Exxact - Connected Thermostat Room/Floor 16 A

Wiser Home Device User Guide

Information about features and functionality of the device.

01/2026

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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 the Document

Document Scope

This document provides the information about the installation, configuration, and usage of the Exxact - Connected Thermostat Room/Floor 16 A. It explains device features such as temperature control, preset modes, manual and app-based settings, and integration with the Wiser Home system. Users can learn how to pair the thermostat, adjust room and floor sensor settings, create schedules, moments, and automations, and use voice commands via Google Home or Amazon Alexa. It also includes instructions for modifying device parameters, managing user interface settings, and performing resets or device removal.

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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

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

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

- Disconnect the device from the supply by means of the fuse in the incoming circuit before working on the device.

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

⚠⚠DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

The device is not a Safety Extra Low Voltage (SELV) device.The sensor lines are on mains (AC 230 V) line.

- Only use sensors with double insulated cables.

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

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.

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  - 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.

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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/

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Declaration of conformity can be downloaded on:

- https://www.go2se.com/ref=WDE002497

Available Languages of the Document

The document is available in these languages:

- English
- Swedish
- Finnish

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Exxact - Connected Thermostat Room/Floor 16 A

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WDE003497

About the device

The Connected Thermostat Room/Floor 16 A (hereinafter referred to as cFMT/ thermostat) is mainly used for electric underfloor heating or electric radiators, but could also be used to control mains powered motorized valves or circulating pumps for water-based heating.

Thermostat features

- Measure & control the room temperature.
- Dot-matrix displays.
- Boost mode for ease and comfort.
- Child lock.
- Valve protection.
- Measure energy consumption.
- Smart schedule and control through Wiser app.

Operating elements

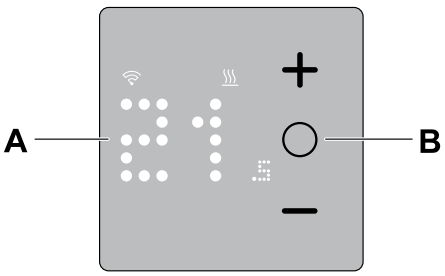
A. **Dot-matrix display**

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

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

B. **Touch buttons**

- **+/–**: to increase / decrease the value
- **O**: function button



Installing the device

Refer to the installation instruction supplied with this product.

See Connected Thermostat Room/Floor 16 A
.

Setting the device manually

As a standalone thermostat, you can set the following settings and operating parameters.

Preset	Configuration	Sensor type selection	Floor calibration setting	Max guard temp. setting	Boost mode
P1	Heat Pump/Oil Boiler	x	x	x	✓
P2	Hydronic Radiator/Gas Boiler	x	x	x	✓
P3	Hydronic Underfloor	x	x	x	✓
P4	Electrical Radiator	x	x	x	✓
P5	Electrical Underfloor (Without floor limits)	x	x	x	✓
P6	Electrical Underfloor (With floor limits)	✓	✓	✓	✓
P7	Hydronic Underfloor	✓	✓	✓	✓
P8	Electrical Underfloor	✓	✓	✓	✓
P9	Regulator Mode (output displayed is based on percentage)	x	x	x	✓

Refer the following topics for more information on these settings:

- **Sensor type selection, page 14**
- **Floor calibration setting, page 14**
- **Max guard temp. setting, page 14**
- **Boost mode, page 33**

Device presetting

You can configure a preset during the initial power-on or immediately after performing a factory reset. The thermostat requires a preset selection to apply predefined settings based on the application it controls. This ensures proper functionality for the intended use case. Preset selection is a manual process. All presets use a PI control algorithm, which delivers highly stable performance.

PI (Proportional and Integral) controller: It is a widely used control method. It minimizes the error between the desired setpoint and the actual value by applying feedback-based corrections.

You can choose one preset configuration:

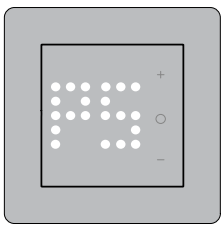
Preset	Configuration	Control type / Set point range	Cycle time (min)
P1	Heat Pump/Oil Boiler	Room Control 4 °C ~ 30 °C	20
P2	Hydronic Radiator/Gas Boiler		10
P3	Hydronic Underfloor		10
P4	Electrical Radiator		10
P5	Electrical Underfloor (Without floor limits)		10
P6	Electrical Underfloor (With floor limits)		10
P7	Hydronic Underfloor	Floor Control 10 °C ~ 40 °C	10
P8	Electrical Underfloor		10
P9	Regulator Mode (output displayed is based on percentage)	Floor Control 0 ~ 10 (0% ~ 100%)	30

Cycle time: The Cycle Time setting defines the duration of each on/off cycle for the output relay. Within a cycle time, the relay cycle (On/Off switching action) operates based on the demand setpoint.
A longer cycle time may be more appropriate for slow heating surfaces, such as concrete floors. A short cycle time is more appropriate for faster heating surfaces, such as electric panel heaters.

Initial preset configuration (by default):

When the thermostat is powered on for the first time or immediately after a factory reset, the Dot-matrix LED displays following default presets.

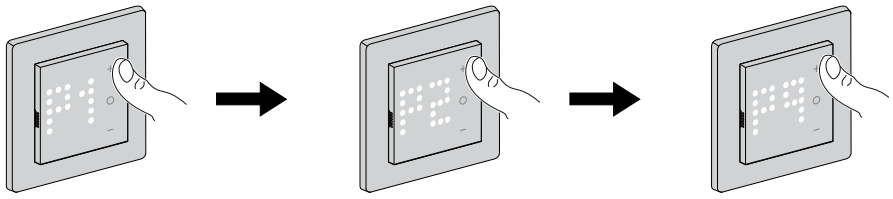
- **P5** flashes if there is no external sensor connected.
- **P8** flashes if there is any external sensor connected.



To modify the default preset value:

- Press **O** and **+** buttons simultaneously for 10 seconds to enter the preset changing mode
- Press **+** button to increase the preset value from P1 to P2.
- Press **–** button to decrease the preset value from P2 to P1.

For example, when **+** button is pressed, preset P1 becomes P2, continue to press the **+** button, and the preset changes to P3, P4...P9.

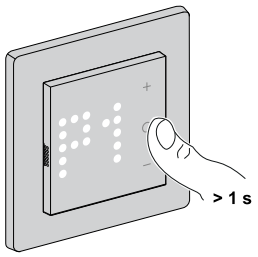


Similarly, when **–** button is pressed, preset P9 changes to P8, continue to press the **–** button, preset changes to P7, P6...P1.

To confirm the preset selection:

- Select the preset that meets your needs using the **+/-** buttons.
- Press and hold **O** button for more than 1 second to confirm the selection.

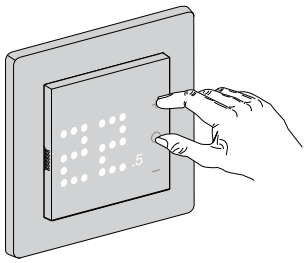
For **example**, P1 is confirmed.



- Cycle Time : 20 mins
- Valve Protection : Off

If the preset value of P6, P7, or P8 is selected and the thermostat is connected to an external floor sensor, you must set the sensor type. Refer manual sensor settings, page 14.

NOTE: After configuring the thermostat, if you want to change or modify the preset or sensor setting, press **O** and **+** button simultaneously to enter preset selection and continue the process.



Manual sensor settings

A thermostat with a preset value of **P6** to **P8** can be connected to an external floor sensor. This enhances the user's experience in regulating the temperature.

NOTE: After selecting a preset, press **O** button for 1 second to confirm. The device will proceed with the sensor configuration in the below sequence. For more info on preset, refer device presetting, page 10

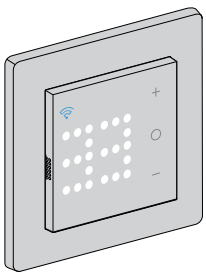
Selecting floor sensor type

After selecting a preset, the thermostat enters the Floor Sensor Selection menu. In this menu, you can manually choose the sensor type connected to the thermostat. This allows the thermostat to convert and display the temperature accurately.

To select the floor sensor type:

1. When the selection menu opens, **10** appears on the thermostat's dot-matrix display.
2. Press the + or – touch button to scroll through the available sensor types:
   - **10** kOhm
   - **12** kOhm
   - **15** kOhm
   - **33** kOhm
   - **47** kOhm

   TIP: When **+** button is pressed, sensor type 10 becomes 12, continue to press the **+** button, and the type changes to 15, 33, and 47.
   When **–** button is pressed, sensor type 47 becomes 33, continue to press the **–** button, and the type changes to 15, 12, and 10.
3. Select the sensor type which is installed and then press the **O** touch button for a few seconds to confirm the selection.
4. The thermostat dot-matrix display the sensor type and LED flashes blue.



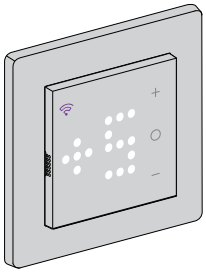
Setting temperature calibration

After selecting the floor sensor type, you must set the calibration value (offset value) of the sensor in order to minimize any variation in temperature measurement.

