4iE™
Smart WiFi Thermostat

INSTALLATION MANUAL

Warmup

tue 1 jan | 22:48 | 22.5 floor

21.5 °c
air

22.0 until 23:30

1.5

HELPLINE
1 800 937 429

Warmup
3 YEAR
LIMITED
WARRANTY

INTERTEK
BEAB
Approved

CE

www.warmup.ie

Contents

IMPORTANT INFORMATION: Installation should only be carried out by a qualified electrician. The 4iE requires a permanent 230V supply via a 30mA RCD protected circuit in accordance with the current regulations.

The 4iE and its power supply should be isolated from the mains supply throughout the installation process. Ensure that wires are fully inserted into the terminals and secured. Any free strands should be trimmed, as they could otherwise cause a short-circuit.

> **Electrical installation to be in accordance with latest regulations**
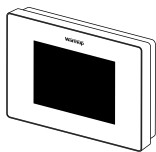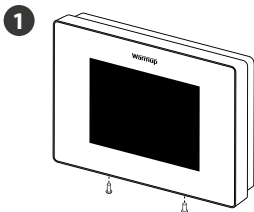
Thermostat Face
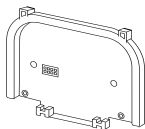
Back Plate

Floor Sensor

Mounting/Positioning

Before making any permanent fixtures Warmup recommends identifying your preferred location for the **4iE**. It should be located in an area with good ventilation. It should not be beside a window/door, in direct sunlight or above another heat generating device (e.g. radiator or TV).

Ensure the distance from your router to the 4iE is not too great. This will ensure the wireless connection is not subject to range or interference issues once installed.

1

2

Loosen both screws at the bottom of the **4iE** and remove the back plate.
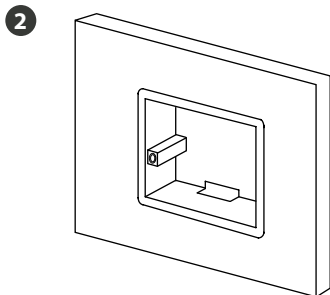
Install a 35mm deep electrical back box in your preferred thermostat location.

Mounting/Positioning

BATHROOM INSTALLATIONS: When installing a 4iE within a bathroom it MUST be mounted outside of Zone 2 in accordance with the regulations. If it is not possible to identify a suitable location outside of Zone 2 within the bathroom, then it is recommended that the 4iE is installed in the adjacent room and set to control the heating by floor temperature only. When installed in this way, it is not possible to directly control the heating based on the room air temperature, only the floor surface temperature.

Electrical Connections

Electric Underfloor Heating

Master/Relay Function

Master/relay function: Used to control loads greater than 16A. Heaters will be split across two 4iE's, one being the master and the other being the relay (slave). Only one floor sensor is required, wired into terminals 7 and 8 of the master 4iE.

Wiring Connections: Use low voltage electrical cables to link terminals 6 and 7 of the master and relay.

Thermostat Setup: Settings > Adv. settings > Heater setting > Ext output

NOTE: Program first the relay 4iE

Hydronic Underfloor Heating

230V AC Supply L E N

Wiring Centre S/L

Floor sensor (no polarity)

Central Heating

230V AC Supply L E N
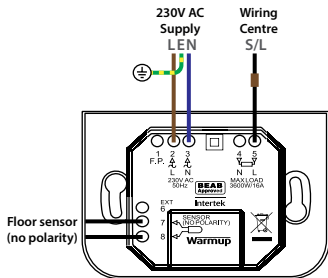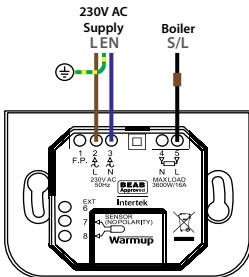
Boiler S/L

For extra low voltage or volt-free systems a contactor must be used.

Connecting the 4iE directly to extra low voltage or volt-free boilers may cause damage to the boiler circuit.

Isolate the thermostat from the mains supply throughout the installation process

Assembling the 4iE

Reattach the 4iE Face
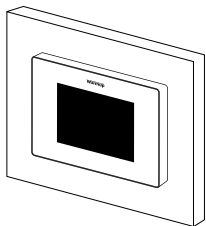
Reattach the 4iE face to the back plate and tighten both screws to secure.

