

Wiser Boiler Relay

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.

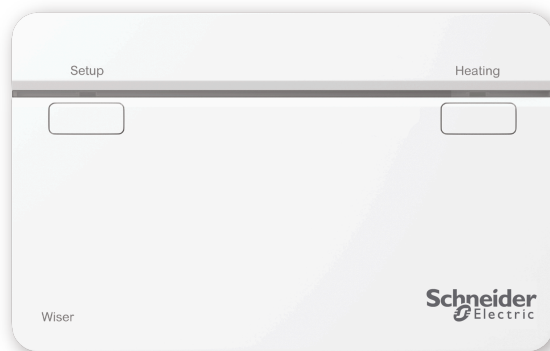
CAUTION

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.

Wiser Boiler Relay



CCTFR6001

For your safety

⚠ WARNING

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

The wallplate terminals may carry electrical current even when the device is not working. When working on the device always disconnect the device from the supply using the fuse in the incoming circuit.

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

NOTICE

RISK OF DAMAGE TO DEVICE

Always operate the product in compliance with the specified technical data.

Failure to follow these instructions can result in equipment damage.

About the device

The Wiser Boiler Relay (hereinafter referred to as **Boiler Relay**) allows control of a domestic boiler in water based central heating applications. The Boiler Relay contains a 2 A relay that can be connected to a boiler directly or to auxiliary control equipment such as a motorised valve.

The Boiler Relay also contains a digital boiler interface that can be used to provide direct control of the boiler demand using the OpenTherm®.

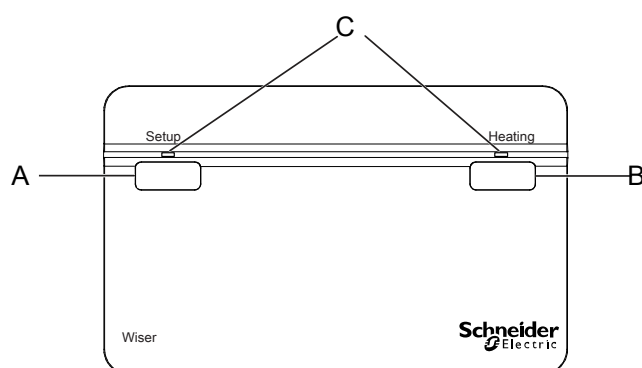
NOTE: A Wiser Radiator thermostat or Room thermostat is mandatory for the Boiler Relay to work.

Features of the Boiler Relay:

- Controls the heat source (boiler, heat pump, motorized valve, or circulating pumps).
- You can manually override heating.

Operating elements

- A. Setup button
- B. Heating button
- C. Status LEDs





Installing the device

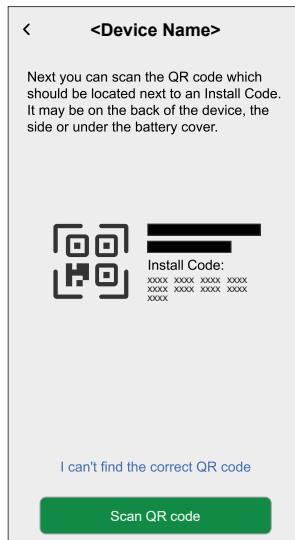
Refer to the installation instruction supplied with this product.

Pairing the device with the Wiser Hub

Using the Wiser Home app, pair your Boiler Relay with the Wiser system to access and control the Boiler Relay.
To pair the Boiler Relay:

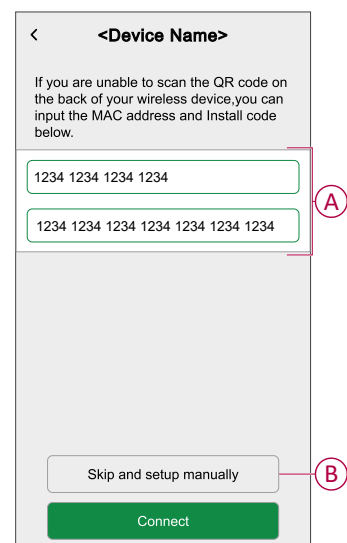
1. On the **Home** screen, tap .
2. Tap **Devices** >  and tap **Climate** > **Boiler Relay**.
3. Tap **Scan QR code** and allow the Wiser Home app to access your camera. Then, scan the QR code located on the device.