To set temperature calibration:

1. Press **+** or **–** touch button on the device to set the calibration value..

   NOTE: The temperature calibration ranges from **-9°C** to **+9°C** and can be adjusted in 0.5°C increments.
2. Set the calibration value, press the **O** touch button for a few seconds to confirm the selection.
3. The thermostat dot-matrix display calibration value and LED flashes purple.



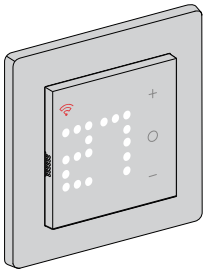
Setting maximum guard temperature

After setting temperature calibration, you must set the maximum guard temperature. It is the upper limit of the floor sensor.
Minimum guard temperature can only be set through Wiser Home app.

To set maximum guard temperature:

1. Press **+** or **–** touch button on the device to set the maximum limit.

   NOTE: The temperature limit ranges from **11°C** to **40°C**.
2. Set the value, press the **O** touch button for a few seconds to confirm the selection.
3. The thermostat dot-matrix display calibration value and LED flashes red.



IMPORTANT:

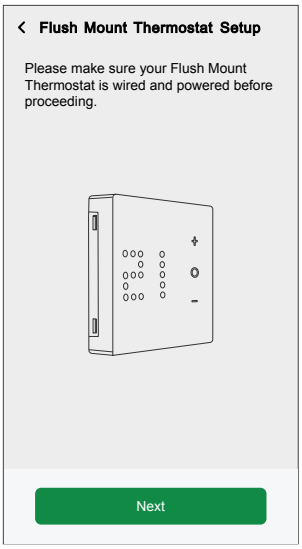
- If you want to update the sensor settings manually after setting up the device, Press **O** and **+** button simultaneously to enter preset selection and press **O** to confirm preset and enter sensor setting.
- You can also perform a factory reset to remove all settings and configure the thermostat newly. Refer resetting the device, page 49.
- It is possible to modify or update sensor settings without resetting the thermostat with the Wiser Home app. Refer Using the device, page 29.

Pairing the device with the Wiser hub

Using the Wiser Home app, you can pair your thermostat with the **Wiser Hub** to access and control the thermostat.
To pair the thermostat:

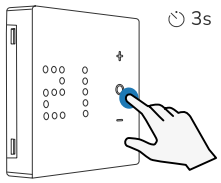
1. On the **Home** page, tap .
2. Tap **Devices >** **>Climate** tab.

   TIP: You can also navigate by tapping **Control** tab > > **Climate** tab.
3. Tap **Flush Mount Thermostat** and select the thermostat you want to pair.
4. Tap **Next**
   The next screen shows the thermostat joining process.



5. On thermostat press and hold the **O** touch button simultaneously (> 3 s) until **Jn** appears on the device.

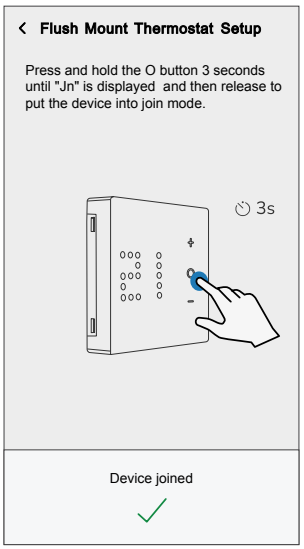
   The wireless LED blinks amber when joining.



6. Wait for a few seconds until the wireless LED on the thermostat turns green.

   NOTE: The wireless LED on the thermostat turns red if it is unable to connect.

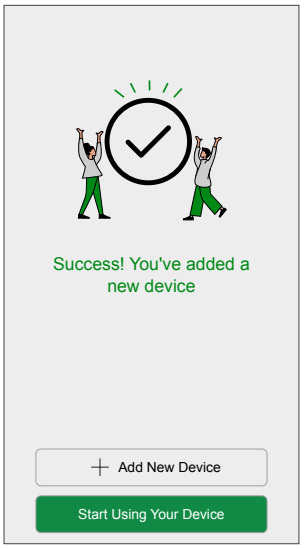
   Upon successful pairing, the app displays the device joining status.



7. Add a name for the thermostat and tap **Next**
8. Assign a thermostat to the room and then 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**.

The thermostat is now listed on the **Control** tab under the **All** and the specific room tabs.

Configuring UFH actuator

When thermostat's preset is set to P3 (Hydronic Underfloor) and it is connected with Wiser under floor heating (UFH) actuator, pairing process continues to configure UFH system. Thermostat will use UFH to control room temperature.

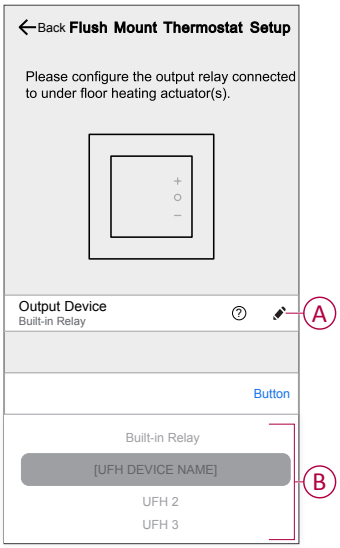
The thermostat can also be used as a temperature sensor and a temperature set point selector for other heating devices like 16A Relay or Connected Thermostat (2A or 16A).

NOTE: Refer, pairing the device, page 16.

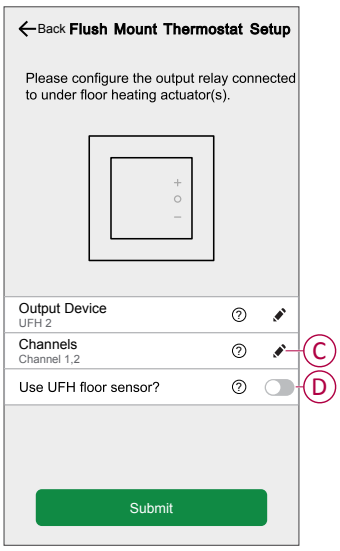
1. Assign a room to the thermostat once it has been paired and then tap **Next** to configure UFH.

2. Tap **Output Device** (A) for slide up menu and select the UFH (B) from the list which is connected to the thermostat.

   NOTE: Built-in relay is selected by default as the output device, there are no other settings for it.



3. Tap on **Channels** (C) and select the channel which controls the room where thermostat is located.
4. Enable toggle switch (D), if you want monitor the floor temperature using UFH floor sensor.



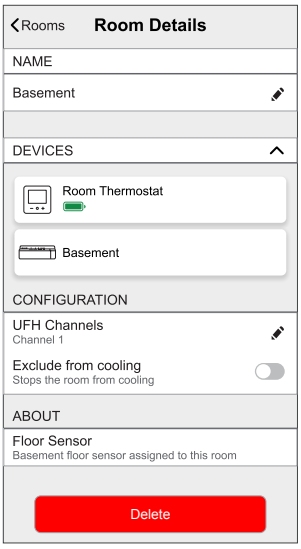
   NOTE:

   - To change the UFH channel room refer Assigning a channel to the room.
   - Only one UFH floor sensor can be assigned to a room if you want to update refer Setting Floor Sensor Location.

5. Tap **Submit**.

   The thermostat is now listed on the **Control** tab under the **All** and the specific room tabs.

IMPORTANT: If cooling input is enabled in UFH make sure in **Room Setting > Excluded From Cooling** toggle switch is On. This can be useful if there are areas in a building that do not require cooling, such as storage rooms or unoccupied spaces. Refer UFH Cooling input.



Configuring the device

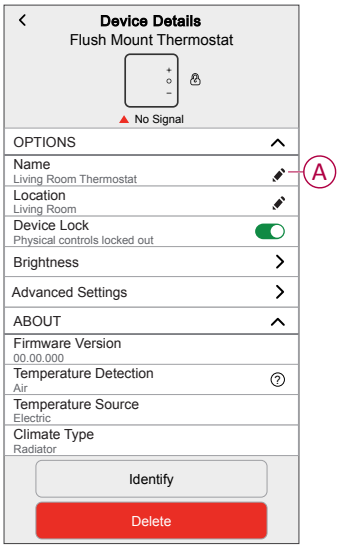
Renaming the device

Using the Wiser Home app, you can change the thermostat name.
To change the thermostat name:

1. On the **Home** page, tap ⚙.

2. Tap **Devices > Flush Mount Thermostat > Room settings > Name** (A) to update the thermostat name.

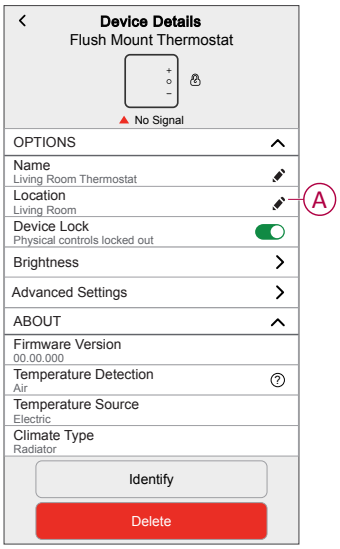
   TIP: You can also select a device from the list in the **Control** tab, tap ⋮ > **Device Settings**.



