



Heating Switch installation instructions

Please pass to your installer

Important safety notice



*The following safety regulations must be observed at all times.
Failure to observe precautions could result in severe injury or death.*

This product must only be installed by a competent person.


 It is important to observe some simple safety precautions when installing and using this product. Read this important information before continuing. Safe operation of the unit is impaired if not used or installed in a manner specified by the manufacturer.

 Isolate mains supply before removing the switch cover. When connected to a live mains supply, all internal parts are at mains potential. No user serviceable parts inside.

 For use in dry, indoor environments only.

 This product is double insulated.

 At the end of its life please recycle at a suitable recycling facility. Do not place in general waste.

 These units have been tested and conform to all relevant European safety and regulatory standards where applicable but not limited to the following: EN 60730-2-9:2010 with EN 60730-1:2000 + A1:2004 + A12:2003 + A13:2004 + A14:2005 + A15:2007 + A16:2007 + A2:2008 (Excluding clauses: H.23, H.26 and Annex ZF); EN 60950-1:2005 (Second edition), Am 1:2009; EN 300-220-1; EN 301-489-1.

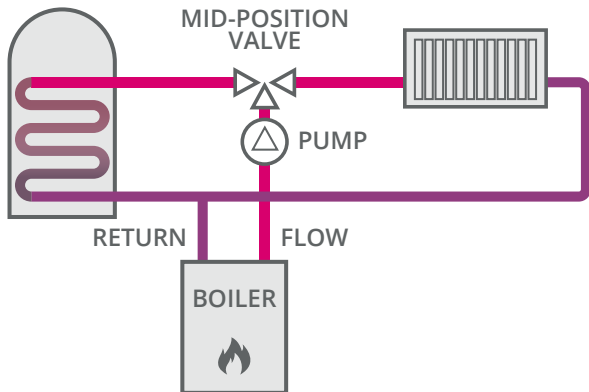
Compatibility

Cosy is a mains powered wireless controlled thermostat. It is fitted alongside existing thermostats – *it does not replace any thermostat.*

It can also be added to a system if there is no thermostat currently fitted.

Compatibility with central heating systems:

- Single and twin heating zone systems
- Any type of boiler/fuel: Cosy is a thermostat, not a boiler controller



Step 1 – configure a switch for central heating

The Cosy switch can be used to control central heating. Using the jumpers inside the switch, it should be configured as below.

Single Zone Central Heating

This is the default setting.



Twin zone Central Heating

Turn jumpers T2B and T2C to be parallel with jumper T2A.



Special central heating cases

No existing thermostat

If the system has no heating thermostat then the **T1C** jumper must be removed. The jumper **T2C** should be removed if the second zone has no thermostat.



Open circuit call to heat

If the heating system requires an open circuit for call to heat, then jumper **T1B** should be removed. The jumper **T2B** should be removed if the second zone requires open circuit to call for heat.



Boiler switch

There are some rare cases where twin zone heating is installed, an additional switch may be required to turn on the boiler. These can be purchased separately and should be configured as follows:



Where hot water is not required



Where hot water is required



Tape any unused jumpers to the inside of the switch backplate so that they can be used for further upgrades to the system in the future.

Step 2 – install the switch for heating

Cosy is a mains powered wireless controlled thermostat.

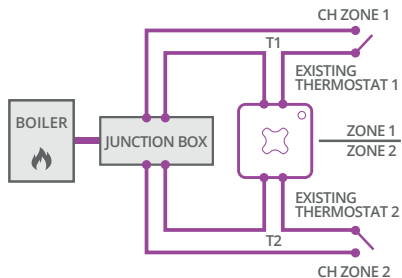
It is fitted alongside existing thermostats – **it does not replace any thermostat.**

Cosy can also be added to a system if there is no central heating thermostat currently fitted.

It is recommended that the Cosy switch is installed adjacent to the junction box normally found in the airing cupboard.

