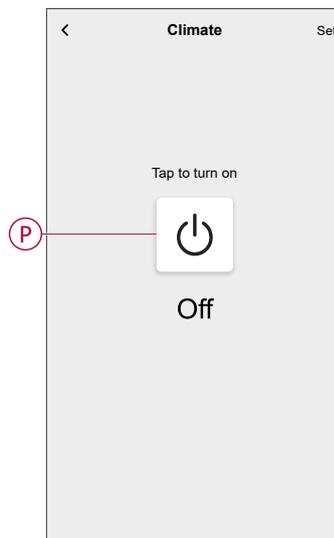
b. Tap **Setpoint** to set the desired temperature (M).



c. Tap **Mode** to set the desired mode (N).

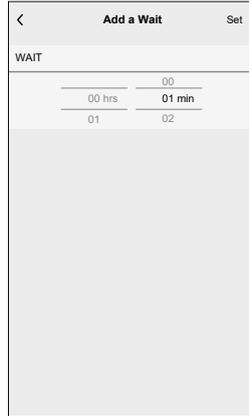


d. Tap **On /Off** to set the state (P).



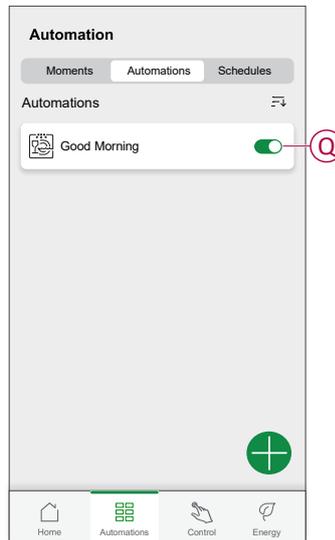
10. Again, tap **Add an action** and select **Wait** option.

11. Scroll through the minutes and set the wait time to 1 minute. Then, tap **Set** located on the upper right corner.



12. Tap **Save**.

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

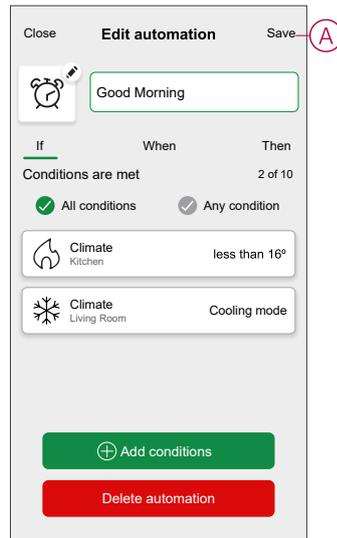


Editing an automation

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 .

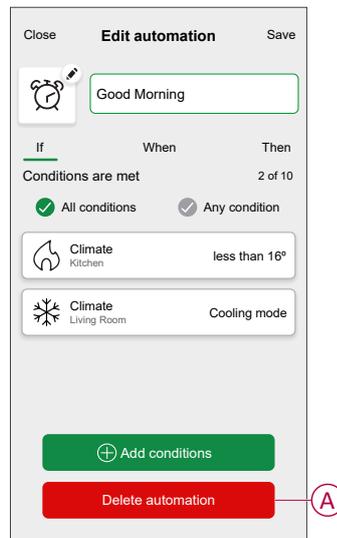
5. Add a new condition or action and then tap **Save** (A).



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** (A) and tap **Ok**.



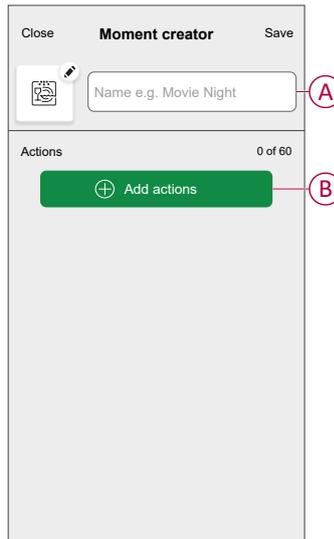
Moments

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

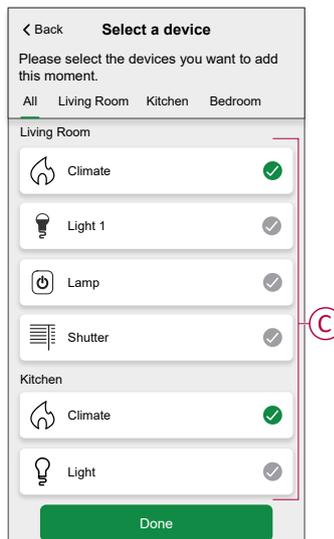
Creating a moment

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.

