

# Wiser Radiator Thermostat

## Device user guide

Information about features and functionality of the device.

05/2023



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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.

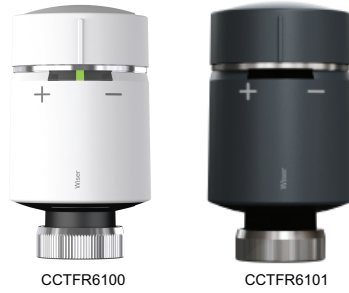
### **CAUTION**

**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 Radiator Thermostat



### For your safety

<b><i>NOTICE</i></b>
<b>RISK OF DAMAGE TO DEVICE</b> Always operate the product in compliance with the specified technical data. <b>Failure to follow these instructions can result in equipment damage.</b>

## About the device

The Wiser Radiator Thermostat (hereinafter referred to as **Thermostat**) uses integrated temperature sensors to control the flow of water through a radiator, thereby regulating the temperature in a room. The target temperature and switching times are set in the Wiser app.

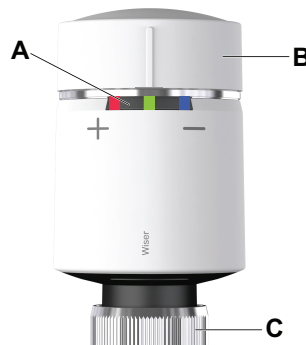
Personalize your home heating by adding a Thermostat to your Wiser system. These provide effortless control to set different schedules and temperatures in different rooms, and upgrading to room-to-room heating control could save 18% on energy usage. The Thermostat provides individual room control with ultimate comfort, convenience, and practicality.

### Features of the Thermostat:

- Mobile control anytime, anywhere with the Wiser app
- Works with Amazon Alexa & the Google Assistant
- Full transparency with Insights and the Heat Report
- Smart modes for maximum energy efficiency
- Twist-top boost cap
- Device user interface lock

## Diagram of operating elements

- A. Status LEDs
- B. Radiator Thermostat cap
- C. Ring nut (only used with M30 x 1.5 mm valve adapter)



## Installing the device

Refer to the installation instruction supplied with this product.  
See installation instructions.

## Pairing the device

Using the Wiser Home app, pair your Thermostat with the **Wiser Hub** to access and control.

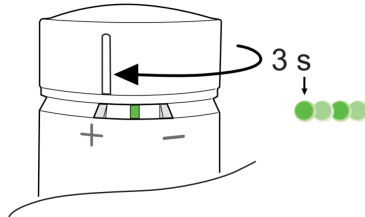
To pair the Thermostat:

1. On the Home page, tap .
2. Tap **Devices** >  and tap **Climate** (tab) > **Radiator Thermostat**.

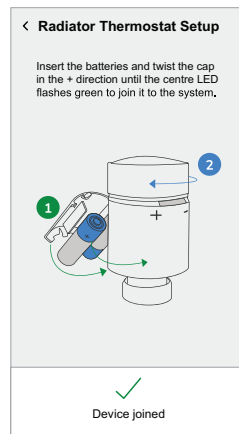
**TIP:** The next screen shows the joining process of the Thermostat.

3. Twist and hold the Thermostat cap in the “+” direction.

After 3 seconds, LED flashes green.



In the app, you can see the Thermostat is successfully joined.



4. Tap **Next** to enter Thermostat name and assign to an existing room or a new room.


You can see the added Thermostat on the Home page under the room tab or under **ALL** devices.

## Configuring the device

### Setting the device location

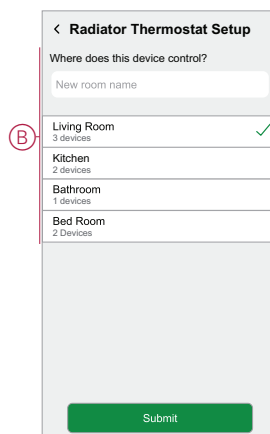
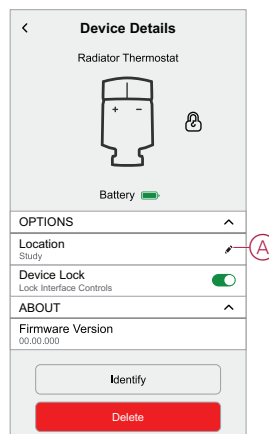
Using the Wiser Home app, you can assign the Thermostat location in the room (such as bedroom, living room, dining room etc.).

