



Wiser™

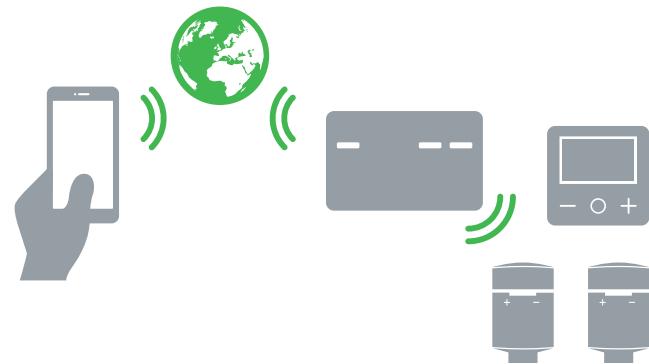
Life Is On

**Drayton**

by Schneider Electric

The easier, smarter  
heating system

Multi-zone heating made easy



**User guide**  
Setup and control

## Smart heating for your home

Wiser is designed to be simple to install and simple to use from app to thermostat.

The Wiser system can be personalised to suit your home and requirements. Start with a Room Thermostat and then build your system by adding Radiator Thermostats to individual rooms.

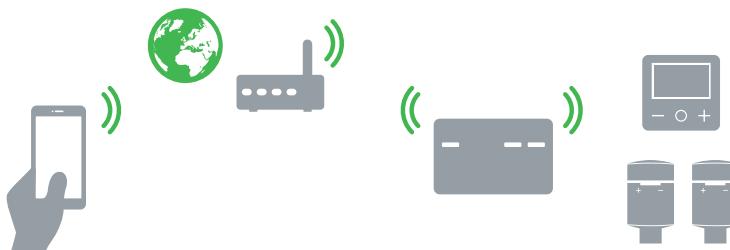
Three Wiser kits designed to get you started:

- Wiser Thermostat Kit 1 – for combi boilers
- Wiser Thermostat Kit 2 – for conventional boilers with a separate hot water cylinder
- Wiser Thermostat Kit 3 – for large properties with dual heating circuits

Choose one of two kits which include two Wiser Radiator Thermostats if you want to control the heating in each room individually:

- Multi-zone Kit 1 – for combi boilers
- Multi-zone Kit 2 – for conventional boilers with a separate hot water cylinder

Individual Wiser Radiator Thermostats can be added individually to any Wiser Kit to maximise comfort and energy savings.



### Top features

- Easy to install
- Wireless Room Thermostat can be positioned anywhere in the room
- Up to 16 heating zones with hot water
- Auto mode / Manual mode / Away mode
- Daily schedules with 'copy day' function
- Eight on/off periods per day
- Quick boost function
- Automatic frost protection
- OpenTherm® Technology
- Automatic software upgrades

### User guide

This document provides an overview of the Wiser system, guides you through the setup process and offers information about Wiser products.

### Installation guide

To ensure correct and safe installation, always refer to the installation guide.

Three steps are required to control your heating system from wherever you are.

## 1. Connect the Heat Hub<sup>R</sup>

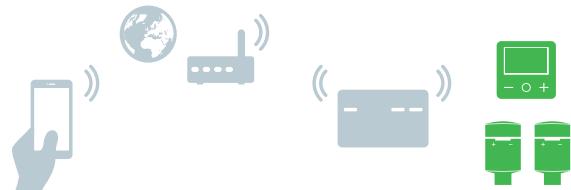
The Heat Hub<sup>R</sup> should first be installed by a qualified electrician or heating engineer. Next, download the *Wiser Heat app* to guide you through the set-up process. To establish initial communication, you must connect your mobile device to the Heat Hub<sup>R</sup>.



## 2. Join devices to the Heat Hub<sup>R</sup>

With the smartphone connected to the Heat Hub<sup>R</sup>, you will now add heating devices to the system. Follow the step-by-step process to define the rooms in which your devices are placed as well as to add and install your Wiser Room Thermostats and Wiser Radiator Thermostats.

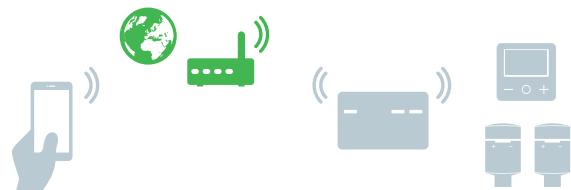
If you are a professional installer, upon completing this step, you can hand over the system to your customer for the last step, connection to the Internet.



## 3. Connect it all to the Internet

Connect the Wiser system to your home Wi-Fi network to create and register an account. This allows you to control your heating and hot water from any connected place in the world.

Note that with the account registration, you will be prompted for your email and residential address. The residential address is required for features such as Eco Mode to work correctly.



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## Radiator Thermostat



## Room Thermostat



## Heat Hub<sup>R</sup>





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Radiator Thermostat



Room Thermostat



Heat Hub<sup>R</sup>



## Download the Wiser Heat app

Download the *Wiser Heat app* for your smartphone from the App Store® or Google Play™.



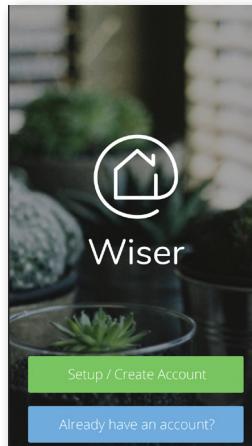
- ➡ Search for *Wiser Heat*
- ➡ Download and open the *Wiser Heat app*

⚠ Your Heat Hub<sup>R</sup> must be installed by a qualified electrician or heating engineer according to the Installation Guide.

Upon successful installation of the Heat Hub<sup>R</sup> the Setup LED will show a solid green light.

Now you must establish and configure a new system by connecting your smartphone with the Heat Hub<sup>R</sup>.

- ➡ Tap *Setup / Create Account*



### Wiser Heat app

The *Wiser Heat app* guides you through the whole setup process. This guide can also provide information about specific steps.

### System requirements

The *Wiser Heat app* is available for Apple® iOS and Android™ smartphones. Due to the large number of smartphones available on the market, compatibility cannot be guaranteed with every model. The smartphone must fulfil the following minimum technical requirements:

Android™ Version 4.2 or higher

Apple® iOS 9 or higher

The *Wiser Heat app* for tablets will be available at a later date.

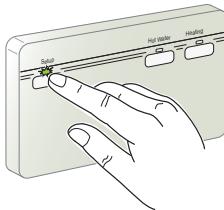


### Connect your smartphone to the Heat Hub<sup>R</sup>

This shows how to connect your mobile device to the Heat Hub<sup>R</sup> via a temporary Wi-Fi network set up by the Heat Hub<sup>R</sup>.

First choose the Heat Hub<sup>R</sup> you wish to set up. Then select your device and activate the set-up mode.

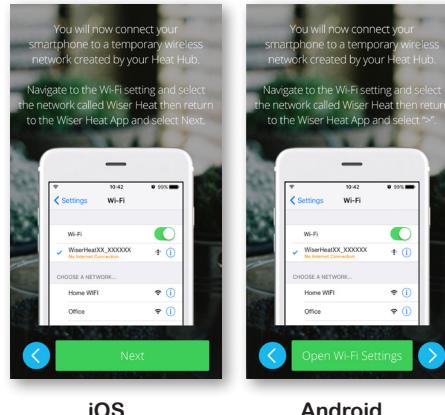
- Press the **Setup** button.



When the setup mode is active the LED flashes green.

- Return to the **Wiser Heat app**
- Tap **Next**

The smartphone and the Heat Hub<sup>R</sup> are now connected.



iOS

Android

- Open the Wi-Fi settings on your smartphone (for Android users the app will take you to the Wi-Fi settings automatically)
- Select the network called **WiserHeat XX\_XXXXXX** and connect to it.
- Switch back to the **Wiser Heat app** (not necessary for Android users)
- Tap **Next**

The smartphone and the Heat Hub<sup>R</sup> are now connected.

### Heat Hub<sup>R</sup> setup mode

The Heat Hub<sup>R</sup> setup mode stays active for 15 minutes. After 15 minutes of no activity, the Heat Hub<sup>R</sup> goes back to the normal operating mode.

If you are still setting up your system when this happens, go through the setup steps again. You can activate the Heat Hub<sup>R</sup> setup mode at any time.

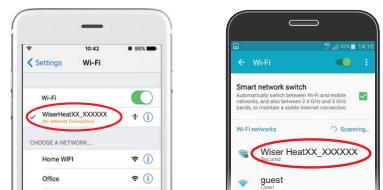
**Do you need to change your Wi-Fi network?** Do you have a new broadband provider? Have a look here: [How to change the Wi-Fi network -> page 42](#)

### Navigate to the Wi-Fi settings

In most cases, you will find the Wi-Fi settings as a sub-menu in the settings of your smartphone .

Apple®

Android™





Set up the heating system by adding Room Thermostats and Radiator Thermostats and assigning them to rooms.



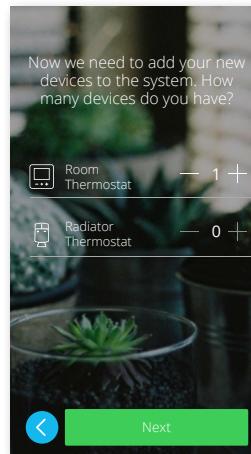
## List your devices

Enter the number of Room Thermostats and Radiator Thermostats to add to the system.

