

# NETATMO

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STARCK®

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## Netatmo User Guide

# Introduction to your Netatmo Smart Thermostat

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Thank you for choosing Energia to install your Netatmo Smart Thermostat.

Our engineer will have shown you how to get your Netatmo up and running. This user guide will help with any other queries you may have as you start to use your device.

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# Setting Temperatures with Pre-set Modes

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There are 4 pre-set temperature modes on your Netatmo. Netatmo allows you control and change the temperature and scheduling for each of these modes. Once you have set a schedule for any of these modes Netatmo will determine the temperature of the room and turn on or off your boiler to keep the room at the required temperature.

## **Comfort (Yellow/Light Orange)**

This mode can be used when you are at home and want the house kept at a comfortable temperature – neither too hot nor too cold.

## **Comfort (Dark Orange)**

This mode is for times when you want to heat the house above the “comfort” temperature, or when you want the house to be a little bit warmer e.g. on a cold winter’s evening.

## **Night (Dark Blue)**

You can use this mode when you are sleeping and don’t need your heating at as high a temperature. The recommended temperature for this mode is 15°-18° depending on how warm you like your house while you sleep. If you choose to set this to lower than 15° your heating will not turn on overnight.

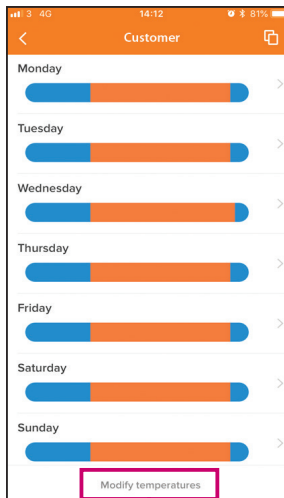
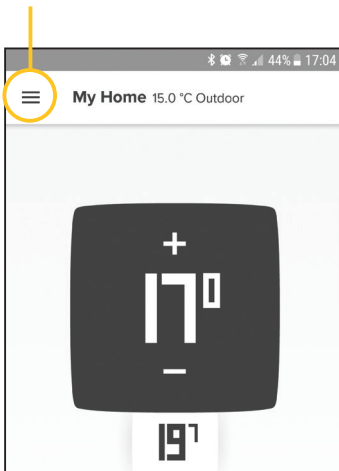
## **Eco (Light Blue)**

This mode can be used when you are not at home or coming and going throughout the day and you do not need the heating on as often. This mode will keep the temperature of the home at a lower temperature of 16°. If the temperature drops below 16° the heating will come on.

# Modifying Temperature Settings

Go to Settings located in the top left corner of the home screen on the app and click My Schedule. Then click 'Modify temperatures' at the bottom of this screen.

## SETTINGS



## MODIFY TEMPERATURE

# Setting Schedules

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You can create up to 10 different schedules, and switch between them as required. Netatmo's weekly schedule can be fully customised, to the nearest quarter hour and you can change it at any time.

## Creating a new schedule

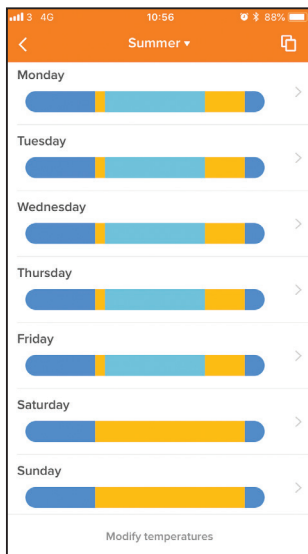
Click on Settings which is located in the top left corner of the home screen on the app. Click the drop down arrow on My Schedule. Then click Create a schedule.

## Creating a daily schedule

Your heating requirements may be different on weekdays than at the weekends. You can edit individual days within your schedule by clicking on the day you want to change.

## Creating a Holiday Schedule

In addition to your normal weekly schedules you can create a new 'holiday' schedule if you will be away for an extended period of time. This will replace your normal weekly schedule.



## Setting Schedules (cont.)

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### Away and Frost Guard Modes

If you plan to be away for an extended period of time and haven't created a new holiday schedule you can use either the 'Away' or 'Frost-Guard' modes which are designed for temporary absences.

These can be switched on in Settings by clicking on My Schedule and then clicking 'Modify temperatures'. **Please note that you will need to turn off the Away or Frost Guard mode when you return so that Netatmo returns to its regular schedule.** You can also use the Boost function while in the Away or Frost Guard modes.

