



Installer guide

Release 2.2


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.

 The display contains a non-replaceable Ni-MH battery pack. It can be removed by dismantling the unit for recycling purposes only and must be disposed of 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.

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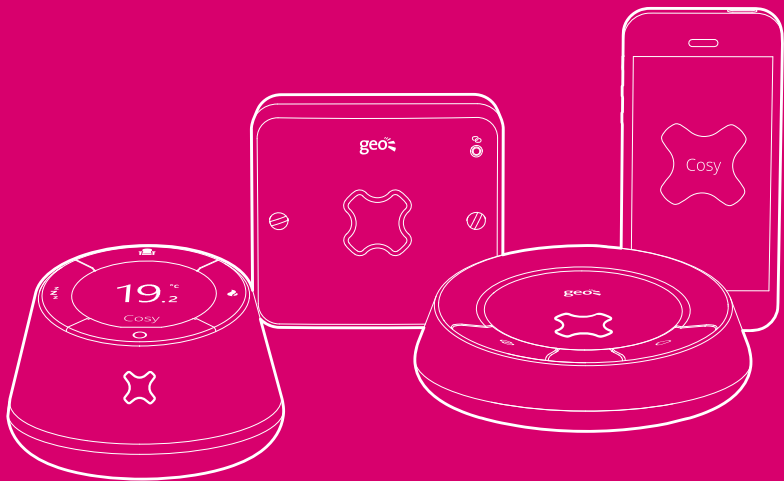
Cosy app

Cosy requires the smartphone or web app to be installed to complete the setup.

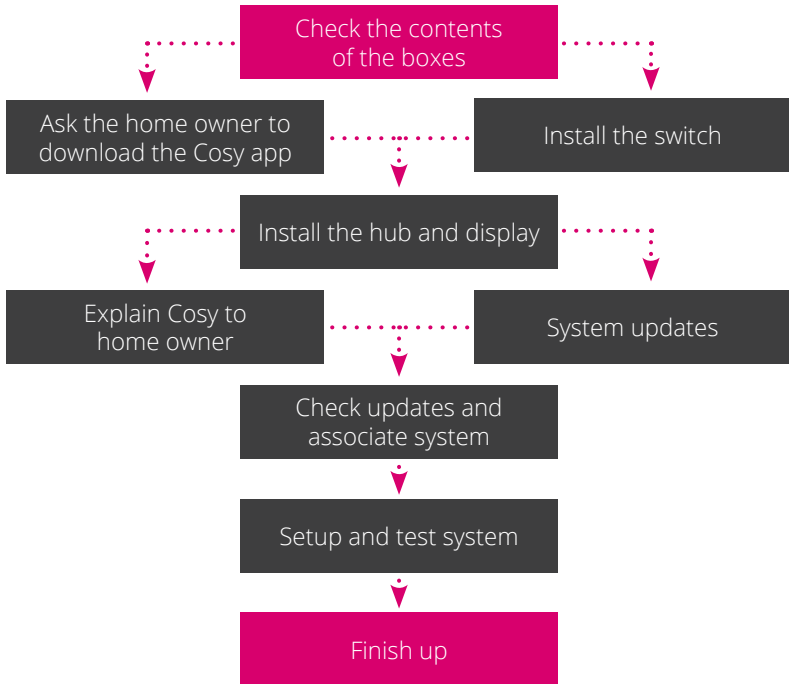
Ask the home owner to install the app now and have it ready for when it is needed.

See "2: The Cosy app" on page 7.





Cosy installation steps

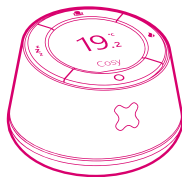


1: Unpack all the boxes

Cosy display

The Cosy display consists of the display, charging base and a power supply. The small battery tab underneath needs to be removed to power on the display.

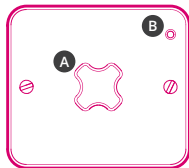
- 1 x Cosy display
- 1 x charging base
- 1 x power supply (with UK and EU pins)



Cosy switch

The switch has a main button (A) to enable / disable Cosy and a link LED (B).

- 1 x Cosy switch
- 1 x switch backplate and screws



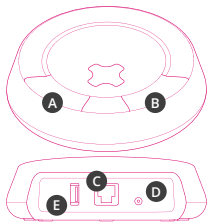
Cosy hub

The hub is connected to the home owner's broadband router and has two buttons - the link icon (A) (connection to other Cosy devices) and the cloud icon (B) for the Cosy service status (B).

On the back of the hub, there is the Ethernet port (C), the power connector (D) and a service port (E).

Do not connect anything to the service port.

- 1 x Cosy hub
- 1 x Ethernet cable
- 1 x power supply (with UK and EU pins)



2: The Cosy app

2.1: Download the Cosy app

The home owner may have already completed this step, but if not invite them to do so whilst you are installing the Cosy switch.