To assign the Thermostat location:

1. On the Home page, tap .
2. Tap **Devices > Radiator Thermostat > Location** (A) to assign the Thermostat to the existing room or a new room (B) and tap **Submit**.

**NOTE:** You can add up to 4 Thermostats in the same room.


**TIP:** If you have more than one Thermostat in the same room, it's always recommended using a room Thermostat in the same room.



### User interface lock settings


Using the Wiser Home app, you can lock the Thermostat controls (nothing will happen when the Thermostat cap is twisted in either the + or – direction). This prevents children from changing the temperatures in your room by playing with the Thermostat.

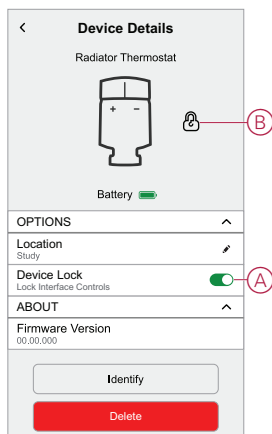
To lock or unlock the Thermostat control:

1. On the Home page, tap .



2. Tap **Devices > Radiator Thermostat > Device lock** toggle switch (A) to lock or unlock the Thermostat control.

**TIP:** When the Thermostat lock is active, a  (B) will appear next to Thermostat.



## Identifying the device

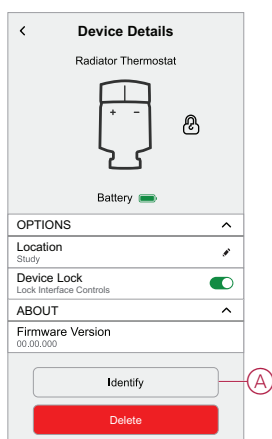
Using the wiser Home app, you can identify a Thermostat from the other available devices in the room.

To identify the Thermostat:

1. On the Home page, tap .
2. Tap **Devices > Radiator Thermostat > Identify** (A).

**NOTE:**

- This feature flashes the Thermostat LEDs, so you can identify the actual device. It may take up to a minute to start and flash the Thermostat LED.
- The Thermostat LEDs will continue to flash until you tap **OK**.



## Calibrating the device

The Thermostat calibrates the radiator valve, it adjusts the pin position according to the room temperature automatically after 5 minutes when batteries are inserted. It takes only a few seconds to do the calibration. You can hear the motor running sound when the Thermostat starts calibrating.

## Using the device

### Setting the room temperature manually

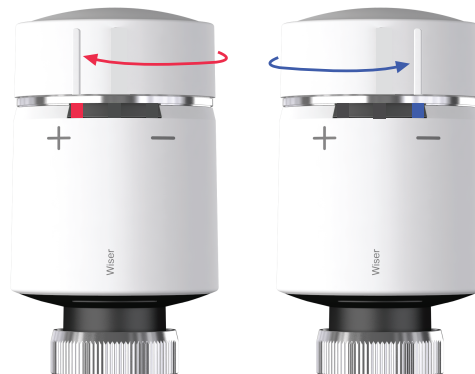
The room temperature can be increased/decreased manually by twisting the cap of the Thermostat.

#### Twist the Thermostat cap:

- In the “+” direction to increase the temperature. The red LED will light up for 5 seconds.
- In the “-” direction to lower the temperature. The blue LED will light up for 5 seconds.

When the Thermostat cap is twisted, the set-point temperature is increased/decreased by 2 °C from the current room temperature. The boost is active for 1 hour.

**NOTE:** If the set-point temperature is already more than 2 °C above or below the room temperature, a boost will not change the set-point temperature.




## Setting the room temperature using the app


Using the Wiser Home app, you can adjust, set or boost the room temperature.