For the Thermostat Kits, you will only add one or two Room Thermostats. For the Multi-zone Kits, you can also add the Radiator Thermostats.

For each type of thermostat, enter the number of devices you want to add.

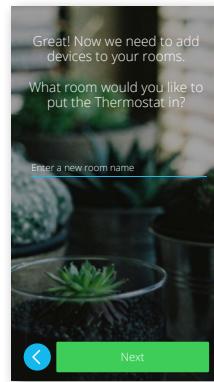
Tap **Next**



## Name rooms

Assign Room Thermostats and Radiator Thermostats to rooms, step-by-step. Start by naming the room in which the first Room Thermostat is placed/installed.

Enter a new room name (max 30 characters). Any room already defined appears in a drop-down menu on this screen when adding subsequent devices.



Not sure where to place the Radiator Thermostats? Have a look here: [Installing your Wiser Multi-zone Kit -> page 39.](#)

## Add a Room Thermostat

After you assign the Room Thermostat to a room, such as a lounge, the Room Thermostat must be joined to the Heat Hub<sup>R</sup> as follows.

### Insert the batteries and join the network

- Insert the batteries into the Room Thermostat.

 Ensure the polarity of the batteries (+ and - ends) is correctly oriented. The polarity is indicated on the device's terminals.



- Close the battery compartments.

- Follow the messages on the Room Thermostat's display to join the network.
- Press O to initiate the connection.



**No network found? The Heat Hub<sup>R</sup> has timed out**

If the Heat Hub<sup>R</sup> setup mode has timed out (the LED shows a solid green), repeat the setup step.

**No network found? The Heat Hub<sup>R</sup> is still in setup mode**

If the Heat Hub<sup>R</sup> is still in setup mode (the LED is flashing), the Room Thermostat is too far away from the Heat Hub<sup>R</sup>.

In this condition, choose another location for the Room Thermostat or use an RF Range Extender (contact Drayton Customer Services).

### Place/Mount the Room Thermostat

The *Wiser Heat app* assigns this Room Thermostat to the named room.

Place this Room Thermostat in the room, either on the wall or on the provided desk stand.



**Do you want to move the Room Thermostat to another room?**

Have a look here: [Moving the Room Thermostat -> page 42](#)

## Add a Radiator Thermostat

After you assign a Radiator Thermostat to a room, the temperature can be controlled independently from the rest of your home.

Now the Radiator Thermostat must be joined to the Heat Hub<sup>R</sup>:

### Insert the batteries and join the network

- Insert the batteries in the Radiator Thermostat.

-  Ensure the polarity of the batteries (+ and - ends) is correctly oriented. The polarity is indicated on the device's terminals.



The device is ready for joining when:

- left/right LEDs flash red/blue
- central LED shows a solid orange

Twist and hold the cap in the + direction until the central LED flashes green.

### Install the Radiator Thermostat

The Radiator Thermostat comes with two valve adapters:

- Valves with a M30x1.5 threaded connection
- Danfoss RA valves

Install the Radiator Thermostat on the radiator using a valve adapter.



Twist the cap in the - direction and hold for 2 seconds until the blue LED lights up.

**Note:** The Radiator Thermostat now calibrates the radiator valve. If you forget this step, the Radiator Thermostat will automatically calibrate the radiator valve after 5 minutes. Calibration takes only a few seconds.



### Valve adapter

The two included valve adapters work with the vast majority of radiator valves.

If however, neither work with your radiator valves, consult the [Valve Adapter Guide](#) on the Drayton website. After reviewing this guide, if you still need assistance please contact Customer Services at the number indicated on the last page of this guide.

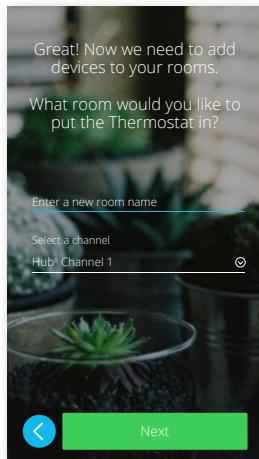
### Installation guide

To ensure correct and safe installation, always refer to the installation guide.

## Select a channel of a three-channel Heat Hub<sup>R</sup>

If you are using a **Heat Hub<sup>R</sup> Three Channel**, you must assign the Room Thermostats to the appropriate channels. Channel one and three are used for the heating circuits. Channel two is used for the hot water circuit.

To ensure the system works correctly, you must know which rooms are on which heating circuit. Ask your installer if you are unsure of this information.



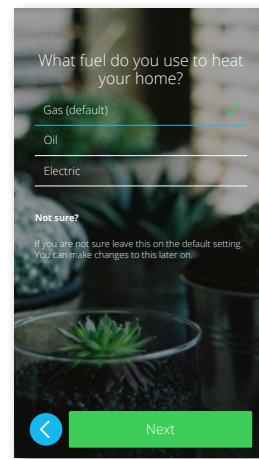
## Do you have an OpenTherm<sup>®</sup> boiler?

You must first adapt or rewire the OpenTherm installation to the Heat Hub<sup>R</sup> for Wiser to detect the OpenTherm connection.

For further information and help for installation, have a look here: [How to connect OpenTherm](#)  
-> page 43

## Gas, oil or electric?

To control your room temperature properly, it is necessary to know if the heating system is gas, oil or electric. If you are uncertain, keep the default settings. You can change this parameter later in **Settings**.





### Join the Heat Hub<sup>R</sup> to your home Wi-Fi

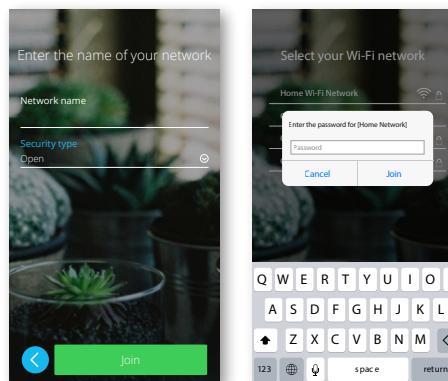
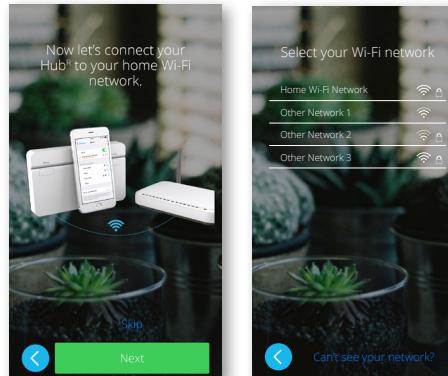
This step connects the Heat Hub<sup>R</sup> to your home Wi-Fi network so the heating system can be controlled over the Internet.

**Note:** All information entered on the following screens is required to enable remote control from your smartphone.

- Select your home Wi-Fi network and enter the password.
- Tap *Join*.

If your Wi-Fi network is not displayed:

- Tap *Can't see your network?*
- Type your network-related information on the displayed screen.
- Tap *Join*



### Change the home Wi-Fi

If you change broadband providers, you can switch to another Wi-Fi network at any time. When the Wiser system detects an existing connection, you are asked if you want to change the Wi-Fi network.

[How to change the Wi-Fi network -> page 42](#)

## Account registration

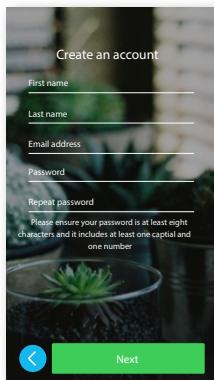
You must create and register your account to control your Wiser system via the Internet.

### Create your account

- Enter your name, email address and a password.

 Only a secure password will be accepted and must have at least:

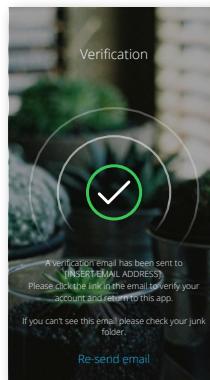
- Eight characters
- One upper-case letter and
- One number



### Verify your data

A verification email with our Terms & Conditions as well as a link will be sent to the email address you have provided. Follow the request to confirm your email address by clicking on the link.

You will now be able to control your heating system and hot water from any location.



### Enter your home details

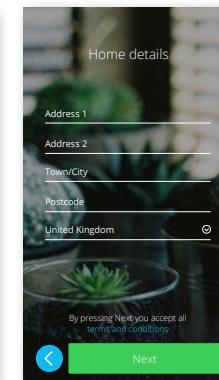
Enter your residential address so the Eco Mode feature can work properly.

### No verification email received?

- Check your spam folder
- You may have entered your email address incorrectly. In this case, create and register your account again. All other settings remain.

### More than one smartphone

To control your heating system from additional smartphones, download and install the **Wiser Heat app** and log in using the same email address and password.





### First access - Good to know

Customise your setup with the *Wiser Heat app* so you can:

- Change the set-point temperatures
- Set the schedules
- Boost a room temperature and more

⌚ Open the *Wiser Heat app*

⌚ Set up an account or tap Already have an account

⌚ Enter your email address and password

⌚ Tap *Login*



#### Auto mode, Manual mode and Away mode

The heating system and hot water can run in three different modes.



**Auto mode:** The heating system is fully controlled and triggered by your schedule. Once the schedule is set, Auto mode will manage your system daily. You can create or modify new events at any time. When you access the app for the first time, Auto mode is active by default.



**Manual mode:** Switch to Manual mode to control your heating system manually over a period of time (during a party). During this time, only manual changes will be accepted and the schedule will be ignored. You can return to Auto mode at any time.