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

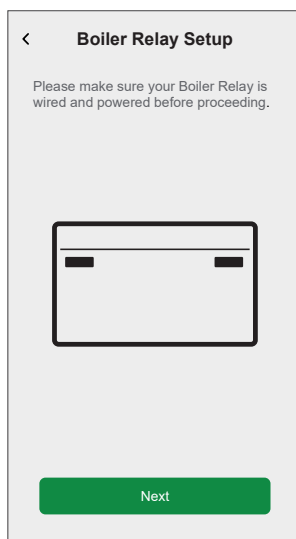


If the QR code is incorrect, a message **Incorrect QR code scanned** will appear. Tap **I can't scan the QR code** and choose one of the following options:

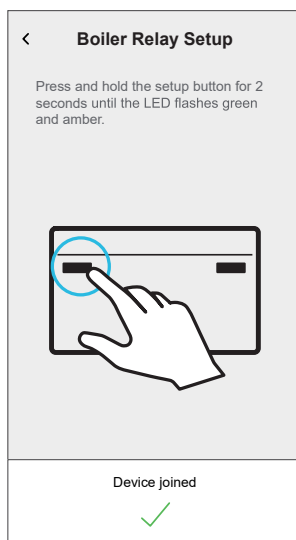
- **(A):** Enter the **Mac Address/EUI-64** and **Install Code**, then tap **Connect**. The app will verify if the Mac Address/EUI-64 and Install code are valid.
- **(B):** Tap this option if you are unable to find the Mac Address/EUI-64 and Install code.



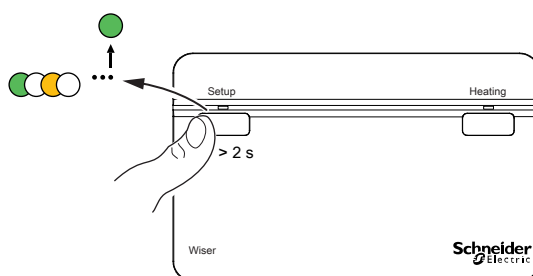
- Once the device is validated, tap **Next**, press and hold the Setup button for more than 2 s until the LED flashes green/amber.



Wait for a few seconds until the LED turns green and the app confirms that the relay is joined.



TIP: If the device fails to join, then the LED glows red.



- Enter the Boiler Relay name and tap **Next**.

6. On the **Boiler Relay Setup** page, select the **Control Type**:

- **Relay** : If Relay is selected, choose one of the following **Heat Source Type**:
 - **Gas Boiler** (Default)
 - **Electric Boiler**
 - **Oil Boiler**
 - **Heat Pump**
- **OpenTherm**: If selected OpenTherm (interfacing cable between Boiler Relay and Boiler) then the setup is completed.

TIP: Depending on the boiler interface choose the correct Relay or OpenTherm®.

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

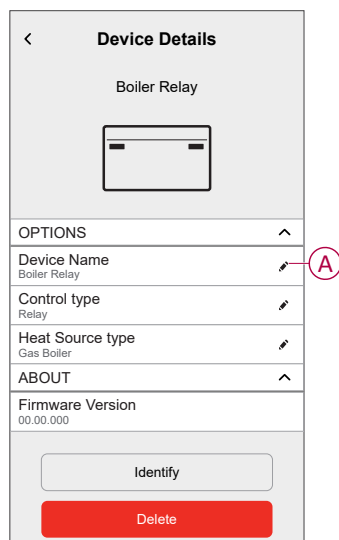
NOTE: If you only have a single device in the Wiser System, the **Control** tab will not be visible. All functions will be accessible through the **Home** screen.