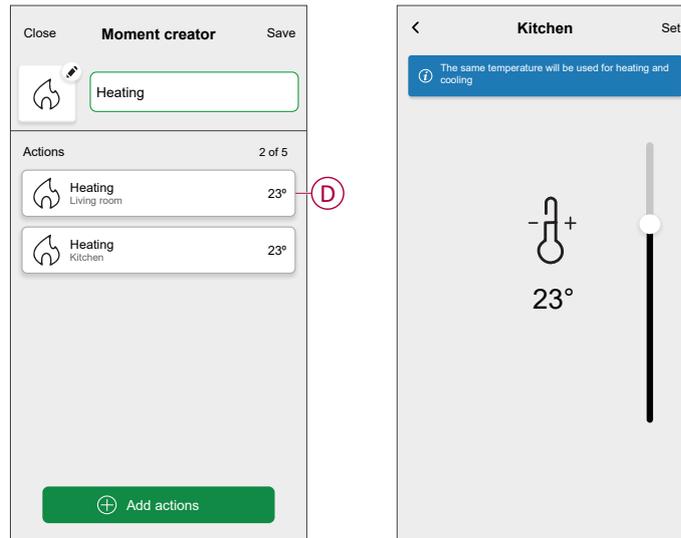


4. Select the devices (C) you want to set an action and tap **Done**.



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

6. Drag the sliding bar up/down (G) to adjust the temperature 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:

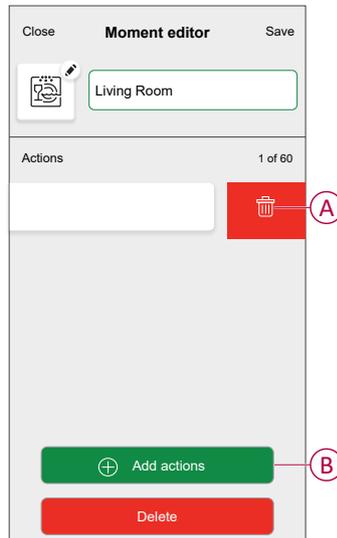
- If you want to see the created moments on the **Home** screen, go to **Home > Settings > Home screen > Moments**. Enable the toggle button to view moments on the **Home** screen.
- You can also rearrange the moments by tapping **Edit** from the **Moments** tab on the **Home** screen, or by tapping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

Editing a moment

1. On the **Home** screen, tap .
2. Go to **Moments**, locate the moment you want to edit and tap .

3. On the **Moment editor** page, you can perform following changes:

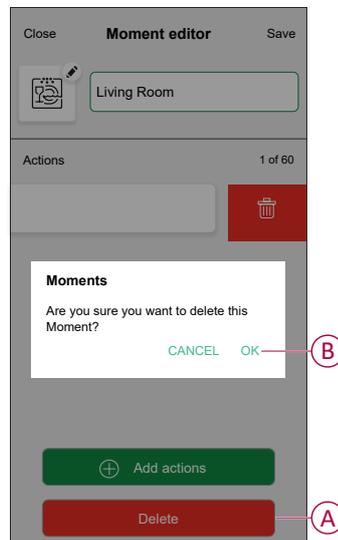
- Change the icon .
- Rename the moment.
- Tap each action to change the settings.
 - To remove an action, slide the action to the left and then tap  (A) to delete it.
 - Tap  **Add actions** (B) to add new action.



4. Tap **Save** to save the changes.

Deleting a moment

1. On the **Home** screen, tap .
2. Go to **Moments**, locate the moment you want to delete and tap .
3. On the Moment editor page, tap **Delete** (A) and then tap **OK** (B).