**Away mode:** When active, all rooms fall back to the Away temperature (default 16°C). If you have a two or three-channel Heat Hub<sup>R</sup>, the hot water will be turned OFF. The Away mode overrides Auto and Manual mode, however it is still possible to manually change the set-point temperature and boost individual rooms. It is also possible to boost or manually turn the hot water ON.

#### The defaults

When you access the *Wiser Heat app* for the first time, the app is running in Auto mode, and all scheduled events are pre-programmed for every room. If you want to make changes to the default schedule, change the times and/or temperatures so that the schedule fits accordingly.

Monday – Friday		Saturday – Sunday	
Time	Temp	Time	Temp
6:30 am	20.0°C	7:00 am	20.0°C
8:30 am	16.0°C	9:00 am	18.0°C
4:30 pm	21.0°C	4:00 pm	21.0°C
10:30 pm	Off*	11:00 pm	Off*

Pre-programmed schedule

\* Only frost protection is active

Do you want to change the schedule? Go to [Two ways to access the schedule -> page 23](#).

## Home view and what it displays

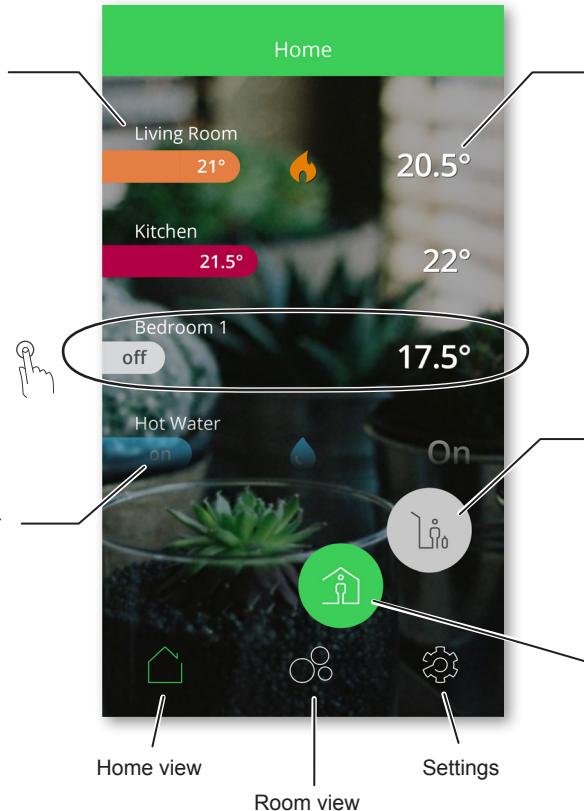
Overview of rooms, set-point temperatures and heating status.

### Meaning of the colours:

Red	Warm	21.5 – 30 °C
Orange	Comfort	17.5 – 21 °C
Yellow	Cool	5 – 17 °C
Grey	Heating Off	

Tap anywhere in this area to switch to the related Room view. In the Room view, you can change the room schedule or boost the room temperature, etc.

Status of hot water



Current room temperature

### Away mode

Once activated, all rooms return to the Away temperature (default 16°C). If you have a two or three-channel Heat Hub®, the hot water will be turned OFF. The Away mode overrides Auto and Manual mode, however it is still possible to manually change the set-point temperature and boost individual rooms. It is also possible to boost or manually turn the hot water ON.

The default temperature and hot water status for Away mode can be modified under *Settings/Away Mode*.

Note: If the system is in Auto Mode and an override is active when the Away Mode is applied, the Away Mode is then deferred until the end of the override.

### Home mode

Tap here to reactivate your heating system. Wiser reverts to the previously activated mode (Auto or Manual).

### Room view and what it displays

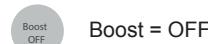
Room/Area to control. Swipe to the left/right to switch between rooms.

Current room temperature

Tap to open the boost menu.

With the boost feature you can temporarily increase the room temperature by 2°C. Choose between 30 minutes, 1 hour, 2 hours or 3 hours.

Boost can be stopped at any time by tapping the time icon again.



Boost = OFF



Boost = ON

Current setpoint temperature



If the room temperature is lower than the desired set-point temperature, the heating is on.

Depending on the room temperature and the heating status, the circle line will change its colour.

#### Meaning of the colours:

Red	Warm	21.5 – 30 °C
Orange	Comfort	17.5 – 21 °C
Yellow	Cool	5 – 17 °C
Grey	Heating Off	

Tap to open the schedule or to toggle between Auto and Manual mode.



Heating = Auto mode



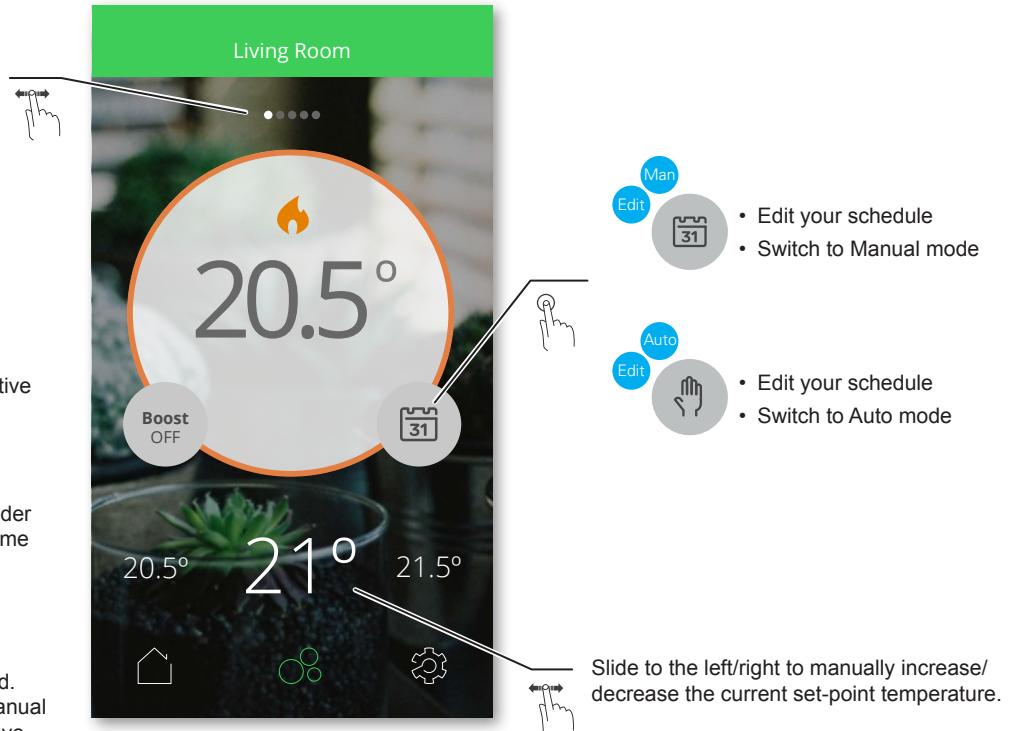
Heating = Manual mode



Note: As long as the Away mode is active, you cannot select Auto or Manual mode. Tap on **Home view** to de-activate the **Away mode** .

### Set the room temperature

Select the room in which you want to set a new room temperature.

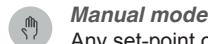


*What will happen if your system is in:*



#### Auto mode

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



#### Manual mode

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



#### Away mode

The new set-point will continue to be active until Away mode is deactivated. Afterwards it goes back to its Auto or Manual status depending on which one was active when Away mode was activated.

### Boost the room temperature

Select the room in which you want to set a new room temperature.



The boost feature lets you temporarily increase your room temperature by 2°C.

Tap here to choose the boost duration. You can select either 30 minutes, 1 hour, 2 hours or 3 hours.

Boost can be stopped at any time by tapping the time icon again.

Boost = Off

Boost = On

If the boost is active, you can adjust the set-point temperature at any time.

There are three ways to change the room temperature:

#### From your Room Thermostat

- By setting a new set-point temperature
- By boosting you can increase the temperature and choose the time

#### From your Radiator Thermostat

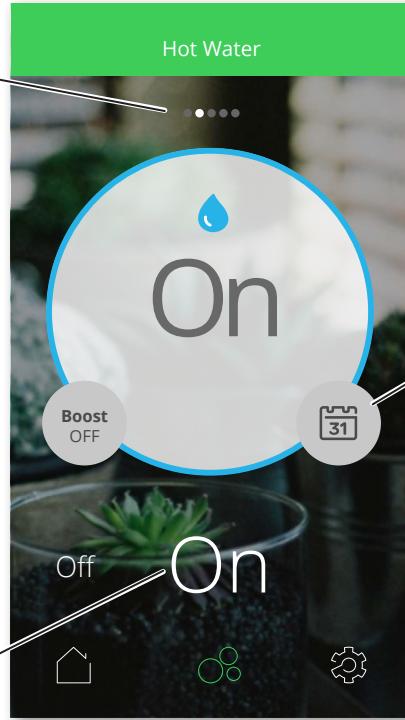
- By boosting you can increase or decrease the temperature. The boost time is always 1 hour.

#### Overview of boosts

	Temperature	Time
Wiser Heat app	+ 2°C	Selectable
Room Thermostat	+ 2°C	Selectable
Radiator Thermostat	+ / - 2°C	Fixed, 1 hour

### Controlling hot water

Select screen for Hot Water



*What will happen if your system is in:*



#### Auto mode

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



#### Manual mode

The set status will continue to be active until the next time the slider is used.