Configuring the device

Renaming the device

Using the Wiser Home app, you can rename the Boiler Relay.

1. On the **Home** screen, tap .
2. Tap **Devices > Boiler Relay > Device Name (A)** to rename the Boiler Relay.

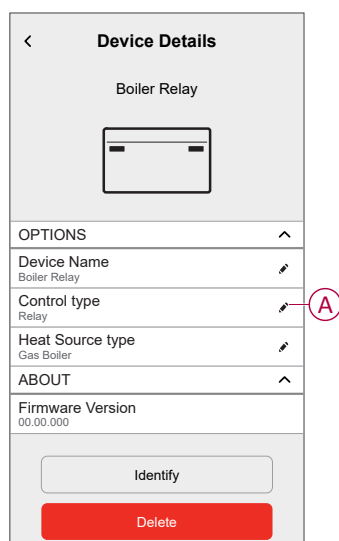


Setting the device control

Using the Wiser Home app, you can set the control type such as Relay or OpenTherm.

To set the control type:

1. On the **Home** screen, tap .
2. Tap **Devices > Boiler Relay > Control Type (A)** to select given option:
 - **Relay**
 - **OpenTherm**



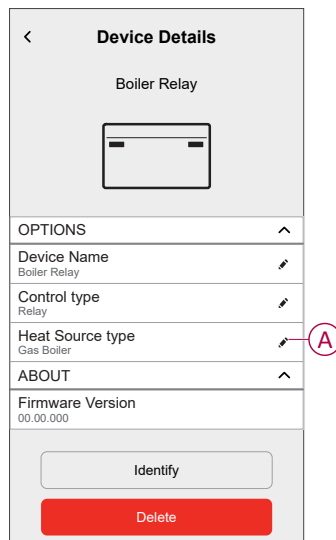
Setting heat source type

Using the Wiser Home app, you can set the heat source type such as Gas Boiler, Oil Boiler, Electric Boiler, or Heat Pump.

NOTE: Heat source type only required for relay channel.

To set the heat source type.


1. On the **Home** screen, tap .
2. Tap **Devices > Boiler Relay > Heat Source Type** (A) to select given option:
 - **Gas Boiler** (Default)
 - **Oil Boiler**
 - **Electric Boiler**
 - **Heat Pump**



Identifying the device

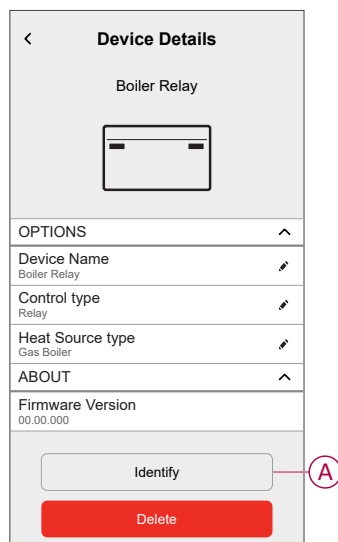
Using the Wiser Home app, you can identify the Boiler Relay from the other available devices in the room.

To identify the Boiler Relay:

1. On the **Home** screen, tap .
2. Tap **Devices > Boiler Relay > Identify (A)**.

NOTE:

- This feature flashes the Boiler Relay LEDs, so you can identify the actual device.
- The Boiler Relay LEDs will continue to flash green until you tap **OK**.



Using the device

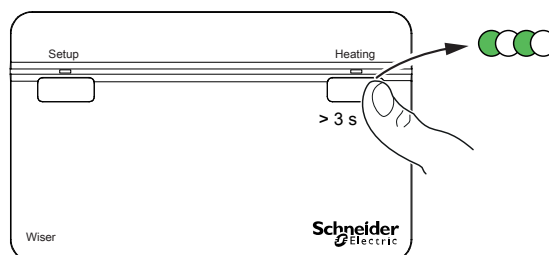
Emergency heating

You can do an emergency heating by pressing the heating button on the Boiler Relay when the Hub is not working, or the Wiser Home app heating control is not responding.