Changing the device location

Using the Wiser Home app, you can change the thermostat location.
To change the thermostat location:

1. On the **Home** page, tap ⚙.
2. Tap **Devices > Flush Mount Thermostat > Room settings > Location** (A).

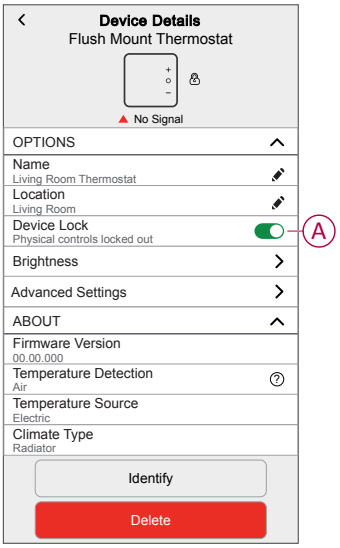


Locking user interface

Using the Wiser Home app, you can lock the thermostat controls . This will prevent children from changing the temperatures in your room by playing with it.

1. On the **Home** screen, tap .
2. Tap **Devices > Flush Mount Thermostat > Room settings > Device Lock** (A) to lock or unlock the thermostat control.

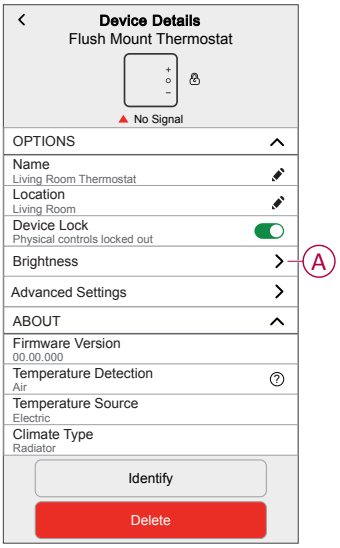
TIP: When the thermostat lock is active, a will appear next to the thermostat.



Setting the display brightness

Using the Wiser Home app, you can set the thermostat display brightness such as active (brightness during interaction) and inactive (brightness after 60 seconds of inactivity).
To set the thermostat display brightness:

1. On the **Home** screen, tap .
2. Tap **Devices > Flush Mount Thermostat > Room settings > Brightness** (A).

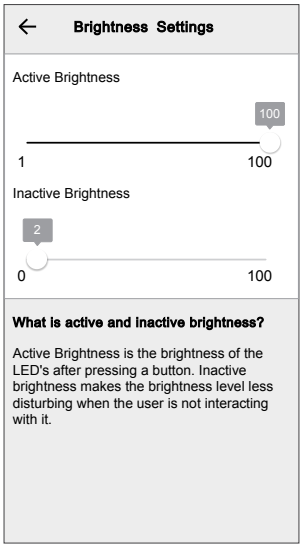


3. Set the active and inactive brightness using the sliding bars.

   NOTE:

   - Default active screen brightness is 100%. Range from 1%~100%, and the setting accuracy is 1%.
   - Default inactive screen brightness is 0% range is 0%~100%, the setting accuracy is 1%, and it must be <= active brightness.

   For example:
   Allowed: Both active and inactive brightness can be set to 50%.
   Not allowed: Inactive brightness set to 60 % and active brightness set to 50 %.



Advanced device settings

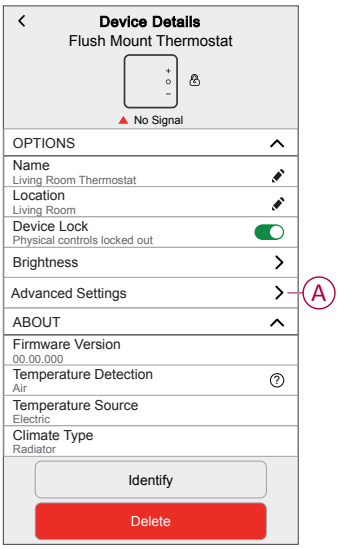
The Wiser Home app offers advanced settings for the thermostat. These settings include toggle switches that let you enable or disable valve protection, enable cooling input and output relay, and set cycle time and universal input.

NOTE: Making changes to advanced settings can severely impact your system, so be sure to understand its impact before applying any changes to the advanced settings.

To do advanced settings:

1. On the **Home** screen, tap .
2. Tap **Devices > Flush Mount Thermostat > Room settings > Advanced Settings** (A).

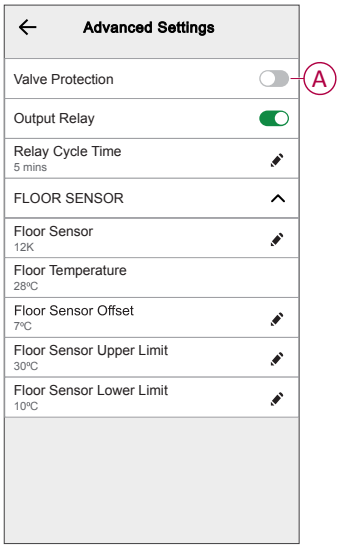
3. Read the caution and tap **OK**.



Valve Protection

Activate output every two weeks to prevent valve calcification.

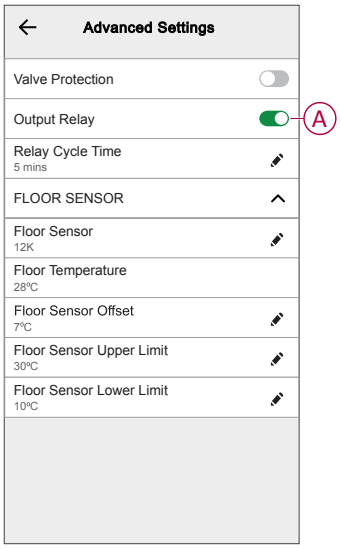
You can activate the valve protection by tapping on the toggle switch (A).



Output Relay

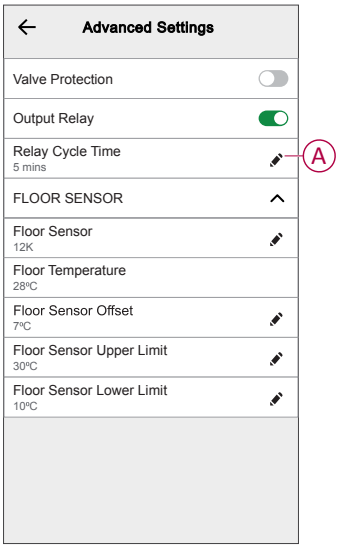
This option is to turn on/off the relay, if used as a temperature measurement device.

You can turn on/off the relay by tapping on the toggle switch (A).



Relay Cycle Time

In advanced settings, you can choose **Relay Cycle Time** (A). 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.



For example, 20 mins = three cycle per hour.

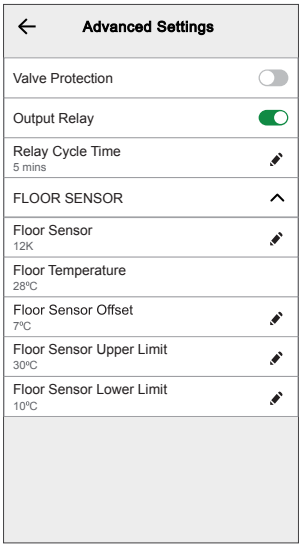
NOTE: A relay cycle time can be viewed only when the output relay is on.

Tap **Relay Cycle Time**:

- 5 mins
- 10 mins
- 20 mins
- 30 mins

Floor sensors settings

Wiser Home app allows you to update the floor sensor settings that were set during initial configuration.



Floor sensor

To select the floor sensor:

1. Tap **Floor Sensor** for slide up menu.

2. Select the sensor type (kOhm) form the following list.
   - **10K**
   - **12K**
   - **15K**
   - **33K**
   - **47K**
   - **Not fitted**

   NOTE: Select correct floor sensor type which is installed and then you can set offset and temperature limit.

Floor sensor offset

To set the offset temperature:

1. Tap **Floor Sensor Offset** for a slide-up menu.
2. Drag the sliding bar to set the offset temperature.

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

Floor sensor limit

To set the upper and lower temperature limit:

- On setting page, tap **Floor Sensor Upper Limit** to set upper temperature limit of the floor sensor and then tap **Save**.

  NOTE: The temperature ranges form 5°C to 19°C and maximum guard temperature should be higher than minimum guard temperature.

- Tap **Floor Sensor Lower Limit** to set lower temperature limit of the floor sensor and then tap **Save**.

  NOTE: The temperature ranges form 21°C to 40°C and minimum guard temperature should be lower than maximum guard temperature.

Room setting

You can set channel, occupancy and window detection in the room settings.

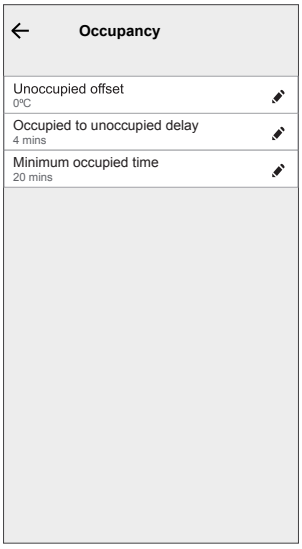
1. On the **Control** tab, select the thermostat for which you want to change room setting.
2. On device control screen of thermostat, tap **Room setting** to open room details.