The app is available for Android and iOS devices (iPhone, iPad) and also as a web app for other devices (computers, laptops, tablets and other smartphones).

The home owner will need to have the Cosy app installed on at least one device to complete the Cosy installation and also have **immediate** access to an active email account to complete the registration.

Links to the Cosy app (Android Google Play, iOS App Store and web app) can be found at:
<http://www.comehometocosy.com/app>



2.2: User registration

The home owner will need to register for a Cosy account. This can be done in one of two ways:

- Creating a new account using the Android or iOS app
- Logging on to the Cosy web app (from a computer, tablet or smartphone) and creating a new account

During the registration process the home owner will need to have access to the registered email account to confirm their email address and activate their account.

On receiving the activation email, they must click the link to complete the registration.



The app can be installed on more than one device. It is possible to use the Cosy web app on any internet enabled device to complete the Cosy installation.

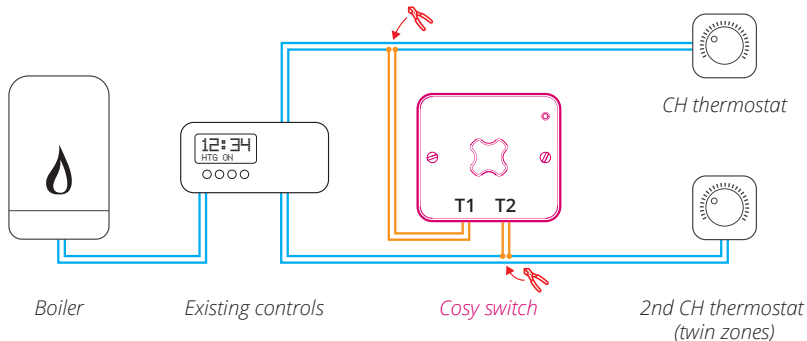
3: Install the Cosy Switch

3.1: Important switch overview

The Cosy switch is thermostatically controlled and when active it overrides an existing room thermostat or can be added to a system that does not currently have a room thermostat.

The switch does not replace an existing thermostat (where fitted) but works in conjunction with it.

The switch controls the boiler turning it on or off according to the temperature of the home as sensed by the Cosy display.



Cosy must always be installed in series with existing thermostats

Existing thermostats remain connected and in place

Where a wireless thermostat is already fitted, connect the Cosy switch in series across the thermostat contact in the boiler where the wireless receiver unit is connected

3.2: Configure switch jumpers

The switch must be correctly configured to suit the home owner's heating system - **failure to do so may leave the system in an unstable state.**

Using the jumpers inside the switch, it should be configured as below.

Single Zone Central Heating

This is the default setting.



CH twin zone systems

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.



Open circuit call to heat

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

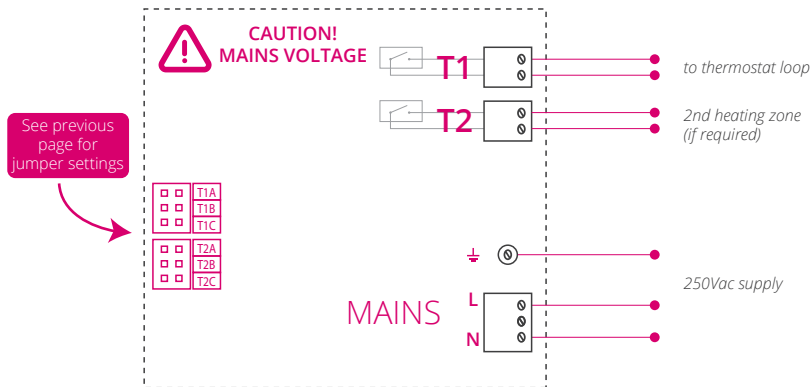


Tape any unused jumpers to the inside of the switch backplate so that they can be used for further upgrades to the system in the future.

3.3: Install the switch

We recommend that the switch is installed adjacent to the heating control junction box, **as far as possible away from metal pipes** (which can reduce wireless range).

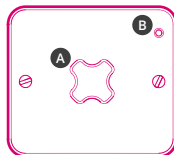
However, it can be installed anywhere there is convenient access to the thermostat circuit.



3.4: Power the switch

When first powered on:

- The middle button (A) on the switch will remain either on or off but not flashing
- The link LED on the top right (B) will be amber **and will remain amber until the switch has been recognised by the hub** (this may take some minutes after the hub has been powered up)
- Once the connection has been established, the LED will turn green

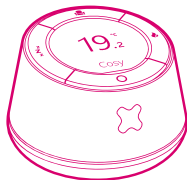


4: Install the display & hub

4.1: Install the display

Connect and power on the display:

- Attach the 3-pin power pins to the power adapter, connect it to the display charging dock and plug it in to the mains
- **Remove the battery tab from the bottom of the display and place the display on the dock**
- During installation the display will show the message: 'Setting up - please wait while your Cosy system is being set up'. This will be displayed during the initial installation of the Cosy product
- Proceed with installing the hub



It typically takes around 10 minutes to update the system. When the system has finished updating, the display will show the current temperature.