To adjust, set or boost the room temperature:

1. On the Home screen, tap the Thermostat from the room tab or **All** tab.
  - a. Use the slider control on the right of the screen to adjust the temperature.

**NOTE:** The flame shows that the room temperature is lower than the desired temperature (set point) and so the heating is ON.

- b. Tap  to set the boost time.

**NOTE:** Boost can be stopped at any time by tapping the  and selecting it **off**.

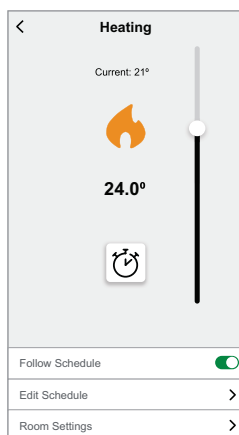
In the bottom of the screen, tap the **Follow schedule** toggle switch to turn on/off the schedule.

### When your system is following a schedule:

The new set point will continue to be active until the next scheduled event.

### When your system is not following a schedule:



Any set-point changes made with the slider will continue to be active until the next time the slider is used.

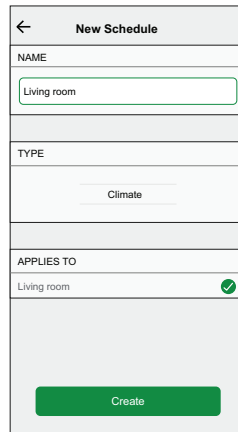



## Creating a Schedule/Event

The device can be fully controlled and triggered by a schedule. Once the schedule is set, your system will follow the active schedule. You can create or modify the schedules at any time.


To create the schedule/event:

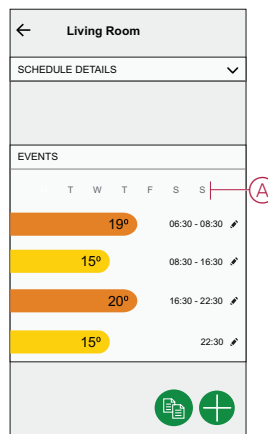
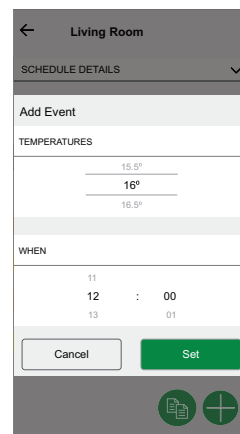
1. On the Home page, tap .
2. Tap on the **Schedules** tab > .
3. On the **New Schedule** page, enter the **Schedule name**, select **Type**, and select room.
4. Tap **Create**.



5. Select any day (A) and tap  for add event:
  - Select temperature (for example 16 °C).
  - Set time (for example 12:00).

**NOTE:** A maximum of 8 events can be created per day.



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.

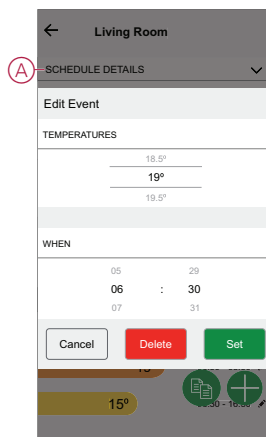



6. Tap **Set**.

## Editing Schedule/Event

To edit the schedule:

1. On the Home page, tap .
2. Tap **Schedules** tab and select the Schedule that you want to modify.
3. Tap **SCHEDULE DETAILS** (A) to do any of the following:
  - To rename the device
  - To change the device location
  - To delete Schedule
4. To edit the **EVENTS**, select a day, and tap  to change the time and temperature.

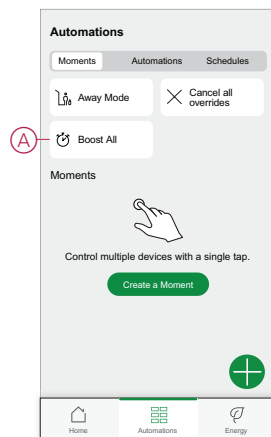


## Built in Automation

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

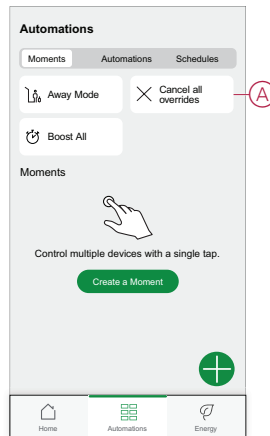
### Boost All

You can apply a boost of +2 °C for 1 hour to every room in the system. It won't affect hot water in any way. As this is a "one-time action", you can find Boost All (A) in the "Automation" menu by clicking the "Automation" tab at the bottom of the Home page.