Press and hold the Heating button for > 3 s.


When the heating override is active, the heating LED flashes green.

TIP: The heating is manually turned on for 2 hours. In this state, the boiler self-regulates its temperature. To turn off the override, press and hold the heating button for > 3 s the heating returns to system control.




Creating a moment

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

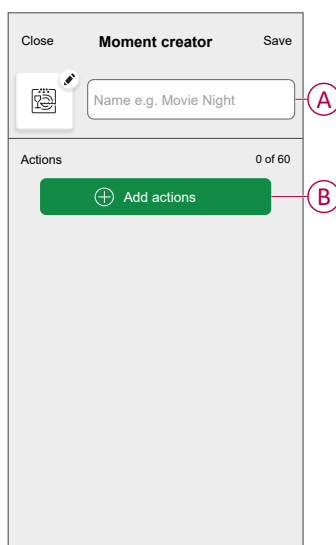
1. On the **Home** screen, tap .

2. Go to **Moments** >  to create a moment.

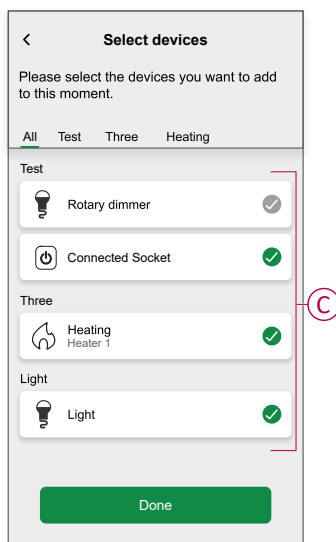
3. Enter the name of the moment (A).

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.

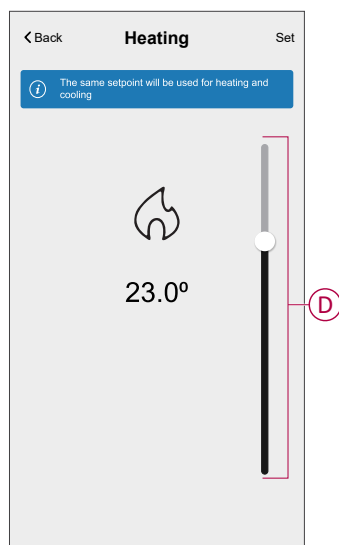


5. In the **Add actions** menu, you can select the devices (C).



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

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




When the desired condition is set, tap **Set**.






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

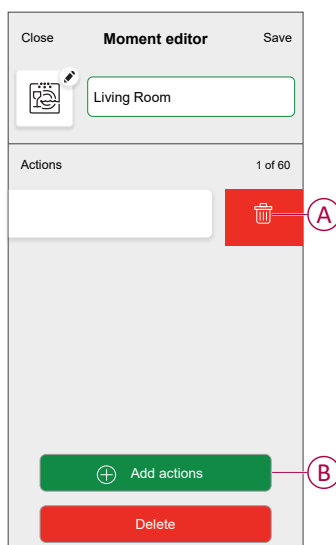
Once the moment is saved, it is visible on the **Moments** tab. You can tap on the moment to enable it.

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** 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.