4.2: Install the hub

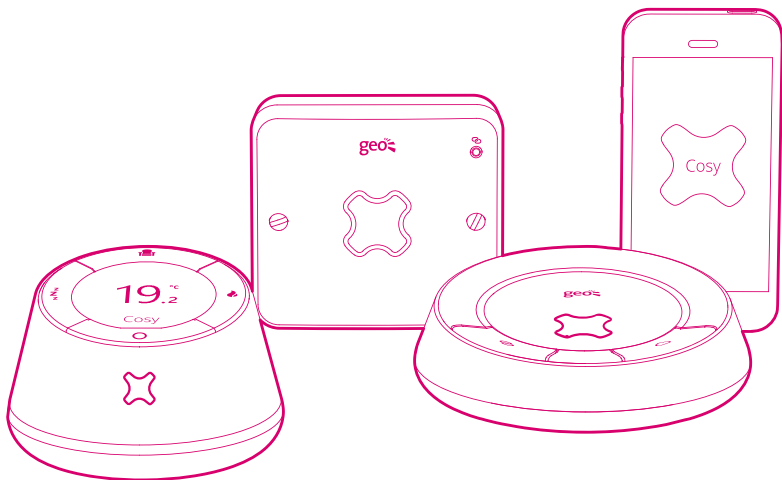
The hub needs to be connected to an available Ethernet socket on the home owner's broadband router. If no socket is available, then a suitable network switch will be required.

- Connect one end of the supplied Ethernet cable into the router / switch and connect the other end in to the hub
- Attach the 3-pin power pins to the power adapter, connect it to the hub and plug it in to the mains
- The hub will automatically start updating the system firmware once connected to the broadband. The two LEDs on the hub will flash alternately during this time
- Once the hub has finished updating the system firmware, the LEDs will be solid green. This whole process typically takes 10 minutes

Use the Support Tool to check on the status of the updates. See "6: Check update progress" on page 14.

5: Explaining Cosy

Whilst the system is updating, this is a good time to introduce the features of the Cosy system to the home owner using the guide below.



- **Invite the home owner to view:**

- The *Cosy Quick Reference* cards that are included in the documentation wallet with each Cosy system
- The Cosy introduction videos which can be viewed on most connected / mobile devices:
<http://www.comehometocosy.com/videos>

- **Emphasise the following features / benefits:**
 - Cosy works in parallel with the existing heating system - it does not replace them and Cosy can be overridden at any time
 - Cosy controls the temperature of the house by using three different comfort levels, all programmed from the Cosy app / web app. The result is that the house temperature is managed without having to switch the heating on and off
 - The home temperature is monitored by the Cosy display - a smart wireless thermostat - which can also be used to change the comfort levels. It is mobile and can be placed anywhere in the home and moved around as required
 - A Welcome Home feature can be activated by buying one or more Smart Plugs which can be used to switch on lights or other appliances when the Welcome Home feature is selected. Return home to a home that is lit as well as warm
- **Explain the heating settings that need to be configured:**
 - The existing boiler controls should be set to **ALWAYS ON** or **24 HRS**.
 - The existing thermostat should be set to **MAX**
- **If at any time the home owner is uncomfortable with Cosy, they should:**
 - Press the override button on the Cosy switch so that it goes off
 - Turn the original thermostat to the desired temperature
 - Set the heating controls to their original settings
- **If time allows, go through the app with the home owner and help them:**
 - Change the default comfort temperature settings (**SLUMBER**, **COMFY** and **COSY**)
 - Configure the heating profiles to suit their heating requirements
 - Use the app to change the comfort setting (i.e. warming the house remotely)
- Make them aware of the help pages: <http://www.comehometocosy.com/support>

6: Check update progress

Use the web-based support tool in any web browser (laptop, tablet or smartphone) to check the hub is connected to the Cosy servers and that the updates are complete.

<http://www.comehometocosy.com/tools>

- Log in to the support tool
- Enter your installer username and password and click **Login**
- Enter the last 4 digits of the MAC address of the system you are installing. This can be found on the underside of the hub and is also printed on the hub packaging. The MAC address is 12 characters long, contains numbers 0-9 and letters A-F and is printed in six groups of two characters (e.g. for AB-CD-EF-01-02-03, enter 0203)
- Click **Find**
- All status indicators on the **Firmware** tab are green, unless an upgrade is labelled as being performed overnight
- The **Jumpers** tab confirms the way the switch has been configured

The support tool shows details of the Cosy system being installed and the current known versions of the software for the components of the system.