## Cancel all overrides

The Cancel all overrides (A) will put all the heating back under 'system control' meaning that if you've selected Boost All or even if you've boosted or manually overridden a room setpoint individually, this will cancel the override and put all the rooms back to their scheduled set points. You can find it in the "Automation" menu by tapping the "Automation" tab at the bottom of the Home page.



## Away Mode

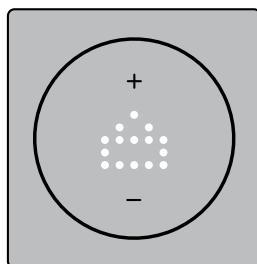
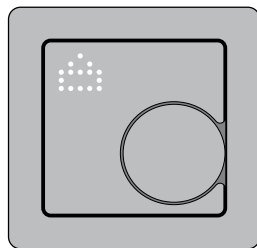
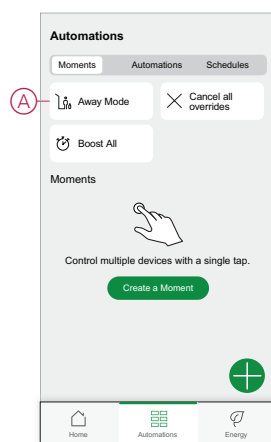
When Away Mode (A) is activated, all rooms will be set to the Away temperature (default 16 °C). It will show a checkmark in the “Automation” page when active. You can find it in the “Automation” menu by tapping the “Automation” tab at the bottom of the Home page.

When Away mode is active, only rooms that have set point temperatures higher than the Away mode temperature will be affected. For example, if a given room is set to 5 °C, Away mode will not force it to the Away temperature.

While Away Mode overrides Boost and rooms that are and aren't following a schedule, it is still possible to manually change the set-point temperature and boost individual rooms after activating Away Mode. It is also possible to boost or manually turn the hot water ON.

All rooms and hot water will display their Away mode values. The hot water will be turned OFF if you have activated this option on the Away Mode screen.

**NOTE:** The current temperature will not be displayed when away mode is activated.





## Voice control

You can control the plug using Amazon Alexa® and Google home by giving a voice command.

### 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 upstairs temperature?”
- Get the Set Point: “Alexa, what is the upstairs set to?”

### Google Home

Google Home is a brand of smart speakers that work similarly to Amazon’s Alexa. The user can speak a profusion of commands to request information, or ask Google Assistant to perform action.”

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

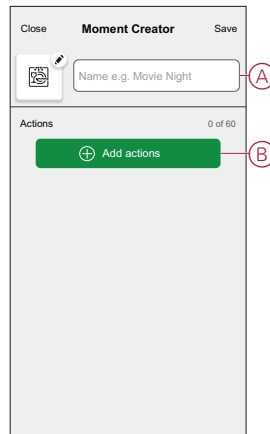
## Creating a moment

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:

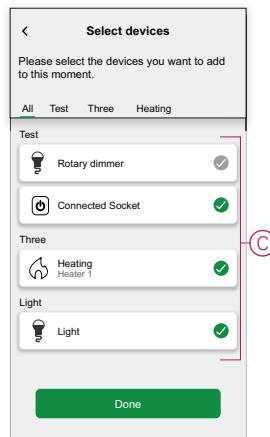
1. On the **Home** page, tap .
2. Go to **Moments** >  to create a moment.
3. Enter the name of the moment (A).