#### Away mode

The set status will continue to be active until Away mode is deactivated. Afterwards it goes back to Auto or Manual status depending on which one was active when Away mode was activated.

You can manually switch the hot water on or off by swiping left or right.



- Edit your schedule
- Switch to Manual mode

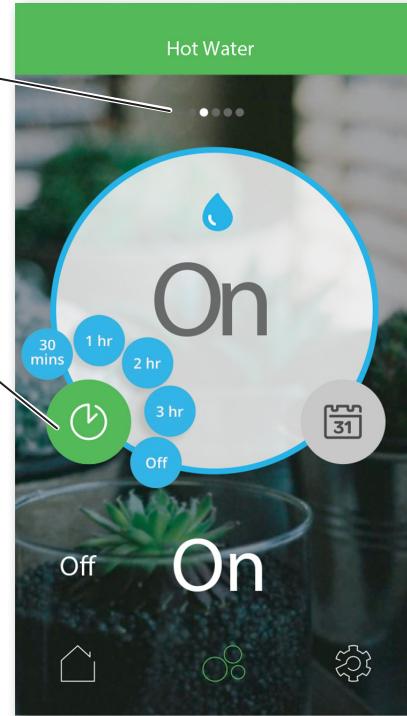
- Edit your schedule
- Switch to Auto mode



The Hot Water screen is only visible if you use either the two-channel **Heat Hub<sup>R</sup>** or the three-channel **Heat Hub<sup>R</sup>**.

### Boost hot water

Select screen for Hot Water



Boost lets you temporarily switch on hot water outside of scheduled events.

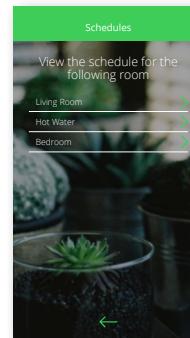
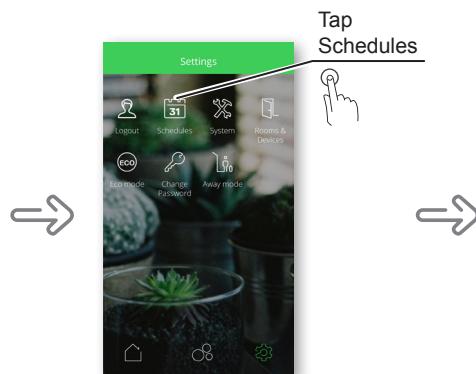
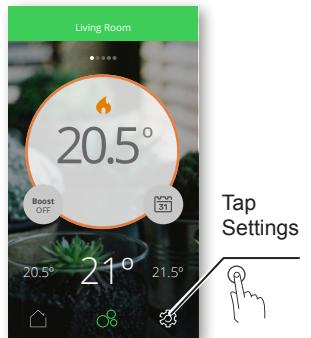
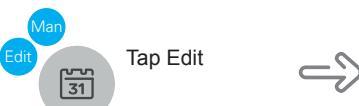
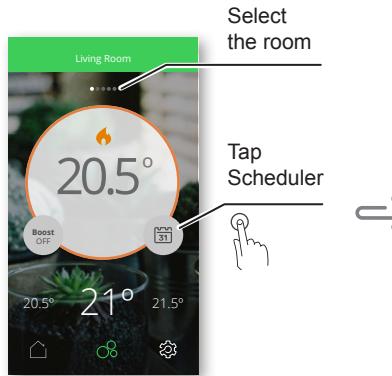
Tap to choose the boost duration. You can select either 30 minutes, 1 hour, 2 hours or 3 hours.

Boost can be stopped at any time by tapping the time icon again.

 Boost = Off

 Boost = On

### Two ways to access the schedule



### How to edit the schedules

As part of the start-up process, you previously added rooms and assigned devices to the rooms. Each room has its own schedule, which is independent from other rooms. If your daily routine is similar throughout the week, you can set the schedule for the room for the whole day then use the **Copy** function. This will copy the schedule for each day you select for this room. Alternatively a different schedule can be defined for each day.

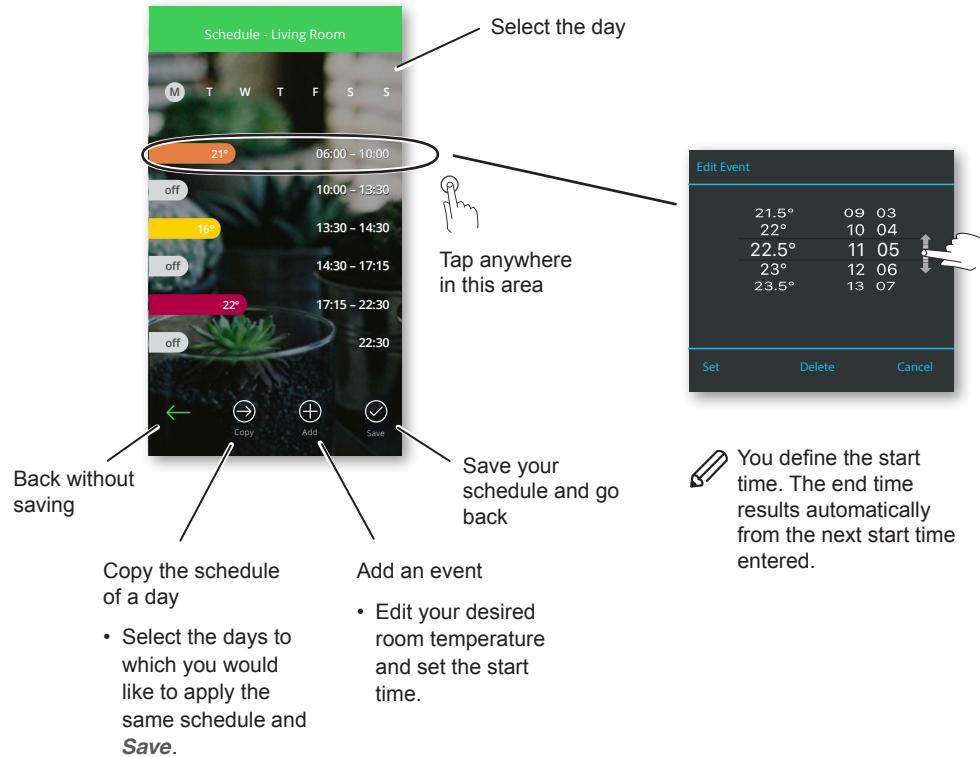
### Set an event

An event is a set change to the room temperature for a specified amount of time. An event consists of a start time and the desired temperature. One day can have up to eight events.



### Defaults

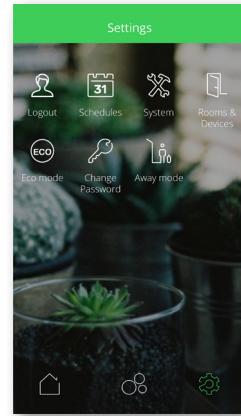
With your first access to the app, you will find pre-defined events in all schedules. If the events match your daily routines, you do not need to change the schedule. [The defaults -> page 16.](#)



### How to add new rooms and devices

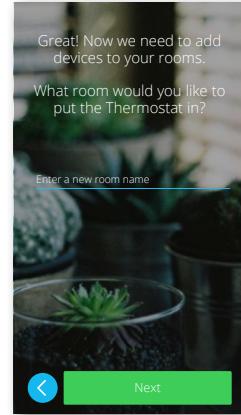
Room Thermostats and Radiator Thermostats can be added at any time to enhance your Wiser system as follows:

- Select **Settings**
- Tap **Rooms & Devices**
- Tap **Add devices / Add rooms**



Enter the number of Room Thermostats and Radiator Thermostats to add to the system.

- Enter the number of devices to be added.
- Tap **Next**
- Follow the on-screen instructions while naming rooms and assigning new devices.



### What can I do in settings?

#### Eco Mode

Eco Mode is designed to save you money and maximise the efficiency of your heating system by automatically adjusting the time the boiler turns off. It is based on the outside temperature and the characteristics of your home. [How to edit the schedules -> page 24 40](#)

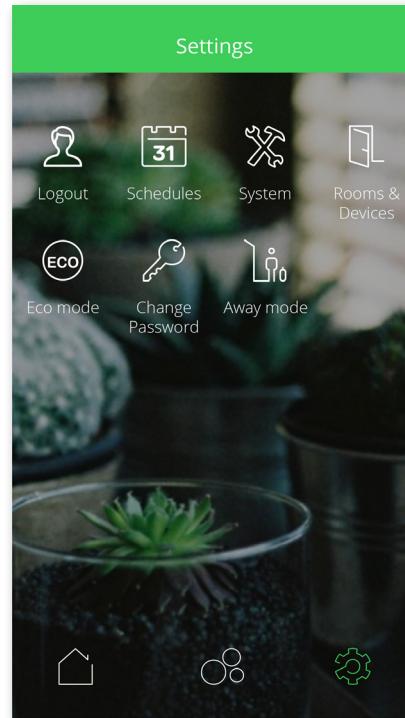
#### Schedule

View and edit the heating and hot water schedules. [How to edit the schedules -> page 24](#)

#### Away mode

Change the default set-point temperature (Off ... **16°C** ... 30°C).

Change the default hot water status (**On/Off**), this option is available if you are using a 2 channel or 3 channel Heat Hub<sup>R</sup>.