Channel settings

If the thermostat and under floor heating device are in same room you can change channel which is assigned to same room as thermostat by tapping on **Channel** in room details and select the channel.

Occupancy

You can change the occupancy settings according to user requirement by tapping **Occupancy** in room details.



- **Unoccupied Offset**: You set the setpoint when room is unoccupied.
  This helps to save energy by allowing the temperature to drift from the normal setpoint to a less comfortable but more energy-efficient level when the space is not in use.

- **Occupied to Unoccupied Delay**: You can set the time delay between a room being occupied and then transitioning to an unoccupied state.
  This delay ensures that the system doesn't immediately switch to an unoccupied mode when a room becomes vacant, preventing unnecessary fluctuations and providing a grace period in case the room becomes occupied again shortly after being unoccupied. This delay helps to optimize energy efficiency and maintain comfort within the building.

- **Minimum Occupied Time**: You can set the minimum duration for which the thermostat detects occupancy before it takes certain actions, such as adjusting temperature settings to unoccupied setpoint. This feature helps prevent the system from reacting to short-term movements or presence, ensuring that it responds to sustained occupancy, thereby optimizing energy usage and maintaining comfort effectively.

Open window detection

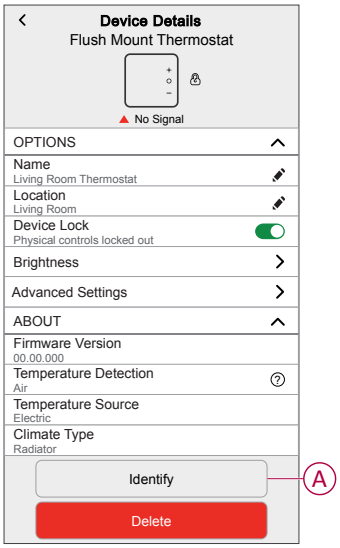
Windows open detection in a thermostat is a feature that utilizes sensors to detect when windows or doors are open in the vicinity. When an open window or door is detected, the thermostat can adjust the heating system to conserve energy. This helps improve energy efficiency and can contribute to cost savings by ensuring that the system operates more intelligently in response to changes in the indoor environment.
Switch the toggle to enable open window detection.

Identifying the device

Using the Wiser Home app, you can identify the thermostat from the other available devices in the room.

1. On the **Home** screen, tap .
2. Tap **Devices > Flush Mount Thermostat > Room settings > Identify** (A).

   NOTE: The thermostat LEDs on the dot-matrix display flash white while the wireless connectivity LED flashes green at the same until you tap **Ok**.

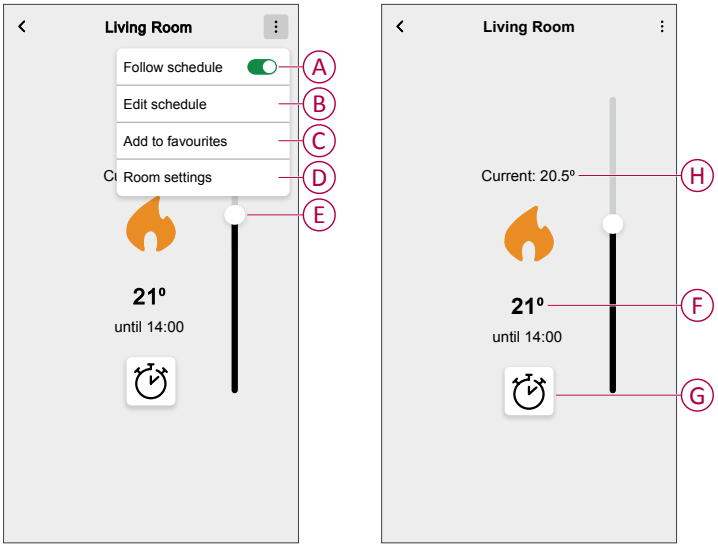


Using the device

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

Thermostat control panel

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

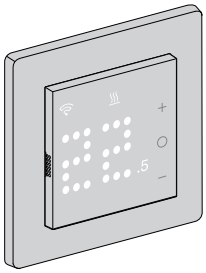


A	Turning the toggle switch ON activates the selected schedule.
B	Allows you to edit an existing schedule.
C	Allows you to add the device to the Favourites section in the **Home** screen. When you add it to your **Favourites**. To know more about **Favourites**, refer to the Managing Favourites topic in the respective System User Guide.
D	Allows you to update the room details (name, location etc.).
E	The sliding bar to adjust the temperature.
F	The set-point temperature value.
G	Tap the (boost icon) (G) to set a time duration for which the setpoint temperature will increase by 2 °C. When you tap the (boost icon) (G), you can choose one of the following time durations: • 30 min • 1 hr • 2 hr • 3 hr • Off
H	The current temperature value.

Setting the room temperature manually

The room temperature can be increased/decreased manually by pressing the touch button of the thermostat.

- Press the **+** button to increase the temperature setpoint.
- Press the **–** button to decrease the temperature setpoint.



In P3, P5, P6 presets, if floor sensor is fitted, device will be in room temperature with floor limits mode.

When the room temperature is at or above the current setpoint, the floor temperature is below the lower floor temperature limit (min. guard), the demand is generated and the room is heated to warm the floor, and the demand LED flashes white at 1 Hz.

When the room temperature is below the current setpoint, the floor temperature is above the upper floor temperature limit (max. guard), the demand should be 0 and control output should be prevented, the demand LED flashes white at 1 Hz.

Setting the room temperature using the app

Using the Wiser Home app, you can adjust the room temperature.
To adjust the room temperature:

1. On the **Control** tab, tap **All** devices or a room tab where the thermostat is located.
2. To select a thermostat, tap .

3. Use the slider control and set the room temperature for heating.

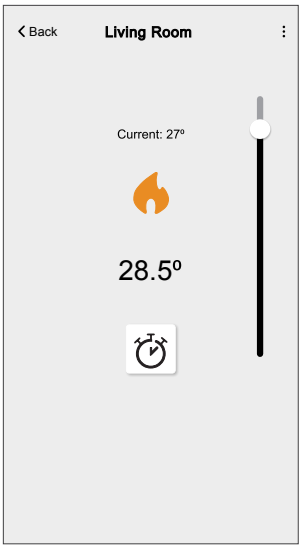
NOTE:

- 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.

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

- By tapping or of the heating section on the **Control** tab.

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



IMPORTANT:

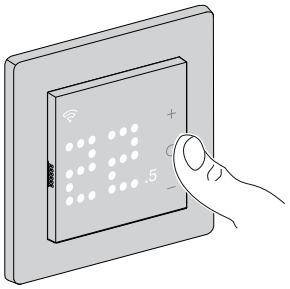
- Once the boost time is set, the set-point temperature automatically increases by 2° C for the set boost time. After the boost time is over, the set-point temperature returns to the current scheduled event or to the previous set-point temperature.
- Moving the slider control to the bottom of the bar activates **Frost Protection** mode. In this mode, the system maintains the room temperature at a constant 5 °C to prevent freezing.

Setting boost mode manually

You can manually enable and disable the boost mode.
When enabled the temperature increases by 2° C for temperature control modes (P1 to P8) and by +2 for regulator mode (P9) over the current temperature.

To enable boost mode:

1. Press **O** button once to enter boost menu.



   +1 flashes on Dot-matrix display.

2. Use the **+/-** button to navigate between the boost hours from **+1** to **+3**.

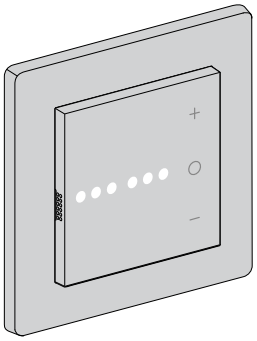
   If there is no interaction for 5 seconds, the thermostat saves the selection and exits Boost Mode automatically.

For example:
If the ambient temperature is 20° C and the set point is 18° C, there is no heat demand. To temporarily increase the temperature, you can enable Boost Mode. When Boost Mode is active, the setpoint becomes 22°C (current temperature + 2° C) for the selected boost duration. After the boost period ends, the setpoint returns to its original value (18°C) or to the scheduled value if scheduling is enabled.

To disable boost mode:

1. Press **O** button once.
   +1 flashes on thermostat Dot-matrix display.
2. Press **+** button for thermostat to display **– –** (boost cancel).

   After selecting the boost cancel, thermostat will save and exit boost mode if there is no interaction within 5 s.

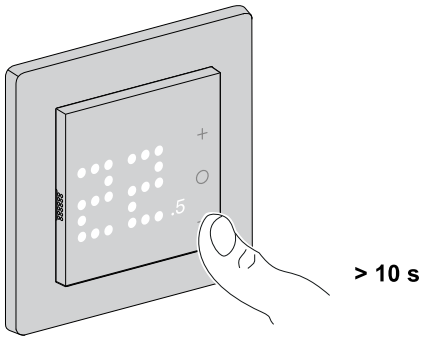


Turning on/off the device manually

When thermostat is not in use, you can turn on/off the device manually

NOTE: Make sure to disable childlock before turning off the device.