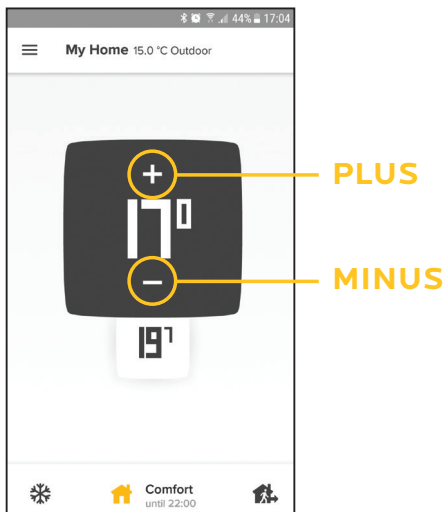
# Boost Function

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You can boost the temperature at any time by clicking the Plus (+) or Minus (-) sign on either the Netatmo device itself or on your app's home screen.

You can choose how long you want to boost the heating for in 5 minute intervals.

When in Boost mode, your app will show 'until' which is the time the boost function will end. It will also continue to show the current mode as per your schedule.





## Heating Prediction (Auto Adapt) Feature

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Netatmo has an Auto-Adapt function which predicts your heating needs based on an analysis of how your thermostat has performed over a typical 3 week period.

For example, your required temperature for 8 - 9 am in the morning is 18°C. You will have set this temperature from 8am for one hour. Netatmo knows that it takes your home one hour to reach 18°C in the morning so it will turn the heating on at 7am.

Once the temperature reaches 18°C Netatmo will switch off your boiler. Your heating will turn on and off as many times as necessary to keep your home at the required temperature.

### Turning On Heating Prediction (Auto Adapt) Feature

To turn the Heating prediction feature On or Off, go to Settings in the top left corner of the home screen on the app and then click Operating Mode.

**Note:** If you turn on the Heating Prediction / Auto Adapt feature your boiler may come on at times outside your set schedule as it regulates the temperature in your home.

# Reconfiguring the Netatmo Smart Thermostat

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You may need to reconfigure your Smart Thermostat if:

- You have moved your internet modem
- You have changed internet providers
- You have received a new modem from your current internet provider
- You have changed your Wi-Fi password

Go to Settings in the top left-hand corner of the app home screen. Click Manage My Home. Then click Relay and at the bottom of the screen click 'Setup Wi-Fi'. You will need your Wi-Fi password to continue. Once you have entered your Wi-Fi password click Next.

You will then need to go to your boiler and hold in the button on the bottom of the wall mounted relay which will be located near your boiler. The relay is the thin plastic lip-like button added to your boiler during your Netatmo installation.

Make sure this wall mounted device has a glowing/pulsating light before clicking the next button on the app. This is to confirm that the relay is power supplied. It can take approximately 30 seconds for this to pulse or glow – continue to hold the button until it glows.

# FAQ

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## Do I need to set a schedule(s)?

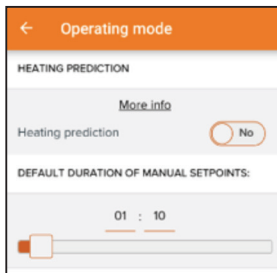
Netatmo is designed to work with set schedules. However if you want to manually control your boiler's schedule you can set a time period with a low required temperature, such as the Night setting. This means your heating should not come on unless your home reaches a very low temperature or you use the Boost function to increase the temperature.

You can also turn on the 'Away' or 'Frost Guard' modes (see Page 4) and use the manual boost when you want the heating on.

## Why is my heating coming on at a time that isn't in my schedule?

If you turned on the Heating Prediction / Auto Adapt function your heating may turn on outside your schedules to maintain the required temperature.

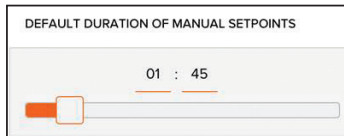
To turn off this mode, go to Settings and click Operating Mode and change Heating Prediction to 'No' as shown.



# FAQ

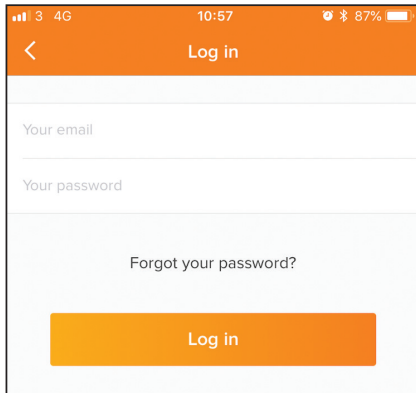
## Can I increase the manual boost time?

Yes, you can change your manual 'boost' setting by going to Settings and 'Operating Mode'. Under 'Default Duration of Manual Setpoints' you can slide the orange bar to the desired duration as shown.



## I have changed Wi-Fi providers, and my Netatmo is not working - what do I do?

If you have changed Wi-Fi providers, moved your modem, or changed your Wi-Fi password, your app will show a 'Relay not reachable' message. See Page 6 'Reconfiguring a Netatmo Smart Thermostat' for the steps needed to get your Netatmo up and running with your new Wi-Fi.



## What do I do if I have forgotten my password for the Netatmo App?

You can reset your password using the Netatmo app by clicking on the 'Forgot your password' link on the app log-in screen, as shown.