**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.



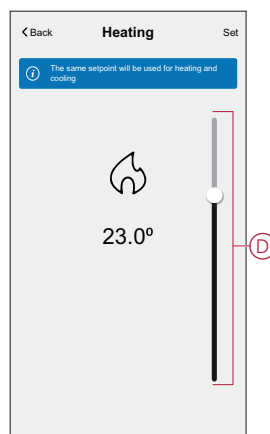
5. In the **Add actions** menu, you can select the devices (C).



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**.

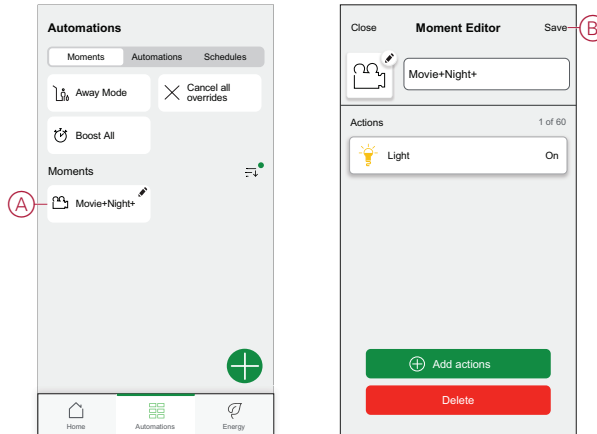
8. Once all conditions are set, tap **Save**.

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

## Editing a moment



To edit a moment:

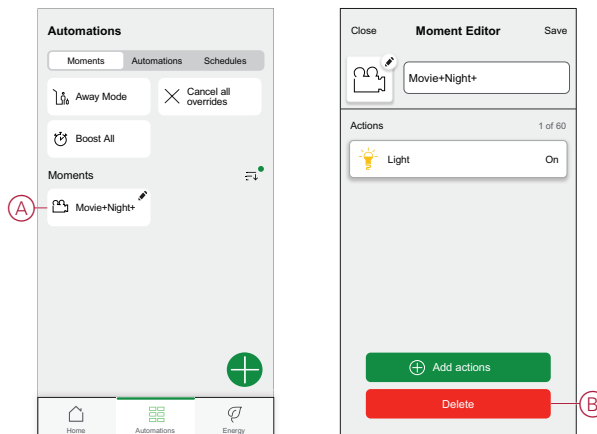
1. On the **Home** page, tap .
2. Go to **Moments**, locate the moment you want to edit and tap  (A).
3. On the **Moment Editor** page, you can tap each item to change the settings and tap **Save** (B).



## Deleting a moment

To delete a moment:


1. On the **Home** page, tap .
2. Go to **Moments**, locate the moment you want to delete and tap  (A).
3. On the **Moment Editor** page, tap **Delete** (B) and tap **Ok**.



## Creating an automation

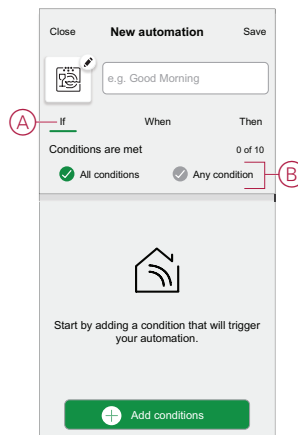
An automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times. By using the Wiser app, you can create automations based on your needs.

To create an automation:

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

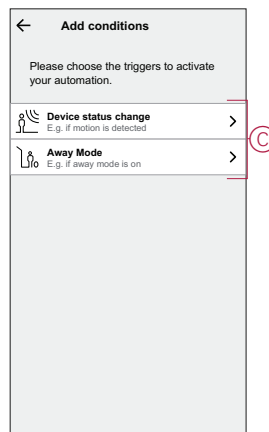
**NOTE:** Max. 10 automations can be added.

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.

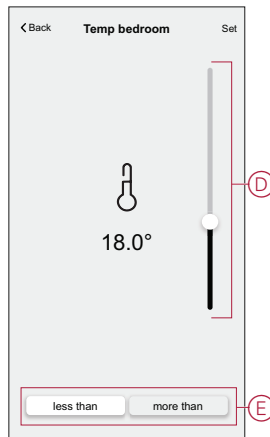


4. Tap **Add conditions** and select any of the following (C):
  - **Device status change:** Select a device to enable automation.
  - **Away Mode:** Enable/Disable away mode to trigger an action.