Press **–** for more than 10 seconds to turn off.

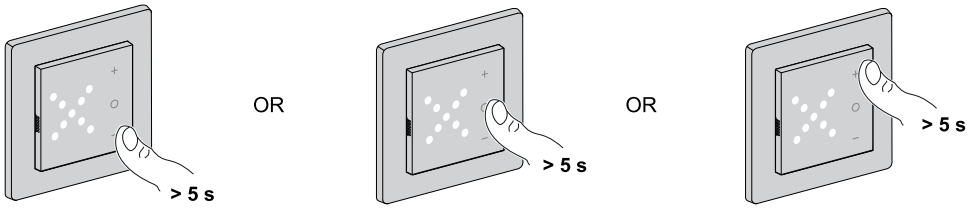


When thermostat is fully off:

- The LED does not display room temperature.
- The thermostat does not control room temperature.
- Outputs remain off
- On initial interaction, the display shows “X” to indicate the device is off.

To turn on the thermostat:

Press **–**/**O**/**+** once, thermostat Dot-matrix display shows **X** and then press **–**/**O**/**+** button for more than 5 seconds to power on the thermostat..



When the thermostat is turned on, it returns to its last state.

NOTE: When the thermostat is turned on/off manually, its status is not displayed in the Wiser Home app.

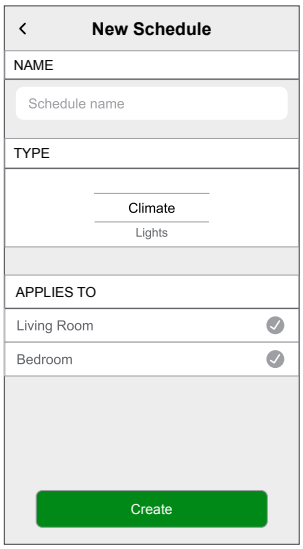
IMPORTANT: If your thermostat is Off, your home is not protected against frost. Using the current version of the Wiser Home app, you can not switch back a thermostat On. It can only be turned On manually.
Hence, If you are leaving for holidays, do not turn the thermostat Off. Instead, lower the setpoint to the minimum frost protection level.

Creating a Schedule/Event

Schedule/Event allows you to control how your thermostat behaves throughout the day. Once the schedule is set, your system will follow the active schedule. You can create or modify the schedules at any time.

1. On the **Home** screen, tap ⊞.
2. Tap **Schedules** tab > +.
3. On the **New Schedule** page, enter the **Schedule name**, select **TYPE**, and select room.

4. Tap **Create**.

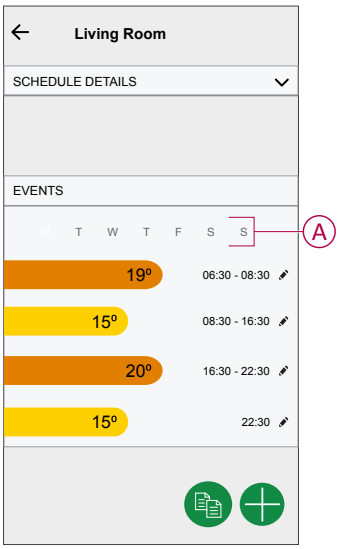


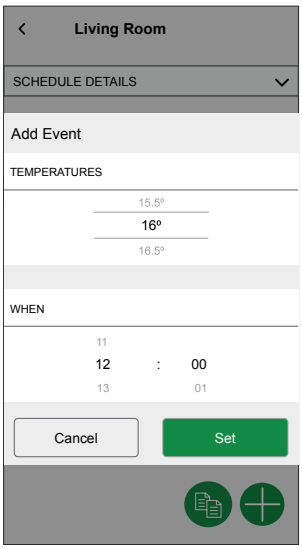
5. Select any day (A) and tap to add an event:
   - **TEMPERATURES**: Select the desired temperature (for example 16 °C).

     NOTE: If you move the slider to the bottom of the bar for the schedule, Frost Protection Mode will activate when the schedule begins. In Frost Protection Mode, the system maintains the room temperature at 5 °C to prevent freezing.
   - **WHEN**: Set the time for the event (for example 12:00)

     NOTE: You can create a maximum of 8 events per day.

     Copy Schedule: You can tap to copy the schedule from one day to other days or copy the entire schedule to a new schedule or to an existing one.





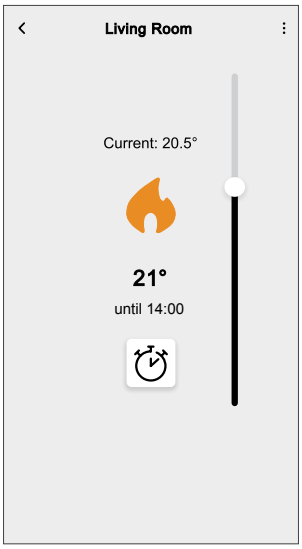
6. Tap **Set**.
7. On the top-right corner of the screen, tap and select **Follow schedule** toggle switch to turn on/off the schedule.

How setpoint changes work

When your system is following a schedule:

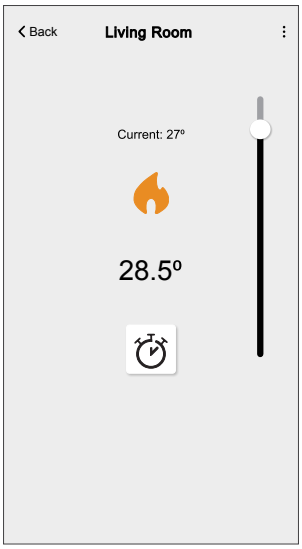
- The new setpoint remains active until the next scheduled event.

- You can view the time until which a schedule is active, on the **Control** tab under the device name. This indicates how long the current schedule will stay ON.



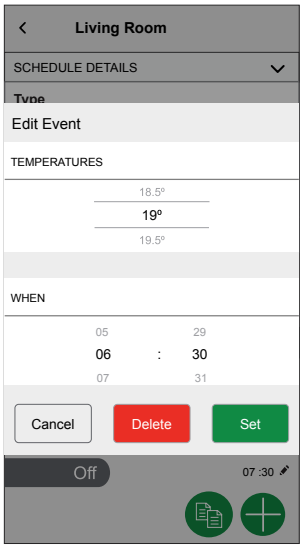
When your system is not following a schedule:

- Any changes made using the slider remains active until you adjust the slider again.
- The time until which a schedule is active will not be displayed on the screen.



Editing Schedule/Event

1. On the **Home** screen, tap .
2. Tap **Schedules** tab and select the schedule that you want to modify.
3. Tap **SCHEDULE DETAILS**:
   - rename the device
   - change the device location
   - delete schedule
4. To edit the **EVENTS**, select a day, and tap to change the time and temperature.



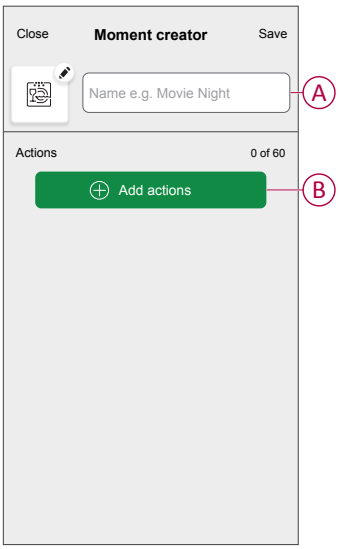
Creating a Moment

A Moment allows you to change the state of multiple devices with a single tap. Moments act like scenes, allowing you to control several devices all at the same time.

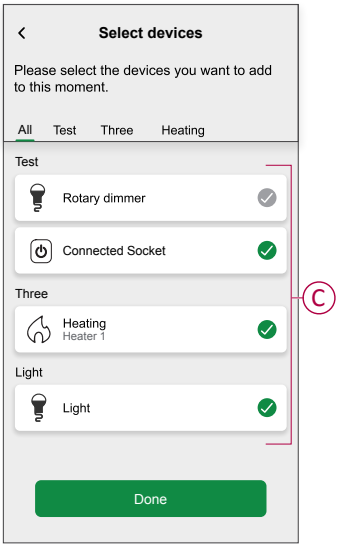
1. On the **Home** screen, tap .
2. Go to **Moments** > to create a moment.
3. Enter the name of the moment (A).