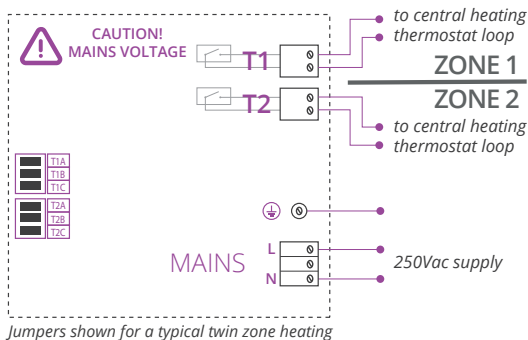
It requires mains power.

It is wired into the thermostat loops as shown.



Note:

- Cosy must always be installed in series with existing thermostats.



Step 3 – testing & handover

Please tick each box to show it has been carried out successfully

1. Set up Cosy

- Set the existing heating controls to ALWAYS ON
- Set the existing central heating thermostat to MAX
- Press the middle button on the Cosy switch so that it is green

2. Testing Central Heating

- Ask the user to set the Cosy temperature on the Cosy app to 30°
- Select Cosy on the display (press right button twice) - check that boiler fires
- Select Slumber on the display (press left button twice) - check boiler stops
- Ask user to reset the Cosy temperature on the app to their preferred setting

3. Test Cosy switch override function

- Press override button on the Cosy switch so the green light is off
- Check the boiler fires
- Turn existing central heating thermostat down until boiler switches off

4. Configure Cosy - ask the customer to:

- Enable Cosy by pressing the central button on the Cosy switch so it turns green
- Turn their existing thermostat to max

Cosy is now installed and live

<p>Installer: I have completed the install and tested the system as detailed in these instructions.</p>	<p>Signature: Name: Company:..... Contact details:.....</p>
<p>Customer: I am happy that the installer has completed the task as requested.</p>	<p>Signature: Name:..... Date:...../...../.....</p>

Troubleshooting

Is Cosy compatible with this heating system?

Cosy is a smart thermostat and therefore will work with any heating system that uses or is capable of using a home thermostat. It works with an existing thermostat (if fitted) which should not be removed.

Does Cosy work with an existing wireless thermostat?

Yes. In these cases the Cosy switch has to be wired in series with the existing thermostat receiver which is normally located in the boiler or boiler controller. If the wireless thermostat receiver uses a proprietary data connection, **do not install Cosy** and contact installer support.





The LED on the switch is red - what is the problem?

The LED on the switch is red when:

- The firmware on the switch is being updated by the hub. This is normally the case when the switch is first installed.
- The switch has lost pairing with the hub. The switch comes pre-paired, which can occur if the middle button has been held for many seconds. Try and turn the switch power off and then on.

How do I re-pair the system?

The Cosy system comes pre-paired. To re-pair the system:

- On the **display**, press and hold the bottom button (**O**) and then press the reset button on the base of the unit. Keep holding the **O** button until the display shows UNPAIRED DISPLAY.
- Press and hold the link button () on the **hub** for 3 seconds - LED will be flashing amber.
- On the **display**, press the top button () - the display will show the temperature (or SWITCH ERROR if the switch is also unpaired).
- Press and hold middle button on the **switch** for 5 seconds - link LED () will flash red.
- Press and hold the link button () on the **hub** again for 3 seconds - LED will be amber.
- Once all the systems have properly paired, all link LEDs should be green and the display will be showing the current temperature.

The display shows LINK ERROR

This happens when the switch or the display cannot communicate with the hub. This message might also be shown when the system is first set up, installed or during updates and will disappear once all components have been updated.

- Move the display closer to the hub.
- Check that there is nothing that could interfere with the wireless signal, such as large metal objects (e.g. flatscreen TV) or another wireless device.

The link icons () on the hub and switch are amber

This means that the wireless connection between the hub and the switch or the hub and the display has been lost. Try moving the display closer to the hub, moving the hub closer to the switch or rotate the hub to try and improve the signal to both the switch and the display.

Manufacturer

This product was designed and manufactured by:

Green Energy Options Ltd.,
3 St. Mary's Court,
Hardwick,
Cambridge,
CB23 7QS,
UK

Technical support

For technical queries relating to the installation, please call **0845 643 5118**.

Lines are open (UK hours):

- 8.30am to 6.00pm, Monday to Friday, excluding public holidays
- 8:30am to 12:30pm on Saturday mornings



*Further advice can be found on the knowledge base:
<http://www.comehometocosy.com/support>*



comehometocosy.com