You may now restore power to the thermostat and begin setup.

Getting Started

Depending on who has installed your 4iE, you will have one of the following screens visible. If you have anything other than the screens below, please press the standby button on the underside of **Thermostat Face**.
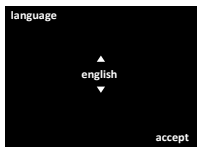
Language

If you have this screen present, the thermostat has not been connected to a WiFi network.

Please follow the on-screen instructions to connect it to WiFi.

No WiFi

If you have this screen present, the thermostat must be connected to a WiFi network.

**> Settings
> Network**

No Server

If you have this screen present, the thermostat is connected to a WiFi network and you can continue to device registration.

Registration can be completed via the MyHeating App or by visiting my.warmup.com

App Download

The **MyHeating** App is available for iOS and Android devices via the App Store or Google Play. If you have not done so already, download the **MyHeating** App to your tablet or smartphone.

Search 'MyHeating by Warmup'

Device Number

When first registering and setting up your location on **MyHeating**, you will need the device number of the thermostat. Your installer should have recorded it below, if not it can be found in the thermostat menu:

> Settings > Advanced settings > About > Info

Go to my.warmup.com or
MyHeating to complete setup
Your device number is

◻-◻-◻-◻-◻-◻-◻

ok
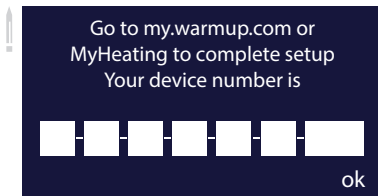
Registration

Once the App has been successfully downloaded and device number recorded you will need to set up your MyWarmup account. The thermostat can be registered via the MyHeating App or by visiting **my.warmup.com.**

Below shows the menu structure to follow, when first registering with the **MyHeating** App or **my.warmup.com.**

Location

A location needs to be setup before a room can be configured and the 4iE device registered. Creating a location is user friendly and easy to follow, it is advised to have details of your current energy tariff and pricing to hand, as these will be required for the energy monitoring features.

Registration

Room

With a location now setup, the next step is to register a room. When creating a new room, the following options are available to select:

Location	(Select the newly setup location)
Room name	(Description, e.g. Upstairs Bathroom)
Room type	(Select the room type e.g. Bathroom)
Floor type	(Select the floor type e.g. Tile/stone)
Device number	(See page 7)
System type	(Select e.g. 'Electric Underfloor')
System power	(Size of heat source e.g.1000W)
Power source	(Energy source e.g. gas/electricity)

Welcome

1	Date
2	Time
3	Floor Temperature*
4	Heating Indicator
5	Air Temperature
6	Target Temperature
7	Weather
8	Menu
9	WarmApps

*Floor temperature will not be displayed when the 4iE is set to central heating mode

Once setup is completed the thermostat will display the home screen. If no button is pressed for 1 minute the 4iE screen will dim and go into standby. To wake the 4iE just tap the screen or press the lock icon.

Press the button on the bottom of the device to put the thermostat in/out of standby mode. Hold the button for 3 seconds to turn the heating off.

The icons at the bottom of the screen are your WarmApps. These can be set up on my.warmup.com to show things like traffic and weather alerts.

Custom Program

Setting a Custom Program allows you to set comfort temperatures at set times throughout the day.

1

```
set custom                    set fixed
program                     temperature

select preset
program

  back
```
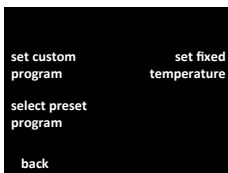
Press menu > Program
> Set program > Set
custom program

2

```
monday        ——  ▬▬   ——  ▬▬
tuesday       ——  ▬▬   ——  ▬▬
wednesday     ——  ▬▬   ——  ▬▬
thursday      ——  ▬▬   ——  ▬▬
friday        ——  ▬▬   ——  ▬▬
saturday      ——  ▬▬  ——  ▬▬
sunday        ——  ▬▬  ——  ▬▬
   cancel        help        accept
```
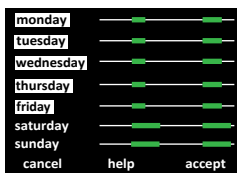
Select days of the week
you wish to program