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

4. Tap **Add actions** (B) to select the list of devices.



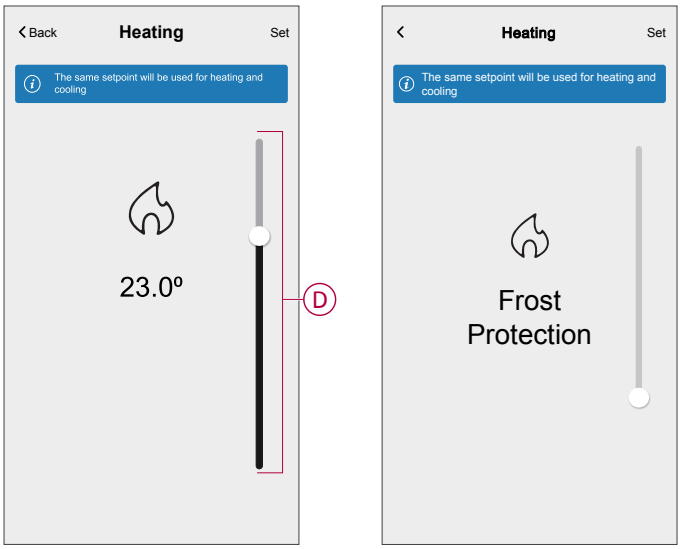
5. In the **Select devices** menu, you can select the devices (C).



6. Once all the devices are selected, tap **Done**.

7. On the **Moment creator** page, select the device to set the condition. For example, select heating.
   – Set the required temperature using the slider (D).

     NOTE: If you move the slider to the bottom of the bar, **Frost Protection** mode is activated. In this mode, the system maintains the room temperature at 5 °C.



   When the desired condition is set, tap **Set**.
8. Once all conditions are set, tap **Save**.

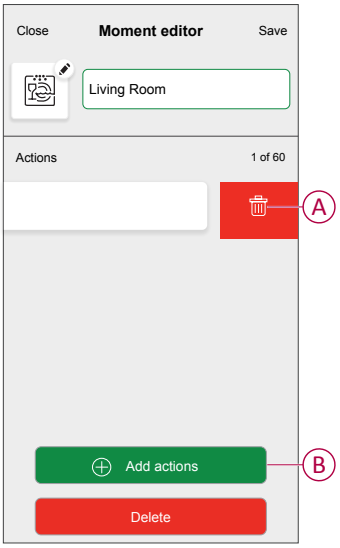
Once the moment is saved, it is visible on the **Moments** tab. You can tap on the moment to enable it.

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 **Automations**.
2. Go to **Moments**, locate the moment you want to edit and tap .
3. On the **Moment editor** screen, you can perform following changes:
   - Change the image for the moment .
   - 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.

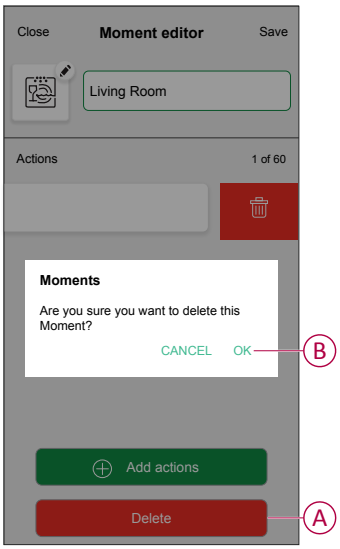


4. Tap **Save** to save the changes.

Deleting a moment

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

3. On the **Moment editor** screen, tap **Delete** (A) and then tap **OK** (B).

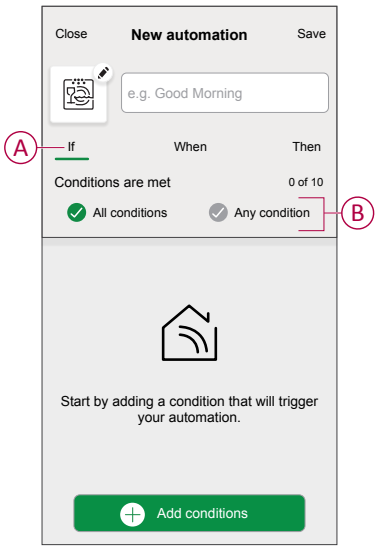


Creating an Automation

An automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times.

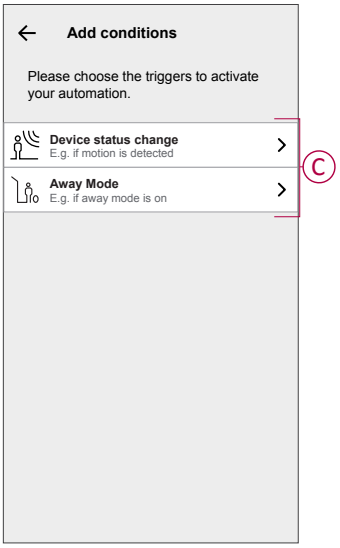
1. On the **Home** screen, tap .
2. Go to **Automation** > + to create an automation.

   NOTE: Maximum 10 automations can be added.
3. Tap **If** (A) and select any of the following conditions (B):
   - **All conditions**: This triggers an action only when all conditions are met.
   - **Any condition**: This triggers an action when at least one condition is met.



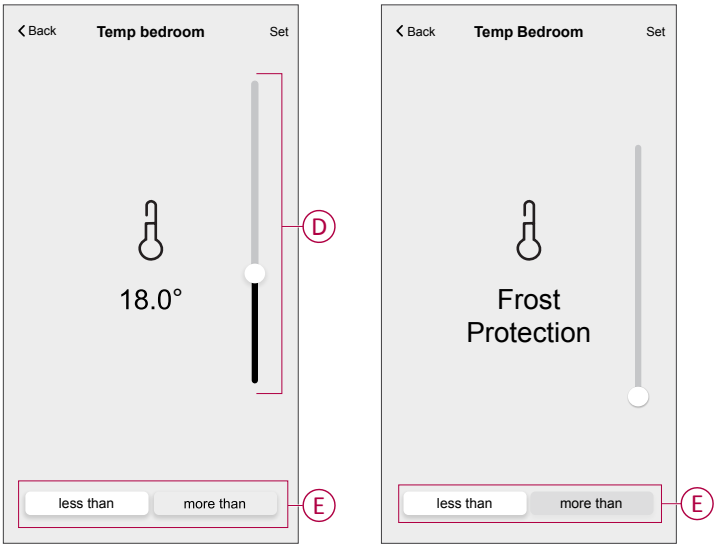
4. Tap **Add conditions** and select any of the following (C):
   - **Device status change**: Select a device to enable automation.
   - **Away Mode**: Enable/Disable away mode to trigger an action.

     TIP: Away mode can also be used as a trigger to turn off the lights, dimmer or closing the shutter etc. For more information about **Away Mode** , refer to the System User Guide.



5. Tap **Device status change** > . Set the temperature using sliding bar (D) and select the condition (E) (**less than / more than**), then tap **Set**.

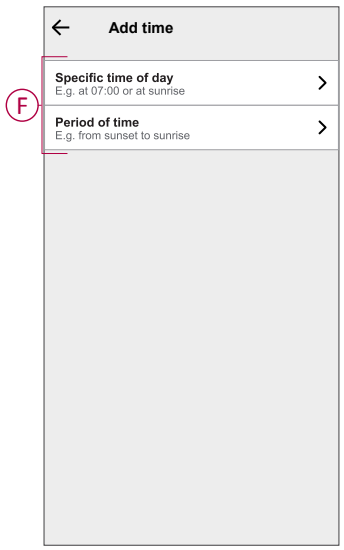
   NOTE: If you move the slider to the bottom of the bar, Frost Protection mode is activated. In this mode, the system maintains the room temperature at 5 °C.



NOTE:

- Maximum 10 conditions can be added.
- To remove an added condition, swipe left and tap .

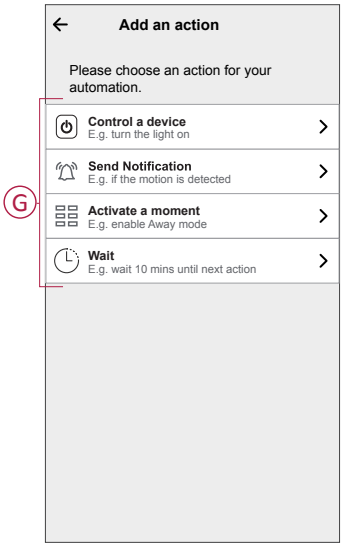
6. To set a specific time for your automation, tap **When** > **Add time** and select any of the following (F):
   - **Specific time of the day: Sunrise, Sunset, Custom.**
   - **Period of time: Daytime, Night time, Custom.**



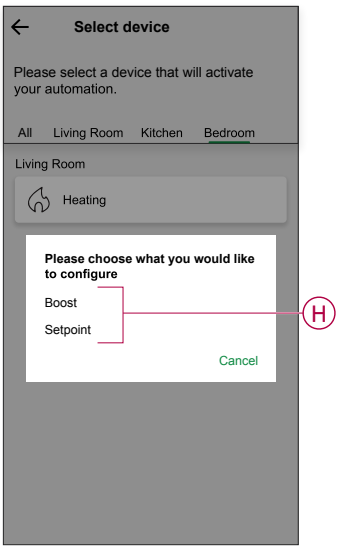
NOTE:

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

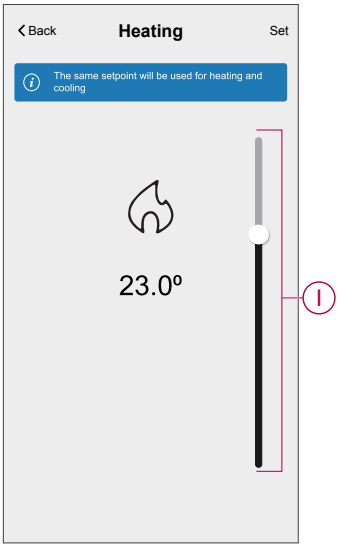
7. To add an action, tap **Then** > **Add an action** and select any of the following (G):
   - **Control a device**: Select a devices that you want to trigger.
   - **Send Notification**: Turn on the notification for the automation.
   - **Activate a moment**: Select the moment that you want to trigger.
   - **Wait**: This option allows you to add a delay in an automation sequence. You can set the wait time in increments of 1 (hour/minute), up to a maximum of 24 hours. This feature is useful for delaying actions within an automation.