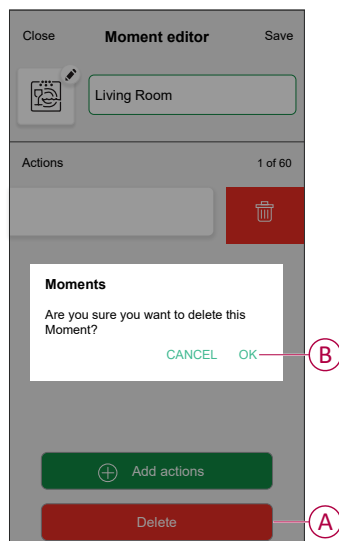


4. Tap **Save** to save the changes.

Deleting a moment

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

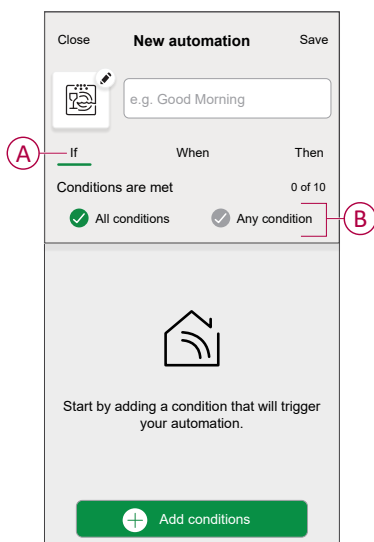
3. On the Moment editor page, tap **Delete** (A) and then tap **OK** (B).



Creating an automation

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

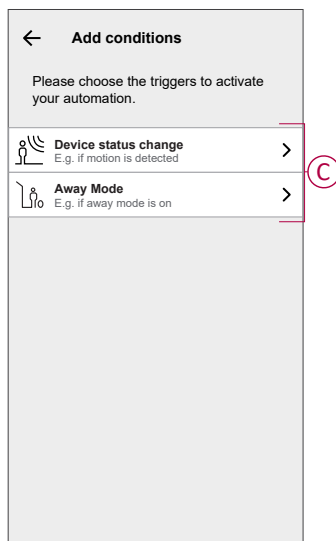
1. On the **Home** screen, tap
2. Go to **Automation** > to create an automation.
NOTE: Maximum 10 automations can be added.
3. Tap **If** (A) and select any of the following conditions (B):
 - **All conditions:** This triggers an action only when all conditions are met.
 - **Any condition:** This triggers an action when at least one condition is met.



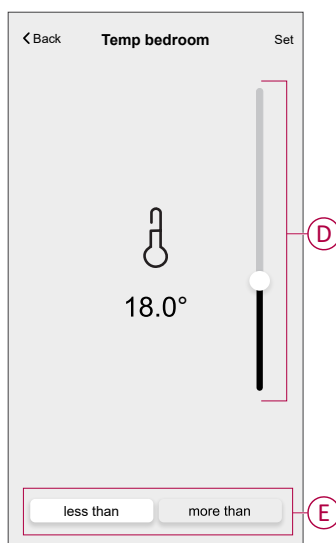
4. Tap **Add conditions** and select any of the following (C):

- **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.



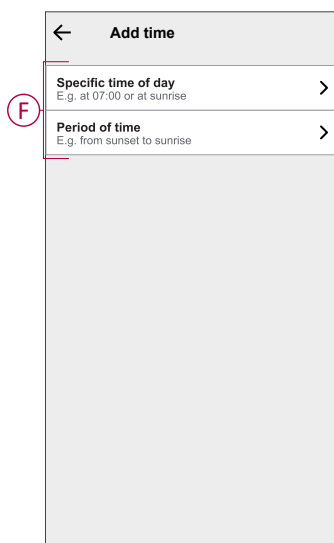
5. Tap **Device status change > Temperature/Humidity Sensor > Temperature**, Set the temperature using sliding bar (D) and select the condition (E) (less than / more than), then tap **Set**.




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.

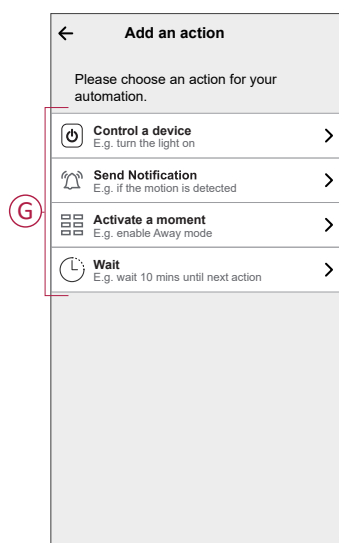


NOTE:

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

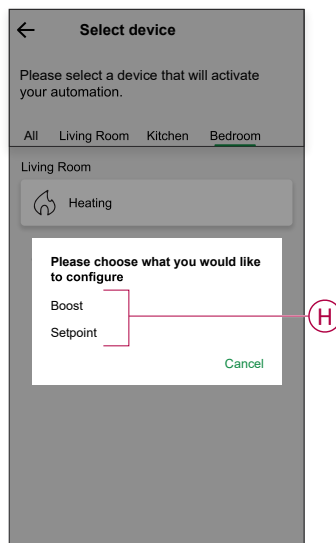
7. To add an action, tap **Then > Add an action** and select any of the following (G):

- **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 and 1 minute, up to a maximum of 24 hours. This feature is useful for delaying actions within an automation.

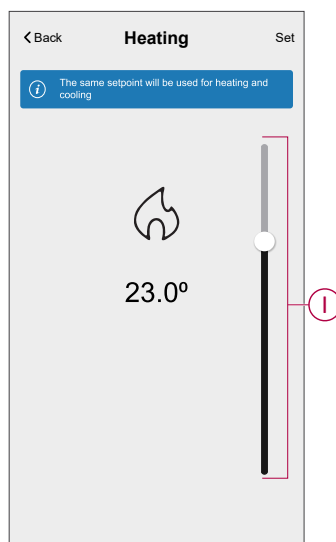


8. Tap **Control a device** > **Heating** and select any of the following (H):


- **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**.

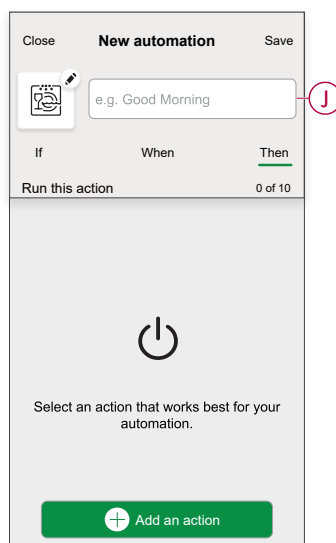


NOTE:


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

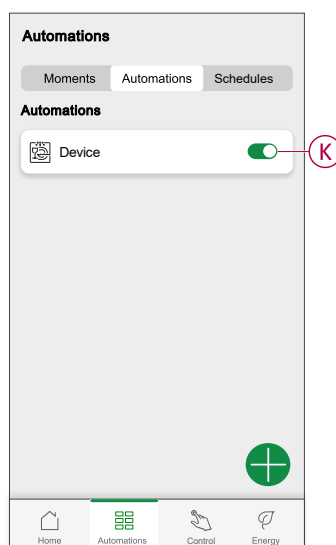
10. Enter the automation name (J).

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.



Example of an automation

This demonstration shows you how to create an automation to turn on the Heating to the desired temperature (set point) of 20° C when the temperature is less than 18° C.

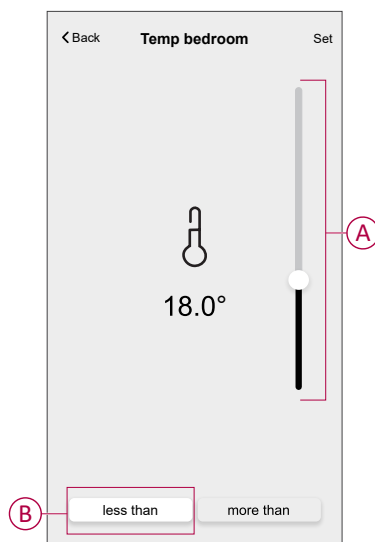
NOTE: It is mandatory to create two automations:

- First, switch on the heater at the desired 20° C when the room temperature is 18° C or lower.
- Second, switch off the heater when the room temperature is at 25° C or above.