If you see no items listed, then the hub has not yet been connected to the home owner's broadband or the connection is faulty.



If the MAC address is not found on the support tool, then you must contact our installation support team to check that the system has been correctly provisioned by your service provider.

7: Associate the system

The final step before testing is to link the newly installed system to the user's account.

Home broadband

To ensure that the Cosy system is securely associated with the Cosy app, the security process requires that the computer, tablet or smartphone being used to control Cosy **must** be using the same broadband connection as the Cosy hub.



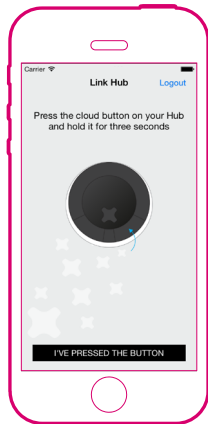
*It is recommended that if the device being used with the Cosy app has a mobile connection that this is **disabled** to force the device to use the home wifi connection and not the mobile network to ensure that association can complete.*

This security requirement is only needed for the initial association - other devices can log in to the Cosy system via wifi or the mobile network once the initial association has completed.

Account association

Using the Cosy app ask the home owner to do the following:

- Log in to the app using the details used at registration
- The app will show a screen with instructions on how to associate the account with the Cosy system
- Press the cloud icon ☁ on the hub for 3 seconds until it flashes
- On the app confirm the button has been pressed and the association will then complete
- Once connected, select **Settings** > **Status** to check that all components are labelled 'Connected'



8: Testing Cosy & handover

8.1: Testing the system

- **Check the support tool**
 - Log in to the support tool and select the **Firmware** tab - all status indicators on the Firmware tab are green, unless an upgrade is labelled as being performed overnight
- **Setting up the system**
 - Set the existing heating controls to **ALWAYS ON**
 - Set the existing thermostat to **MAX**
 - Press the middle button on the Cosy switch so that it is green
- **Testing the central heating**
 - Set the **COSY** temperature on the app to 30°C
 - Press **COSY** 🔥 on the display (right button) twice - check the boiler fires
 - Press **SLUMBER zZz** on the display (left button) twice - check the boiler stops firing (may take up to 1 minute)
- **Test Cosy switch override function**
 - Press the **override** button on the front of the Cosy switch so the green light goes off
 - Check the boiler fires, then turn existing thermostat down until the boiler switches off
 - Return the thermostat to the **MAX** setting and re-engage Cosy by pressing the button on the middle of the Cosy switch so it goes green.

8.2: Handover

- **Using the Cosy app:**
 - Set the temperatures for **SLUMBER**, **COMFY** and **COSY**
 - Set the times for heating in the two default profiles **WEEKDAY** and **WEEKEND**

Check that the customer is happy and complete your visit.

9: 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 with the hub. If the pairing is lost please follow the re-pairing instructions below

How do I re-pair the system?

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

- On the **hub**, press and hold the reset button on the underside of the hub until the LEDs on the hub flash red alternately
- For each **heating switch** press the button on the heating switch until it flashes red
- On the **hub**, press and hold the link button  until it flashes amber - pairing is complete when the heating switch link LED turns green
- For each **display**, press and hold the bottom button  and press the reset button on the base of the unit. Keep holding the button until the display shows 'UNPAIRED DISPLAY'
- Press and hold the link button  on the **hub** until it flashes amber
- Press the top button  on the **display**, choose the left button **zZz** for single zone systems or zone 1. Choose the right button  for zone 2

- Pairing is complete when the display shows the current temperature
- Once all the system components have been properly paired all link LEDs should be green and the displays will be showing the current temperature

The display shows 'LINK ERROR'

This happens when the switch or the display cannot communicate with the hub.

- 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.

The display, switch and hub seem OK, but the boiler is not firing

- The house could be above the current desired temperature - check the setting within the Cosy app and try and select a mode with a higher set point (e.g. **COSY**)
- Check that the existing boiler controls have been set to **ALWAYS ON** and that the existing thermostat (where fitted) has been set to **MAX**
- Check the jumper settings, in particular that **T1B** is installed (unless the system is configured to have an open call to heat, which is non-standard in the UK)

The cloud icon on the hub is off

There may be a problem with the home broadband service. Check:

- The home broadband router is switched on and working
- The Ethernet cable is securely connected to the hub and the broadband router
- If the problem persists, restart the broadband router (or switch) and the hub

The user has forgotten their password

- Go to <http://www.comehometocosy.com/apps> and use the web app to reset the password
- Use the Android or iOS mobile apps to reset the password

10: Support

Manufacturer

This product was designed and manufactured by:

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

Cosy customer technical support

For technical queries relating to the installation, please call **0845 094 1508**

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