3

```
              ——    ▬▬        ▬▬
           start    temp      end
period 1   06:00   22.0°C    08:00
period 2   19:00   20.0°C    23:00


                            add period
   cancel       help         accept
```
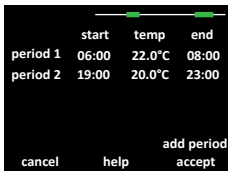
Select period 1 to begin
programming

4

```
period 1

   start       temp        end
    ▲           ▲           ▲
  06:00       22.0°C      08:00
    ▼           ▼           ▼

   cancel       help       accept
```

Program the times and
target temperatures of
your custom schedule and
press accept. Repeat for
additional periods

Setback Temperature - The setback temperature is defaulted to 16°C. To alter the setback Press Menu > Program > Set setback temperature.

Programming

Preset Program

Select a preset program created by Warmup. See the summary of the preset programmes below.

1

```
select a preset

            bathroom
         living room
            bedroom
            kitchen

back
```

Press menu > Program
> Set program > Select
preset program

2

```
monday      ——■——    ■
tuesday     ——■————————
wednesday   ——■——    ■
thursday    ——■——    ■
friday      ——■——    ■
saturday    —■——    ■——
sunday      —■——    ■——
cancel      help      accept
```
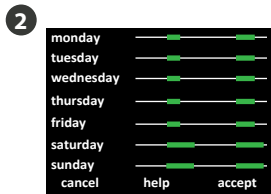
Press accept

	Bathroom		Living Room		Bedroom		Kitchen	
	Time	*Temp.*	*Time*	*Temp.*	*Time*	*Temp.*	*Time*	*Temp.*
Mon-Fri	06:00	22℃			06:00	21℃	06:00	21℃
	08:00	16℃			08:00	16℃	08:00	16℃
	19:00	20℃	18:00	23℃	20:00	20℃	18:00	21℃
	23:00	16℃	21:30	16℃	23:00	16℃	22:00	16℃
Sat-Sun	07:00	22℃			06:00	21℃	07:00	21℃
	11:00	16℃			08:00	16℃	11:00	16℃
	18:00	20℃	08:00	21℃	20:00	20℃	18:00	21℃
	23:00	16℃	21:30	16℃	23:00	16℃	22:00	16℃

Fixed Temperature

Set a fixed temperature for the thermostat to reach and maintain until you revert back to program mode or switch the heating off.
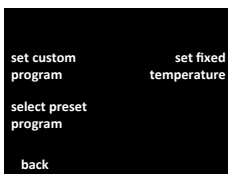
❶

set custom program	set fixed temperature
select preset program	
back	

Press menu > Program > Set program > Set fixed temperature

❷

fixed temperature

temp
▲
18.0°C
▼

back   accept
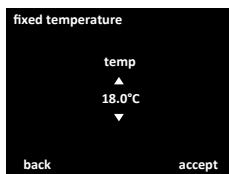
Set the target temperature and press accept

Temporary Override

Set a temperature you would like the thermostat to reach and the length of time you want this override to last.

❶

tue 1 jan   22:48   22.5 floor

21.5 °C
air

22.0 until 23:30

🚗 📧 ≡ 🌅 22.0
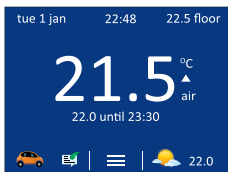
Press the temperature in the middle of the home screen.

Alternatively press menu > Temperature > Override.

❷

override

target   until
▲   ▲
23.0°C   15min
▼   ▼

back   accept

Set the target temperature, duration of override and press accept.

11

Programming

Holiday Mode

Holiday Mode allows you to override your schedule with a lower fixed temperature over a set time to save energy.