#### Rooms and devices

- Rooms: add, remove, rename
- Devices: add, check firmware, identify, move it to another room, remove it from a room, remove it from the system
- General: check device's signal strength

#### Logout

- Logout

#### Change password

- Change password

#### System

- Find information about system time and date
- Define time zone
- Wi-Fi network to which the Heat Hub<sup>R</sup> is connected
- App version

### Rooms & Devices

This page shows details for each room you have added to your system. This page also allows you to add additional rooms, lock a device, view the Wiser Heat Hub<sup>R</sup>, and any heating device present in the room. Once a room has been added and named accordingly, the app displays device information, i.e. battery level and signal strength.

#### Connection and operation

Signal strength may drop to as low as 1 bar, however the system is fully functional at this level. A red exclamation mark over the icon indicates that a device has lost the RF connection to the hub and can no longer be used to regulate temperature. If changing the location of the device is not possible, call customer services using the number indicated on the last page of this document.



#### Edit and delete room

- You can tap on the pen to go to the room details or tap on the bin to delete the room
- You can also tap on any device to go to the device details page.

#### Add device

- Tap this to add a device to a room

#### Add room

- Tap this to add a room to your system

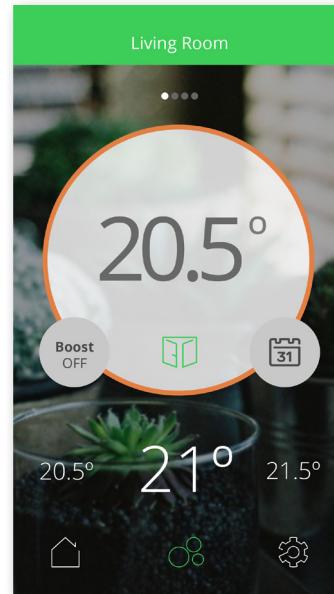
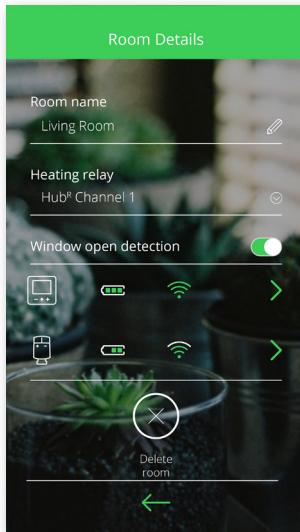
#### Battery and Signal Strength

- Check battery level
- Check signal strength

### Room Details

The room details screen allows you to activate the window open detection and also delete the room if it is no longer required in the system. Note: If you have a 3-channel heating relay, you can change the channel to which the room is assigned.

- Select **pen** to edit the room name
- Toggle **Window open detection** to activate the feature
- Tap **Delete room** to delete the room



### Open window detection

Open window detection is an energy saving feature. When a radiator thermostat detects an open window in a room it will close the radiator valve fully for a period of ten minutes to avoid heating the room unnecessarily. The feature is available only for rooms with a radiator thermostat.

Open window events can be detected after the radiator thermostat has been calling for heat to the room for a period of two minutes. After two minutes of heating, an open window event is triggered if the temperature of the room decreases by a set threshold in one minute.

After 10 minutes the system will reset the open window detection and the radiator thermostat will resume normal operation. A new open window event can be detected again after calling for heat to the room for two minutes.

Activation/deactivation is done from the app on a per-room basis and is indicated by an open window icon with the set-point temperature set to Off as well as the call-for-heat flame being suppressed.

The feature can be deactivated in a specific room, such as when drying clothes or if a room is exceptionally draughty or because of a personal preference.

### Device Details

The Device details screen allows you to activate the Device lock and also identify a device and remove a device from a room or the system if it is no longer required in the system.

#### Device lock

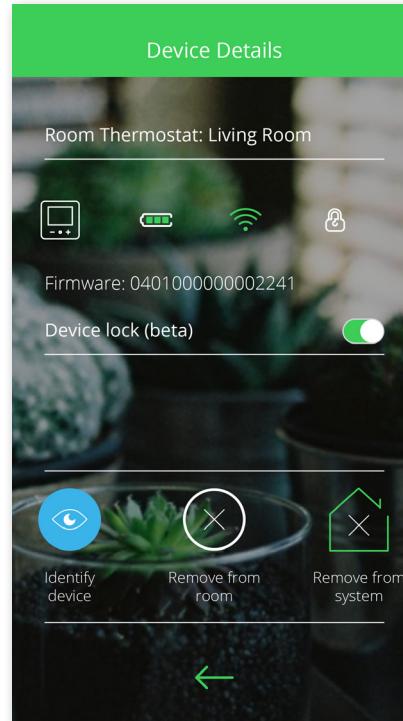
Device Lock stops unwanted interference with hardware by disabling the physical controls on devices such as room thermostats or radiator thermostats from within the App. This prevents small children from changing the temperatures in your home by playing with the thermostats.

When a room thermostat is locked, the display will wake up when a button is touched so that all information on the display can be read.

However, the buttons cannot be used to adjust or boost the temperature. When a radiator thermostat is locked, nothing will happen when the cap is twisted in either the + or – direction.

Device Lock is switched on and off from the App by tapping the 'settings' icon from the home or room screens, and choosing 'rooms & devices'. Tap on the room you would like to lock and you will see the lock icon button appear.

**Note:** while the device lock is active, it is still possible to reset the device to factory settings.



#### Identify device

This icon allows you to identify a radiator thermostat. When you tap this icon the LEDs on the radiator thermostat start to blink and the room thermostat shows the word identify. The identify feature is used so you do not mix up radiator thermostats, or if you move the radiator thermostats and need to establish which device is which.

Note: the radiator thermostat polls the Wiser Heat Hub<sup>®</sup> approximately once a minute, and therefore, it may take this amount of time for the room thermostat to receive a signal from the radiator thermostat. This delay is done for battery saving. The optimal way to use the identify feature is to wake up the device first.

#### Remove from room

Tap this to remove thermostat from the room. Once you remove the device (thermostat) from the room, you can see it under unallocated on the rooms and devices page.

#### Remove from system

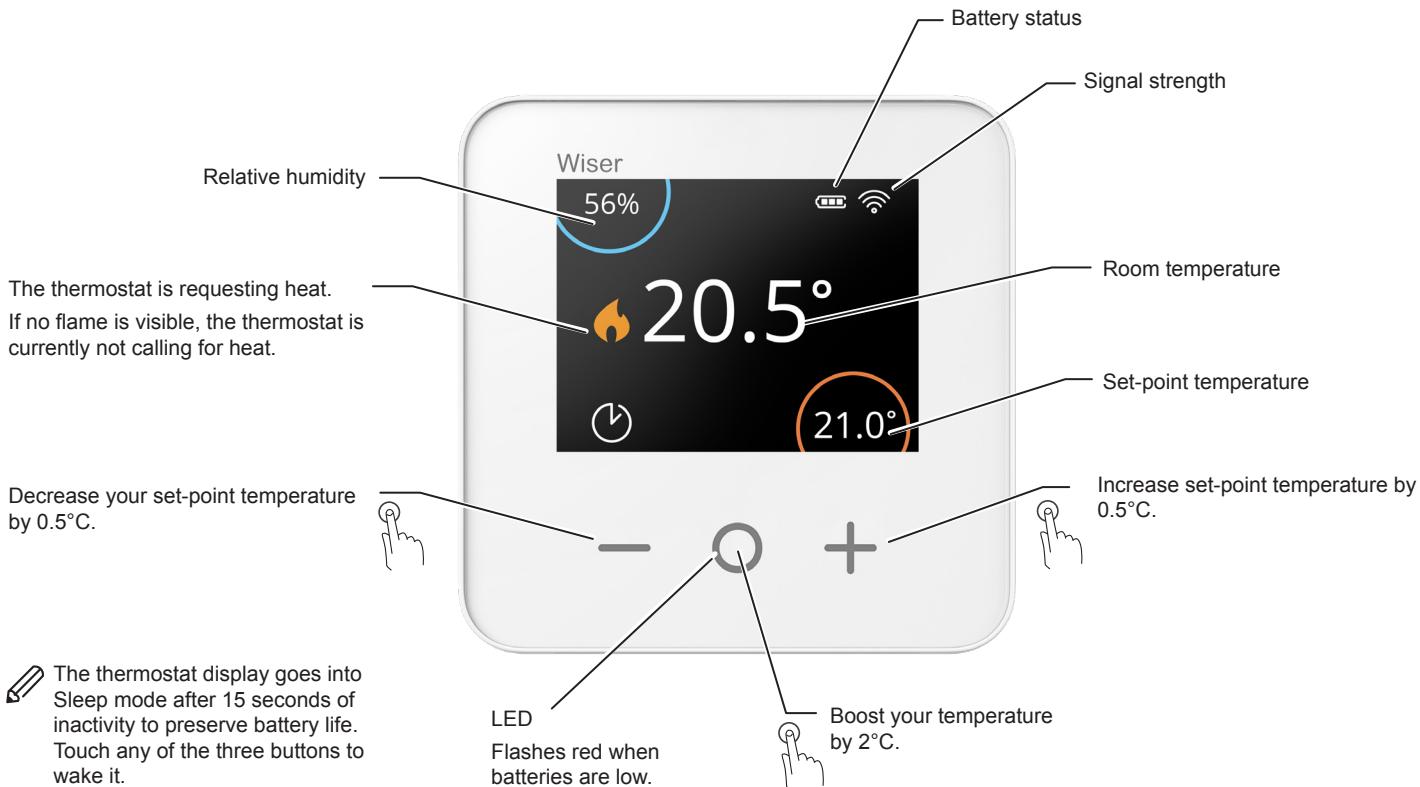
Tap this to remove thermostat from the system.