8. Tap **Control a device** > **Heating** and select any of the following (H):
   - **Boost**: Set the duration to increase the temperature by 2 °C.
   - **Setpoint**: Set the desired temperature.



9. Tap **Setpoint**, set the required temperature using vertical sliding bar (I), then tap **Set**.

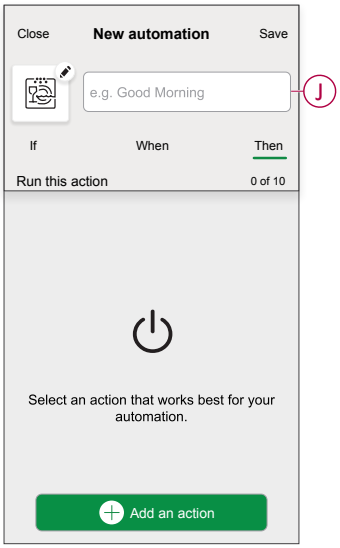


NOTE:

- Maximum 10 actions can be added.
- To remove an action, swipe it left on the action and then tap  .

10. Enter the automation name (J).

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

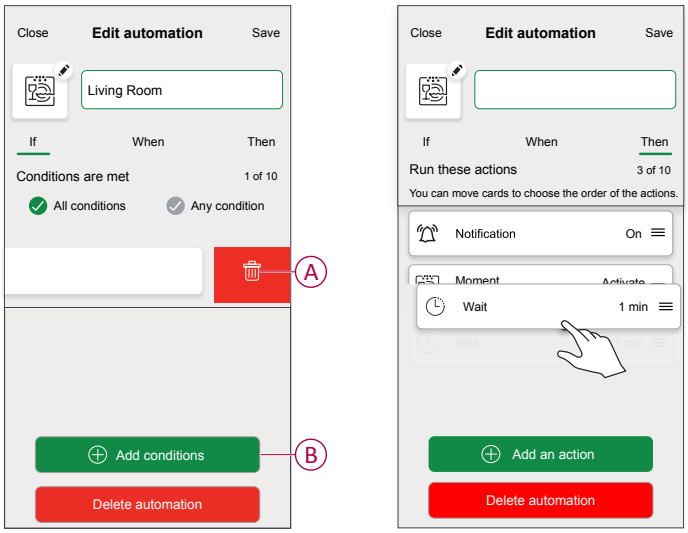


11. Tap **Save**.
    Once the automation is saved, it is visible on the **Automation** tab.

    Using the (K) you can enable and disable the automation.

Editing an automation

1. On the **Home** screen, tap **Automations**.
2. Go to **Automation**, tap the automation you want to edit.
3. On the **Edit automation** screen, you can perform the following changes:
   - Change the image of the automation.
   - Rename the automation.
   - Tap each condition to change the settings.
     - To remove a condition, slide the condition towards left and then tap (A) to delete it.
     - Tap **Add conditions** (B) to add new condition.
   - To change the order of actions, tap the **Then** option, and hold an action, then drag and drop to the desired position.

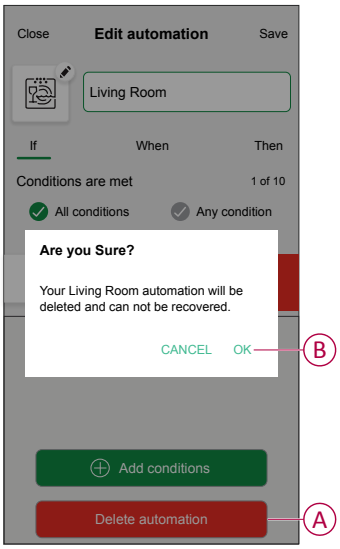


4. Tap **Save** to save the changes.

Deleting an automation

1. On the **Home** screen, tap **Automations**.
2. Go to **Automation**, tap the automation you want to delete.

3. On the **Edit automation** screen, tap **Delete automation** (A) and read the confirmation message and then tap **OK** (B).



Built-in Automation

There are three built-in Automation such as Boost All, Cancel all overrides and Away mode.

Boost All

You can apply a +2 °C boost for 1 hour to all rooms in the system. This action does not affect hot water. Since it is a one-time action, you will find **Boost All** (A) under the **Automation** menu by tapping the **Automations** tab at the bottom of the **Home** screen.

Cancel all overrides

The **Cancel all overrides** (A) option returns all heating to pre-set values. If you have selected **Boost All** or manually changed a room setpoint, this action will cancel those overrides and restore all rooms to their scheduled setpoints. You can find this option in the **Automations** menu by tapping the **Automations** tab at the bottom of the **Home** screen.

Away Mode

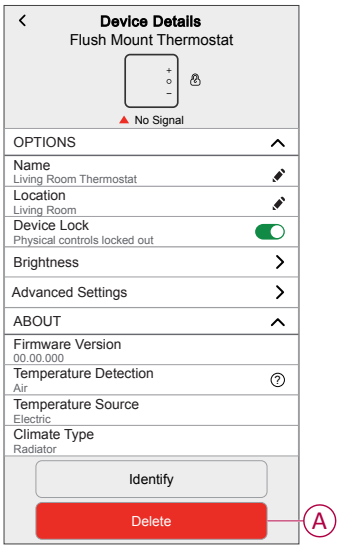
Away Mode (A) sets all rooms to a default temperature (16 °C). It appears with a check mark in the **Automation** page when active and can be accessed from the **Automation** menu by tapping the **Automation** tab at the bottom of the **Home** screen.
Only rooms with setpoints higher than 16 °C will change. For example, a room set to 5 °C will remain unchanged.
Away Mode overrides **Boost** and **schedules**, but you can still manually adjust setpoints, boost individual rooms, or turn hot water ON.
When active, rooms and hot water display **Away Mode** values, and hot water will turn OFF if selected in the **Away Mode** screen. For more information on Away Mode, refer to the Away Mode topic in the respective System User Guide

NOTE: Current temperature is not shown while **Away Mode** is active.

Removing the device

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

1. On the **Home** page, tap ⚙.
2. Tap **Devices > Flush Mount Thermostat > Room settings > Delete** (A).



3. Read the confirmation message and tap **Ok** to remove the thermostat from the Wiser system.

NOTE: By removing the thermostat, you will reset the thermostat. If you still have a problem with the reset, then refer to resetting the device, page 49.

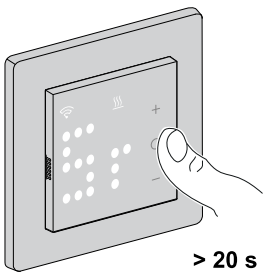
Resetting the device

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

To perform a Soft reset :

- Press and hold the **O** touch button for more than 20 seconds.

- The thermostat flashes **Sr**, indicating soft reset, and it is selected when the button is released.
- The **Sr** will flash to confirm the soft rest.



NOTE: To cancel the soft reset, press and hold the **O** button for more than 30 seconds. This reverts the thermostat's UI back to its previous state before the touch 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.
- Retains installer configuration to ensure proper functioning after rejoining or re-registration.

To perform a Factory reset :

- Press and hold the **O** touch button for more than 25 seconds until thermostat flashes **Fr**
- Release the button when **Fr** flashes on the Dot-matrix display to confirm the factory reset.
- The thermostat resets to factory defaults and returns to the preset, page 10 selection screen after 5 seconds.

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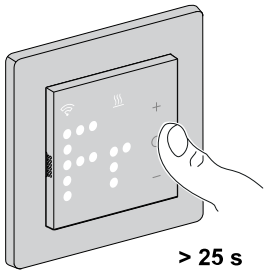
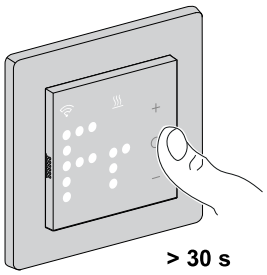


NOTE: To cancel the factory reset, press and hold the **O** button for more than 30 seconds. This restores the thermostat's UI to its previous state without changing its functional settings.



A factory reset 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.

Cleaning

The external housing should be kept clean. Wipe the surface with a damp cloth.

NOTICE
EQUIPMENT CLEANING INSTRUCTIONS Do not use any cleaning agent, especially alcohol. **Failure to follow these instructions can result in equipment damage.**

Voice control

Using Amazon Alexa® or Google Home, you can control the thermostat with your voice.