1

holiday mode

start date
off

end date
off

back **program**
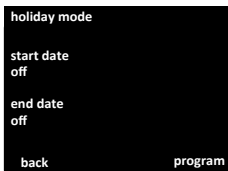
Press menu > Program > Holiday mode > Program

2

start date

▲   ▲ ▲ ▲
14:00   24 oct 2016
▼   ▼ ▼ ▼

back **next**
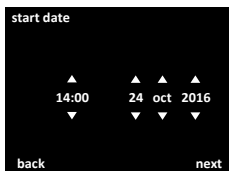
Set the holiday start time and date and press next

3

end date

▲   ▲ ▲ ▲
19:00   30 oct 2016
▼   ▼ ▼ ▼

back **next**
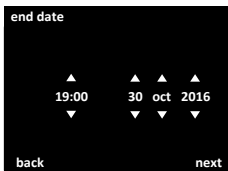
Set the holiday end time and date and press next

4

override

target   **until**
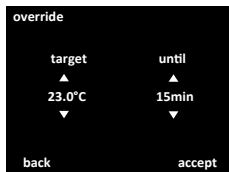▲   ▲
23.0°C   15min
▼   ▼

back **accept**
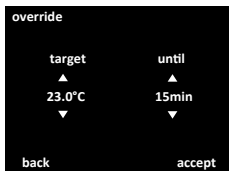
Set the holiday target temperature and press accept

Frost Protect

Select Frost Protect to set your heating to a constant 7°C to protect your home from frost. Press menu > Temperature > Frost protection.

MyHeating App and MyWarmup Portal

You can also program your 4iE with your tablet or smartphone using the MyHeating App or by visiting my.warmup.com.

The 4iE learns how you use your system and how your house reacts to the heating and weather. It can give you an estimate of your energy usage and the running cost of your system.

On initial set up, you will have entered the power (wattage) of your system and the cost per kilowatt hour charged by your energy provider. The 4iE will use this information to calculate the running cost of your system.

When you've set up the Energy Monitor you can view the estimated usage or cost over a selected time period. If you have a standard/low energy tariff, the amount and cost of energy used during the standard period will be displayed in dark green and the amount used in the low period will be displayed in light green.

Troubleshooting

Display is blank	• Check that the display/standby brightness is not on the lowest settings '0'. • (Electrician required) Electrician required to verify power is going to the 4iE and that it is correctly wired.

"er1" or "er2" is displayed	(Electrician Required) Electrician required to verify that the floor sensor has been wired correctly. If it is correctly wired the electrician will need to check the resistance of the floor sensor using a multi meter. For temperatures between 20°C and 30°C the resistance of the floor sensor should measure between 8K ohms and 12K ohms. If the electrician finds a fault, and the 4iE is in the room to be heated then it can be set into "Air Mode".

Heating is coming on earlier than the pre-programmed times	The 4iE "Early Start" function is on. This means that the heating will come on early to achieve the set temperature at the set time.

I cannot to set above a certain temperature	Delicate floor coverings need to have their temperatures limited. If the finished floor is set for wood, laminate, vinyl etc. you are unable to set the temperature above 27°C.

Before following the troubleshooting guide below please check the following:

1. SSID is less than 11 characters

2. Password is less than 10 characters

3. The password is WPA2 protected

4. The router is set to a 2.4 GHz band (802.11 b, g, n, b/g mixed, b/g/n mixed)

NOTE: If you need to change any of the items listed above, please contact your ISP.

4iE won't connect/lost connection to WiFi Network

Possible connection timeout. Go to settings, network and reconnect. Does the 4iE connect? — **YES** → Download the MyHeating App and register the device

NO

Remove the front fascia of the 4iE and after 10-15 seconds reattach. Does the 4iE connect to your WiFi Network? — **YES** → Download the MyHeating App and register the device

NO

If you reboot/restart the router does the 4iE connect to the WiFi network? — **YES** → Download the MyHeating App and register the device

NO ←

NO

Check WiFi signal strength using a WiFi Signal Checker App. Is the signal strength strong enough in the 4iE's location? — **NO** → Poor signal strength. A WiFi repeater/extender may be required to boost the signal. Contact your ISP.

YES →

Contact your ISP/router manufacturer. It may be that your router needs to be updated. Is the router updated to the latest software?

NO → Update router firmware

YES → Contact Warmup with your router make & model on 0345 845 2288

Alternatively set your smartphone up as a mobile hotspot and connect the 4iE to this network. If it connects then distance from 4iE to your router is the likely issue, or the signal could be blocked.