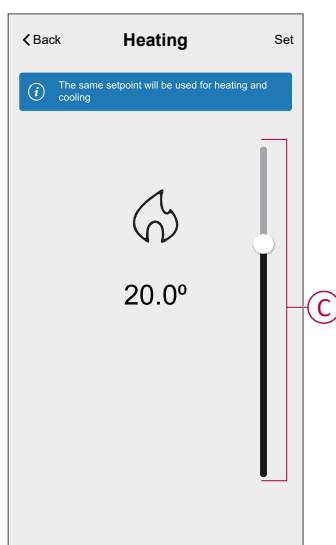
The room heater will not turn off automatically until you create another automation.


1. Go to **Automation** >  to create an automation.

2. To add a condition, tap **Add Condition > Device status change > Temperature/Humidity Sensor > Temperature**.
3. Set the temperature as 18° C (A) and the condition as **less than** (B) and tap **Set**.



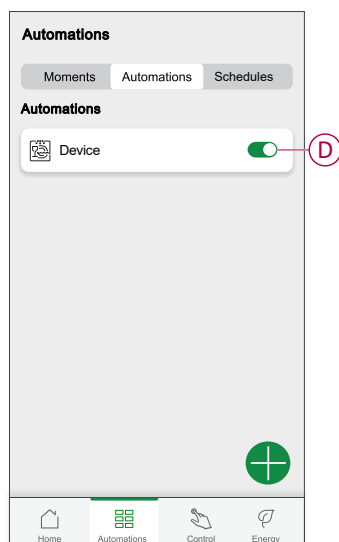
4. Read the information and tap **OK**.
5. To add an action, tap **Then > Add an action > Control a device > Heating > Setpoint**. Set the temperature to 20° C (C), then tap **Set**.



6. Read the information and tap **OK**.
7. Enter the name of the automation.
TIP: You can choose the cover image that represents your automation by tapping .





8. Tap Save.

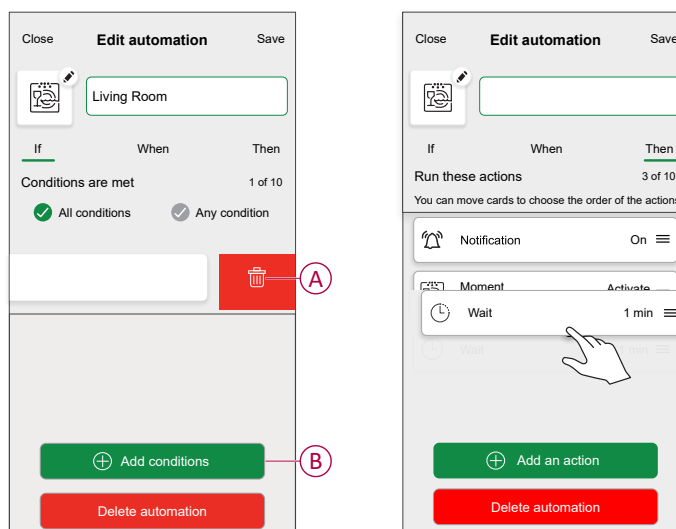
Once the automation is saved, it is visible on the **Automation** tab.



NOTE: You can enable or disable saved automations on the **Automations** tab by using  (D).


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** page, you can perform following changes:
 - Change the icon .
 - 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.

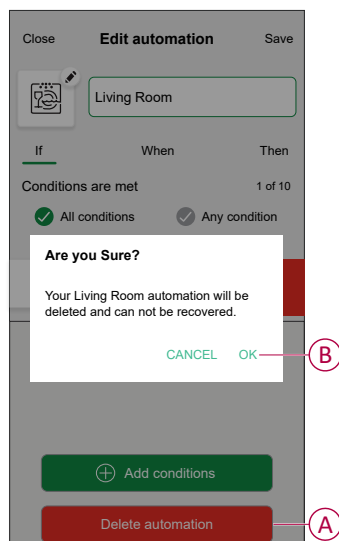


4. Tap **Save** to save the changes.

Deleting an automation

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


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

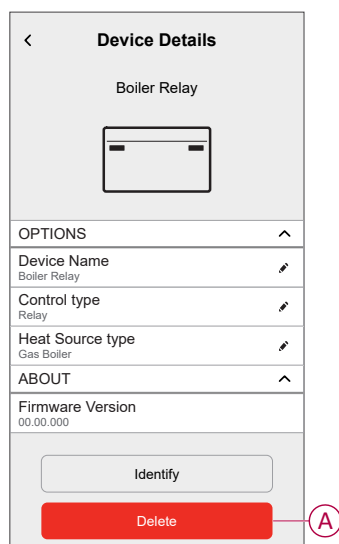


Removing the device

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

To remove the Boiler Relay:

- On the **Home** screen, tap .
- Tap **Devices > Boiler Relay > Delete** (A).



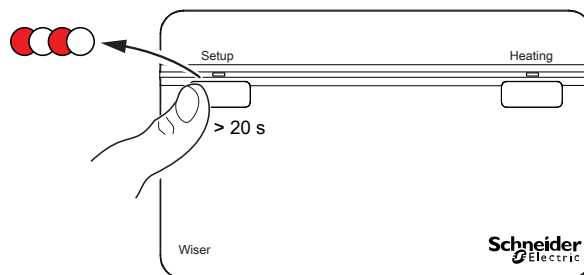
- In the next screen read the warning and tap **Delete**.

Resetting the device

You can reset the Boiler Relay to factory default mode.









Press and hold the setup button for >20 s.
After 15 seconds, the LED flashes red.

NOTE: The Boiler Relay is removed from the Wiser system and all its function will be inactive until you recommission the device..



LED indications

LED Indications

State	LED Indication	Status
Identify	All LEDs flash green 	The Boiler Relay is connected to the Wiser system. NOTE: This function is initiated from the app.
Joining to the Wiser system (Press and hold boiler relay setup button for >2 s)	Cycle between green and amber 	Initiates joining the Boiler Relay to a Wiser System.
Normal: Boiler ON	Solid green 	The Boiler Relay is powered On and heating is currently active.
Normal: Boiler OFF		The Boiler Relay is powered OFF and heating is currently inactive.
RF error	Solid amber 	The Boiler Relay is unable to communicate with the Wiser system. Refer to the Troubleshooting, page 26 to clear the RF error.
Digital boiler interface error	Solid red 	This indicates that the Boiler Relay is unable to communicate with the boiler via the digital interface. Refer to the Troubleshooting, page 26 to clear the digital boiler interface error.
Factory reset (Press and hold boiler relay setup button for >20 s)	Flashing red 	The Boiler Relay is in reset mode. The Boiler Relay then restarts and the LED blinks green and amber indicating that it is ready for pairing.
Emergency Heat / Test (Press and hold Boiler Relay setup button for >3 s)	Flashing green 	The heating is manually turned On for 2 hours.

Troubleshooting

Symptom	Possible cause	Solution
LED turns solid amber.	RF error in the Wiser System. The Boiler Relay is unable to communicate with the Wiser system.	Check that the Wiser Hub is powered On and in range of the Boiler Relay.
LED turns solid red.	Interface error in the Wiser System. The Boiler Relay is unable to communicate with the boiler via the digital interface.	Check that the boiler is powered On and that cables are connected between the boiler and the Boiler Relay.

Technical Data

Mains voltage:	AC 220-240 V, 50 Hz
Switch rating:	2 (1) A, AC 230 V total load max. 2,5 A
Wiring:	Fixed wiring only
User interface:	2x push button / LED
Wired interfaces:	1x Relay output, 1x Digital boiler interface, 1x Wiser Boiler Relay power supply
RF interface:	2.4 GHz (Bi-directional, Mesh)
Maximum RF power transmitted:	+17 dBm (50 mW)
Radio signal range:	30 m (free space)
Ambient temperature:	0 °C to 45 °C
Storage temperature:	-10 °C to 55 °C
Without mains power:	Display: LEDs off Interfaces: off
Mounting:	Industry standard wallplate
Dimensions (WxHxD):	93x148x31 mm

Compliance

EU Declaration of Conformity

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