Google Home

Google Home is a brand of smart speakers that works like Alexa. You can use Google Assistant to request information or perform an action using a variety of commands."

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

Amazon Alexa™

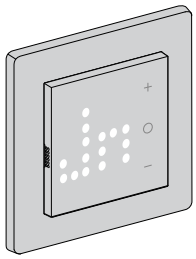
Amazon Alexa™ (Alexa) is an intelligent personal assistant developed by Amazon™, and is capable of voice interaction.

Common Wiser commands for Alexa

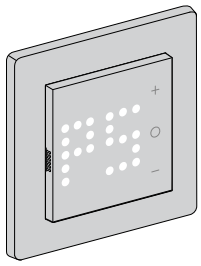
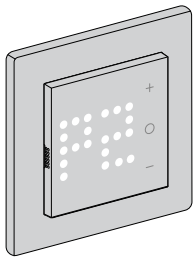
- Discover Devices: "Alexa, discover devices"
- Reduce Temperature: "Alexa, decrease the temperature upstairs by 4 degrees"
- Increase Temperature: "Alexa, increase the temperature upstairs by 3 degrees"
- Set Temperature: "Alexa, set the upstairs to 20 degrees"
- Get Temperature: "Alexa, what is the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

LED Indications

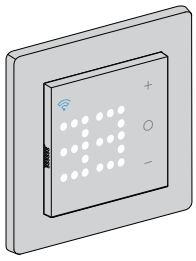
Pairing the device

Status	User Interaction	Description
Pairing in progress		The thermostat matrix display flashes "**Jn**" to indicate joining is initiated when the thermostat **O** touch 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.

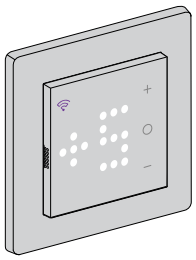
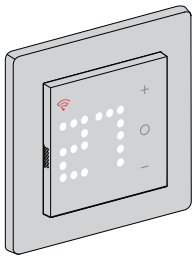
Presetting the device

Status	User Interaction	Description
Enter preset selection		By default, thermostat matrix display flashes “**P5**” if there is no external sensor connected, or “**P8**” if there is any external sensor connected when the thermostat is first powered on or after a factory reset.
Modify preset selection		The default preset value can be modified by simultaneously pressing "**O**" and "**+**" for 2 s to enter advanced settings menu In advance setting menu the thermostat matrix display flashes "**P1**" or "**P2**...**P9**" when **+/–** button is pressed. **Note:** When **+** button is pressed, preset increases by one; similarly, the preset decreases by one when the **–** button is pressed. For more information, refer to the section presetting the device, page 10.

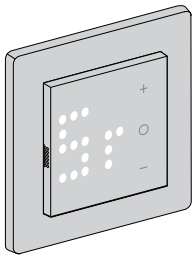
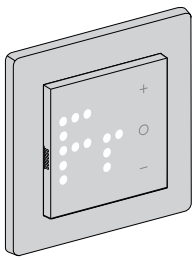
Setting a sensor type

Status	User Interaction	Description
Floor sensor type selection		The thermostat matrix display the floor sensor type and LED flashes blue.

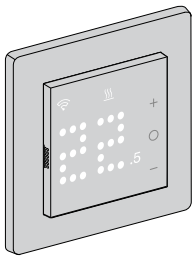
Setting a sensor type (Continued)

Floor sensor calibration.		The thermostat matrix display calibration value and LED flashes purple.
Floor temperature maximum limit		The thermostat matrix display maximum temperature limit and LED flashes red.

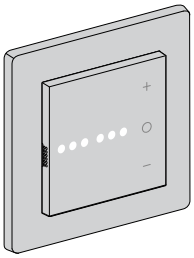
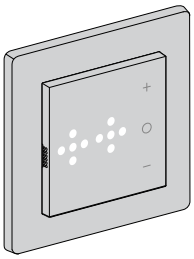
Resetting the device

Status	User Interaction	Description
Soft reset		A solid "Sr" LED is displayed on the thermostat matrix display until the user releases the **O** button, then "Sr" flashes. For more information, refer to the section Resetting the device, page 49.
Factory reset		A solid "Fr" LED is displayed on the thermostat matrix display until the user releases the **O** button, then "Fr" flashes. For more information, refer to the section Resetting the device, page 49.

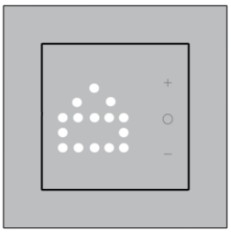
Showing demand - temperature control modes

Status	User Interaction	Description
Heating demand		The LED flashes white at 1hz during heating demand.

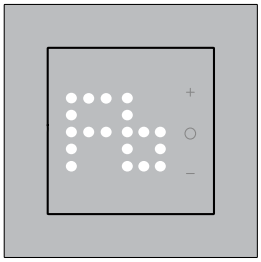
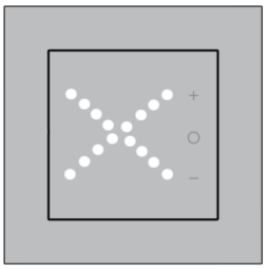
Temperature display

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.

Away mode

Status	User Interaction	Description
Away mode is set in Wiser Home app.		A dot-matrix display glows, indicates that the thermostat is in away mode.

Troubleshooting

Symptom	Possible cause	Solution
Thermostat temperature measurement is not accurate.	Check the installation location for possible air flow in conduit box or installation tube.	Make sure there is proper sealing of the conduit box or installation tube, to prevent airflow from affecting sensor performance.
The thermostat has gone offline.	• The thermostat is not On. • The thermostat is no longer in signal range of the Hub.	• Turn the thermostat Off and On. • Move the Wiser Hub closer to the thermostat. **NOTE:** If the problem persists, tap **Help & Support** to visit Wiser Support pages.
Unable to join to the Wiser Hub (blinking red LED)	Poor signal between the Wiser Hub and thermostat. The devices have no power (Thermostat/ Wiser Hub/Wi-Fi® network).	• Rejoin the thermostat in the app. • Turn on the devices' power (Thermostat/ Wiser Hub/Wi-Fi® network).
Unable to set the room temperature by the app.	Wiser Hub signal is weak or not connected to the Wi-Fi® network.	Check for a Wi-Fi® signal.
Find and Bind 		When the user press and holds the **O** button for more than 8 seconds, "Fb" LED is displayed on the thermostat matrix display. It is a Zigbee function, can be ignored.
X mark is displayed on LED matrix 	Device is lock and LED matrix displays “X”.	Hold **O** button for 5 seconds to exit the menu.
is displayed along the device on the **Control** screen.	• The floor sensor is reporting a fault. • The thermostat is reporting a fault. • The room temperature is detected by the floor sensor, while other sensors are available in the room. • The room contains multiple flush mount thermostats that are configured differently.	• If the floor sensor is reporting a fault, replace the floor sensor. **NOTE:** You can not control the temperature in the concerned room using the Wiser Home app, until you replace the floor sensor. • If the thermostat is reporting a fault, contact your installer. • If the room temperature is detected by the floor sensor, while other sensors are available in the room, remove all other sensors from the room. • If the room contains multiple flush mount thermostats that are configured differently, reassign the thermostats to other rooms.

Technical Data

Nominal voltage:	AC 230 V ~, 50 Hz
Power consumption	• In standby mode (Psm) : 0.24 W • In networked standby (Pnsm) : 0.32 W • Networked standby with display (P) : 0.5 W
Type of temperature control:	TW = Electronic room temperature control plus week timer
This control has the following control functions:	TW (0/f2/f3/f4/f5/0/0/f8)
Control functions: **NOTE:** The control function codes are described in the below table.	• f2 = Open window detection • f3 = Distance control option • f4 = Adaptive start control • f5 = Working time limitation • f8 = Control accuracy
Maximum current rating	• Resistive load: max. 16 A, 3520 W • Inductive load: max. 4 A
Connecting terminals:	Screw terminals for max. 2.5 mm², 0.5 Nm
Neutral conductor:	Required
Ambient temperature:	0 to 40 °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:	2.401 GHz to 2.483 GHz
Max. radio-frequency power transmitted:	< 10 mW
Communication protocol:	Zigbee 3.0 certified
Floor sensor types:	10k, 12k, 15k, 33k, 47k (Thermistor resistance values in kOhm. Nominal value at 25 °C)
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

Control function codes

		Code of temper-ature control (TC)	Control functions							
			f1	f2	f3	f4	f5	f6	f7	f8
Type of tempera-ture control	Single stage, no temperature control	NC								
	Two or more manual stages, no temperature control	TX								
	Mechanic thermostat room temperature control	TM								
	Electronic room temperature control	TE								
	Electronic room temperature control plus day timer	TD								
	Electronic room temperature control plus week timer	TW								
Control functions	Presence detection		1							
	Open window detection			2						
	Distance control option				3					
	Adaptive start control					4				
	Working time limitation						5			
	Black bulb sensor							6		
	Self-learning functionality								7	
	Control accuracy with CA < 2 Kelvin and CSD < 2 Kelvin									8

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DUG_Exxact - ZB Thermostat 16 A_WH-01