Voice control

You can control the plug using Amazon Alexa® and Google home by giving a voice command.

Amazon Alexa™

Amazon Alexa™ (Alexa) is an intelligent personal assistant developed by Amazon™, and is capable of voice interaction.

Common Wiser commands for Alexa

- Discover Devices: “Alexa, discover devices”
- Reduce Temperature: “Alexa, decrease the temperature upstairs by 4 degrees”
- Increase Temperature: “Alexa, increase the temperature upstairs by 3 degrees”
- Set Temperature: “Alexa, set the upstairs to 20 degrees”
- Get Temperature: “Alexa, what is the upstairs temperature?”
- Get the Set Point: “Alexa, what is the upstairs set to?”

Google Home™

Google Home™ is a brand of smart speakers that work similarly to Amazon’s Alexa. The user can speak a profusion of commands to request information, or ask Google Assistant to perform action.”

Common Wiser commands for Google Home™:

- Inquiry: “OK, Google, is the hot water on?”
- Hot Water Command: “OK, Google, turn on/off the hot water”

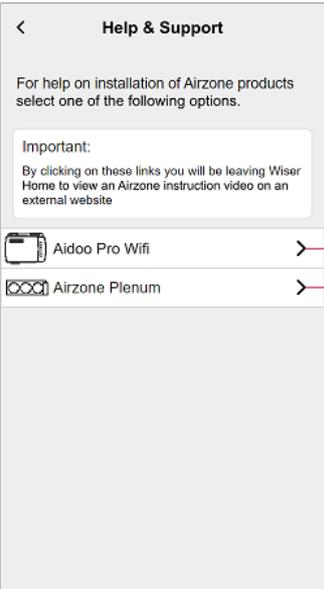
- Room Temperature: “OK, Google, how warm is (room name)?”
- Set Temperature: “OK, Google, set (room name) to XX degrees”
- Increase Temperature: “OK, Google, increase the setpoint by XX degrees”
- Set Temperature: “OK, Google, set (room name) to XX degree”

Changes made with Google Home™

All changes made through a voice command related to radiator thermostat that is valid for one hour, or until the next scheduled event. The user cannot change this action. This also applies for boosts initiated from the radiator thermostat.

Troubleshooting

Symptom	Possible cause and Solution
 displayed in the Wiser Home app	<p>Possible cause: Device error.</p> <p>Solution: Contact your installer or customer support for more information.</p>
 NO SIGNAL	<p>Possible causes:</p> <ul style="list-style-type: none"> • The device is OFF. • The Wi-Fi® router is OFF. • The Airzone devices and Wiser Hub are not connected to the same home network. <p>Solution:</p> <ul style="list-style-type: none"> • Turn ON the device. • Make sure that the Wi-Fi® router is powered ON. • Make sure that the Airzone devices and the Wiser Hub are connected to the same home network. <p>If the problem persists, visit Wiser support.</p>
Devices not discovered during pairing process	<p>Possible cause: The Airzone devices are not powered ON or not connected to the same network as the Wiser Hub, or the Airzone device is not running on the latest firmware version.</p> <p>Solution:</p> <ul style="list-style-type: none"> • Make sure your Airzone devices are powered ON and connected to the same home network as the Wiser Hub. • Launch the discovery again. • Update the Airzone device with the latest firmware version from the Airzone Cloud app. <p>If the problem persists,</p> <ul style="list-style-type: none"> • Tap Help and Support in the Device Discovery page. • Tap (A) - Airzone Pro Wifi or tap (B) - Airzone Plenum for installation help.

Symptom	Possible cause and Solution
	
<p>⚠️ There are incompatible climate devices in this room. Please assign your Air conditioning to another Wiser Home room. Displayed in the Wiser Home app.</p>	<p>Possible cause: Other climatic devices and Airzone devices are installed in the same room.</p> <p>Solution: Create a separate room for Airzone devices.</p>
<p>Cooling mode get an error, trying to follow schedule.</p>	<p>Possible cause: Connection error – changes may not be saved to the controller.</p> <p>Solution: Enable a schedule for cooling. Refer to Creating a schedule, page 13.</p>

Compliance

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