**TIP:** Away mode can also be used as a trigger to turn off the lights, dimmer or closing the shutter etc. For more information refer to [Away mode](#).



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**.

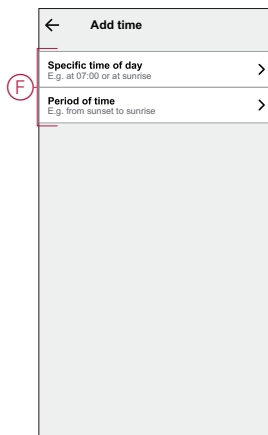


**NOTE:**


- Max. 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.**

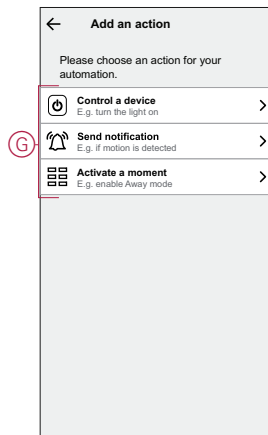


**NOTE:**

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

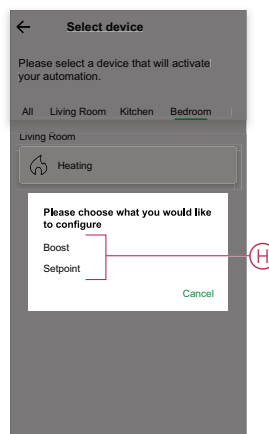
7. To add an action, tap **Then** > **Add an action** and select any of the following (G):

- **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.

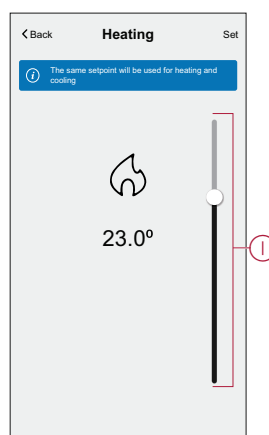


8. Tap **Control a device** > **Heating** and select any of the following (H):


- **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**.

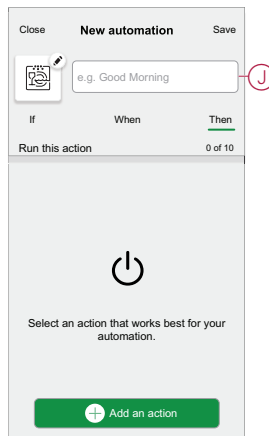


**NOTE:**

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

10. Enter the automation name (J).

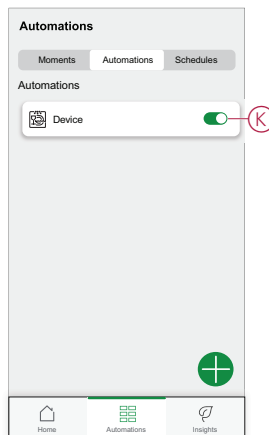
You can choose the cover image that represents your automation by tapping



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.

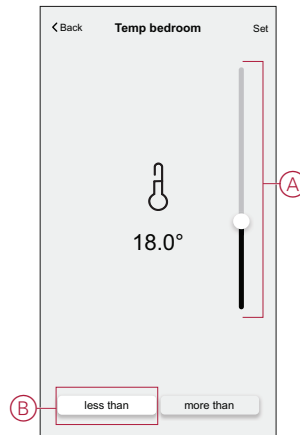


## Example of an automation

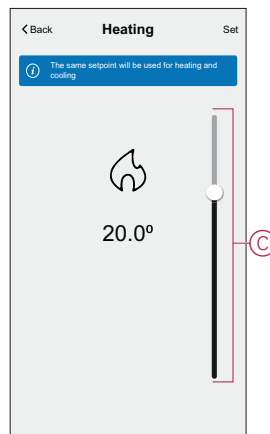
This demonstration shows you how to create an automation to turn on the Heating to 20 °C when the temperature is less than 18 °C.