#### Firmware

This screen allows you to view the current firmware version running on the device. The last 4 digits of the firmware are required when calling customer services.



### Getting to know the Room Thermostat



## Set a room temperature



Decrease set-point temperature by 0.5°C.

In Auto mode, the setting will be valid until the next scheduled event.

Temporarily boost set-point temperature by 2°C.

In Auto mode, the boost stays valid until the boost time expires.

The amount of time the boost remains active depends on how many times you press O.

#### Adjusting boost time

Press 1 time = 30 minutes

Press 2 times = 1 hour

Press 3 times = 2 hours

Press 4 times = 3 hours

Press 5 times = Cancel

Increase the set-point temperature by 0.5°C.

In Auto mode, the setting will be valid until the next scheduled event.



There are three ways to change the room temperature:

#### From your Wiser Heat app

- By setting a new set-point temperature
- By boosting (you can increase the temperature and choose the time)

#### From your Radiator Thermostat

- By boosting (you can increase or decrease your temperature; the time is always 1 hour)

#### Overview of boosts

	Temperature	Time
Wiser Heat app	+ 2°C	Selectable
Room Thermostat	+ 2°C	Selectable
Radiator Thermostat	+ / - 2°C	Fixed, 1 hour

### Replace the batteries

The Room Thermostat always informs you of battery status. It can also be viewed in the *Wiser Heat app* under **Settings -> Rooms & Devices**.

When the thermostat display is in Sleep mode, a flashing red light below the Boost button signals the batteries are near depletion.

Symbols	Meaning
	Full
	Batteries nearly depleted - change them immediately

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



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.

### Wake up the Room Thermostat

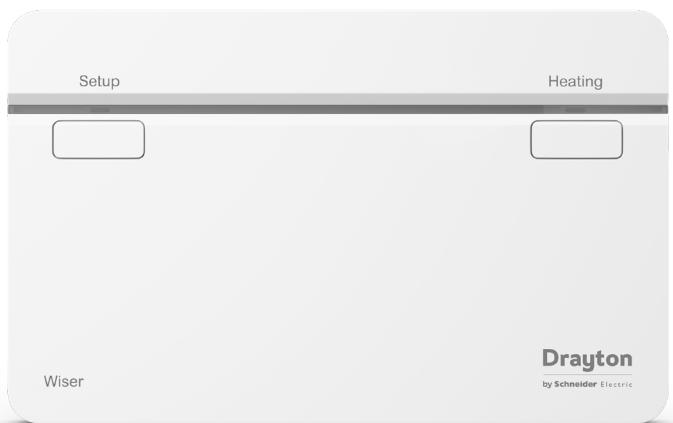
If there has been no interaction for 10 seconds, the Room Thermostat goes into Sleep mode and the display fades out.

Wake up the Room Thermostat by touching any button.

### Reset the Room Thermostat

[Removing devices and factory reset -> page 44](#)

Heat Hub<sup>R</sup> One Channel



Heat Hub<sup>R</sup> Two Channel  
Heat Hub<sup>R</sup> Three Channel



### Getting to know the Heat Hub<sup>R</sup>

The Heat Hub<sup>R</sup> is the central control unit of the Wiser system. All incoming requests from heating devices ("Boost the temperature in the Living Room") are processed by the Heat Hub<sup>R</sup>. It also switches the boiler on when required.

The Heat Hub<sup>R</sup> is available in three variants and depends on your heating system.

- **Heat Hub<sup>R</sup> One Channel**  
1x Heating -> for combi boilers
- **Heat Hub<sup>R</sup> Two Channel**  
1x Heating and 1x Hot Water -> for conventional boilers with a separate hot water cylinder
- **Heat Hub<sup>R</sup> Three Channel**  
2x Heating and 1x Hot Water -> for large properties with dual heating circuits

### Reset the Heat Hub<sup>R</sup>

Removing devices and factory reset -> page 44

### What do the buttons do?

#### Setup button

Within the initial installation of the system, enter the set-up mode and activate the temporary Wi-Fi network.

#### Hot water override button

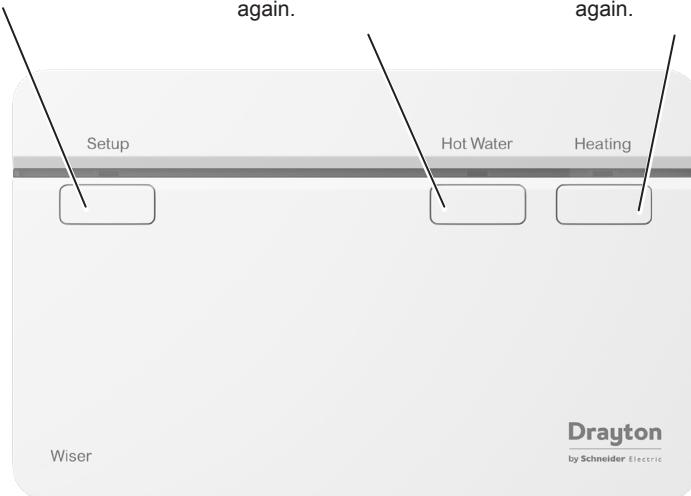
To turn on the Hot Water for 1 hour, press and hold the button for >3 s.

To turn off the override, press the Hot Water button again.

#### Heating override button

To turn on all heating for 2 hours, press and hold the button for > 3 s.

To turn off the override, press the Heating button again.



The override states for the Heating and Hot Water buttons are not shown in the app. These act as a fall-back state in the event that other controls are unavailable.



### Getting to know the Radiator Thermostat

The Radiator Thermostat is an electronic thermostatic head which opens and closes the radiator valve to control the amount of hot water that flows through the radiator.

In normal use, temperatures will be set through the *Wiser Heat app*. It is also possible to directly induce a time-limited up or down boost of the temperature from the Radiator Thermostat by twisting the cap.

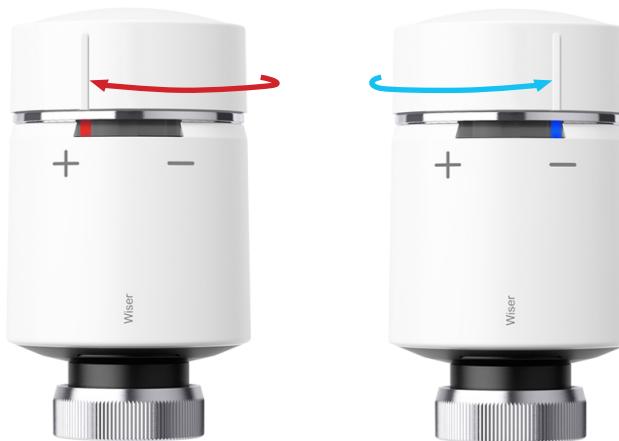


### How to boost the room temperature

Twist the 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 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.

### Replace the batteries

The centre LED will signal when the batteries need to be replaced.

Left	LED 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 x 1.5V IEC LR6 (AA) alkaline batteries. Ensure the polarity of the batteries (+ and - ends) is correctly oriented. The polarity is indicated on the device's terminals.



 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.

### Reset the Radiator Thermostat

Removing devices and factory reset -> page 44

### Install a valve adapter

There are various types of radiator valve bodies, and each Radiator Thermostat is provided with two valve adapters: M30x1.5mm and Danfoss RA.



M30x1.5 mm  
ring nut and  
valve adapter



Danfoss RA  
valve adapter



#### Valve adapter

The two included valve adapters work with the vast majority of radiator valves. If however, neither work with your radiator valves, consult the [Valve Adapter Guide](#) on the Drayton website. After reviewing this guide, if you still need assistance please contact Customer Services at the number indicated on the last page of this guide.

#### Installation guide

To ensure correct and safe installation, always refer to the installation guide.

## Installing your Wiser Multi-zone Kit

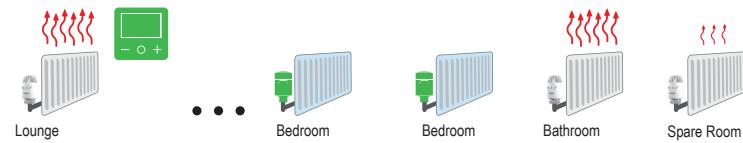
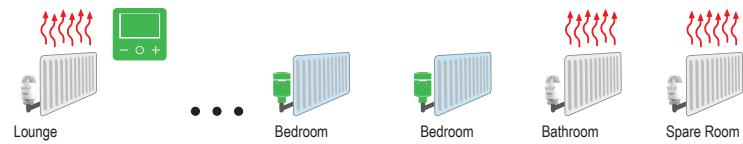
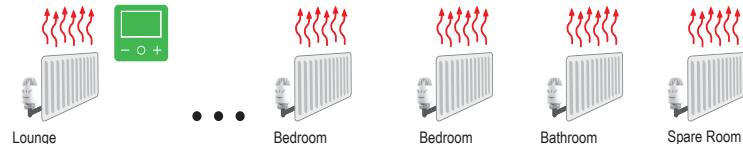
Your Wiser Multi-zone Kit contains one Room Thermostat and two Radiator Thermostats. This kit allows zoning in your home to save money on fuel bills and manage heating room by room.