4iE won't connect to Warmup Server

↓

Has the 4iE been registered?

NO → Download the MyHeating App and register the device

YES ↓

Remove the front fascia and after 10-15 seconds reattach does the error go?

YES → You can now begin programming the 4iE

NO → If you reboot/restart your router does the error go?

YES → You can now begin programming the 4iE

NO ↓

On MyHeating App, if you delete the room and re-add the device does the error go?

YES → You can now begin programming the 4iE

NO → It may be that your router needs to be updated. Contact the ISP/router manufacturer. Is the router updated to the latest software?

NO → Update router firmware

YES ↓

Contact Warmup with the make and model of the router and we will investigate further.

Time

Set time	manually set time
Set date	manually set date
Daylight savings	set daylight savings (europe/n.america/australia/off)

Heating preference

Temperature format	celsius/fahrenheit
Control air/floor	use air or floor sensor as heating target
Early Start	starts heating early so it's up to temperature at the right time

Display/Audio

Background	change the background screen (upload your own via MyHeating App or by visiting my.warmup.com)
Home screen style	choose a theme for the main screen
Display brightness	change the screen brightness for normal use and standby
Lock	set a lock code
Audio	Feedback turn the 'click' sound on/off
Network	Choose a WiFi network

Advanced Settings

Heater Settings

Heating Limits	set the temperature limits for your floor type. User Defined lets you set custom limits.
Regulator	controls the heating in 10 minute cycles. The number you enter is the number of minutes in a 10 minute cycle that the heating will be on
Fil Pilote	This is a feature specifically for France
Ext Output	This allows one thermostat to control another
Probes	Set the specification of the probes or set to 'none' to hide the probe on the homescreen
Probe application	Choose if the floor probe is being used as a Floor or Amb (ambient) sensor
Offset	Set the offset of the sensors to improve accuracy
Reset	This will restore all the factory default settings

Technical Specifications

Dimensions (Assembled with 4iE face)	90 x 120 x 18mm
Screen size	3.5in
IP Rating	IP33
Sensors	Air and Floor (Ambient)
Sensor Type	NTC10k 3m Long (Can be extended to 50m)
Max. Load	16A (3680W)
Installation Depth	35mm Back Box
Compatibility	Electric, Hydronic Underfloor Heating (up to 16A.) Central Heating Systems (Combi and system boilers with switch live, 230V AC input)
Er-P Class	IV
Warranty	3 Years
Approvals	BEAB

NOTE: This product is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive 1999/5/EC. The Declaration of Conformity may be consulted by visiting:

http://www.warmupsmart.com/declarations-of-conformity/4ie-declaration-of-conformity/

Warmup plc warrants this product, to be free from defects in the workmanship or materials, under normal use and service, for a period of three (3) years from the date of purchase by the consumer.

If at any time during the warranty period the product is determined to be defective, Warmup shall repair or replace it, at Warmup's option. If the product is defective, please either,

(i) return it, with a bill of sale or other dated proof of purchase, to the place from which you purchased it, or

(ii) contact Warmup. Warmup will determine whether the product should be returned, or replaced.

This warranty does not cover removal or re-installation costs, and shall not apply if it is shown by Warmup that the defect or malfunction was caused by failure to follow the instruction manuals, incorrect installation or damage which occurred while the product was in the possession of a consumer.

Warmup's sole responsibility shall be to repair or replace the product within the terms stated above.

WARMUP SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE OF ANY KIND, INCLUDING ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING, DIRECTLY OR INDIRECTLY, FROM ANY BREACH OF ANY WARRANTY, EXPRESS OR IMPLIED, OR ANY OTHER FAILURE OF THIS PRODUCT. THIS WARRANTY IS THE ONLY EXPRESS WARRANTY WARMUP MAKES ON THIS PRODUCT. THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IS HEREBY LIMITED TO THE THREE-YEAR DURATION OF THIS WARRANTY.

This Warranty does not affect your statutory rights.

Warmup

Warmup plc, United Kingdom
702 & 704 Tudor Estate
Abbey Road, London
NW10 7UW

Warmup Ireland
Web: www.warmup.ie
Email: ie@warmup.com
Tel: 1 800 937 429

www.warmup.ie