1. Go to **Automation** >  to create an automation.
2. To add a condition, tap **Add Condition** > **Device status change** > **Temperature/Humidity Sensor** > **Temperature**.

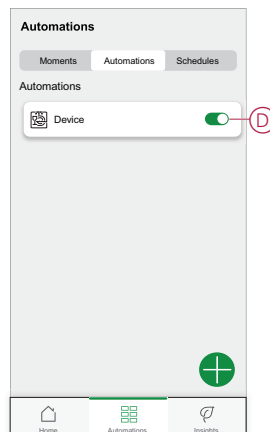
3. Set the temperature as 18 °C (A) and the condition as **less than** (B) and tap **Set**.



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 Automations tab.




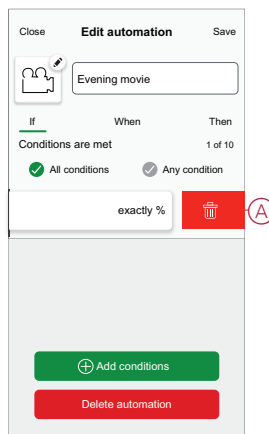
**NOTE:** You can enable or disable saved automations on the **Automations** tab by using  (D).



## Editing an automation

To edit an automation:


1. On the **Home** page, tap .
2. Go to **Automation**, tap the automation you want to edit.
3. On the **Edit automation** page, you can:
  - Change the icon.
  - Rename the automation.
  - Change/Delete the condition or action.
4. Remove the Condition or Action by swiping it to the left and tapping the **bin** (A).

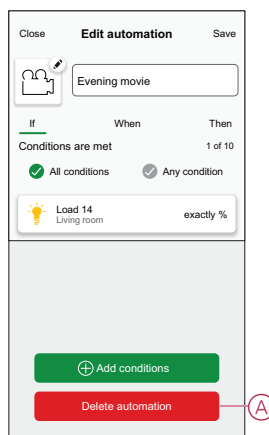


5. Add a new condition or action and then tap **Save**.

## Deleting an automation

To delete an automation:

1. On the **Home** page, tap .
2. Go to **Automation**, tap the automation you want to delete .
3. On the Edit automation page, tap **Delete Automation** (A) and tap **Ok**.

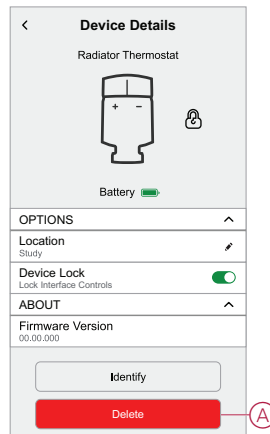


## Removing the device

Using the Wiser home app, you can remove the Thermostat from the Wiser system.

To delete the Thermostat:

1. On the Home page, tap .
2. Tap **Devices > Radiator Thermostat > Delete (A)**.

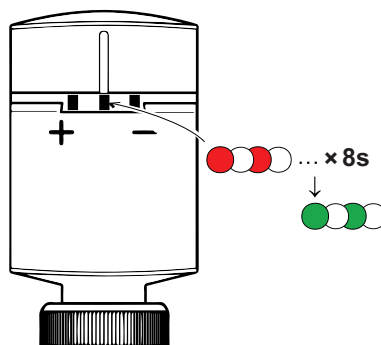


## Resetting the device

You can reset the Thermostat to factory default when it is attached to the radiator body. It can be reset manually at any time, e.g., when the Hub is replaced.

To reset the Thermostat:

1. Twist and hold the cap in the “-” direction.
2. Wait for a few seconds until the center LED begins to flash red.
3. Hold the cap in the “-” direction until the LED flashes red 8 times.



4. Release the cap; all 3 LEDs flash once indicating a successful reset of the Thermostat.

## Replacing the batteries

Replace the batteries of the device when the battery is low or critically low. The center LED of the radiator thermostat will signal when the batteries need to be replaced.

LED			
Left	Centre	Right	Meaning
Off	Solid Red, for 1s, once per hour.	Off	Battery, low. Replace
Off	Flashes Red, for 5s, once per minute.	Off	Batteries critically low. Replace immediately.