Best results come from having Wiser Radiator Thermostats on all radiators. It is recommended to use your Multi-zone Kit as follows:

- ① Install the Wiser Room Thermostat in the room most often occupied and set your temperature schedule around this room. The Room Thermostat will control your heating so any mechanical TRVs in this room should be turned in accordance with step ③ below.
- ② Install the two Wiser Radiator Thermostats in rooms less often occupied. The heating schedule in these rooms can be set around these times only, and the rooms are not heated when not occupied.
- ③ Adjust all remaining mechanical TRVs in your home according to room use:
  - Position 4 (approx. 24°C) for a bathroom
  - Position 3 (approx. 21°C) for a living room
  - Position 2 (approx. 18°C) for a bedroom
  - Position 1 (approx. 15°C) for unused rooms

Note the radiators will get warm whenever the boiler is running. It is important to set the mechanical TRVs to prevent overheating these rooms.



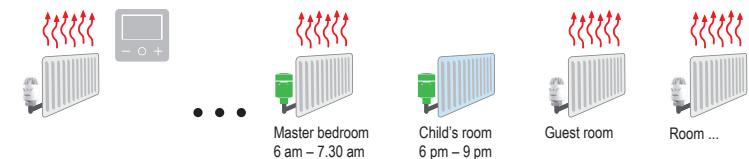
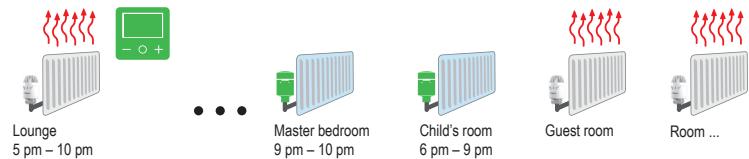
## Installing your Wiser Multi-zone Kit (cont.)

### Example

Schedule the Room Thermostat to run in the lounge at 21°C from 5 pm to 10 pm. Place Radiator Thermostats in the master bedroom requiring heat from 9 pm to 10 pm, and a child's room requiring heat from 6 pm and 9 pm. This scenario saves 4 heating hours and 2 hours in the master bedroom and the child's room respectively each evening. This scenario saves 4 heating hours in the master bedroom and 2 hours in the child's room each evening.

If comfort is paramount, you can program another temperature in the master bedroom outside the 5 pm to 10 pm schedule, such as 21°C between 6 am and 7:30 am. Note that not only will the master bedroom heat, but all rooms with mechanical TRVs.

To save energy in homes that do not have Wiser Radiator Thermostats in every room, ensure the Room Thermostat is used as the main controller of the home with the longest heating time intervals running. If you have two Radiator Thermostats in a home with eight radiators, you may want to time the heating of these rooms during shorter intervals when the Room Thermostat is already calling for heat. Adding more Radiator Thermostats allows to control all rooms independently to ensure maximum heat benefit when occupied.



## Eco Mode

Eco Mode automatically optimises the stop time of a heating phase to maximise the efficiency of your heating system, such as room temperature set-point changes from 21°C to off at 10 pm.

### Ⓐ Eco Mode deactivated

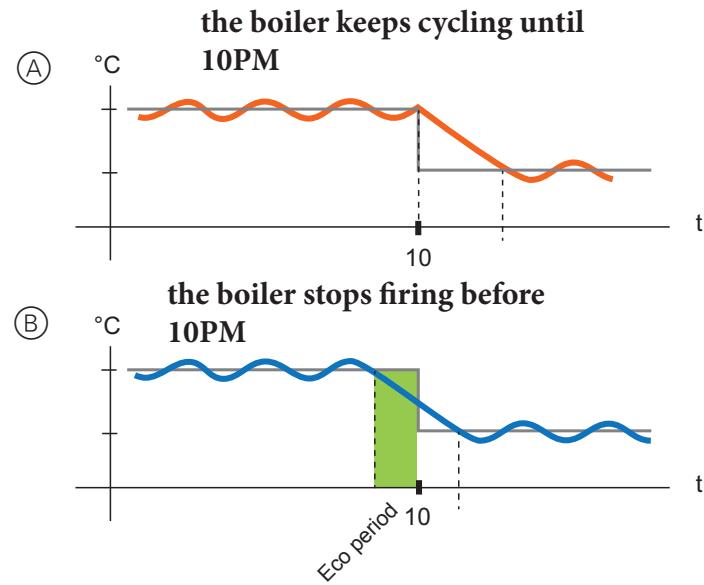
Wiser switches the set-point temperature at 10 pm according to the schedule. Depending on the weather and how well-insulated the home is, the room temperature drops proportionally starting at 10 pm.

### Ⓑ Eco Mode activated

When Eco Mode is activated, Wiser will switch the set-point temperature to off before 10 pm.

Eco Mode establishes how well your home retains heat in relation to current and predicted outdoor temperature. Based on this, Wiser switches the set-point temperature to off before 10 pm without any noticeable loss of comfort.

The period between the time that Eco Mode switches the set-point to off and 10 pm represents the eco period, and savings occur as a result of the boiler not being switched on.



## Moving the Room Thermostat

### Move the Room Thermostat to another room

If your system only has a single Room Thermostat, it can be moved around the house.

If your system has two Room Thermostats controlling one heating circuit respectively (e.g. one circuit downstairs and one upstairs), ensure each Room Thermostat stays in a room within the circuit to which it was originally assigned. This avoids conflicts between the two Room Thermostats. Each Room Thermostat can only call for heat from the heating circuit it has been originally assigned.

If your system has a combination of Room Thermostats and Radiator Thermostats, then each room has its own schedule which is independent of other rooms. Placing your Room Thermostat in rooms other than those originally assigned to will cause conflicts as each heating device follows its own schedule.

## How to change the Wi-Fi network

If you need to change the Wi-Fi network follow the steps below:

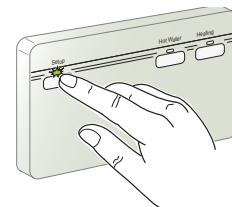
- Launch the *Wiser Heat app*.

If you are logged in, make sure to log off first. After logging off, tap the back button on the login screen of the app to go to the start screen.

- Tap **Setup / Create Account** (even though your system has already been set up).

- Select your Heat Hub type.

- Press the **Setup** button on the Heat Hub<sup>R</sup>



- Follow the on-screen instructions to connect your smartphone to the Heat Hub<sup>R</sup>.

- Tap **Skip** when prompted to set-up your heating system.

- Follow the on-screen instructions to connect your Heat Hub<sup>R</sup> to the Internet by selecting the correct Wi-Fi network.

- Tap **Skip** when prompted to register an account.

This creates a new Wi-Fi network and you will see the home screen and can proceed to control your heating as normal.

## How to connect OpenTherm

 The Wiser system currently supports OpenTherm only in conjunction with a combi boiler.

If your boiler supports OpenTherm, follow the instructions below.

### Existing OpenTherm Installation

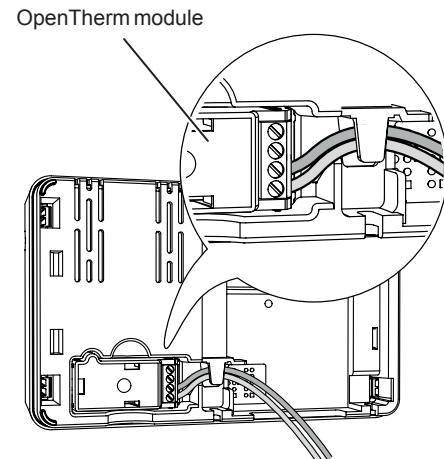
- ① Remove the OpenTherm cables from the existing controller or thermostat.
- ② Remove the OpenTherm module from the rear of the Heat Hub<sup>R</sup>
- ③ Set the OpenTherm cables into the OpenTherm module. Cables can be wired any way.
- ④ Replace the OpenTherm module into the Heat Hub<sup>R</sup>
- ⑤ Mount the Heat Hub<sup>R</sup> on the backplate.

 The Heat Hub<sup>R</sup> must be configured to use OpenTherm. This can be done during setup in the app.

### Re-wiring to OpenTherm from standard installation

Any motorised valves must be disconnected and set to open. Then follow steps ② – ⑤ above to wire in the OpenTherm module.

If you are fitting a new system or require re-wiring, contact an installer.



## How to identify devices

To identify a device:

- Open **Settings**
- Choose **Rooms & Devices**
- Tap on the device you want to identify
- Tap 



A Room Thermostat will respond to an identify command by displaying **Identify**.

A Radiator Thermostat will respond to an identify command by flashing all three of its LEDs.

**Note:** It may take up to one minute to identify. The Room/Radiator thermostat will remain in Identity mode until the OK button is pressed in the app.

## Removing devices and factory reset

Devices can be removed from the Wiser system using the Wiser Heat app. Login to the system and navigate to 'Rooms and Devices' found on the 'Settings' page. Locate the device you want to remove and select 'Remove Device'.

**Note:** this process will remove the device from the system and will no longer be visible in the app. However, if a device is out of range, or is switched off when the request is made it will need to be factory reset separately (see Device Factory Reset below). Where a Radiator Thermostat has to be taken off a radiator valve following removal from the system, follow below:

- Open the valve as indicated in table 1 (Radiator Thermostat – Calibration).
- Unscrew the radiator Thermostat from the radiator valve.

### Device factory reset

Devices can be reset manually at any time e.g. if the Heat Hub<sup>R</sup> is replaced. This will remove the device binding to a Wiser system allowing it to be joined to another system. Refer below:

#### Room Thermostat:

- Remove the batteries and re-insert them
- When the 'Wiser Thermostat' splash screen is displayed press and hold the + and – buttons for 20 seconds until 'Join a network' is displayed
- Unscrew the radiator Thermostat from the radiator valve.

Radiator Thermostat:

- ⌚ Twist and hold the cap of the Radiator Thermostat in the '-' direction
- ⌚ Wait a few seconds until the centre LED begins to flash Red
- ⌚ Keep holding the cap in the '-' direction until all 3 LEDs flash once to indicate the device is resetting.

### Hub Factory Reset

The Heat Hub<sup>R</sup> can be reset to factory settings, which will remove all devices from the system and remove the Wi-Fi connection settings.

**Note:** this will not remove your Cloud account so you will either need to call customer services to remove your account or register with a different e-mail address.

To factory reset the Heat Hub<sup>R</sup> refer below:

- ⌚ Press and hold the 'Setup' button for more than 20 seconds

**Note:** the LED will go through a few LED sequences, however the reset warning is indicated by solid Red. This is the final LED sequence and upon extinguishing it will implement the reset.

**Note:** to re-use devices you may also need to perform Device Factory Resets on individual products in accordance with the instructions in this section.

## LED behaviour Radiator Thermostat

### Normal use

State	User Interaction	Left LED	Centre 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	Centre 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
Join success					Solid for 5 seconds
Joining failed	If no network is found after 2 minutes				Flashes for 5 seconds

## LED behaviour Radiator Thermostat

### Error state

State	User Interaction	Left LED	Centre 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 Heat Hub® or be re-installed.

## LED behaviour of the Heat Hub<sup>R</sup>

### Setup

State	Button Press	LED	Description
Normal			Indicates the Heat Hub <sup>R</sup> is powered on and operating as normal.
Setup	Single press		In this mode, it is possible to connect directly to the Heat Hub <sup>R</sup> via Wi-Fi and make changes to the system.
Adding a device	Press and hold for > 5 s (or initiate from the app)		Indicates the Heat Hub <sup>R</sup> is open to new devices joining the network.
Wi-Fi Error			The Heat Hub <sup>R</sup> is unable to connect to the Wi-Fi Network. Check the Wi-Fi router is powered on and connected to the internet. If you have changed your Wi-Fi credentials (password) or if you have a new router, you must connect to your Heat Hub <sup>R</sup> in setup mode and update your Wi-Fi network details.
Wiser Cloud connection lost			The Heat Hub <sup>R</sup> is currently unable to contact the Wiser Cloud service. You will still be able to use the app at home when connected to the same Wi-Fi network as your Heat Hub <sup>R</sup>

### Heating and hot water

State	Button Press	LED	Description
Normal			Indicates the respective heating or hot water relay is currently active.
Emergency Heat/Test	Single press		This will manually switch the relay on. <b>Hot Water:</b> On for 1 hour <b>Heating:</b> On for 2 hours

### Others

State	Button Press	LED	Description
Adding a RF range extender	Press and Hold 'Setup' for longer than 2 s		Heat Hub <sup>R</sup> Setup LED Indicates the Heat Hub <sup>R</sup> is ready to pair a range extender.
Reset	Press and Hold for longer than 20 s	 	Setup LED Red followed by all LEDs flashing once Indicates the Heat Hub <sup>R</sup> has been returned to factory settings. This will remove all devices from the system instantly. To re-use the devices, you must perform a device reset on all products.

## Alexa®

Alexa® is an intelligent personal assistant developed by Amazon®, and is capable of voice interaction.

Wiser works with Alexa to allow you to regulate the temperature of each room in your system by using a wake-word and an instruction. The wake-word is “Alexa” followed by an instruction such as “increase temperature.” Currently, Amazon has made interaction and communication with Alexa only available in English and German.

Alexa requires explicit instructions. You must inform Alexa of the room to which you wish to address followed by an instruction, such as “increase temperature.” If no specific room is mentioned, Alexa will ask you which room you want to address, and then will increase the setpoint temperature by 1°C only based on the room reply from you. If you want the setpoint temperature to increase by 4°C in the living room, you must explicitly state to Alexa to “increase the temperature in the living room by 4°C.”

**Note:** If Alexa is asked to increase the temperature by 2°C, then Alexa will add 2°C to your setpoint. If the ambient temperature is already >2°C above the current setpoint then the actual temperature will not change and Wiser will not turn the heating on.

**Example:** If the current setpoint is 16°C, the current room temperature is 19°C and you ask Alexa to increase the temperature by 2°C - the current setpoint will change to 18°C but the heating will not start because the room temperature is already higher than 18°C.

**Note:** Everything you tell Alexa to do related to Wiser will last only for one hour, or until the next scheduled setpoint change, if the change is to occur in under an hour. After that it goes back to its original setting, and you must tell Alexa to do it again.

**Note:** If you turned the hot water on in the app and then tell Alexa to turn it off, it stays off only for 1 hour and then goes back on. For long term or permanent changes you can change the schedule in the app to avoid repeating the same instruction to Alexa.

## Common Wiser commands for Alexa

The below are common Wiser commands used with Alexa:

- Discover Devices: “Alexa, discover devices”
- Reduce Temperature: “Alexa, decrease the upstairs by 4 degrees”
- Increase Temperature: “Alexa, increase the upstairs by 3 degrees”
- Set Temperature: “Alexa, set the upstairs to 20 degrees”
- Get Temperature: “Alexa, what is the upstairs temperature?”
- Get Set Point: “Alexa, what is the upstairs set to?”
- Turn Off the Hot Water: “Alexa, turn off the hot water”
- Turn On the Hot Water: “Alexa, turn on the hot water”

**Note:** Alexa considers the room names and hot water as the devices.

The below should be observed when using Alexa:

- Simple room names are recommended, such as “living room.”
- You cannot turn Heating On or Off using Alexa.
- You cannot increase/decrease the temperature from Off. When a room is set to Off, you can adjust the room to a specific temperature.

## IFTTT

Wiser integrates with the 'If This Then That' (IFTTT) platform to enable features such as geofencing. IFTTT links smart products and apps by setting up a series of triggers and actions. You can access and make use of the [Wiser Applets](#) or create your own unique recipes by linking Wiser to your other apps – the opportunities are endless.



## How do I use IFTTT with Wiser Heat

Connecting could not be easier:

1. Set up a [free account](#) with IFTTT
2. Link your Wiser account with IFTTT
3. Visit the [Wiser Heat channel](#) and you are ready to start using the ready-made Applets, or create your own recipes.

## Which services does Wiser currently offer

IFTTT integration is currently focussed around 'Away Mode' as an end action. This can be activated by a variety of triggers such as geofencing. Explore the full range of Applets.

Geofencing options:

1. If there is just one smartphone / person in the household, then the Google location feature within the IFTTT app can be used for geofencing, i.e. when the smartphone leaves the house then the 'Away mode' can be activated by IFTTT.
2. When there are two or more people / smartphones in the household, then you can use a tracking app such as 'Life 360' in combination with IFTTT to achieve geofencing, i.e. when all of the family members have left the house then the 'Away mode' can be activated by IFTTT.

## When will more IFTTT actions be added

We will continue to add more actions over the coming months. Check back for updates.

## Google Home

Google Home is a brand of smart speakers that work similarly to Amazon Echo. Google's intelligent PA, Google Assistant, is equivalent to Amazon's Alexa.

The user can speak a profusion of commands to request information, or ask Google Assistant to perform an action such as play music, video playback, report news, access home automation. All of this can all be controlled from a Google Home device.



## Common Wiser commands for Google Home

The below are common Wiser commands used with 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 setpoint by XX degrees"

## Changes made with Google Home

All changes made through a voice command are valid for 1 hour, or until the next scheduled event. The user cannot change this action. This also applies for boosts initiated from the Radiator Thermostat.

The reason for not implementing permanent changes to Wiser is that a voice command can easily be forgotten, resulting in the heating accidentally being left on for long periods of time, such as when the user exits their home.

**Note:** When a command is given to increase/decrease the temperature but no temperature setpoint is given, Google Home defaults the new setpoint temperature to the prior setpoint  $\pm 3$  degrees. This value is controlled by Google Home and differs from a normal Wiser boost, which defaults the new setpoint to  $\pm 2$  degrees above/below the current ambient temperature.

**Note:** Commands for turning the heating "ON/OFF" are currently unavailable on Google Home. This is done intentionally as "OFF" cannot be reconciled with the notion of a temporary operation, and conversely, the notion of an "ON" setpoint does not exist on the Wiser system.

## Cyber Security

The Wiser solution has been validated by Schneider Electric's Global Security Lab which is an independent entity that ensures vigilance against the latest threats and enables the defence of Wiser systems against cyber-attack. The advanced security systems, which operate between Wiser in-home products, app and cloud services, use the same encryption technology as banks to protect end user data.

The Wiser Heat app and all software are continually updated to stay ahead of any potential threats to security.

## Disclaimer for Alexa

When you connect devices and services to Alexa, anyone speaking to Alexa can operate those products. Follow these recommendations when using connected devices with Alexa:

- Follow all instructions and recommended uses for smart home devices.
- After making a request, confirm the action was completed on the smart home device.
- Take steps to ensure the security of your Alexa supported device and safe operation of your connected products.

The design or manufacture of Alexa is not part of any Wiser development. It's possible that Alexa will not hear you correctly, will incorrectly interpret what you said, or even say something to you different than what you asked it to do.

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\*Please note that international call charges may apply to those calling from outside of the UK.

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