Replace the batteries with 2\*1.5 V IEC LR6 (AA) alkaline batteries. Ensure the batteries ("+" and "-" ends) are correctly oriented. The polarity is indicated on the device's terminals.

**NOTE:** Batteries should be disposed of according to statutory regulations. They must be recycled properly to protect the environment and reduce the waste of precious resources.















## LED indications






### Normal use

State	User Interaction	Left LED	Center LED	Right LED	Duration
Boost up	Twist the cap in the + direction				Solid for 5 seconds
Boost down	Twist the cap in the - direction				Solid for 5 seconds

### Head calibration

State	User Interaction	Left LED	Center LED	Right LED	Duration
Start up	Insert the batteries				Single quick flash
Opening the valve	Automatic upon inserting batteries OR Twist and hold the cap in + direction for 8 seconds (for changing batteries)				Solid until the valve is open
Ready to install on the valve	The radiator thermostat is ready to install when the valve is fully open (see above)				Red and Blue: flash for up to 5 minutes
					Orange solid = not joined
					Green solid = joined
Closing the valve	Twist and hold the cap in the – direction for 2 seconds				Solid until the valve is closed
Joining	Twist and hold the cap in the + direction for 3 seconds				Pulses for up to 2 minutes
Joining success					Solid for 5 seconds
Joining failed	If no network is found after 2 minutes				Flashes for 5 seconds

### Error state

State	User Interaction	Left LED	Center LED	Right LED	Duration
Low battery					Solid for 1 second (Repeated each hour)
Critical battery					Fast flash for 5 seconds (Repeated each minute)
No Signal	Twist the cap in the + direction to start a boost.				Fast flash for 5 seconds (Repeated)
No Signal	Twist the cap in the - direction to start a boost.				Fast flash for 5 seconds (Repeated)
No network	Twist the cap in the + or - direction to start a boost.				Solid with fade-out after 2 seconds. In this event, the radiator thermostat has not joined the wiser system and must either join the hub or be re-installed.

## Troubleshooting

Symptom	Possible cause	Solution
The Thermostat is not responding or the app is not measuring the temperature.	Power failure or Wiser Hub generation restarted.	Post power failure, Wiser Hub generation needs up to 15 minutes to recover to normal.
The Thermostat displays offline in the app or the center LED blinks.	<ol style="list-style-type: none"> <li>Poor signal between the Wiser hub and Thermostat.</li> <li>The batteries need replacing in the Thermostat.</li> <li>The Thermostat has been reset through the human interaction at physical device.</li> </ol>	<ol style="list-style-type: none"> <li>Rejoin the Thermostat in the app.</li> <li>Replace the batteries and re-calibrate Thermostat, refer to the replacing the batteries, page 27 and calibrating the device, page 10</li> <li>Re-configure the Thermostat.</li> </ol>

## Technical Data

Power supply	2 x 1.5 V IEC LR6 (AA) alkaline batteries
Without power supply:	Connection data are retained
Temperature setting range	5 °C - 30 °C
Temperature resolution	0.5 °C
Control accuracy	< 0.8 °C at 4 °C/h
Surface temperature at place of installation	max. 93 °C
Water temperature	max. 110 °C, max. continuous 73 °C
Ambient operating temperature	0 °C to 45 °C
Storage temperature	-20 °C to 65 °C
Operating frequency	2.4 GHz
Max. radio frequency power transmitted	max. 20 mW (13 dBm)
Degree of contamination	2
Radio range	30 m free field
Specification	Value
Energy class	IV - 2%
Software class	A
Protection rating	IP 30
Dimensions (HxØ)	93 x 51 mm

# Compliance

## Compliance information for Green Premium products

Find and download comprehensive information about Green Premium products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP) and End-of-Life instructions (EOLI).

<https://checkaproduct.se.com/>



## General information about Green Premium products

Click the link below to read about Schneider Electric's Green Premium product strategy.

<https://www.schneider-electric.com/en/work/support/green-premium/>



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DUG\_Radiator Thermostat\_WH-01